



Custodial & Grounds Report

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I like to start by providing a historical background of the Custodial and Ground departments before the staff reductions of 2008/2009 and 2009/2010 fiscal years. I was hired on September 4, 2007, as the Custodial Manager; the year before my hiring, Joe Cooke was hired as the Grounds Supervisor. When we started work, the custodial and grounds staffing levels were as follows:

Custodial

One Custodial Manager
One custodial supervisor
Five lead custodians
Twenty-three Custodians
Two Temporary Custodian

Grounds

One grounds supervisor
One Lead Grounds person
Nine Grounds personnel

The Shift times were as follows:

Custodial Shift Hours:

Day Shift: Monday –Friday: 6:00 am to 2:30 pm
Swing Shift: Monday – Friday: 1:30 pm to 9:30 pm
Night Shift: Monday – Thursday: 10:00 pm to 6:00 am, and Friday: 4:00 pm to 12:00 am
1st Weekend Shift: Tuesday - Thursday: 10:00 pm to 6:00 pm Friday: 4:00 pm to 12:00 am and Saturday 1:30 pm - 9:30 pm
2nd Weekend Shift: Sunday: 1:30 pm to 9:30 pm. Monday – Thursday 10:00 pm to 6:00 am

Grounds Shift Hours:

One Grounds Supervisor Monday-Friday 6:00 am 2:30 pm
One Lead Grounds: Monday – Friday 6:00 am 2:30 pm
Eight Grounds members: Monday-Friday 6:00 am 2:30 pm
One Grounds member: Tuesday- Saturday 6:00 am 2:30 pm

In the budget reductions of 2008/2009 and 2009/2010 fiscal years, the custodial department staff, and grounds staff was reduced, and shift hours changed as follows. (Listing Custodial first, and Grounds second)

Custodial

Fiscal years 2008/2009 and 2009/2010 reduced the custodial staff by eliminating the custodial

supervisor, two lead custodians, four custodians, and the two temporary custodian positions. While, at the same time, adding additional buildings to service, VPAC, MLC, and the remodel of the library, which added additional classrooms and conference spaces (Before the remodel, it was actually easier to service the library) to the cleanable square footage of each remaining custodian.

After the reductions, shifts times were adjusted to provide the best possible service to De Anza College's community; they are as follows:

Day Shift: Monday-Friday: 6:00 am to 2:30 pm
Swing Shift: Monday-Thursday: 1:30 pm to 9:30 pm, and Fridays: 6:00 am to 2:30 pm
Swing Shift: Monday-Friday: 2:30 pm to 10:30 pm
Early-Night Shift: Monday-Thursday: 5:00 pm to 1:00 am, and Fridays 4:00 pm to 12:00 am
Late-Night Shift: Monday- Thursday 10:00 pm to 6:00 am, and Fridays 4:00 pm to 12:00 am
Weekend Shift: The weekend days were eliminated, and the person moved to the late-night shift have a larger pool of custodians, during weekdays when the primary workload is more solemn, to cover for absences.

In the 2017/2018 budget, the shifts were further modified, to prevent any further loss of Custodial positions and to, again, continue to provide the best possible service to the college community; the changes are as follows:

Day Shift: Monday-Friday: 6:00 am to 2:30 pm
Swing Shift: Monday-Thursday 1:30 pm to 9:30 pm, and Fridays: 6:00 am to 2:30 pm
Swing Shift: Monday-Friday 2:30 pm to 10:30 pm
Night Shift: Monday-Thursday 5:00 pm to 1:00 am, and Fridays 4:00 pm to 12:00 am

Currently, the Custodial department's cleaning square footage is as follows

- Total square footage of De Anza cleanable space: 968,836 square feet
- Total number of staff: Nineteen custodians, and three lead custodians
- Total of square footage per custodian 44,038 square feet per custodian

In the above current scenario, the department is maintaining Level 5 cleaning service, as per APPA's appearance level standards, if all custodians report to work. However, it will be difficult for the department to maintain the level of service when the attendance falls to 80%, or seventeen custodians, which will increase the square feet per custodian to 56,990 sq.. ft. Any additional custodial absences will lower the cleaning level significantly below APPA level 5, a non-rated level!

