

# Custodial Update

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October 21, 2025



Fairbanks North Star Borough School District

# Agenda

[01] Introduction

[02] Transition

[03] Scope of Work

[04] Contractual Accountability

[05] Processes

[06] Conclusion

# [01] Introduction

Overview of the Custodial transition

FNSBSD Approach

- Clear Services built into contract
- Prioritized cleanliness standards
- Regular reporting and accountability

Why ABM

- National leader in custodial services
- Proven track record with school districts

# [02]Transition

- The transition from in-house custodial services to outsourcing with ABM is progressing steadily.
- We are experiencing some challenges and adjustments during this transition period.
- Positive outcomes include improved efficiency and consistency in service delivery at several locations.
- Some locations are lagging behind, and we are actively working with ABM to address these issues and ensure improvement.
- Positive steps in the transition include regular performance reviews, open communication with ABM management, ongoing staffing and oversight issues that need to align expectations and improve quality.

# [03] Scope of Work

## Key Responsibilities:

- Perform daily/weekly/monthly cleaning and sanitizing of instructional, administrative, and support spaces per frequency.
- Provide floor care services (sweeping, mopping, vacuuming, stripping, waxing, carpet cleaning) on a scheduled basis.
- Maintain restrooms with appropriate cleaning, restocking, and sanitation.



# Responsibilities

## In House - Day Custodian

### Daily Maintenance:

- Maintain high-traffic areas (restrooms, lobbies, cafeterias, staff lounges) during the day.
- Respond to immediate cleaning needs (spills, accidents, etc.)
- Monitor and restock supplies as needed (soap, paper towels, toilet paper)
- Quality control

### Snow Removal duties:

- Clearing building entrances, walkways, and emergency exits
- Spreading ice melt or sand to prevent slips and falls
- Keeping fire hydrants and emergency access points clear as well as handicapped parking spots

Health & Safety Support  
Event & Logistics Support  
Communication Liaison

## ABM

- Ensure cleanliness and sanitation of the building.
- Safe handling, storage, and use of cleaning supplies and equipment.
- Restock supplies
- Provide staffing coverage for routine cleaning, after-school events, weekday and weekend building rentals and emergency situations.
- Conduct seasonal and deep-cleaning projects [e.g., summer floor refinishing, window cleaning].
- Maintain quality assurance measures, including inspections and reporting to district facilities management.

# FNSBSD Approach

## Custodial Oversight Practices

### Daily Oversight

- Day custodians perform daily inspections of facilities
- Deficiencies are documented and reported

### Accountability & Follow-Up

- Custodial Manager notifies ABM of any deficiencies
- Coordinators verify complaints and recheck performance
- Corrective actions issued to ABM daily

### Continuous Improvement

- Follow-up inspections confirm issues are resolved
- Weekly meetings with ABM review performance and progress
- Collaboration ensures standards and expectations are met



# [04] Contractual Accountability



Attend weekly performance review meetings with the school district



Implement corrective actions issued by the district promptly

Document completion of all corrective measures for verification



Ensure **timely response** to complaints and inspection findings

Maintain **transparency** in reporting performance metrics and issues

# Sample of the Service Summary Sheet

Performance Objective	SOW Paragraph reference	Performance Threshold.	Remedy	Method of Assessment
<b>SS-1</b> <b>Facility Cleaning Service</b> Non-carpeted Floors Carpeted Floors Stairways/Elevators, Etc. Breakrooms/Staff Lounge Nurse Offices Classrooms Auditoriums/Gyms Cafeterias/Multi-purpose Drinking Fountains Walk-off Mats Trash Removal Windows & Glass Dusting	5.1, inclusive	No more than 5 valid deficiencies per month	Re-perform within 24 hours of notification	Periodic validation, customer complaint
<b>SS-2</b> <b>Restrooms/Locker Rooms Cleaning Services</b> Clean and Disinfect Floor Care Restock Supplies Trash Removal Bodily Fluids	5.2, inclusive	No more than 5 valid deficiencies per month,	Re-performance within 24 hours of notification	Periodic validation, customer complaint
<b>SS-3</b> <b>Periodic Cleaning Services</b> Hard Floor Maintenance Carpet Cleaning Nutrition Svc. Flooring	5.3, inclusive	1 deficiencies per month	Re-performance within 5 day of notification or a mutually acceptable timeframe to the COR, customer and contractor.	Periodic validation, customer complaint
<b>SS-4</b> <b>Quality Control</b> Inspection procedures and documented in accordance with Contractor's Quality Control Plan.	8.1.1	1 valid deficiency per month.	Contractor shall provide a written Corrective Action Plan.	Periodic validation, customer complaint

