

Custodial Service Level Analysis



April 25 2022

Today's Agenda

- Mission
- Milestones
- Metrics
- Next Steps

Mission



*The primary mission of custodial services is to **provide a clean environment** ... that is **supportive of** and synergistic with the **learning mission of the institution** and its impact on student recruitment and retention.*

- *APPA, The Mission and Purpose of Custodial Services*

Why Cleaning Matters

Germs can be transmitted by touching a contaminated surface and then touching your face

Cold and flu viruses can live on surfaces up to **48 hours**



Dirty Schools = **Sick People**



Nearly **22 million** school days
are lost annually to the
common cold

38 million school days are lost
annually to influenza

The **Cost** of Absences

Chronically absent students are **7.4 times** more likely to drop out of school

Teacher absences cost schools more than **\$25 billion** annually



Milestones

Milestones

1. Formalized and published custodial **cleaning standards and schedules**
2. Offered professional development trainings
3. Transitioning to **Green-certified** cleaning chemicals
4. Ensured **computer access** to all custodial staff
5. Launching a **Career Pathway**



Metrics

Daily Tasks for One Custodian:

1. Sweep and mop floors, vacuum carpets
2. Empty trash and clean interior garbage cans
3. Restock soap, toilet paper, hand sanitizer
4. Disinfect high touch surfaces - doorknobs, faucets, and railings
5. Clean and disinfect restrooms
6. Remove litter from exterior grounds
7. Clean and store tools and equipment

18
Classrooms

6
Restrooms

2
Stairwells

**Cafeteria/Gym &
Locker Rooms/
Hallways/
Auditoriums/
Yards**

SY 22-23 Budget

- 310 budgeted FTE
 - 187 Night-shift
 - 123 Day-shift
- 9 Custodial Supervisors
- 9 Assistant Supervisors
- 2 Managers

SY 22-23 Status

- Hired 26 Permanent Custodians
- Hired 41 substitutes
- 6.5% daily attrition
 - 24 current vacancies
 - 13 current leaves
- 4 supervisor vacancies
- 6 ass. Sup. vacancies

Industry **Analysis**

1. Industry standards used here come from the APPA, CASBO and ISSA: State and national organizations publishing **widely accepted industry best practices**
2. These standards are calculated on **after hours custodial shifts** only. Day shift custodians cannot effectively clean while schools are in session.

Industry Service Levels

	Service Level	Sq ft per Custodian
1	Spotlessness, “White Glove”	8,500
2	Hygiene and safety tasks are routinely addressed, good user experience	16,700
3	Hygiene and safety addressed, sporadic attention to comfort and user experience	26,500
4	Core services addressed, important comfort and customer service tasks missing	39,500
5	Minimal services, important cleaning and hygiene tasks sporadic	45,600

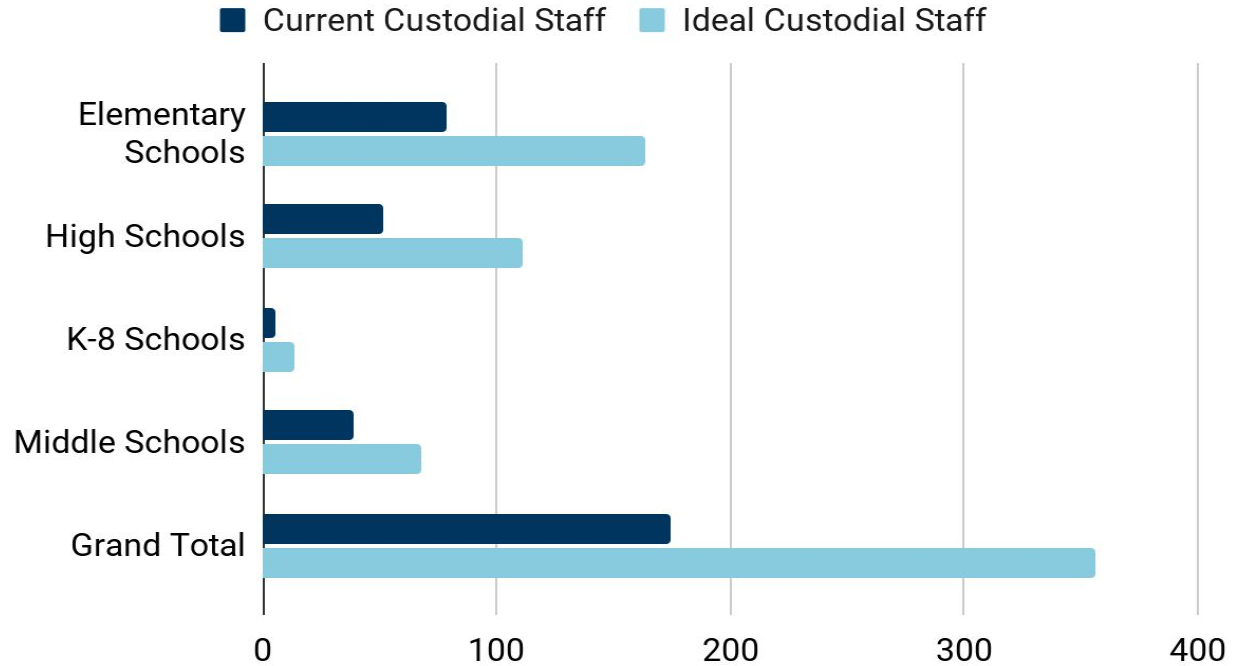
SFUSD Service Levels

	Current Total Custodians	Sq Ft
Elementary Schools	78.8	2,985,768
High Schools	51.0	2,703,672
K-8 Schools	5.5	229,252
Middle Schools	39.0	1,655,126
Grand Total	174	7,573,818

SFUSD Service Levels

	Average Sq Ft per Custodian	Service Level
Elementary Schools	37,915	Core Services Only
High Schools	53,013	Routine tasks neglected
K-8 Schools	41,682	Routine tasks neglected
Middle Schools	42,439	Routine tasks neglected
District	43,465	Routine tasks neglected

How do we **compare**?



Next Steps



Service Level Analysis

Strategic Staffing

Talent Management

Service Level Analysis

Square Feet
Building square footage



Students & Staff
Enrollment and staff size



Usage
Programming and age



Opportunities

- Career pathway opportunities
- Sustainably cleaning, sustainable schools
- Healthy schools = healthy students

Constraints

- Budget Constraints
- Recruitment
- Onboarding and training
- Salaries

A photograph of three children sitting on a colorful rug in a library. The child on the left is a girl with dark hair, wearing a black shirt, looking at a tablet. The child in the middle is a boy with dark hair, wearing a white t-shirt, looking at a tablet. The child on the right is a boy with dark skin, wearing a black jacket with a red collar and a San Francisco 49ers logo, looking at a tablet. They are all smiling and engaged. In the background, there are bookshelves filled with books. The word "Questions?" is overlaid in white text in the center of the image.

Questions?