

Schmon Tower Review of Custodial Services

JULY 3, 2015

AD-HOC SCHMON TOWER REVIEW OF CUSTODIAL SERVICES COMMITTEE

FM Management Member & Co-Chair - Domenic Maniccia

CUPE 1295 Member / Co-Chair - Cindy Flynn

FM Management Member - Laurie White

CUPE 1295 Members - Janice Walker, Brad Woods

Schmon Tower Occupant (Academic) Representative - Deb Kalvee

Schmon Tower Occupant (Student Services) Representative - Kelly Veld

Schmon Tower Occupant (Administrative) Representative - Ed Wall

Ex Officio: CUPE 1295 rep - Shane Jenkins

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Executive Summary

The Ad-Hoc Schmon Tower Review of Custodial Services Committee was established in February 2015 to review current custodial services practices and delivery of services within the building, examine alternative approaches, gain employee occupant feedback, and report its findings. See Appendix 1 for the terms of reference.

A staff occupant survey was conducted from April 8 - 15, 2015 to determine how well Custodial Services is meeting their expectations. 81 responses were received to the survey. See Appendix 5. The total number of staff occupying the building at the time of the survey was 223. As a response rate, this amounts to 36%. 74% of the responses were from floors 3, 4, 11, 12, with the 12th floor having the most at (24.7%).

- **Work Areas** -regarding the level of cleanliness of their work area, 39.5% of respondents were very satisfied or satisfied; 28.4% were neither satisfied nor dissatisfied; 32.1% were dissatisfied or very dissatisfied. Of those who were dissatisfied or very dissatisfied, 35% work on the 12th floor and another 35% work on floors 3 & 4.
- **Common Areas** - 48.1% were very satisfied or satisfied with the level of cleanliness of their common areas; 23.5% were neither satisfied nor dissatisfied; 28.4% were dissatisfied or very dissatisfied.
- **Washrooms** - 49.3% were very satisfied or satisfied with the cleanliness of the washrooms in their work area; 13.6% were neither satisfied nor dissatisfied; 37% were dissatisfied or very dissatisfied. 43% of the latter group were from floors 3 and 4, floors used frequently by visiting students.
- **Waste & Recycling** - 48.2% were very satisfied or satisfied with waste and recycling collection; 27.2% were neither satisfied nor dissatisfied; 24.7% were dissatisfied or very dissatisfied.
- **Responsiveness** - 97.3% of respondents found Custodial Services staff were very responsive or responsive to their needs; 2.7% indicated they were not responsive.
- **Time of day cleaning** - 10% of the respondents indicated they preferred to have their work area cleaned during the day, 50% responded after hours, 40% were indifferent.
- **Cleaning task interference** - survey participants were asked if cleaning tasks interfered with their work. 88% responded no, 12% responded yes. Although 88% of respondents indicated that cleaning tasks did not interfere with their work, in a later question, 50% indicated that they would prefer to have their workspace cleaned after hours.
- **Summary of services provided** - 47.4% were very satisfied or satisfied with the custodial services provided; 28.7% were neither satisfied nor dissatisfied; 23.7% were dissatisfied or very dissatisfied.
- **Survey comments** - in addition to the quantitative data reported above, open comment sections on the survey solicited further feedback. General themes:
 - Washrooms require additional cleaning, supplies.
 - Better quality hand dryers in washrooms or supply paper towels were requested.
 - Respondents complained of old washroom fixtures.
 - Some occupants seem unaware they are required to empty their personal recycling bins.
 - Increased frequency of carpet vacuuming.
 - Some carpets are worn and require replacing.
 - More frequent cleaning of furniture, fixture is required; very dusty.
 - Occupants are disturbed by the building's fly problem.

