

Board Office Use: Legislative File Info.	
File ID Number	19-2528
Introduction Date	12-13-2019
Enactment Number	
Enactment Date	



Memo

To Facilities Committee

From Tadashi Nakadegawa, Deputy Chief,
Facilities Planning and Management

Committee Meeting Date December 13, 2019

Subject Custodial Services Cleaning Standards

Action Report only - No action required

**Background/
Discussion** The cleaning standards are used to evaluate OUSD school sites. The standards also allows Custodial Field Supervisors to evaluate custodians, determine whether a school site needs a custodian improvement plan.

Recommendation No recommendations.

Fiscal Impact No fiscal impact

Attachment Custodial Services Cleaning Standards

**Oakland Unified School District
Custodial Services
Cleaning Standards**

1.Unacceptable 2. Needs Improvement 3. Meets Standards 4. Exceeds Standards

CLASSROOMS

Unless otherwise indicated based, classrooms are on an alternating A & B schedule. On “off days” classrooms have their trash emptied, and given a visual inspection for any glaring deficiencies to be corrected.

FLOORS

1. Visible evidence of floor neglect. Lint and dust film. Floor littered. No signs of effort. Spills left to dry without mopping. Floor needs de-gumming.
2. Floors swept, but not thoroughly. Evidence of remaining dust, lint or litter. Spill stains mopped but not thoroughly. Dirt build-up in corners.
3. No visible signs of dust, litter or lint. No spotting stains. Corners clean. No debris under furniture.
4. Floors has glossy sheen. No scuff marks visible. Evidence of ongoing floorcare.

CHALKBOARDS

1. Chalkboards and trays are loaded with dust.
2. Some effort shown, but accumulation of dust. Boards need to be cleaned of excess dust.
3. Boards and tray free of dust.
4. No visible ghost writing.

SINKS AND COUNTERS

1. Sinks are dirty, and they show scum build-up. Countertops are heavily stained and show no signs of upkeep. Handles and spigots are encrusted with build-up.
2. Some effort shown. Dirty but no long-term build up.
3. Sinks and counters are clean and free of all dirt, scum, soiling. Grate is free of all materials.
4. Sinks are very clean and show high luster. Counters are spotless. Spigots and handles shine.

WALLS AND DOORS

1. Marks, handprints, soiling very evident. No effort of visible cleaning.
2. Some effort shown, but smears or markings remain.
3. Walls and doors mostly free of marks and soiling.
4. Walls and doors very clean. Free of marks in all areas.

TRASH RECEPTICLES

1. Very dirty inside and out. Trash not emptied. Liner not cleaned. There is an odor.
2. Trash emptied. No liner present or dirty. Receptacle dirty.
3. Liner clean. Receptacle fairly clean inside and out.
4. Receptacle spotless, completely clean with clean liner.

RESTROOMS

Regardless of staffing levels restrooms are cleaned and fully sanitized daily. Also, there the three sweeps—one at 8:00 a.m. for inspection; and full sweeps at 10:00 a.m. and at 2:00 p.m., to restock supplies and to clean and sanitize as necessary.

FLOORS

1. Littered, soiled and shows no signs of ongoing cleaning. Odors present. Grim build-up.
2. Some effort shown. Cove boards and corners not clean. Floors streaked with soil, but Build-up not evident. Some odor present.
3. No odor. Floor mopped and cleaned. No streaking or soiling build-up.
4. Very clean, spotless. Grout is clean. Corners and entrances addressed.

WALLS

1. Marks, handprints, soiling, and graffiti very evident. No evidence of visible cleaning.
2. Some effort shown, but smears or markings remain.
3. Walls mostly free of marks and soiling.
4. Walls very clean. Free of all removable marks in all areas.

CEILINGS

1. Evidence of long-term tissue build-up. No obvious effort to remedy.
2. Some effort shown, but smears or markings remain. Dust on tops of doors.
3. Doors mostly free of marks and soiling.
4. Doors are very clean. Free of all removable marks in all areas. No dust build-up.

