

# Recommended APPA STAFFING STANDARDS

## APPA's Levels of Service Establishing Parameters

<b>Level</b>	<b><u>Maintenance</u></b>	<b><u>Custodial</u></b>	<b><u>Grounds</u></b>
<b>1</b>	Showpiece Facility	Orderly Spotlessness	State of the Art
<b>2</b>	Comprehensive Stewardship	Orderly Tidiness	High Level
<b>3</b>	Managed Care	Casual Inattention	Moderate Level
<b>4</b>	Reactive Management	Moderate Dinginess	Moderately Low-Level
<b>5</b>	Crisis Response	Unkempt Neglect	Minimum Level

# APPA Maintenance Standards

Based on 1M sq. ft. by space type

<u>LEVELS</u>	<u>Sq. ft. per Staffing</u>	<u>Classroom</u>	<u>Laboratory</u>	<u>Office</u>	<u>Residence Hall</u>
1	47,220	66,667	37,037	41,667	55,556
2	67,456	83,333	47,619	62,500	71,429
3	94,439	111,111	66,667	90,909	100,000
4	118,049	125,000	111,111	125,000	125,000
5	236,098	166,667	166,667	250,000	166,667

Description	LEVEL 1 Showpiece	LEVEL 2 Comprehensive Stewardship	LEVEL 3 Managed Care	LEVEL 4 Reactive Management
Customer Service & Response Time	Able to respond to virtually any service, immediate response.	Response to most service needs, typically in a week.	Services available only by reducing maintenance, response times of one month or less.	Services available only by reducing maintenance, response times of one year or less.
Customer Satisfaction	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. Lack of pride in physical environment.	Generally critical of cost, responsiveness and quality of facilities services.
PM vs. CM	100%	75-100%	50-75%	25-50%
Maintenance Mix	All PM is scheduled and performed on time. Emergencies (e.g. power outages) are infrequent and handled efficiently	A well developed PM program; PM done less than defined schedule. Occasional emerg. caused by pump failures etc.	Reactive maintenance high due to systems failing. High number of emergencies causes reports to upper mgmt.	Worn-out systems require staff to be scheduled to react to failure. PM work consists of simple tasks done inconsistently.
Aesthetics, Interior	Like new finishes	Clean/crisp finishes	Average finishes	Dingy finishes
Aesthetics, Exterior	Window, doors, trim, exterior walls are like new	Watertight, good appearance of exterior cleaners	Minor leaks and blemishes average exterior appearance.	Somewhat drafty and leaky, rough-looking exterior
Aesthetics, Lighting	Bight and clean, attractive lighting	Bright and clean, attractive lighting	Small percentage of lights out, generally well lit and clean.	Numerous lights out, missing diffusers, secondary areas dark.
Service Efficiency	Maintenance activities appear highly organized and focused. Service and maintenance calls are responded to immediatly.	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.
Building Systems Reliability	Breakdown maintenance is rare and limited to vandalism and abuse repairs.	Breakdown maintenance is limited to system components short of MTBF.	Building and systems components periodically or often fail.	Systems unreliable. Constant need for repair. Backlog repair exceeds resources.
Operating Budget as % of CRV	>.4.0	3.5-4.0	3.0-3.5	2.5-3.0
Campus Average FCI	<0.05	0.05-0.15	0.15-0.29	0.30-0.49