Committee Findings

- Overall, the results of the survey were positive with a few areas requiring attention.
- Because administrative floors 3 and 4 are heavily frequented by students, perhaps the washrooms require additional attention during regular hours of use. Because the regular cleaner in this area has returned from maternity leave, this should result in a more consistent level of cleaning and day-time attention of these.
- Reduction in cleaning staff through Program Review, retirements and plan and unplanned employee absences have contributed to a reduction in the cleaning levels (standards).
- The zone cleaning method, i.e. one employee being responsible for all cleaning tasks on one floor or the entire building) is used at most Ontario universities including Brock.
- Evening shifts are necessary in certain areas of the Tower, such as the library floors due to the heavy use of the space during the day, along with the requirement for a quiet study environment.
- Day shifts also remain necessary where after hour access is restricted, e.g. Special Collections and Archives, Human Resources.
- We recognize that shift work may have adverse effects on employee's health and quality of life.

Committee Recommendations

- Status quo custodial staff levels and shifts should remain in the Schmon Tower.
- Cleaning standards should be consistently applied within the Schmon Tower.
- Custodial Services should communicate cleaning standards and frequencies to staff occupants.
- The zone cleaning method should continue.
- Custodial Services supervisors should conduct periodic inspections of work spaces and areas to ensure furniture, carpeted areas, and washrooms have been cleaned to appropriate cleaning standards.
- The heavy use by students of floors 3 and 4 suggest that Custodial Services revisit the frequency of cleaning and monitoring of washrooms.
- Explore the feasibility to increase monitoring/cleaning frequencies of washrooms in the Schmon Tower during staff occupancy working hours.
- Quieter vacuum cleaners should be acquired for floors 3, 4, 11, 12, and 13 (vacuum cleaner cost \$400 each).
- Day shift cleaners should communicate with departments to coordinate cleaning of work spaces, e.g. before regular working hours and/or during meal or break periods whenever possible.
- As funds permit, perhaps Facilities Management could improve the quality of hand dryers, replace old washroom fixtures throughout the Tower and worn carpets in various areas, especially the 3rd floor.
- Facilities Management to explore a long term solution to solve the ongoing fly issue.

Background

The Custodial Services unit is responsible for maintaining the cleanliness of all interior spaces in academic, recreational and administrative buildings, as well as dining halls and common spaces in residences. Cleaning occurs 24/7 across three shifts - Days, Afternoons, and Evenings. Responsibilities include general cleaning, window cleaning, carpet extraction, floor restoration, waste and recycling removal, non-hazardous spill/flood clean-up, material handling, and event set-ups.

University spaces are currently cleaned according to APPA (Association of Physical Plant Administrators) Cleaning Appearance Level 2 - "ordinary tidiness", and in some areas Level 3 "casual inattention". See Appendix 2 for appearance level definitions. For spaces not identified in the APPA manual, the ISSA (Worldwide Cleaning Industry Association) cleaning times are used to determine time allocation of specific tasks.

Custodial Shifts

- Day Shifts (6:00 am - 2:30 pm), (7:00 am-3:30 pm)
- Afternoon Shift (3:00 pm - 11:30 pm)
- Evening Shift (11:00 pm-7:30 am)

Table 1: Staffing Level by Shift Campus Wide

SHIFT	# of Cleaners, Main Campus	# of Cleaner - Floaters, Main Campus	# of Cleaner - Recycling, Main Campus	# of Residence Cleaners	# of Casual Cleaners	Total by Shift
Days	28	2	1	11		42
Afternoon	8	2	1	1		12
Evenings/Weekends	23			1		24
Casuals (shifts vary)				0	11	11
Total	59	4	2	13	11	89
Summer Students (Residence/Conference Services)				9		

Supervision

- Four Custodial supervisors.
- Two supervisors on the day shift, one works afternoon shift, and the other works the evening shift.
- One part-time supervisor works during the weekend (currently vacant).
- The employee-to-supervisor ratio is approximately 20:1. Staffing levels, work loading and supervisor-to-employee ratio were not discussed in great detail other than for information purposes.

