

Facilities Service Levels

Our staffing levels dictate the services we're able to provide as part of our standard maintenance program. Our customers often wonder what services are provided as part of our program, and what services can be provided above and beyond the basic services. The District follows the guidelines established by APPA.

APPA used to stand for the Association of Physical Plant Administrators in the late 1960's through the early 1990's. Today, the association is known as APPA: Leadership in Educational Facilities.

The appendices below describe, in a very broad snapshot, our services. The District meets or exceeds APPA Level 2 for services provided. These appendices describe targeted guidelines of what you - our customers - can expect from us.

- APPA Maintenance Levels
- APPA Custodial Levels
- APPA Grounds Levels
- Facilities Manager Roles and Responsibilities

In addition to providing basic services, the Facilities Department can provide other useful services that facilitate the instructional mission and operations of our Colleges. Many of those services are related to the Planning & Construction program for new construction and renovations. Some other services are maintenance and operations - related in nature, and those services can be provided by the M&O staff once a specific funding source has been identified and approved. If you need services that are not included in our basic program, please contact your Campus Facilities Manager for additional information.

APPA* Custodial Matrix

*The Association of Higher Education Facilities Officers

| Level | 1 | 2 | 3 | 4 | 5 |
|--------------------|--|--|--|---|---|
| Description | Orderly Spotlessness | Orderly Tidiness | Casual Inattention | Moderate Dinginess | Unkempt Neglect |
| Floors | Floors and base moldings shine and/or are bright and clean; colors are fresh | Floor and base moldings shine and/or bright and clean | Floors are swept or vacuumed clean, but upon close observation dirt or stains are visible. | Floors are swept or vacuumed clean, but are dull, dingy and stained. There is noticeable buildup of dirt and/or floor finish in corners and along walls | Floors and carpets are dull, dirty and have visible wear. |
| Surfaces | All vertical and horizontal surfaces have a freshly cleaned or polished appearance and have no accumulation of dust, dirt, marks, streaks, smudges or fingerprints | There is no buildup in corners or along walls, but there can be up to two days worth of dirt, dust, stains and streaks | There is buildup of dirt, dust and smudges are present | All vertical and horizontal surfaces have conspicuous dirt | All vertical and horizontal surfaces have major accumulations of dirt |
| Restrooms | Tile and fixtures gleam and are odor-free; supplies are fully stocked | Tile and fixtures are clean; supplies are fully stocked | Obvious dust, dirt and stains are present. | Conspicuous dirt and stains are present | Major dirt |
| Trashcans | Empty, odor free and cleaned daily | Empty and odor free | Empty and odor free | Not empty and malodorous | Overflowing and malodorous |

Sample Classroom task list and frequencies per APPA level

| Classrooms | APPA 1 | APPA 2 | APPA 3 | APPA 4 | APPA 5 |
|--------------------------------------|-----------|-----------|----------|------------|------------------|
| Empty trash/replace liners | Daily | Daily | Daily | 2 x Week | 1 x Week |
| Clean whiteboards | Daily | Daily | Daily | 2 x Week | 1 x Week |
| Sweep/Dust mop floors | Daily | Daily | Daily | 3 x Week | 1 x Week |
| Spot mop floor | Daily | Daily | Daily | Daily | Daily |
| Damp mop entire floor | Daily | Daily | 1 x Week | Bi-Weekly | Monthly |
| Vacuum high traffic areas | Daily | Daily | Daily | 3 x Week | 1 x Week |
| Wall to wall vacuuming | Daily | Daily | 1 x Week | Bi-Weekly | Monthly |
| Carpet Spot Removal | As Needed | As Needed | Daily | Bi-Weekly | Monthly |
| Wipe down touch points | Daily | Daily | Daily | 3 x Week | 1 x Week |
| Clean/disinfect drinking fountain | Daily | Daily | Daily | 1 x Week | Bi-Weekly |
| Spot clean interior glass | Daily | Daily | Daily | Daily | Daily |
| Clean interior glass (full cleaning) | Daily | Daily | Daily | 1 x Week | Bi-Weekly |
| Dust furniture | Daily | Daily | 1 x Week | Bi-Weekly | Monthly |
| High/low dust | Daily | Daily | 1 x Week | Bi-Weekly | Monthly |
| Spot clean walls, doors and graffiti | Daily | Daily | Daily | Daily | Daily |
| Machine scrub floor | As Needed | As Needed | Monthly | Quarterly | 1 x Year |
| Burnish floors | As Needed | As Needed | Monthly | Quarterly | 1 x Year |
| Vacuum supply and return air vents | As Needed | Bi-Weekly | Monthly | Bi-Monthly | Quarterly |
| Dust ceiling area and light fixtures | As Needed | Bi-Weekly | Monthly | Bi-Monthly | Quarterly |
| Clean trash receptacles | Daily | 1 x Week | Monthly | Bi-Monthly | Quarterly |
| Wipe down window ledges | Daily | 1 x Week | Monthly | Bi-Monthly | Quarterly |
| Scrub and recoat floors | As Needed | 2 x Year | 1 x Year | 1 x Year | Every Other Year |
| Strip and refinish floors | As Needed | 1 x Year | 1 x Year | 1 x Year | Every Other Year |
| Full carpet extraction | As Needed | Monthly | 2 x Year | 1 x Year | Every Other Year |

