



Final Report:

APPA Custodial Effectiveness Assessment
1537 Webster St. Oakland Ca, 94612

Prepared For:



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By:



San Francisco | Monterey Bay

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Introduction

On September 13, 2013, BuildingWise conducted a Custodial Effectiveness Assessment of 1537 Webster Street, Oakland, Ca. supporting LEED for Existing Building: Operations and Maintenance v3 credit "IEQc3.2: Green Cleaning: Custodial Effectiveness Assessment". The following report details an assessment on more than 10% of each of the APPA Leadership in Educational Facilities space types.

Assessment Procedure

The APPA appearance level tables were used as a primary reference in the evaluation of the cleanliness of the facility. Targets for the assessment included all areas of the building that could be cross-referenced with the following APPA space categories:

1. Classroom with carpet
2. Office with Carpet
3. Public Circulation with Hard Floor
4. Entryways
5. Office with Carpet Floor
6. Washroom

Primary space types were identified and square footage of the spaces was estimated from floor plans of the facility, provided by property management. This information was used as a reference to establish percentages of the total square footage of each space type, number of rooms and the percentage of the entire facility to be assessed.

According to the requirements of LEED v4 EB:O&M, IEQ Credit 6: Custodial Effectiveness Assessment, more than approximately 10% of each space type, as indicated, would be audited, including a minimum of 5 rooms of each space type unless fewer were available. Although these were the minimum requirements for LEED purposes, the entire facility was assessed including all rooms and space types at this facility.

While conducting the assessment, a score sheet was used to evaluate the general cleanliness and appearance level of each space type. Rooms were scored on a scale of 1.00 - 5.00 was used to identify the appearance level and an average score for each space type. All scores provided by the evaluator were multiplied by the appropriate weighting factors (See Appendix) and product was divided by the sum of the total number of rooms for each space type and averaged together for the final score for the entire facility.

Special Considerations

On the Appearance Level Analysis form, note the following alterations:

- IT spaces were not assessed because they are not regularly serviced by the custodial service and therefore are not representative of custodial effectiveness
- Cubicle areas have been classified as "Office with Carpet Floor"
- Break Rooms have been classified as "Public Circulation with Hard Floor"
- Copy and Mail rooms have been classified as "Public Circulation with Hard Floor"
- Meeting Rooms have been classified as "Classroom with Hard Floor"

Physical Assessment

Findings

The facility was found to be exceptionally clean. Office areas and public spaces were found to be generally clean. The following recommendations have come from an in depth

1. The building was found to be clean and well kept. Upon superficial inspection, the custodial services appear to be very effective
2. Clutter in office cubicles may hinder the effectiveness of custodial services
3. Hard surface floors inside the building were very well kept
4. Resilient flooring in the kitchen area was the only space with indications of markings on the surface
5. The flooring around desks were fairly well kept, no apparent evidence of markings indicative of caster abrasions due to the protective mats installed
6. Light fixtures were found to be clean
7. Glass partitions were found to be clean and free of smudges
8. Carpet in high traffic areas had small spots and stains
9. Scuffs were evident on common area walls and doors; along with light paint chipping on wall edges
10. Several areas, most notably kitchen areas, had overflowing waste receptacles along with light food debris on countertops.
11. Dust was detected on:
 - a. Some horizontal surfaces (i.e. switch plate covers, top of doors)
 - b. Furnishings (i.e. file cabinets, cubicles)
12. Bathrooms were found to be neat and clean with the exception of the grout in the tile