# Non-Performance

ABM held accountable through oversight.

Escalation process for underperformance.

## Missed Cleaning Tasks

Every duty is itemized

Examples:

Restrooms not cleaned, floors not vacuumed/mopped, trash not emptied

## Failure to meet Standards

ISSA Standards outlined & SD standards

Specified the frequency of each task, e.g., "Daily," "Weekly on Tuesday and Friday," or "Monthly."

## Health and Safety

Example:

Unsanitary restrooms, hazardous spills etc

## Staffing shortages/No-show Coverage

Contractor fails to staff shifts adequately.

## Failure to meet Quality Inspections

Daily/Monthly/Quarterly

Failed quality inspections/below performance level

# [05] Processes



- FREQUENCY LIST
- FMD CUSTODIAL SITE INSPECTION SHEET
- CUSTODIAL CONCERN FORM
  - DIRECT RESPONSE FROM CUSTODIAL CONCERN FORM
  - KEY PERFORMANCE INDICATORS (KPI's)
- FMD PROCESSES

# Frequency list

## Example of Frequency list sent to Contractor

- Listed via Elementary, Middle, High, and administrative buildings.
- Sectioned by areas

## ELEMENTARY SCHOOLS

Type of Facility: **Elementary School**  
 Area of Facility: **Classroom**  
 APPA Cleaning Level: 2

D = Daily (Mon-Fri)  
 W = Weekly (EOD Thurs)  
 M = Monthly (End of 3<sup>rd</sup> Fri)  
 A = Annually (End of summer)  
 EOD = Every Other Day

Frequency				Area/Type of Work	Work Requirements
D	W	M	A		
√				Desks/Tables	Clean with appropriate cleaner. Scrape off all foreign substances. i.e. glue, tape, food, marker, and pencil markings.
√				Teachers Desk	Do not disturb
√				Trash Cans	Empty daily. Change liner and clean as needed.
√				Pencil Sharpener	Empty daily.
√				Sink/Counter	Clean with a disinfectant cleaner.
√	E O D			Carpet Floors	Vacuum thoroughly. Remove any foreign substances and any stains.
√	E O D			Tile/Linoleum Floors	Dust mop. Remove any foreign substances. Wet spot clean using appropriate cleaner.

# FMD Custodial Site Inspection Sheet

- Quality Assurance Plan (QAP)
- Day custodians do initial inspections at school/building level.
- Co-ordinators verify and pass any deficiencies to Custodial Manager who then passes the information to ABM.
- ABM will re-perform, co-ordinators will re-verify that it was completed.