Schmon Tower

- 14 floors
- 174,000 net square feet
- 225 staff from 25 separate Faculty/Departments/Divisions
- Largest space utilization area - James A. Gibson Library, followed by non-assignable public/building spaces belonging to Facilities Management. See Appendix 3.
- 105,000 square feet of carpeted floor area.
- Seven FTE Custodians dedicated exclusively to clean the Schmon Tower.
 - Two on the day shift.
 - One on the afternoon shift.
 - Four on the evening shift.
 - A few additional Custodians have overlapping tasks within the Tower on various shifts.
- Several areas have restricted access with security alarms that require day-time cleaning only, e.g. Special Collections and Archives, Human Resources.
- Administration areas (floors 3, 4, 11, 12 and 13) are primarily cleaned during the day.
- Library areas are cleaned primarily during the evening shift (floors 2, 5, 6, 7, 8, 9 and 10). See Appendix 4 for custodial allocation per floor.
- Administrative floors 3 and 4 are also heavily frequented by students (besides the library floors and the ground floor), as is the 12th floor to a limited extent.
- Several custodial positions were not replaced in the Tower/Thistle areas, resulting in spreading the workload of these positions among the remaining cleaners. Consequently, some areas experienced a reduction in cleaning frequencies and the level of appearance, and a shift from APPA level 2 to APPA level 3. Offices are now being cleaned weekly on several floors instead of daily. Washroom monitoring and frequency of cleaning were also reduced in stairways and corridors.
- Employee attendance also plays an important factor in the level of cleaning appearance within a building. If high absenteeism occurs, the effects on cleanliness are noticed.

Current Cleaning Frequencies

Cleaning frequencies are defined as the repetition of when cleaning tasks are performed in a specified location, e.g. washrooms cleaned daily, offices cleaned weekly.

Most common spaces and their cleaning frequencies in the Schmon Tower:

- Office spaces: Cleaned **weekly** (vacuum carpet, empty and reline waste container, clean furniture, shelves and all flat surfaces, clean glass on door, disinfect phone, doorknobs and light switches). Occupants are responsible for transferring their recycling material to larger recycling containers in public corridors and for the cleaning of their computer equipment.
- Reception Office spaces: Cleaned **daily** (vacuum carpet, empty and reline waste container, clean furniture, shelves and all flat surfaces, clean glass on and by door, disinfect phone, doorknobs and light switches). Dusting and disinfecting touch points are completed weekly. Occupants are responsible for cleaning their computer equipment.
- Washrooms: Cleaned **daily** (clean and disinfect all fixtures, sweep and wet mop floors, clean mirrors, dryer and counters, clean all partitions, empty all waste containers,

restock all paper and soap supplies). Washrooms are monitored through the day. The number of times they are monitored varies/shift due to volume of use.

- Corridors: Cleaned **daily** (sweep and wet mop, waste containers emptied, clean elevator doors, clean drinking fountains, clean doors and windows).
- Meeting rooms: Cleaned **2-3x weekly** depending on use (vacuum carpet, empty and reline waste and recycling container, clean furniture, shelves and all flat surfaces, clean white boards, clean glass on and by door, disinfect phone, doorknobs and light switches).
- Lounges: Cleaned **daily** (clean sink and counter, empty garbage and organic containers, vacuum or sweep and wet mop floor, and clean furniture).
- Library open study spaces: Cleaned **daily/weekly** (vacuum floors, clean all desks and work surfaces, dust bookcases, clean and re-arrange furniture to default layout, empty waste and recycling containers). Library staff are responsible for cleaning computer equipment in Classroom A and general study spaces.

Cleaning Systems

The Committee reviewed the two main systems / ways to organize work most commonly used in the cleaning industry - which are Zone Cleaning and Team Cleaning.

- Zone Cleaning- one employee performs all cleaning tasks for a specific floor or area of a building on various shifts.
- Team Cleaning - a team of 3 to 4 employees within a building perform a specific task within a building in a specific order, usual one person dusts and empties garbage, another vacuums and cleans all floors, and the third cleans washrooms and hallways. This cleaning system can be performed on various shifts as well.

There are benefits of each cleaning system and the system used depends on several factors such as size of buildings, occupant use, and stakeholder requirements.

At Brock, Zone Cleaning is used primarily throughout the campus including the Schmon Tower. The bulk of the cleaning for the library floors occurs on the evening shift due heavy use of the space during the days and evenings, as well as the requirement for a quiet study environment. The administrative floors (3, 4, 11, 12 and 13) are cleaned during the day shift.

A survey was conducted of eight Ontario universities. All the universities responded that they are also using the Zone Cleaning system.