Recommendations

1. Instruct occupants to reduce clutter wherever possible so that custodial services are optimally effective.

2. Resilient flooring is relatively new, installed during the LEED NC project. Flooring should be protected whenever possible to elongate its life.
 - a. Mats are recommended in area entryways such as the door to the break room.
 - b. Chair glides or pads for chair and couch feet that rest on resilient flooring is strongly recommended.
3. To elongate the life and quality of the carpet pile around desks, implement "desk chair mats" similar to a Realspace® 35% Recycled All-Pile Studded Chair Mat, 36" x 48" (Office Depot Item # 448906). These were found in some spaces.
4. Light fixtures should be dusted bi-annually to prevent dust build up.
5. Deep cleaning of carpets in high traffic areas more frequently, and spot cleaning of carpets in high traffic areas and cubicles frequently
6. Common area walls and doors should be wiped clean paying special attention to markings and damage. Spot painting should be implemented occasionally to reduce the apparent accumulation of marks and damage on walls when cleaning is no longer sufficient.
7. High performance dusting in most spaces should occur regularly, to include window sills, ledges and hidden spaces *typically out of reach*
 - a. Special attention should be directed towards horizontal surfaces on doors, furnishings, baseboards, and switch covers.
8. Horizontal surfaces in break areas should be wiped down regularly and special attention should be paid to corners and under appliances such as the coffee machine, microwave, and refrigerator.
 - a. Additionally clutter on counter tops may make it difficult for custodial services to appear effective, supplies should be stored properly when not in use.
9. Mats in all parts of the building should be cleaned regularly as required by LEED EB v4 credit IEQc2.

Summary of Audited Spaces

Project Name:	StopWaste.org
LEED Project No.:	10002744
Date:	9/17/13
Conducted by:	Levi Jimenez, Project Manager Michael Glasser, Project Coordinator
Presented to:	StopWaste.org
Gross Square Footage	14000



Space Usage Types*	APPA Space Type	% of Space	Space Type Square footage	APPA 10% SF requirement	Actual # of rooms	# of Rooms to Audit	Average Score
Kitchens	Cafeteria w/ Hard Floor	1.69%	237	23.7	1	5	1.30
Conference/Meeting Rooms	Classroom w/ Carpet Floor	20.74%	2,904	290.4	3	5	1.08
Common Area/Hallways/High Traffic Areas	Public Circulation w/ Carpet	0.00%	-	-	0	5	1.08
BreakRoom/Loading Dock/Copy/Mail Room/	Public Circulation w/ Hardfloor	15.06%	2,108	210.8	4	5	1.83
Lobby	Entryway	4.79%	671	67.1	1	5	1.00
N/A	Gymnasium	0.00%	-	-	0		
Storage	Storage	8.71%	1,220	122.0	9	5	N/A
Private Office Area/Cubicles	Office w/ Carpet Floor	37.99%	5,318	531.8	10	5	2.29
Private Office Area/Cubicles	Office w/ Hard Floor	0.00%	-	-	0	5	N/A
Restrooms/Shower/Locker Rooms	Washroom	3.39%	474	47.4	4	5	1.91
Stairwell	Stairwell	3.64%	510		3		
Mechanical/Electrical/Tele/Data	Utility	1.86%	261	26.1	1	5	N/A
Totals		97.88%	13,442	1344.2	36	50	1.5

* Actual space usage types have been cross compared to APPA space type descriptions for the purpose of this assessment, quantities of actual space types may vary.

Final Score
1.5

Auditors' Credentials

Levi Jimenez, LEED AP EB:O+M

Project Manager, BuildingWise

Levi joined BuildingWise as a project coordinator in February of 2011. Previously a sustainable design and construction student of BuildingWise founder, Barry Giles, he received the LEED Green Associate credential prior to joining the BuildingWise team. Levi acquired the LEED Accredited Professional credential with a specialty in Existing Building Operations and maintenance (AP EB:O&M) in 2012 and became a BuildingWise project manager in 2013. Levi is a Green Plumbers USA Certified Water Auditor, with additional experience conducting ASHRAE energy audits, solid waste audits, and APPA Leadership in Educational Facilities - custodial effectiveness assessments. His LEED experience and knowledge have accumulated, consulting and certifying over 10.7 million square feet of commercial office in California. Unique projects include The Alhambra Office Community in Alhambra, Ca., The Monterey County Weekly in Monterey Ca., and the Bishop Ranch campus in San Ramon, Ca. Levi is a father of three, and student of the arts.



Michael Glasser

Project Coordinator, BuildingWise

Michael Glasser joined BuildingWise as a project coordinator in August of 2013. Previously a graduate from the University of California at Santa Cruz with a B.A in Environmental Studies, obtained background in sustainable development via coursework. This included a yearlong senior internship thesis report, involving the execution of a solar feasibility study for a University owned facility. After college Michael got involved in doing solar install projects with SolarCity, and interned for the Sierra Club Loma Prieta Chapter while attending classes at Diablo Valley College. He is currently working towards achieving his LEED Green Associate credential.