# APPA Custodial Standards

Custodial  
LEVELS

Sq. ft. per Staffing

1	8,500
2	16,700
3	26,500
4	39,500
5	45,600

Level 1 Orderly Spotlessness	Level 2 Ordinary Tidiness	Level 3 Casual Inattention	Level 4 Moderate Dinginess	Level 5 Unkempt Neglect
<p>Floors and base moldings shine and/or are bright and clean; colors are fresh. All vertical and horizontal surfaces have a freshly cleaned or polished appearance and have no accumulation of dust, dirt, marks, streaks, smudges, or fingerprints. Washroom and shower tile and fixtures gleam and are odor-free; supplies are adequate. ...</p>	<p>Floors and base moldings shine and/or are bright and clean. There is no buildup in corners or along walls, but there can be up to two days' worth of dirt, dust, stains and streaks. All vertical and horizontal surfaces are clean, but marks...</p>	<p>Floors are swept clean, but upon close observation dust, dirt, and stains, as well as a buildup of dirt, dust, and/or floor finish in corners and along walls, can be seen. There are dull spots and/or matted carpet in walking lanes, and streaks and ...</p>	<p>Floors are swept clean, but are dull. Colors are dingy, and there is an obvious buildup of dust, dirt, and/or floor finish in corners and along walls. Molding is dull, and contains streaks and splashes. All vertical and horizontal surfaces have conspicuous dust, ...</p>	<p>Floors and carpets are dirty and have visible wear and/or pitting. Colors are faded and dingy, and there is a conspicuous buildup of dirt, dust, and/or floor finish in corners and along walls. Base molding is dirty, stained and streaked. Gum, stains, dirt, dust balls, and trash are broadcast. All vertical and horizontal surfaces have major accumulations of dust, ...</p>
<p>Annual cleaning of all blinds. Repairs completed with 24 hours. Special projects completed within 5 working days. New buildings (avg size of 100,000 NSF) online in one week.</p>	<p>Cleaning of all blinds within 18 months. Repairs completed within 1 week. Special projects completed within 5 working days. ...</p>	<p>Cleaning of all blinds within 3 years. Repairs completed within 2 weeks. Special projects completed within 10 working days. ...</p>	<p>Cleaning of all blinds every 5 years. Repairs completed within three weeks. Special projects completed with one month. New buildings ...</p>	<p>No regular Blind cleaning Repairs done only as time permits. Special project work done only during semester breaks. New buildings (avg size of 100,000 NSF) would require additional/contracted ...</p>
<p>All work requests completed the same day. All light fixtures in working order. All academic, low voltage, HID and emergency lighting systems maintained on a timely basis.</p>	<p>75% of work requests completed same day. No more than 5% of all lights out at any given time. Delays in maintenance for academic, ...</p>	<p>50% of work request completed same day. No more than 10% of all lights out at any given time. Delays in maintenance for academic, low voltage, HID and ...</p>	<p>Lighting in academic buildings replaced on an "as needed" basis. Requests would be prioritized with most urgent requests completed within one week. Delays in ...</p>	<p>Maintain essential minimal lighting in academic buildings. Many lights will be out in areas and only replaced when absolutely necessary. Maintenance for academic, low voltage, HID and emergency lighting systems ...</p>

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	2X Week	1X Week
Clean whiteboards	Daily	Daily	Daily	2X Week	1X Week
Sweep/Dust mop floors	Daily	Daily	Daily	3X Week	1X Week
Spot mop floor	Daily	Daily	Daily	Daily	Daily
Damp mop entire floor	Daily	Daily	1X Week	Bi-Weekly	Monthly
Vacuum high traffic areas	Daily	Daily	Daily	3X Week	1X Week
Wall to wall vacuuming	Daily	Daily	1X Week	Bi-Weekly	Monthly
Carpet Spot Removal	As Needed	As Needed	Daily	Bi-Weekly	Monthly
Wipe down touch points	Daily	Daily	Daily	3X Week	1X Week
Clean/disinfect drinking fountain	Daily	Daily	Daily	1X Week	Bi-Weekly
Spot clean interior glass	Daily	Daily	Daily	Daily	Daily
Clean interior glass (full cleaning)	Daily	Daily	Daily	1X Week	Bi-Weekly
Dust furniture	Daily	Daily	1X Week	Bi-Weekly	Monthly
High/low dust	Daily	Daily	1X Week	Bi-Weekly	Monthly
Spot clean walls, doors and graffiti	Daily	Daily	Daily	Daily	Daily
Machine scrub floor	As Needed	As Needed	Monthly	Quarterly	1X Year
Burnish floors	As Needed	As Needed	Monthly	Quarterly	1X 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	1X Week	Monthly	Bi-Monthly	Quarterly
Wipe down window ledges	Daily	1X Week	Monthly	Bi-Monthly	Quarterly
Scrub and recoat floors	As Needed	2X Year	1X Year	Every Other Year	1X Year
Strip and refinish floors	As Needed	1X Year	1X Year	1X Year	Every Other Year
Full carpet extraction	As Needed	Monthly	2X Year	1 Year	Every Other Year

# APPA Grounds Standards

GROUNDS				
<u>LEVELS</u>	<u>Main Grounds</u>	<u>Open Area</u>	<u>Athletic</u>	<u>INDUSTRY STANDARD</u>
	<u>Acres/person</u>	<u>Acres/person</u>	<u>Acres/person</u>	<u>Acres/person</u>
1	1.15	20	2.71	
2	2.3	25	4.09	10
3	2.55	33.33	5.99	
4	5.74	50	11.52	
5	13.5	100	14.29	