The following scenario provided, below, is to demonstrate the effect on the department's staff, if the current staff levels are reduced by one, two, or three custodians, and the additional increase in the square footage each custodian will have to maintain:

A decrease of one, two, or three custodians:

Total square footage of De Anza cleanable space: 968,836 square feet

- The current total of custodians twenty-two
- Total square footage per custodian: 44,038 sq. ft
- Total number of custodian(s), after the reduction: twenty-one, twenty or nineteen respectfully
- Total of square footage per custodian, twenty-one: 46,135 sq. ft; twenty: 48,441 sq. ft, and nineteen: 50,991 sq. ft per custodian

In the above scenario, the department can maintain the APPA Level 4/Level 5 service if all custodians report to work and depending on the workload of the team, the custodians may even maintain APPA Level 4 service and avoid Level 5. However, if the department is reduced by one custodian, to twenty-one, and only 80% or sixteen custodians are present, then the square footage per custodian increases to 60,552 sq. ft, a cleaning level lower that APPA Level 5. The assigned square footage will continue to increase, per custodian, if the department's staffing is further reduced; further reduction of the staffing level, then the service levels may reach an unsustainable level if only 80% of the remaining staff is present.

In the scenario mention above, the service will revert, entirely, to Level 5. Any additional custodial absences will lower the cleaning levels *below* APPA level 5, *a non-rated level!* The APPA's Custodial Staffing Guidelines for Educational Facilities standards are listed below in a chart, and following the chart, are the definitions.

However, before moving on to the APPA's chart and definitions: It's important to note that the above only accounts for cleaning the campus, which doesn't factor in the daily set-ups and takedowns for DASB club days (Once a quarter event where all 80 clubs use, all, the department's tents, tables, and chairs), De Anza's new student/parent Orientation open house, college days, and requests for tables and chairs from the individual DASB Clubs, and various groups on campus. In addition to the set-ups, the department also provides custodial and grounds services for De Anza College's weekend events.

Therefore, further reductions of the custodial and ground department's staff will also affect how the department can provide custodial support to the above mention, groups, the non-cleaning services (providing tables, chairs, additional trash cans, and canopies), and cleaning after the events.

APPA's cleaning standards from APPA's Custodial Staffing Guidelines for Educational Facilities

APPA Standard Space	Level 1 Orderly Spotlessness	Level 2 Ordinary Tidiness	Level 3 Casual Inattention	Level 4 Moderate Dinginess	Level 5 Unkempt Neglect
Custodial Levels of Cleaning	8500	16700	26500	39500	45600

APPA's cleaning standards from APPA's Custodial Staffing Guidelines for Educational Facilities

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.
- Washrooms 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 – Orderly 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.
- Washrooms 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 – Causal 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/or stained. There is noticeable buildup of dirt and 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, scuffed, 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 ball and flies. Many lamps (more than 5 percent) are burned out.
- Trays containers and pencil sharpeners overflow. They are stained and marked. Trash containers smell sour.

Grounds

Currently, the Grounds Department is staffed with four Grounds Gardener, and two Grounds Maintenance Workers (a hybrid of Custodian/Ground Classification) staff members maintaining a total of 112 acres or 19 acres per Grounds Gardener/Maintenance staff member. The acreage increased, from an original twelve-acres to nineteen-acres per person, the number of acres staff members have to maintain after the staff reductions in 2008/2009, and 2009/2010 fiscal years.

Functionally the 112 acres are used in the following manner: Landscaped area 58.7 acres

Athletic Fields/Facilities	10.1 acres
Parking Lots and Roadways	<u>43.2 acres</u>
	112 acres.

Along with the Grounds Supervisor, six Grounds positions fall into the following classifications:

- One Grounds Gardener I
- One Grounds Gardener II
- Two Grounds Gardener III
- Two Grounds Maintenance (a hybrid position: Custodian/Ground Classification which is the equivalent of Grounds III)

The Grounds Supervisor manages the unit, prioritizing, and scheduling the daily and seasonal work assignments.