PARTITIONS

1. Marks, handprints, soiling, and graffiti very evident. No evidence of visible cleaning. Ledges are dusty. Soiled area around paper dispensers.
2. Some effort shown, but smears or markings remain. Some dust in evidence.
3. Partitions are free of marks. No dust.

4. Partitions are very clean. Free of all removable marks in all areas.

MIRRORS

1. No effort shown. Mirrors dirty and spotted with soap and other stains.
2. Build-up has been removed. Some effort shown. Dust and streaked spots remain.
3. Mirrors are clean and streak free.
4. Mirrors and chrome edges are very clean and sparkle.

SINKS

1. Sinks are dirty, and they show scum build-up. Build-up around fixtures.
2. Some efforts shown. Dirty but no long-term build up.
3. Sinks are cleaned and free of all dirt, scum, soiling. Grate is free of all materials.
4. Sinks are very cleaned and show high luster.

TOILETS

1. Toilets are very dirty and evidence of odor. There are scum lines and sidewalls are streaked and stained. Seat and chrome are stained. No evidence of effort.
2. There is evidence of effort. Water lines still present. Some stains. Some odor.
3. Toilets are acceptable. Seat and sidewalls---inside and out---are clean. There is no odor. No scum stains or lines.
4. Toilets are very clean, surfaces have high luster. All exterior portions of toilets are spotless.

URINALS

1. Urinals are very dirty, walls stained and streaked. There is odor evident. There is grime build-up on side lips and edges. No evidence of effort. Streaked and stained. Seat and chrome are stained.
2. Some effort shown. Waterlines, stains and some odor still present.
3. Urinals are acceptable and odor free. No removable stains or build-up present.
4. Urinals are very clean. All porcelain and chrome have high luster. All exterior surfaces are spotless.

DISPENSERS

1. No effort shown. Dispenser very dirty and empty and soiled with old soap.
2. Some paper or soap, but dispenser is dirty.
3. Dispenser is full, and surfaces are clean.
4. No visible soil. Dispenser's surface has been maintained to match new condition.

CHROME FIXTURE

1. Build-up is evident, greenish. No effort shown.
2. Some evidence of washing but crevices are still dirty.
3. No build-up visible. All surfaces wiped clean.
4. All chrome polished to shine.

WASTE RECEPTACLES

1. Very dirty inside and out. Trash not emptied. Liner not cleaned.
2. Trash emptied. No liner present or dirty. Receptacle dirty.
3. Liner cleaned. Receptacle fairly clean inside and out.
4. Receptacle spotless, completely clean with clean liner.

HALLWAYS

Hallways are fully cleaned nightly regardless of staffing levels.

DAILY DUST MOPPING OR SWEEPING

1. Visible evidence of floor neglect. Lint and dust film. Floor littered. No signs of effort. Spills left to dry without mopping. Floor needs de-gumming.
2. Floors swept, but not thoroughly. Evidence of remaining dust, lint or litter. Spill stains mopped but not thoroughly.
3. No visible signs of dust, litter or lint. No spotting stains. Corners clean. Entire hallway is uniformly clean.
4. Floor has glossy sheen. No scuff marks visible. Evidence of ongoing floorcare, including weekly buffing.

BASE BOARDS

1. Grime, wax, dust, build-up is visible.
2. Some effort shown but markings still evident.
3. No build-up, markings, soiling.
4. Very clean. No marks whatsoever. Uniform appearance. No stripper or wax stains.

WATER FOUNTAINS

1. Water fountains very dirty. Evidence of grim and scum build-up. Litter present.
2. Some effort is visible. Litter free. Some grim remains.
3. No build-up of grim or scum. Chrome is clean. Trap grate is free of all materials.

4. Chrome and porcelain gleams.

WALLS

1. Marks, handprints, soiling very evident. No effort of visible cleaning.
2. Some effort shown, but smears or markings remain.
3. Walls and doors mostly free of markings and soiling.
4. Walls and doors very clean. Free of marks in all areas.