LEVEL 1	LEVEL 2	LEVEL 3	LEVEL 4	LEVEL 5
<p><b>State of the Art</b></p> <p>Maintenance applied to a high-quality diverse landscape. Associated with high-traffic urban areas, such as public squares, malls, government grounds, or college/university campuses.</p>	<p><b>High Level</b></p> <p>Associated with well-developed public areas, malls, government grounds, or college/university campuses. Recommended level for most organizations.</p>	<p><b>Moderate Level</b></p> <p>Associated with locations that have Moderate to low levels of development or visitation, or with operations that, because of budget restrictions, cannot afford a higher level of maintenance.</p>	<p><b>Moderately Low-Level</b></p> <p>Associated with locations affected by budget restrictions that cannot afford a high level of maintenance.</p>	<p><b>Minimum Level</b></p> <p>Associated with locations that have severe budget restrictions.</p>

# APPA Grounds Descriptions of Levels:

## LEVEL 1

- **TURF CARE.** Grass height maintained according to species and variety of grass. Mowed at least once every five working days but may be as often as once every three working days. Aeration as required but not less than four times per year. Reseeding or sodding as needed. Weed control to be practiced so that no more than 1 percent of the surface has weeds present.
- **FERTILIZER.** Adequate fertilization applied to plant species according to their optimum requirements. Application rates and times should ensure an even supply of nutrients for the entire year. Nitrogen, phosphorus, and potassium percentages should follow local recommendations. Trees, shrubs, and flowers should be fertilized according to their individual requirements of nutrients for optimum growth. Unusually long or short growing seasons may *modify* the chart slightly.
- **IRRIGATION.** Sprinkler irrigated--electric automatic commonly used. Some manual systems could be considered adequate under plentiful rainfall circumstances and with adequate staffing. Frequency of use follows rainfall, temperature, season length, and demands of plant material.
- **LITTER CONTROL.** Minimum of once per day, seven days per week. Extremely high visitation may increase the frequency. Receptacles should be plentiful enough to hold all trash usually generated between servicing without overflowing.
- **PRUNING.** Frequency dictated primarily by species and variety of trees and shrubs. Length of growing season and design concept also a controlling factor--i.e., clipped vs. natural-style hedges. Timing scheduled to coincide with low demand periods or to take advantage of special growing characteristics.
- **DISEASE AND INSECT CONTROL.** At this maintenance level, the controlling objective is to avoid public awareness of any problems. It is anticipated at Level 1 that problems will either be prevented or observed at a very early stage and corrected immediately.
- **SNOW REMOVAL.** Snow removal starts the same day that accumulations of .5 inch are present. At no time will snow be permitted to cover transportation or parking surfaces longer than noon of the day after the snow stops. Application of snow-melting compound and/or gravel is appropriate to reduce the danger of injury due to falls.
- **SURFACES.** Sweeping, cleaning, and washing of surfaces should be done so that at no time does an accumulation of sand, dirt, or leaves distract from the looks or safety of the area.
- **REPAIRS.** Repairs to all elements of the design should be done immediately when problems are discovered, provided replacement parts and technicians are available to accomplish the job. When disruption to the public might be major and the repair is not critical, repairs may be postponed to a time period that is least disruptive.
- **INSPECTIONS.** A staff member should conduct inspection daily.
- **FLORAL PLANTINGS.** Normally, extensive or unusual floral plantings are part of the design. These may include ground-level beds, planters, or hanging baskets. Often, multiple plantings are scheduled, usually for at least two blooming cycles per year. Some designs may call for a more frequent rotation of bloom. Maximum care, including watering, fertilizing, disease control, disbudding, and weeding, is necessary. Weeding flowers and shrubs is done a minimum of once per week. The desired standard is essentially weeded free.

## LEVEL 2

- **TURF CARE.** Grass cut once every five working days. Aeration as required but not less than two times per year. Reseeding or sodding when bare spots are present. Weed control practiced when weeds present a visible problem or when weeds represent 5 percent of the turf surface. Some pre-emergent products may be used at this level.
- **FERTILIZER.** Adequate fertilizer level to ensure that all plant materials are healthy and growing vigorously. Amounts depend on species, length of growing season, soils, and rainfall. Rates should correspond to at least the lowest recommended rates. Distribution should ensure an even supply of nutrients for the entire year. Nitrogen, phosphorus, and potassium percentages should follow local recommendations. Trees, shrubs, and flowers should receive fertilizer levels to ensure optimum growth.
- **IRRIGATION.** Sprinkler irrigated--electric automatic commonly used. Some manual systems could be considered adequate under plentiful rainfall circumstances and with adequate staffing. Frequency of use follows rainfall, temperature, season length, and demands of plant material.
- **LITTER CONTROL.** Minimum of once per day, five days per week. Offsite movement of trash depends on size of containers and use by the public. High use may dictate daily or more frequent leaning.
- **PRUNING.** Usually done at least once per season unless species planted dictate more frequent attention. Sculpted hedges or high-growth species may dictate a more frequent requirement than most trees and shrubs in natural-growth plantings.
- **DISEASE AND INSECT CONTROL.** Usually done when disease or insects are inflicting noticeable damage, are reducing vigor of plant material, or could be considered a bother to the public. Some preventive measures may be used, such as systemic chemical treatments. Cultural prevention of disease can reduce time spent in this category. Some minor problems may be tolerated at this level.
- **SNOW REMOVAL.** Snow removed by noon the day following snowfall. Gravel or snowmelt may be used to reduce ice accumulation.
- **SURFACES.** Should be cleaned, repaired, repainted, or replaced when their appearances have noticeably deteriorated.
- **REPAIRS.** Should be done whenever safety, function, or appearance is in question. **INSPECTIONS.** Inspection should be conducted by some staff member at least once a day when regular staff is scheduled.
- **FLORAL PLANTINGS.** Normally, no more complex than two rotations of bloom per year. Care cycle is usually at least once per week, but watering may be more frequent. Health and vigor dictate cycle of fertilization and disease control. Beds essentially kept weed free.

