

# **Efficient, Safe and Clean**

## *Managing an Internal Custodial Operation*

**Bob Holub**

*Assistant Director of Facilities*

Centers LLC @ The University of Alabama at Birmingham

**Mike Weaver**

*Facilities Coordinator*

Centers LLC @ Cleveland State University



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# History of Decision

- It wasn't working!
  - Not meeting our expectations
  - Work wasn't getting done
- Financial
  - Kept the funding for maintenance through the Physical Plant
- Staffing
  - 2.5 Custodial Staff employed by Physical Plant (4a-12p)
    - Reported to Housekeeping Manager II
    - Focus was garbage and locker/restrooms
  - 2 Student Housekeepers (12p-8p)
    - Real problem
    - Texting
    - Hiding
    - Talking to each other
    - Work wasn't getting done
  - All staff shifted to new building



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# Custodial Options

- In-House
  - What we did!
- University In-House
  - Overseen by Physical Plant
- Outsourcing
  - Jan-Pro
  - Cintas



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# Budget

- *We directed Plant Services to provide an estimate of the building maintenance, operations, and electrical maintenance costs for FY10.*

<i>Building Maintenance</i>	<i>\$5,000</i>
<i>Building Operations</i>	<i>\$5,000</i>
<i>Electrical Maintenance</i>	<i><u>\$8,000</u></i>
<i>Total</i>	<i>\$18,000</i>

- *The entire Recreation Center building total square footage is 130,000 sq ft. Total Cost for University Custodial = \$288,424.*
- *CENTERS reduced the custodial budget from \$280,000 to \$159,500*



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# Budget

New Positions	Hourly Wage	Total Wages	Annual Salary	Benefits	Total Compensation
Facility Coordinator	\$ -	\$ -	\$ 30,000.00	\$ 9,000.00	\$ 39,000.00
Building Maintenance Manager	\$ 13.00	\$ 27,040.00	\$ -	\$ 8,112.00	\$ 35,152.00
Recreation Attendant - Open Shift	\$ 8.00	\$ 8,320.00	\$ -	\$ -	\$ 8,320.00
Recreation Attendant - Open Shift	\$ 8.00	\$ 8,320.00	\$ -	\$ -	\$ 8,320.00
Recreation Attendant - 2nd Shift	\$ 8.00	\$ 8,320.00	\$ -	\$ -	\$ 8,320.00
Recreation Attendant - 2nd Shift	\$ 8.00	\$ 8,320.00	\$ -	\$ -	\$ 8,320.00
Recreation Attendant -- 3rd Shift	\$ 8.00	\$ 8,320.00	\$ -	\$ -	\$ 8,320.00
Recreation Attendant - 4th Shift	\$ 8.00	\$ 8,320.00	\$ -	\$ -	\$ 8,320.00
Recreation Attendant - Weekend	\$ 8.00	\$ 3,328.00	\$ -	\$ -	\$ 3,328.00
Recreation Attendant - Weekend	\$ 8.00	\$ 3,328.00	\$ -	\$ -	\$ 3,328.00
Additional Expenses	Hourly Wage	Total Wages			Total Expense
Staff Training Estimate	\$ 8.00	\$ 1,200.00	\$ -	\$ -	\$ 1,200.00
Employer Taxes Estimate	\$ -	\$ -	\$ -	\$ -	\$ 12,420.42
Workers Compensation Estimate	\$ -	\$ -	\$ -	\$ -	\$ 90.89
Supplies Estimate	\$ -	\$ -	\$ -	\$ -	\$ 15,000.00
<b>Total Budget</b>					<b>\$ 159,439.32</b>



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# Additional Expenses

Start up Equipment	Estimated Cost
Auto Scrubber	\$ 8,000.00
Floor Machine	\$ 1,000.00
Burnisher	\$ 2,000.00
Upright Vacuums (2)	\$ 1,000.00
Carpet Extractor	\$ 4,000.00
Wide Area Vacuum	\$ 3,000.00
<b>Total Budget</b>	<b>\$ 19,000.00</b>



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# Final Decision

- Transfer the entire Recreation Center custodial operation under the supervision of CENTERS LLC/Cleveland State. At this time the scope of custodial operations does not include the Busbey Natatorium.
  - New Staff Members
    - Facilities Coordinator
    - Building Maintenance Manager
    - 8-10 Additional Student Staff Members
  - Equipment
    - Permit CENTERS to purchase and control all maintenance and custodial supplies for the Recreation Center on behalf of the University.
  - Additional Funds
    - High Dusting
    - Floor Mats



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# Decisions To Be Made...