STAIRWELLS

1. Visible evidence of floor neglect. Lint and dust film. Floor littered. No signs of effort. Spills left to dry without mopping. Floor needs de-gumming. Corners have grime build-up. Rails and window ledges are dusty.
2. Steps swept, but not thoroughly. Evidence of remaining dust, lint or litter, Spill stains mopped but not thoroughly.
3. No visible signs of dust, litter or lint. No spotting stains. Corners clean. Entire stairwell is uniformly clean.
4. Steps, risers, walls, baseboards, windows are uniformly very clean.

OFFICES

HARD SURFACES FLOORS

1. Visible evidence of floor neglect. Lint and dust film. Floor littered. No signs of effort. Spills left to dry without mopping. Floors needs de-gumming.
2. Floor swept, but not thoroughly. Evidence of remaining dust, lint or litter. Spill stains mopped but not thoroughly.
3. No visible signs of dust, litter or lint. No spotting stains. Corners clean. Entire office is uniformly clean, including under furniture.
4. Floors has glossy sheen. No scuff marks visible. Evidence of ongoing floorcare. Corners are immaculate.

CARPET

1. Not vacuumed, floors littered. No evidence of effort. Floor heavily spotted and stained.
2. Floor vacuumed, but not thoroughly. Dust build-up along edges. Spot and stains.
3. Floor uniformly vacuumed. Spot and stains are generally cleaned.
4. All edges free of dust. No spotting or staining visible.

WASTE RECEPTACLES

1. Very dirty inside and out. Trash not emptied. Liner not clean.

2. Trash emptied. No liner present or dirty. Receptacle dirty.
3. Liner clean. Receptacle fairly clean inside and out.
4. Receptacle spotless, completely clean with clean liner.

WALLS AND DOORS

1. Marks, handprints, soiling very evident. No effort of visible cleaning.
2. Some effort shown, but smears or marking remain.
3. Walls and doors mostly free of marks and soiling.
4. Walls and doors very clean. Free of marks in all areas.

CAFETERIA AND MULTIPURPOSE ROOMS

DAILY SWEEPING OR DUST MOPPING

1. Visible evidence of floor neglect. Lint and dust film. Floor littered. No sign of effort. Spills left to dry without mopping. Floor needs de-gumming.
2. Floor swept, but not thoroughly. Evidence of remaining dust, lint or litter. Spill stains mopped but not thoroughly.
3. No visible signs of dust, litter or lint. No spotting stains. Corner clean. Entire office is uniformly clean, including under furniture.
4. Floor has glossy sheen. No scuff marks visible. Evidence of ongoing floorcare.

BASEBOARDS

1. Grime, wax, dust, build-up is visible.
2. Some effort shown but marking still evident.
3. No build-up, markings, soiling.
4. Very clean and shiny. No marks whatsoever. Uniform appearance.

TRASH CANS

1. Very dirty inside and out. Trash not emptied. Liner not cleaned.
2. Trash emptied. No liner present or dirty. Receptacle dirty.
3. Liner clean. Receptacle fairly clean inside and out.
4. Receptacle spotless, completely clean with clean liner.

KITCHEN FLOORS

1. Floors have not been mopped and there is grime build-up. Debris is under equipment.
2. Floors have been mopped, but are streaky or stained.

3. Floors are uniformly clean. Corners are clean. No debris under equipment.
4. Floors are spotless. Evidence of regular and consistent cleaning.

DISPENSERS

1. No effort shown. Dispenser very dirty and empty.
2. Some paper or soap, but dispenser is dirty.
3. Dispenser is full, and surfaces are clean.
4. No visible soil. Dispenser surface has been maintained to match new condition.