APPA* Grounds Matrix

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| Level | 1 | 2 | 3 | 4 | 5 |
|-----------------------|--|--|---|---|---|
| Description | State of the Art | High Level | Moderate Level | Moderately Low-Level | Minimum Level |
| Turf Care | Grass height maintained according to species and variety of grass. Mowed at least once per week. Weed control to be less than 1% of the surface area has weeds present | Grass is cut weekly. Weed control practiced when weeds present a visible problem or when weeds represent 5% of the surface | Grass is cut every other week. Weed control practiced when weeds represent 15% of the surface | Low-frequency mowing. Weed control limited. | Low-frequency mowing. Weed control limited. |
| Pruning | Frequency dictated primarily by species and variety of trees and shrubs | Unusually done at least once per season unless species planted dictate more frequent attention | When required for health or reasonable appearance. With most tree and shrub species, pruning would be performed once every two to three years | No regular trimming. Safety or damage from weather may dictate actual work schedule | No pruning unless safety is involved |
| Hardscape | Sweeping, cleaning and washing of surfaces should be done so that at no time does an accumulation of dirt or leaves distract from the looks or safety of the area | Cleaned, repaired, repainted or replaced when their appearances have noticeably deteriorated | Cleaned on a complaint basis. Repaired or replaced as budget is allowed | Replaced or repaired when safety is a concern and budget is available | Serviced only when safety is a concern |
| Litter Control | Daily | Daily | 2 x Week | 1 x Week | On demand or complaint basis |

APPA* Maintenance Matrix

*The Association of Higher Education Facilities Officers

| Level | 1 | 2 | 3 | 4 | 5 |
|--|--|---|--|---|--|
| Description | Showpiece Facility | Comprehensive Stewardship | Managed Care | Reactive Management | Crisis Response |
| Preventive Maintenance (PM) | 100% PM | 75-99% PM | 50-75% PM | 25-50% PM | 0-25% PM |
| Customer Service & Response | Proud of facilities; have a high level of trust for the facilities organization | Satisfied with facilities related services, usually complimentary of facilities staff | Basic level of facilities care. Able to perform mission duties. | Generally critical of cost, responsiveness and quality of facilities services | Only responds when an emergency situation occurs |
| Service Efficiency | Maintenance activities appear highly organized and focused. Service and maintenance calls are responded to immediately | Maintenance activities appear organized with direction. Service and maintenance calls are responded to in a timely manner | Maintenance activities appear to be somewhat organized, but remain people dependent. Service/Maintenance calls are sporadic without apparent cause | Maintenance activities are somewhat chaotic and people dependent. Service/maintenance calls are typically not responded to in a timely manner | Maintenance activities are chaotic with no direction |
| Building System Reliability | Breakdowns are rare | Few breakdown less than MTBF (mean time between failures) | Building and system components periodically or often fail | Systems unreliable and needs constant repair | Many systems are not functioning |