

## WKU Environmental Services

### Service Level Agreement – Parking Structure 2 (PS2)

#### Introduction and General Statement

##### 1.01:

The Environmental Services Department has been established to provide custodial services in all University academic, general administrative, and maintenance facilities.

#### Purpose and Scope

**2.01:** This is a department within Facilities Management (DFM) which is responsible to the director through his designated manager. As in other major Universities, custodial standards have been developed at this University to define the elements and frequencies of work, and to assign a measure of time allowed for the accomplishment of each step assigned in the task.

**2.02:** Although custodial standards from various sources may be close in agreement, they cannot be arbitrarily assigned. Therefore, WKU Environmental Services has established an on-site evaluation of each facility to be served by the unit. This study will be used to develop a Service Level Agreement (SLA). The SLA is subject to periodic review and adjustment as economic and staffing conditions dictate.

#### Procedures

**3.01:** The Environmental Services Department of DFM will perform services under the current standards as outlined above. These standards will be posted on the DFM web site as they are prepared and completed.

**3.02:** It is acknowledged that from time to time variations from the established standards will be desired. When variations are needed requiring additional services, the requesting department will be expected to pay the cost for the extra custodial services from its departmental budget or other funds under its control.

**3.03:** Conditions required for cleaning services to specific items or facilities are as follows. The major portion of custodial services will be provided on the 9pm – 5am shift, with some buildings receiving their custodial services on an AM shift schedule. (Refer to the specific building SLA for normal custodial work schedules.) Note: Periodic deep cleaning, or also known as project work, will sometimes require adjustments to our custodians' normal shifts in efforts to reduce and eliminate interruptions to the normal day to day operations of our customers.

- Emergency custodial services required during the day should be referred to the DFM Action Desk at extension 5-3253.

- Custodial personnel will not empty or handle any chemically treated waste, research waste, radioactive waste, medical waste, kitchen waste, animal matter, or fully or partially filled chemical containers. It is the department's responsibility to ensure that these waste materials are removed by contacting Environment Health and Safety.

Custodial services for most buildings are funded by WKU DFM. Within funds available, a uniform level of service is provided.

\*Additional cleaning services can be provided on a recharge basis to the requesting department.

Custodial services for buildings that are not funded through DFM are provided by agreement (MOU). Please contact the Environmental Services Manager **(270) 745-3254** for information about regular services for these buildings.

## **Description of Services**

Below is the list of types of cleaning services provided by the Environmental Services unit, with a brief explanation of each.

### **4.01: Routine Services**

**Porter / Policing Services:** Includes touch ups of public spaces such as restrooms, lobbies, stairwells, corridors and entrances. Policing is NOT thorough cleaning, but instead is a first impression service. Ie: trash is pulled where necessary, large items are picked up off floors, spills are mopped up.

**Sweeping:** The Environmental Services team member will thoroughly sweep required hard floor surfaces once weekly and spot sweep daily as needed.

**Dust Mopping:** The Environmental Services team member will thoroughly dust mop all hard floor surfaces once weekly or as needed.

**Spot Vacuuming:** The Environmental Services team members should spot vacuum every day; thorough vacuuming of entire spaces/areas will be on a once per week basis, or as needed.

**Spot Mopping:** The Environmental Services team member will spot mop for spills and or spots as needed on a daily basis.

**Complete Mopping:** Environmental Services team members will thoroughly mop all hard floor surfaces entirely on a weekly basis, or as needed. Note: Auto Scrubber machines may be used in some locations instead of mop buckets and standard mopping practices. Locations with auto scrubbers will receive thorough cleaning of hard floors on a daily basis, or as specific location's schedules allow.

Glass and wall cleaning: Environmental Services team members will provide daily spotting of glass and all wall surfaces. Thorough cleaning of glass surfaces will be provided on a weekly basis.

Low and high dusting: Environmental Services team members will provide both low and high dusting of approved services in all public spaces (stairwells, lobbies, restrooms, corridors, classrooms, entrances, and elevators) on a weekly basis – or as needed.

**\*\*Energy Conservation and Security Measures:** After cleaning a space, the Environmental Services team members will turn out all lights, lock and ensure the door is closed. In addition, our team members will monitor spaces that are found unoccupied with lights on and unsecured, and will secure these areas and turn off all lights. Note: Faculty, staff, and students are encouraged to be individually attentive and responsible to follow this same procedure when leaving an area.

**Note: Trash collection is serviced by the DFM Grounds Unit. Any concerns with trash collection should be forwarded to DFM Help Desk @ 5-3253.**

#### **4.02: Project Cleaning**

Light fixtures and vent cleaning: The Environmental Services team members will thoroughly clean all light fixtures and vents on an annual basis, or as needed.