STAGE FLOOR

1. Visible evidence of floor neglect. Lint and dust film. Floor littered. No signs of effort.
2. Floor swept, but not thoroughly. Evidence of remaining dust, lint or litter.
3. No visible signs of dust, litter or lint. No spotting stains. Corners clean. Entire stage is uniformly clean.
4. Stage floor is very clean.

GYMNASIUMS AND LOCKERROOMS

SHOWER WALLS AND FLOORS

1. Floors have not been mopped and there is grime build-up. Debris is under equipment.
2. Floors have been mopped, but are streaky or stained.
3. Floors are uniformly clean. Corners are clean. No debris under equipment.
4. Floors are spotless. Evidence of regular and consistent cleaning.

LOCKERS

1. Lockers are soiled, marked, full of removable graffiti. Tops are dusty.
2. Some effort shown. There are still markings, dust and graffiti.
3. Lockers are dust free, and all dirt and removable markings have been removed.
4. Lockers are spotless. All empty lockers are clear or debris.

WALLS, DOORS AND BENCHES

1. Marks, handprints, soiling very evident. Litter under benches. No effort of visible cleaning.
2. Some effort shown, trash still visible along fenceline.
3. Walls, doors and benches mostly free of marks soiling.

4. Walls, doors and benches are very clean. Free of marks in all areas.

SCHOOLYARD AND FRONT OF SITE

FENCELINES

1. Trash, debris trapped in fence. Build-up of trash in corners. No visible effort of cleaning.
2. Some effort shown, trash still visible along fenceline.
3. No signs of trash or debris along fenceline.
4. No sign of trash or debris, dirt or rock build-up.

YARD

1. Trash or debris on yard. Yard cans full, no evidence of yard work being done.
2. Some visible effort of yard work being done, some trash on yard, yard cans not completely empty.
3. No trash on yard, yard cans empty, no sign of debris.
4. No trash or debris on yard, yard cans emptied and washed clean.

FRONT STEPS

1. Trash on steps, stains, gum on steps, dirt build-up in corners. No visible signs of cleaning being done.
2. No trash on steps, stains, gum on steps, and build-up in corners.
3. No trash on curb or sidewalk, no stains, visible effort of gum removal.
4. No trash, stains or gum on sidewalk.

FRONT CURB AND SIDEWALK

1. Trash or debris against curb and on sidewalk, stains and gum on sidewalk. No signs of visible daily cleaning.
2. Some signs of trash, stains, gum, signs of daily cleaning being done.
3. No trash on curb or sidewalk, no stains, visible effort of gum removal.
4. No trash, stains or gum on sidewalk.

FRONT ENTRANCE

1. Dirt build-up in corners and in doorway, hand prints, marks on doors, door glass dirty, floors mats need cleaning, gum on floor and/or mat. Cobb webs in corners high and low. No signs of visible daily cleaning.
2. Mats swept, doorway clear of dirt and grime. Gum on floor, dirt in corners, door facing dirty, signs of Cobb webs. Some evidence of daily cleaning.

3. Mats clean, doorway clean, no Cobb webs (high or low), door glass clear, no build-up in corners, no hand prints on doors facing, gum removed from floor.
4. Mats cleaned, no dirt in corners, doorway clear of all debris and dirt, door glass cleaned no Cobb webs in corners (high and low), gum removed from floor and mats, doors washed cleaned.

OTHER ENTRANCES

Can use same standards as front entrance.

WATER FOUNTAINS

1. Surface filthy with dirt and scum, drains filled with debris. Trash setting in fountain, Cob webs under drinking fountain, water spouts stained or dirty. No signs of visible daily cleaning.
2. No trash in fountain, drains clear, signs of dirt or smudges on surface, fixtures dirty, Cobb webs under fountain, water spouts need cleaning.
3. No trash in fountain, drains clear, no signs of dirt or build-up on surface, no Cobb webs under fountain, water spouts cleaned.
4. No trash in fountain, drains clear, surface clear of dirt and smudges, fixtures shining, no Cobb webs under fountain.