BuildingWise Statement of Qualifications

BuildingWise provides a comprehensive set of consulting services, and unmatched expertise, to guide building owners, operators and investors as they design and construct new buildings, or upgrade existing buildings, to improve performance, increase returns on investment, and reduce environmental impacts. BuildingWise is a leader in energy performance and sustainability consulting services designed to increase the value and efficiency of commercial properties, improve tenant conditions, and grow net-operating income.



BuildingWise was founded in 2007 as a California Limited Liability Company and provides professional consulting services with the goal of improving building operational performance, lowering costs, and reducing environmental impacts from the built world. Since, it has become one of the leading high-performance building consulting firms, with its commitment to creating individualized, sustainable programs designed to meet the objectives of its global clientele. In doing so, BuildingWise has trained thousands of individuals in high-performance building operations and has become the leading provider of LEED for Existing Buildings (EB) consulting services – having performed such on over 25 million square feet of built environment. The company currently employs a staff of 12, works with numerous consultants and contractors, and has notable and complimentary strategic partner relationships.

BuildingWise firmly believes in high-performance and resulting sustainability, and in the value of the US Green Building Council's (USGBC) LEED and Building Research Establishment's (BRE) BREEAM rating systems as effective methods of analyzing, measuring, and communicating best-in-class construction and operational practices in institutional and corporate facilities. As its qualifications illustrate, BuildingWise is comprised of extremely knowledgeable, and very capable, individuals committed to the LEED and BREEAM processes - and to the development of customized programs that deliver real, measurable value, both to the client and to the environment. BuildingWise believes that achieving LEED or BREEAM certification, as part of a broader high performance initiative, serves to measurably reduce adverse environmental impacts, enroll building occupants in the pursuit of energy efficiency and sustainability, and makes a profound statement to stakeholders and the public about its clients' corporate responsibility ethos.

Appendices

Appendix A – Floor Plan



Appendix B - APPA Custodial Effectiveness Assessment – Weighting Factors

APPA Space Assessment For:	StopWaste.org
Space Type	Cafeteria w/ Hard Floor
Floor No.:	N/A
Room ID:	N/A
Evaluated By:	Levi Jimenez

Appearance Items	Weighting Factor	Appearance Level					APPA Raw Score
		1	2	3	4	5	
Floors	52	x					52
Horizontal Surfaces	13		x				26
Lighting and Light Fixtures	3	x					3
Trash Containers	15	x					15
Vertical Surfaces	8		x				16
Sinks/Counters	2		x				18
Total Raw Score							130
Weighted APPA Score							1.3

Audit Comments

Scuffs on walls. Light crumbs on countertop.

APPA Space Assessment For:	StopWaste.org
Space Type	Classroom w/ Carpet Floor
Floor No.:	N/A
Room ID:	N/A
Evaluated By:	Levi Jimenez

Appearance Items	Weighting Factor	Appearance Level					APPA Raw Score
		1	2	3	4	5	
Writing Surfaces (whiteboards)	15	x					15
Floors	67	x					67
Horizontal Surfaces	8		x				16
Lighting and Light Fixtures	2	x					2
Vertical Surfaces	4		x				8
Total Raw Score							108
Weighted APPA Score							1.08

Audit Comments

APPA Space Assessment For:	StopWaste.org
Space Type	Public Circulation w/ Carpet
Floor No.:	N/A
Room ID:	N/A
Evaluated By:	Levi Jimenez

Appearance Items	Weighting Factor	Appearance Level					APPA Raw Score
		1	2	3	4	5	
Floors	80	X					80
Horizontal Surfaces	9	X					9
Lighting and Light Fixtures	3	X					3
Trash Containers	5		X				10
Vertical Surfaces	3		X				6
Total Raw Score							108
Weighted APPA Score							1.08

Audit Comments

Some trash bins full.
Smudges on walls and cabinetry.