An emerging strategy in the cleaning industry is to move custodians to day cleaning, i.e. cleaning during daylight hours. Benefits include the potential reduction in energy costs associated with lighting, heating, cooling and ventilating a building that would be unoccupied overnight. One drawback of using day cleaning is the tendency to "Skip Clean" or "Wave By". This occurs when occupants are in meetings or busy working and wave the cleaner on so that they are not disturbed. Occupant use within each building and stakeholder requirements are factors that need to be considered prior to implementing any changes in this regard.

Equipment

With daytime cleaning occurring on the administrative floors, and these spaces having many carpeted floors, the use of quieter cleaning equipment would benefit the staff occupants. Trials on-campus are currently underway with the use of quieter vacuum cleaner.

Current vacuum cleaners operate at about 70 dB, while the trial units operate at 50 dB. It is also advantageous to organize cleaning of work spaces when occupants are on breaks, whenever possible.

The Effect of Shift Work

Working shifts requires an adjustment to many aspects of an employee's life. It may adversely affect marital and family relationships, social life, and lead to health issues. ^{1 2 3}

References

1. Working night shifts 'sends body into chaos and could cause lasting damage to health. Retrieved from <http://www.independent.co.uk/life-style/health-and-families/health-news/working-night-shifts-sends-body-into-chaos-and-could-cause-lasting-damage-to-health-9074052.html>.
2. You asked: what's the best bedtime? Retrieved from <http://time.com/3183183/you-asked-whats-the-ideal-time-to-go-to-sleep/>.
3. The health risks of shift work. Retrieved from <http://www.webmd.com/sleep-disorders/excessive-sleepiness-10/shift-work?page=2>.

Appendix 1: Terms of Reference

Ad-hoc Schmon Tower Review of Custodial Services Committee

Composition of Members

- FM Management Member & Co-Chair - Domenic Maniccia
- FM Management Member - Laurie White
- CUPE 1295 Member - Janice Walker
- CUPE 1295 Member - Cindy Flynn
- CUPE 1295 Member - Brad Woods
- Schmon Tower Occupant (Academic) Representative - Deb Kalvee
- Schmon Tower Occupant (Student Services) Representative - Kelly Veld
- Schmon Tower Occupant (Administrative) Representative - Ed Wall

Ex Officio: HR rep - (Jennifer Guarasci/Amanda Villella)

Ex Officio: CUPE 1295 rep - Shane Jenkins

CUPE 1295 Co-Chair- Cindy Flynn

Scope & Mandate

The scope of the Committee is to:

- a. Review current Custodial Services practices in delivering daily cleaning, waste and recycling services to the occupants of the Schmon Tower in terms of, but not limited to: job-routines, frequencies, standards, work-loading, staffing, scheduling (shifts/weekends/all-season), supervision & safety, equipment, costs, access & disruption (e.g. noise), security, and occupant feedback;
- b. Examine alternative approaches, best practices, and occupant & employee preferences in relation to the factors at a., above; and
- c. Make recommendations and report findings to the FM LMRC by May 13, 2015.

Meeting Frequency & Reporting

The Committee will:

- a. meet at least monthly, between scheduled monthly FM LMRC meetings;
- b. report progress at the monthly FM LMRC; and
- c. prepare a final concise written report

References & Resources

- APPA Custodial Staffing Guidelines for Educational Facilities
- ISSA Cleaning Industry Management Standards and Clean Standards

Appendix 2: APPA Appearance Levels Definitions

Level 1 - Orderly Spotlessness

- Floors and base moldings shine and/or are bright and clean; colours 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. Light 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. Light 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 3 - Casual Inattention

- 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 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 lamp (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 fingerprint, 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.
- Trash containers and pencil sharpeners overflow. They are stained and marked. Trash containers smell sour. ¹