Shifts

One Grounds Supervisor: Monday-Friday 6:00 am - 2:30 pm
One Lead Grounds: Monday – Friday 6:00 am to 2:30 pm
Eight Grounds members: Monday-Friday 6:00 am - 2:30 pm
One Grounds member: Tuesday- Saturday 6:00 am to 2:30 pm

After the budget reductions of 2008/2009 and 2009/2010 fiscal years, the lead grounds person and four grounds positions were eliminated. The reductions increase the acreage that each grounds personnel had to maintain, and the shift times were adjusted to provide more time to blow the pathways before the faculty, staff, and students arrive at the college. The adjusted times are as follows:

One Grounds Supervisor: Monday-Friday 5:00 am - 1:30 pm
Five Grounds members: Monday-Friday 5:00 am - 1:30 pm
One Grounds member: Tuesday- Saturday 6:00 am to 2:30 pm

As I have mentioned above, the ground supervisor position was eliminated in the budget reductions of the 2020/2021 fiscal year, and the custodial and grounds department merged. In the fiscal year 2017/2018, the Custodian Manager Position was reclassified and to the Operations Manager of College Operations, managing both departments along with other additional duties as assigned.

Also, the times of the grounds staff were adjusted, to provide a safer environment by having grounds personnel not work in the early night hours as follows:

Two Maintenance Workers: Monday – Friday 5:00 am to 1:30 pm (*They will work as custodians, in buildings, from 5:00 am to 8:00 am, then work as grounds personnel from 8:00 am to 1:30 pm*)
Three Grounds members: Monday-Friday 6:00 am - 2:30 pm
One Grounds member: Tuesday- Saturday 6:00 am to 2:30 p

In the above current scenario, the department is maintaining, between APPA Level 3/Level 4 maintenance as per APPA's Grounds Staffing Guidelines for Educational Facilities, if all grounds personnel report to work. Any additional grounds absences will lower the maintenance level to APPA level 5 and, at times, level 6, a non-developed area level! Decrease of 1 or 2 Grounds Person:

- The total acreage of De Anza grounds: 112 acres
- Total number of grounds personnel: six
- Total of Total acreage per Grounds Personnel: 19 acres
- Total of acreage per grounds personnel with one deduction to staff: 22.4 acres
- Total of acreage per grounds personnel with two reductions to staff: 28 acres

In the above scenario, the department can maintain APPAs Level 4 maintenance if all five grounds personnel report to work. But, it can still, depending on the workload, maintain the Level 4 service when the attendance falls to 80% or four ground personnel. Which will increase the acreage per grounds personnel to 28 acres per person; by adjusting the Maintenance Worker's work schedule, and have them only service the grounds and not to provide any custodial support, to maintain the APPA Level 4 service.

However, if there are any additional grounds personnel absences, then the maintenance level may lower, depending on how many grounds staff members are absent, to APPA lever 5. At times, in the past years since the reduction of staff, the grounds department, due to vacations, injuries, or other absences, only had two grounds personnel reporting to work, which lowered the service level to APPA Level 6, a non-developed area level!

APPA's cleaning standards from APPA's Grounds Staffing Guidelines for Educational Facilities

APPA Standard Space	Level State of the Art	Level 2 High Level	Level 3 Moderate Level	Level 4 Moderate Low Level	Level 5 Minimum Level	Level 6 Natural Area Not Developed
Grounds Acres	7.96 acres	10.37 acres	13.96 acres	22.42 acres	42.6 acres	50+ acres

LEVEL 1: State-of-the-art maintenance applied to a high-quality, diverse landscape Associated with high traffic urban areas, such as public squares, malls, government grounds, or college/university campuses.

- Turf Care: Grass mowed according to species and variety, at least once every 5 days, as often as every 3 days. Aeration required not least than 4 times per year. Reseeding as needed. Weed control to no more than 1% of the surface.
- Fertilizer: Adequate fertilizer applied to plant species according to their optimum requirements.
- Irrigation: Sprinkler irrigated by electronic automatic controls. Frequency follows rainfall, temperature, season length and demands of individual plant species.
- Litter Control: Minimum of once per day, seven days per week. No overflowing receptacles.
- Pruning: Frequency dictated by species, length of the growing season, design concept also a controlling factor, i.e., using clipped method vs. natural-style hedges.
- Disease and Pest: Controlling objective to anticipate and avoid public awareness of any problem.
- Surfaces: Sweeping and cleaning frequency as such that at no time does the accumulation of debris distract from the look or safety of the area.