Complete Wall Washing: Thorough cleaning of complete wall surfaces to be performed on an annual basis, or as needed. This is typically performed during the summer and/or winter sessions.

Window and Blind Washing: The Environmental Services team will thoroughly clean all interior and exterior windows - which allow for safe access - on an annual basis. Note: Windows requiring special lift machinery and scaffolding will be cleaned by an outside contractor and will be dictated by budget and scheduling constraints and limitations.

Kaivac Cleaning: This process can be used for thorough washing of stairwells and landings as feasible. This process would be performed on a bi-monthly / quarterly basis, or as needed, and would be performed on a PM operation schedule (unless adjustments to shift is required due to special requests, event needs, or other circumstances).

### 5.01: Types of Spaces / Frequency of Services

Specific Tasks	Stairwells, Landings,, Elevators, Entrances
Police Floors / Areas	Once daily / nightly according to work schedule.  Once Daily M-F (12p -8p), or more frequent for event needs requested by customer
Trash Collection	As Needed
Recycle Collection	NA
Spot Clean Glass	Daily
Spot Clean Walls and Doors	Daily
Remove Graffiti	Daily
Detail Dust High and Low	Weekly
Sweep / Dust Mop	Daily
Spot Mop	Daily
Clean Light fixture and vents	Annually or as needed
Disinfect door knob, light switch and face plate	Daily
Clean trash and recycle collection containers	Bi - Monthly or as needed
Complete Wall Washing	Annually
Clean Interior Windows (Those safely accessed)	Bi-Annually
Clean Exterior Windows (Those safely accessed)	Annually  Exterior above ground level will be cleaned by contractor as budget allows on a rotation basis – every other year.
Snow / Ice Removal    Distribute Salt	Entrances as needed

**Note:** During emergency or staffing challenges, weather, and summer project time, the number of weekly service visits may be reduced to a minimum of 2 times per week, to assist our team in ensuring all Academic facilities are serviced fully. Emergency needs that may occur within facility when service visits are reduced should be communicated by calling the DFM Help Desk @ 5-3253.

## **Changes to Frequency of Services**

**From time to time, it may be necessary for either the client or the Environmental Services unit to require a change of frequency in one or more areas. These changes need to be closely controlled and communicated. It is recommended that change requests from the client be submitted in advance with explanations and anticipated length of requested change to the Environmental Services Manager (270) 745-3254.**

## **WKU Environmental Services Cleaning Standards**

### **6.01: Goal**

Your Environmental Services Team Members are dedicated to providing the highest quality of services possible, to your our valued customer. We will strive to provide safe, clean spaces for each of you who work on, live at or visit our campus.

We believe it is our duty to be positive role models every day for everyone we come in contact with to enrich their personal memories of WKU. We strive to maintain an individual pride in our daily contributions to enhance the University's success and global standing. Furthermore, we believe that if we are actively proactive in our efforts, we can insure quality customer service in all buildings across this great campus.

### **6.02: Cleaning Levels**

**WKU Environmental Services strive to provide and maintain cleaning services at the APPA cleaning standard of Level 2 (Level B). Below outlines these APPA cleaning standards:**

- Floors and base moldings shine and/or are bright and clean. There is no buildup in corners or along walls. There can be up to two days' worth of dust, dirt, stains or streaks.
- All vertical and horizontal surfaces are clean, but marks, light dust, smudges and fingerprints are noticeable upon close observation.
- Washroom and shower fixtures and tile gleam and are odor-free. Paper and soap products are adequate.
- Trash containers and pencil sharpeners hold only daily waste and are clean and odor-free.

### APPA Level 3 (Level C)

It is possible that at times, concerns with budget reductions or staffing levels could affect the level of cleaning provided. Below is the APPA standard of cleaning level that reflects budget cuts or related staffing problems. It is a lowering of normal expectations. While not totally acceptable, it has yet to reach an unacceptable level of cleanliness. Environmental Services team member's focus will remain at Level 2 standard for all public spaces.

- 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 traffic areas. There can be streaks or splashes on base moldings.
- All vertical and horizontal surfaces have obvious dust, dirt, marks, smudges and fingerprints.
- Trash containers and pencil sharpeners hold only daily waste, but are clean and odor-free.

Adjustments to work schedules can be made to accommodate customer requests, pre event cleaning needs, or detail project work completion. Customer requests for work schedule changes should be communicated via email to the Environmental Services Supervisor and Environmental Services Manager. Advance notice is appreciated.



It is our goal to have all building SLA to be posted on the Environmental Services web site for easy reference – this is in progress. For questions or concerns about this SLA, please contact the Environmental Services Manager **(270) 745-3254**.