## LEVEL 3

- TURF CARE. Grass cut once every ten working days. Normally not aerated unless turf quality indicates a need or in anticipation of an application of fertilizer. Reseeding or resodding done only when major bare spots appear. Weed control measures normally used when 50 percent of small areas are weed infested or when 15 percent of the general turf is infested with weeds.
- FERTILIZER. Applied only when turf vigor seems to be low. Low-level application
- done once per year. Rate suggested is one-half the level recommended.
- IRRIGATION. Dependent on climate. Locations that receive more than 25 inches of rainfall a year usually rely on natural rainfall with the possible addition of portable irrigation during periods of drought. Dry climates that receive less than 25 inches of rainfall usually have some form of supplemental irrigation. When irrigation is automatic, a demand schedule is programmed. Where manual servicing is required, the norm would be two to three times per week.
- LITTER CONTROL. Minimum service of two to three times per week. High use may dictate higher levels during the warm season.
- PRUNING. When required for health or reasonable appearance. With most tree and shrub species, pruning would be performed once every two to three years.
- DISEASE AND INSECT CONTROL. Done only to address epidemics or serious complaints. Control measures may be put into effect when the health or survival of the plant material is threatened or when public comfort is an issue.
- SNOW REMOVAL. Snow removal done based on local law requirements but generally accomplished by the day following snowfall. Some crosswalks or surfaces may not be cleared at all.
- SURFACES. Cleaned on a complaint basis. Repaired or replaced as budget allows. REPAIRS. Should be done whenever safety or function is in question. INSPECTIONS. Inspections are conducted once per week.
- FLORAL PLANTINGS. Only perennials or flowering trees or shrubs.

## LEVEL 4

- TURF CARE. Low-frequency mowing scheduled based on species. Low growing grasses may not be mowed. High grasses may receive periodic mowing. Weed control limited to legal requirements for noxious weeds.
- FERTILIZER. Not fertilized.
- IRRIGATION. No irrigation.
- LITTER CONTROL. Once per week or less. Complaints may increase level above one servicing.
- PRUNING. No regular trimming. Safety or damage from weather may dictate actual work schedule.
- DISEASE AND INSECT CONTROL. None except where the problem is epidemic and the epidemic condition threatens resources or the public.
- SNOW REMOVAL. Snow removal done based on local law requirements but generally accomplished by the day following snowfall. Some crosswalks or surfaces may not be cleared at all.
- SURFACES. Replaced or repaired when safety is a concern and when budget is available.
- REPAIRS. Should be done whenever safety or function is in question.
- INSPECTIONS. Inspections are conducted once per month.
- FLORAL PLANTINGS. None. May have wildflowers, perennials, flowering trees, or shrubs in place.
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## LEVEL 5

- TURF CARE. Low-frequency mowing scheduled based on species. Low growing grasses may not be mowed. High grasses may receive periodic mowing. Weed control limited to legal requirements for noxious weeds.
- FERTILIZER. Not fertilized.
- IRRIGATION. No irrigation.
- LITTER CONTROL. On demand or complaint basis.
- PRUNING. No pruning unless safety is involved.
- DISEASE AND INSECT CONTROL. No control except in epidemic or safety situations.
- SNOW REMOVAL. Snow removal done based on local law requirements but generally accomplished by the day following snowfall. Some crosswalks or surfaces may not be cleared at all.
- SURFACES. Serviced only when safety is a consideration.
- REPAIRS. Should be done whenever safety or function is in question. INSPECTIONS. Inspections are conducted once per month.
- FLORAL PLANTINGS. None. May have wildflowers, perennials, flowering trees, or shrubs in place