References

1. APPA Custodial Staffing Guidelines for Educational Facilities - third edition

Appendix 3: Department Area Summary Schmon Tower

<i>Business Unit, Division, Department</i>	<i>Total Count</i>	<i>Total</i>	<i>Total Area</i>
	<i>Spaces</i>	<i>S.M.</i>	<i>S.F.</i>
<i>Total</i>	449	16,164.1	173,989.7
-BLDG-BLDG-Building Space Halls, Corridors, Etc.	152	4,784.7	51,502.0
-FOODSERV-FS ST-Food Services Schmon Tower	15	717.5	7,723.6
-LIBRARY-LIB-Library	105	6,283.0	67,630.1
-RESEARCH-VPRSCH-VP, Research Services	3	53.7	578.5
ACADEMIC-FOGS-GRAD-Graduate Studies	1	15.8	170.7
ACADEMIC-FOH-DART-Dramatic Arts	12	523.3	5,633.5
ACADEMIC-FOH-MUSIC-Music	3	56.9	613.4
ACADEMIC-GSB-DGSB-Dean, Goodman School Of Business	1	12.4	134.3
ADMIN-ADMIN-BLDG-Building	6	93.4	1,006.1
ADMIN-ADMIN-CAMPSEC-Campus Security	1	14.1	152.0
ADMIN-ADMIN-CARSERV-Career Services	9	261.2	2,812.2
ADMIN-ADMIN-FIN-Finance	10	354.6	3,816.9
ADMIN-ADMIN-HREHS-Human Resources / Health Safety & W	22	420.5	4,526.7
ADMIN-ADMIN-IAUD-Internal Auditor	2	29.9	322.0
ADMIN-ADMIN-INST-Institutional Analysis	2	33.1	356.2
ADMIN-ADMIN-ITS-Information Technology Services	6	117.2	1,261.9
ADMIN-ADMIN-PRES-Presidents Office	16	342.2	3,683.4
ADMIN-ADMIN-PUR-Purchasing Services	3	46.0	495.1
ADMIN-ADMIN-REG-Office Of The Registrar	17	519.7	5,594.1
ADMIN-ADMIN-SAFA-Student Awards & Financial Aid	5	103.5	1,114.0
ADMIN-ADMIN-SDC-Student Development Centre	22	247.7	2,666.4
ADMIN-ADMIN-SDCACC-SDC Accessibility	11	152.0	1,637.0
ADMIN-ADMIN-STNTSERV-Student Services	5	61.3	659.8
ADMIN-ADMIN-UNIVADV-Office Of University Advancement	1	11.4	123.0
ADMIN-ADMIN-UNIVSECY-University Secretariat	6	97.0	1,044.1
ADMIN-ADMIN-VPACAD-VP, Academic	1	12.0	129.3
ADMIN-ADMIN-VPFA-VP, Finance And Administration	1	26.6	287.0
ADMIN-FM-FM-Facilities Management	5	657.3	7,076.0
ADMIN-FM-FMCU-FM Custodial	4	50.2	540.4
ADMIN-FM-FMEL-FM Electrical	1	11.4	122.9
ADMIN-RETAIL-BOOK-Campus Bookstore	1	53.4	575.7

Appendix 4: Schmon Tower Custodial Services Employee Allocation as of January 30, 2015

Level	Area Cleaned	Net S.F.	Restricted Access	Shift	Employee	Work Days
1	Halls, Men's WR, Classrooms, elevators + Thistle	30,500		Days	Cleaner 1	Mon-Fri
2	Learning Commons+ Tower	33,000		Midnights	Cleaner 2	Sun-Thu
2	Learning Commons + Tower	Same as Above		Midnights	Cleaner 3	Mon-Fri
3	Entire floor	7,400		Afternoons*	Cleaner 4	Mon-Fri
4	Entire floor	10,400		Afternoons*	Cleaner 4	Mon-Fri
5	Entire floor	10,400		Midnights	Cleaner 5	Mon-Fri
6	Entire floor	10,400		Midnights	Cleaner 5	Mon-Fri
7	Entire floor	10,400		Midnights	Cleaner 5	Mon-Fri
8	Entire floor	10,400		Midnights	Cleaner 6	Sun-Thu
9	Entire floor	10,400		Midnights	Cleaner 6	Sun-Thu
10	Majority of Floor	7,100		Midnights	Cleaner 6	Sun-Thu
10	Special Collections	3,300	Yes	Days	Cleaner 8	Mon-Fri
11	Entire floor	10,400		Afternoons*	Cleaner 4	Mon-Fri
12	Entire floor	10,400	Yes	Days^	Cleaner 7	Mon-Fri
13	Entire floor	10,400	Yes	Days^	Cleaner 7	Mon-Fri