- Paper Products
  - Toilet Paper
  - Paper Towels
- Chemicals
  - Disinfectant
  - Glass Cleaner
  - Surface Cleaner
  - Soap
- Machines/Equipment
  - Scrubber
  - Extractor
  - Floor Machine
  - Burnisher
  - Vacuums
  - Rest Room Cleaner/Foamer



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# What We Chose

- Paper Products
  - Chem Safe
    - Sizes
    - Dispensers
- Chemicals
  - Chem Safe
    - Green
    - Custom
  - G & L Supply
- Machines/Equipment
  - G & L Supply
  - Dawn Chem
  - Advance



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# Custodial Equipment



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# Daily Routine

- Building Maintenance Manager
- Student Opening Crew
- Student Day Shifts
- Student Closing Shift

*FACILITIES STAFF SCHEDULE :: FALL :: 2011  
AUGUST 29 - DECEMBER 10, 2011*

	Monday	Tuesday	Wednesday	Thursday	Friday
4:15 - 8 a.m. Building Maintenance Asst.					
Building Maintenance Asst.					
5:20 - 8 a.m. Facility Supervisor					
Equipment Issue					
Fitness Attendant					
7:55 - 11 a.m. Facility Supervisor					
Equipment Issue					
Fitness Attendant					
Building Maintenance Asst.					
10:55 a.m. - 2 p.m. Facility Supervisor					
Equipment Issue					
Fitness Attendant					
BMA/Court Monitor					
1:55 - 5 p.m. Facility Supervisor					
Equipment Issue					
Fitness Attendant					
Building Maintenance Asst.					
4:55 - 8 p.m. Facility Supervisor					
Equipment Issue 'til 9					
Fitness Attendant					
Building Maintenance Asst.					
7:55 - 11:15 p.m. Facility Supervisor					4:55 - 9:15 p
Fitness Attendant					
Building Maintenance Asst.					



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# Building Maintenance Manager Routine (4a-1p)

## Daily

- Track Surface
- MAC Gym Floor
- Main Gym Courts (2)
- Weight Room Floor
- Evaluate Student Work

## Every Other Day

- Racquetball/Squash
- Studio Floors
- Evaluate Student Work

## Weekly

- Carpeted Areas
- PM Custodial Equipment



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# Student Staff Opening Crew

- Locker Rooms
  - Men's, Women's & Family
- Rest Rooms
  - Men's, Women's & Administrative



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# Example of Day Shift Tasks

<b>10:55a-2p</b>	
	Deo-Clean counter tops in locker/rest rooms
	Deo-Clean tops of all dispensers (shower soaps, hand soaps, paper dispensers)
	Sweep floors in locker rooms
	Deo-Clean benches in locker rooms
	Flush toilets and urinals in locker rooms
	Blue Wonder Mirrors in locker rooms
	Dust tops of lockers & actual combination lock
	Metal Plus steel that attaches benches to the wall (tops, insides and bottoms)
<b>1:55-5p</b>	
	Sweep and pick up entire Men's Locker Room
	Deo-Clean Red Mats--- including TOPS/BOTTOMS (MAC & Main Gym)
	Metal Plus ALL stairwells
	Wide Area Vacuum all three floors
	Back Pack Vac under/behind all weight room equipment
	Zen Sheen ALL drinking fountains
	Ensure ALL restroom paper products and soaps are stocked



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# Example of Day Shift Tasks

**4:55-9p**

	Blue Wonder scuff marks throughout entire facility
	Wide Area Vacuum entire facility
	Zen Sheen ALL drinking fountains
	Metal Plus Sinks (Massage Suite & Admin Offices)
	Dust Mop in Weight Room
	Dust tops of all ledges on third floor (exit signs, clocks, AEDs, dispensers, etc)
	Ensure ALL restroom paper products and soaps are stocked
	Take out trash



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# Changes Over Time

- Student Staffing
  - Opening later
  - Modified area cleaning times
  - Lunch time rush
- Equipment
  - Motor Scrubbers
  - Additional Kiavac



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# Interviewing & Hiring

- The Recreation Attendant Position
  - Fitness Attendant, Court Monitor and Building Maintenance Assistant
- Mid Semester Hiring
  - Based on Applicant Availability



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# Training

- New Rec Attendant Training
  - 3 Hours of Training With Building Maintenance Manager, Facilities Coordinator, and Graduate Assistants of Facilities
- Shadow Shifts
- First Week of the Semester
  - Opening BMA Training Week
- Bi-weekly Meetings



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# Scheduling

- Four Schedules
  - Summer, Fall, Winter Break, & Spring
- New Hires
  - Have to work the opening shift their first semester
    - Returning employees may also work opening shifts
  - This is based on availability and class schedule



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# Doing It Over @ UAB

- Early Morning & Late night shifts
- Two FTE- Facility Service Technicians
- Separate Floor Scrubber/Extractors
- Consideration of a Foamer > Kaivac



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# Questions?

**Bob Holub** :: *Assistant Director – Facilities*  
205.996.4886 :: rholub1@uab.edu

**Mike Weaver** :: *Facilities Coordinator*  
216.802.3257 :: m.n.weaver@csuohio.edu



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