## FMD Custodial Site Inspection

School: \_\_\_\_\_ Inspection Date: \_\_\_\_\_  
 Inspected By: \_\_\_\_\_

MS - Meets Standards      NI - Needs Improvement      NA - Not Applicable

Room Type: \_\_\_\_\_ Room # or Location: \_\_\_\_\_

Component	Criteria	Room # or Location:			Comments
		MS	NI	NA	
Door(s)	Doors are functional, free of marks & handles are clear of fingerprints, door arms dusted				
Glass	Glass is intact, clear of dust, streaks & prints				
Sink(s)	Sinks are properly flowing, free of leaks & debris, clean & polished				
Water Fountain(s)	Fountains are properly flowing, polished & free of any build-up				
Dispensers	Dispensers are functional, clean on outside & inside, & stocked				
Ledges	Horizontal dusting has been completed, ledges are dust free				
Lighting	Overhead bulbs are all functional, diffusers clean				
Walls	Walls are clean & free of marks/scuffs				
Cove Base	Cove base is clean & free of marks/scuffs				
Carpetting	Carpet is intact, clear of debris, & any staining has been addressed				
Hard Floors	Hard flooring is clear of debris, clean & free of marks/scuffs				
Trash Cans	Trash cans have fresh liners & are free of spots, streaks, & splatter				
Furnishings	Desks, chairs, cabinets, etc. are dust & residue free, clean, & stable				
Misc. Feature	Overall cleanliness of cubbies, display cases, handrails, shelving, auditorium stage, seating etc.				

**Bathrooms or Locker Rooms LOCATION:**

Fixtures	All surfaces of sinks, toilets, urinals are clean & sanitized				
Partitions	Bathroom partitions are clean & free of splatter & graffiti				

**Custodial Closet LOCATION:**

Organization	Shelves & supplies are orderly & accessible				
Properly Stocked	Closet is stocked with proper tools & supplies in reasonable quantity				

**Gym**

Bleachers	Bleachers are clear of debris, scrubbed, functional & intact				
Gym Floors	Flooring is free of scuffs or marks & has been swept, mopped/scrubbed				
Gym Mats	Mats are clean, intact, & in place				
Storage Room	Gym storage is clean, secured, & navigable				

**Additions**

Mech. Rooms	Mech. Rooms have been cleaned, monitored & are not utilized for storage				
Snow Removal	Walkways & entrances are passable & snow free with gravel or ice melt applied as needed				

**Additional Comments:** \_\_\_\_\_  
 \_\_\_\_\_

# Custodial Concern Form

- FMD created a custodial concern form at the beginning of the school year. Information was sent out districtwide.
- Shared with ESSA Union.
- Complaints not funnelling through FMD will be difficult to address.

## Custodial Concern Form

**B** *I* U  

Form description

This form is automatically collecting emails from all respondents. [Change settings](#)

**Full Name \***

Short answer text

**Building Location \***

Short answer text

**Room Number \***

Short answer text

**Brief description of concern \***

Long answer text

Please upload a photo of the issue, if applicable.

 Add file

 View folder

# Direct Response from Custodial Concern Form

- Complaints are at approximately 2% as of September 30th.
- Most complaints are centered around vacuuming and trash
- Lathrop High School seen the highest complaints.
- Response has been within 24 hours

Building Location

40 responses

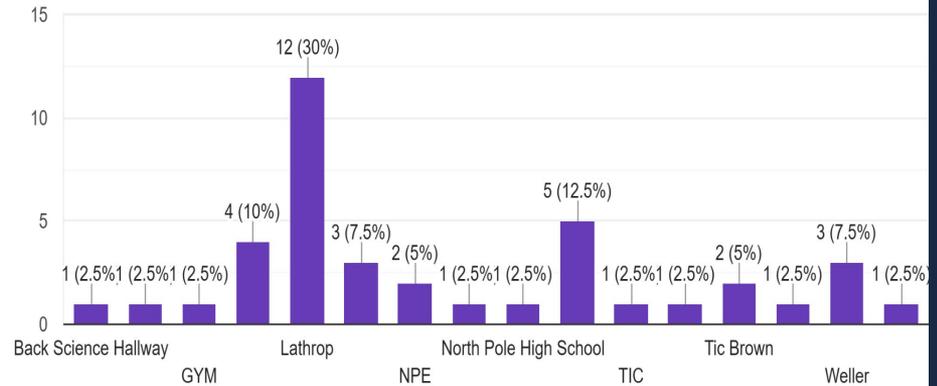


Chart from Custodial Response Form

# Key Performance Indicators (KPI's)

## Customer Satisfaction

Measured through surveys to gauge overall satisfaction with cleanliness.