* This position is normally on days- Maternity Leave

^ Lead Hand responsibilities

Cleaner #8 works in Thistle but is responsible for Special Collections area

Appendix 5: Staff Occupant Survey Results - Schmon Tower Custodial Services

1. On which floor do you mainly work?

Response	Percentage	Count
1	8.6%	7
2 (main floor)	9.9%	8
3	14.8%	12
4	13.6%	11
8	1.2%	1
10	3.7%	3
11	21.0%	17
12	24.7%	20
13	2.5%	2
Total Responses		81

2. During what time of day do you primarily work?

Response	Percentage	Count
Days, e.g. 8 am - 4 pm	98.8%	80
Afternoons, e.g. 3 pm - 11 pm	1.2%	1
Evenings, e.g. after 6 pm	0.0%	0
Total Responses		81

3. Overall, how satisfied are you with the level of cleanliness of your work station (office, desk or counter)?

Response	Percentage	Count
Very satisfied	13.6%	11
Satisfied	25.9%	21
Neither satisfied nor dissatisfied	28.4%	23
Dissatisfied	27.2%	22
Very dissatisfied	4.9%	4
Total Responses		81

Comments: 42

4. Overall, how satisfied are you with the cleanliness of your public common areas (e.g. reception areas, meeting rooms, corridors, student spaces, etc.)?

Response	Percentage	Count
Very satisfied	8.6%	7
Satisfied	39.5%	32
Neither satisfied nor dissatisfied	23.5%	19
Dissatisfied	22.2%	18
Very dissatisfied	6.2%	5
Total Responses		81

Comments: 28

5. Overall, how satisfied are you with the cleanliness of washrooms in your work area?

Response	Percentage	Count
Very satisfied	8.6%	7
Satisfied	40.7%	33
Neither satisfied nor dissatisfied	13.6%	11
Dissatisfied	22.2%	18
Very dissatisfied	14.8%	12
Total Responses		81

Comments: 37

6. Overall, how satisfied are you with the waste & recycling collection in the common areas within the building?

Response	Percentage	Count
Very satisfied	17.3%	14
Satisfied	30.9%	25
Neither satisfied nor dissatisfied	27.2%	22
Dissatisfied	18.5%	15
Very dissatisfied	6.2%	5
Total Responses		81

Comments: 26

7. Do any cleaning tasks interfere with your ability to perform your work?

Response	Percentage	Count
Yes	12.0%	10
No	88.0%	73
Total Responses		83

8. If yes, please check one or more of the activities below that are applicable. If no, move on to question 9.

Response	Percentage	Count
Vacuuming	37.5%	3
Floor washing	12.5%	1
Dusting	50.0%	4
Waste removal	75.0%	6
Other, please specify...	37.5%	3
Total Responses		8

8. If yes, please check one or more of the activities below that are applicable. If no, move on to question 9. (Other, please specify...)

#	Response
1.	frequently have to check on student technology lab & clean surfaces
2.	washroom cleaning is sometimes done (depends on the staff person) at what is a peak time of use between 10am - 2pm.
3.	I have to bring my own dusting/disinfecting supplies and clean my own workspace which takes time away from my work.

9. How responsive are custodial staff to your needs?

Response	Percentage	Count
Very responsive	33.8%	25
Responsive	63.5%	47
Not responsive	2.7%	2
Total Responses		74

Comments: 34

10. What time of day would you prefer to have your work area cleaned?

Response	Percentage	Count
During the work day	10.1%	8
After normal working hours	49.4%	39
I am indifferent	40.5%	32
Total Responses		79

Comments: 17

11. Overall, how satisfied are you with the custodial services provided?

Response	Percentage	Count
Very satisfied	11.2%	9
Satisfied	36.2%	29
Neither satisfied nor dissatisfied	28.7%	23
Dissatisfied	21.2%	17
Extremely dissatisfied	2.5%	2
Total Responses		80

Comments: 13

12. If you would like to provide any additional general comments or suggestions regarding Custodial Services, please do so below:

25 responses received.