COMPACTORS, TRASH AND RECYCLING BINS

1. Litter around compactor, heavy odor coming from or around compactor. No signs of daily care.
2. Some litter around, compactor has odor, area needs wash down.
3. No litter or debris, no smell, area washed down weekly.
4. No litter or debris, no smell, area washed down daily.

FLOOR CARE

CARPET VACUUMING

1. Paper large or small pieces, staples, paper clips, dirt build-up, pencil shavings. No signs of daily cleaning.
2. Paper removed, staples and paper clips removed no pencils shavings, some dirt build-up.
3. Carpet completely vacuumed, no dirt build-up, no pencil shavings.
4. Carpet completely clean of all debris.

CARPET SPOT & STAINS

1. Spots and stains on carpet, no sign of effort remove stains/spots.
2. Some effort shown, stains and spots still excess.
3. No stains or spots visible.
4. No stains or spots, carpet in excellent condition.

MATTS

1. Mats dirty, stains, dirt build-up around and under, no effort shown, gum on mats.
2. Dirt removed, small amount of build-up, stains remain, gum on mat.
3. No stains, gum, dirt on or under mats.
4. Mats completely clean, in excellent condition.

CUSTODIAL CLOSETS

SINKS

1. Grime build-up in sinks basin, stains, cob webs under sink, water spots on and fixtures, no sign of daily cleaning.
2. No water spots on sinks or fixtures, some stains still remain, grime build-up in sink basin, no cob webs under sink, some visible effort of daily cleaning.
3. No water spots, no stains on sinks or fixtures, no build-up of grime in sinks basin, no cob webs under sink.
4. No water spots, no stains on sinks or fixtures, no build-up of grime in sinks basin, no cob webs under sink. Fixtures and sink has brilliant shine.

HAND EQUIPMENT (Handles, Buckets, Ringers)

1. Dirty mop or broom handles, mop bucket dirty inside and out, mop ringers dirty, bucket and ringer has deep build-up, no sign of daily care.
2. Mop, broom and dust mop handles clean, mop bucket and ringer dirty inside and out, mop bucket and ringer has some build-up. Little sign of daily cleaning.
3. Mop, broom and dust mop handles clean, mop bucket and ringer clean inside and out, no build-up on bucket or ringer.
4. Mop and brooms handles clean, mop bucket and ringer clean inside and out, no build-up on bucket or ringer. No squeaky wheels, rusty ringers or rusty mop handles.

DRY MOPS

1. Lint balls and dust build-up, dirty handle. No visible signs of daily cleaning.
2. No lint or dust build-up, mop or handle dirty.
3. No lint or dirt on mop and handle clean.
4. No lint or dirt on mop, mop washed clean, handle clean.

WET MOPS

1. Mop dirty and has odor, handles dirty and rusted, mop strings hanging, dry mop, no sign of daily cleaning, no build-up on plastic.

Mop dirty, handle dirty.

Floor swept, no spotting stains, corner clean.

Floor thoroughly clean – evidence of ongoing floor care.

ATHLECTIC FIELDS/BLEACHERS

BLEACHERS

1. Litter and debris through and under bleachers, no sign of daily cleaning.
2. Some effort shown, small amount of litter in area.
3. No litter or debris on or around bleachers.
4. Area clean of all litter and debris.

FIELDS

1. Litter and debris on playing field and surrounding area, no sign of daily cleaning.
2. Small amount of litter and debris on fields and surrounding areas, some effort shown.
3. No litter or debris on field surrounding areas.
4. No litter or debris on field or surrounding areas, daily check.

CUSTOMER SERVICE AND PROFESSIONAL CONDUCT

1. Combative attitude, unapproachable, argumentative, use of inappropriate language.
2. Poor interaction, leaves customer unsure of completions dates or commitments.
3. Approachable, meets commitments and deadlines. Keeps site well informed on-going project and issues.
4. Shows leadership and takes initiative in addressing and articulating all site facility issues and needs.