- Repairs: Done, immediately, when problems are discovered.
- Inspections: A staff member to conduct inspections daily.

LEVEL 2: High-level maintenance

Associated with well-developed public areas, malls, government grounds, or college/university campuses. The recommended level for most organizations.

- Turf Care: Grass cut once every 5 days. Aeration required no less than 2 times per year. Reseeding when spots are present. Weed control to no more than 5% of the surface.
- Fertilizer: Adequate fertilizer level to ensure all plants are healthy and thriving.
- Irrigation: Sprinkler irrigated by electronic automatic controls. Frequency follows rainfall, temperature, season length and demands of individual plant species.
- Litter Control: Minimum of one per day, 5 days per week. Accumulation depends on the size of the container available to the public.
- Pruning: Usually done at least once per season, species planted may dictate more frequent attention.
- Disease and Pest Control: Done when disease or pest are inflicting noticeable damage or reducing vigorous plant material growth.
- Surfaces: Should be kept clean, repaired, or replaced when their condition has noticeable deterioration.
- Repairs: Done whenever safety, function, or appearance is in question.
- Inspections: A staff member to conduct inspections daily when regular staff is scheduled.

LEVEL 3: Moderate-level maintenance

Associated with locations that have moderate to low levels of development or visitation, or with operations that, because of budget restrictions, cannot afford a high level of maintenance.

- Turf Care: Grass cut at least once every 10 days. Normally not aerated unless turf indicates need. Reseeding done only when major bare spots appear. Weed control to no more than 15% of the surface.
- Fertilizer: Applied only when plant vigor seems low. A low-level application is made once per year. Irrigation: Depends on climate. Areas with more than 25 inches per year rely on natural rainfall. Areas with less than 25 inches per year have some form of supplemental irrigation, typically 2 to 3 times per week.
- Litter Control: Minimum service of 2 to 3 times per week.
- Pruning: When required for the health of reasonable appearance.
- Disease and Pest Control: Done only to address epidemics of serious complaints. □
- Surfaces: Cleaned on a complaint basis. Repaired or replaced as budget allows.
- Repairs: Done whenever safety or function is in question.
- Inspections: Inspections are conducted once per week.

LEVEL 4: Moderate to low-level maintenance

Associated with locations affected by budget restrictions that cannot afford a high level of maintenance.

- Turf Care: Low-frequency mowing schedule based on species. Low growing grasses may not be mowed; tall grasses receive periodic mowing. Weed control limited to legal requirements for noxious weeds.
- Fertilizer: No fertilization.
- Irrigation: no irrigation.
- Litter Control: Once per week or less, complaints may increase the level above one servicing.
- Pruning: No regular trimming. Safety or damage from weather may dictate the actual work schedule.
- Disease and Pest Control: None, except where the problem is epidemic and epidemic conditions threaten resources or the public.
- Surfaces: Replaced or repaired when safety is a concern and budget is available.
- Repairs: Done whenever safety or function is in question.
- Inspections: Conducted once per month.

LEVEL 5: Minimum-level maintenance

Associated with locations that have severe budget restrictions.

- Turf Care: Low-frequency mowing schedule based on species. Low growing grasses may not be mowed; high grasses receive periodic mowing. Weed control limited to legal requirements for noxious weeds.
- Fertilizer: No fertilization.
- Irrigation: no irrigation.
- Litter Control: On-demand or complaint basis.
- Pruning: No pruning unless safety is involved.
- Disease and Pest Control: No control except in epidemic or safety situations.
- Surfaces: Serviced only when safety is a consideration.
- Repairs: Done whenever safety or function is in question.
- Inspections: Inspections are conducted once per month.

LEVEL 6: Natural area that is not developed.

- Turf care. Not mowed. Weed control only if legal requirements demand.
- Fertilizer. Not fertilized. Irrigation. No irrigation.
- Litter control. On demand or complaint basis.
- Pruning. No pruning unless safety is involved.

- Disease and insect control. No control except in epidemic or safety situations.
- Snow removal. Only as necessary.
- Surfaces. Serviced only when safety is a consideration.
- Repairs. Should be done whenever safety or function is in question.
- Inspections. Inspections are conducted once per month. Floral plantings. None.