## Complaint Volume

The number of complaints received and their resolution rate

95% of requests addressed within 24 hours.

## Inspection Scores

Scores from internal audits and quality checkers to assess the adherence to cleaning standards

Maintain an average audit score of  $\geq 90\%$  across all facilities

## Task Completion Rate

The percentage of assigned cleaning tasks completed

Track requests submitted via custodial concern form, calculate average time from submission to completion.

# FMD Processes

	Step 1	Step 2	Step 3	Step 4
Day Custodian	<p>Random Inspection:</p> <ul style="list-style-type: none"> <li>Bathrooms</li> <li>Classrooms</li> <li>Other areas</li> </ul>	<p>Custodial Inspection Form:</p> <ul style="list-style-type: none"> <li>List areas and measure;</li> <li>Meets Standards/ Needs Improvement or N/A</li> </ul>	<p>Form sent to FMD by 9am:</p> <ul style="list-style-type: none"> <li>Received by Custodial management team</li> <li>Coordinators will verify any deficiencies listed</li> </ul>	<p>Coordinators verification:</p> <ul style="list-style-type: none"> <li>If deficiencies are valid, they will then pass to the Custodial Manager to process to ABM</li> </ul>
Process for Complaints	<p>Custodial complaint form:</p> <ul style="list-style-type: none"> <li>Staff to report by filling out the form.</li> </ul>	<p>Received at FMD:</p> <ul style="list-style-type: none"> <li>FMD to send coordinators to verify non-performance</li> </ul>	<p>Report to ABM:</p> <ul style="list-style-type: none"> <li>Complaint is reported to ABM, they have set time to re-perform and make corrections</li> </ul>	<p>Coordinators:</p> <ul style="list-style-type: none"> <li>Will verify correction</li> <li>Report to Custodial Manager if not corrected.</li> <li>Contact ABM. Deduct payment.</li> </ul>
Quality Control - [Custodial Coordinators]	<p>Coordinators:</p> <ul style="list-style-type: none"> <li>Oversee day custodians inspection forms.</li> <li>Oversee re-performance by ABM</li> </ul>	<p>Visit Schools:</p> <ul style="list-style-type: none"> <li>Each Coordinator will visit 15 schools daily for inspections</li> </ul>	<p>Quality Control:</p> <ul style="list-style-type: none"> <li>Conduct inspections</li> <li>Document and Report</li> <li>Monitor performance</li> <li>Enforce compliance</li> </ul>	<p>Quality Control cont. :</p> <ul style="list-style-type: none"> <li>Manage Corrective actions</li> <li>Communicate with Custodial Manager</li> <li>Train Day Custodians</li> </ul>

**\$3M**

Approximate Savings

No change orders

# Key Highlights

- **Positive feedback** has been received from principals, staff, and a Board Member regarding the quality and consistency of custodial services at some locations and FMD's efforts for efficiency.
- Several school sites have reported that **classroom cleanliness has significantly improved** compared to previous years.
- Many locations have **developed great working relationships with ABM custodial staff**, resulting in increased trust and smoother day-to-day communication.
- Multiple sites have **expressed a clear preference for retaining their current ABM staff**, citing consistent performance and a positive impact on the overall learning environment.

We are seeing strong progress; many sites are thriving and others are receiving the focused support needed to get there.

# Conclusion

"While outsourcing custodial services presents initial challenges, the district's rigorous standards and established process ensure high-quality, safe environments for our students and staff."

FMD maintains strong oversight to ensure contractor accountability

Maintain high cleaning standards and efficiency

Control costs while ensuring safe, healthy environments

Strict district measures ensure contractor accountability

Compliance with ISSA industry best practices

# QUESTIONS?

THANK YOU.

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Facilities Management Department



Fairbanks North Star Borough School District