APPA Space Assessment For:	StopWaste.org
Space Type	Public Circulation w/ Hardfloor
Floor No.:	N/A
Room ID:	N/A
Evaluated By:	Levi Jimenez

Appearance Items	Weighting Factor	Appearance Level					APPA Raw Score
		1	2	3	4	5	
Floors	80		X				160
Horizontal Surfaces	9	X					9
Lighting and Light Fixtures	3	X					3
Trash Containers	5	x					5
Vertical Surfaces	3		X				6
Total Raw Score							183
Weighted APPA Score							1.83

Audit Comments

Smudges on walls
Scuff marks on floor

APPA Space Assessment For:	StopWaste.org
Space Type	Entryway
Floor No.:	N/A
Room ID:	N/A
Evaluated By:	Levi Jimenez

Appearance Items	Weighting Factor	Appearance Level					APPA Raw Score
		1	2	3	4	5	
Floors	52	X					52
Lighting and Light Fixtures	1	X					1
Outside Walks and ramps	9	X					9
Vertical Surfaces	26	X					26
Walk Off Mats	12	x					12
Total Raw Score							100
Weighted APPA Score							1

Audit Comments

APPA Space Assessment For:	StopWaste.org
Space Type	Office w/ Carpet Floor
Floor No.:	N/A
Room ID:	N/A
Evaluated By:	Levi Jimenez

Appearance Items	Weighting Factor	Appearance Level					APPA Raw Score
		1	2	3	4	5	
Floors	55			x			165
Horizontal Surfaces	12		x				24
Lighting and Light Fixtures	3	x					3
Trash Containers	23	x					23
Vertical Surfaces	7		x				14
Total Raw Score							229
Weighted APPA Score							2.29

Audit Comments

Clutter under desks. Spots on carpet/bleaching. Chipping/scuff marks in walls. Dust on top of filing systems towards rear portion of office. Live plants present.

APPA Space Assessment For:	StopWaste.org
Space Type	Washroom
Floor No.:	N/A
Room ID:	N/A
Evaluated By:	Levi Jimenez

Appearance Items	Weighting Factor	Appearance Level					APPA Raw Score
		1	2	3	4	5	
Floors	13			x			39
Horizontal Surfaces	1		x				2
Toilets, Urinals, Sinks, Soap and drying fixtures	67		x				134
Trash Containers	3	x					3
Vertical Surfaces	13	x					13
Total Raw Score							191
Weighted APPA Score							1.91

Audit Comments

Some water on countertops.
All fixtures very clean

Appendix C - Examples of Findings

Figure 1 - Example of flooring around cubicles



Figure 2 - Example of dust and other material on horizontal surfaces



Figure 3 - Examples of kitchen area counter top and waste receptacles



Figure 4 - Example of material on resilient flooring



Figure 5 - Example of tile in restrooms and spills on hard floor

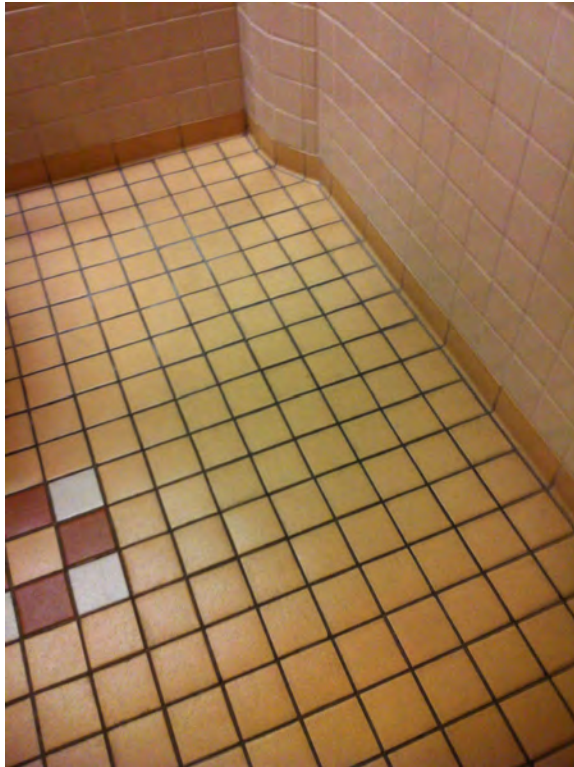


Figure 6 - Example of markings on vertical surfaces

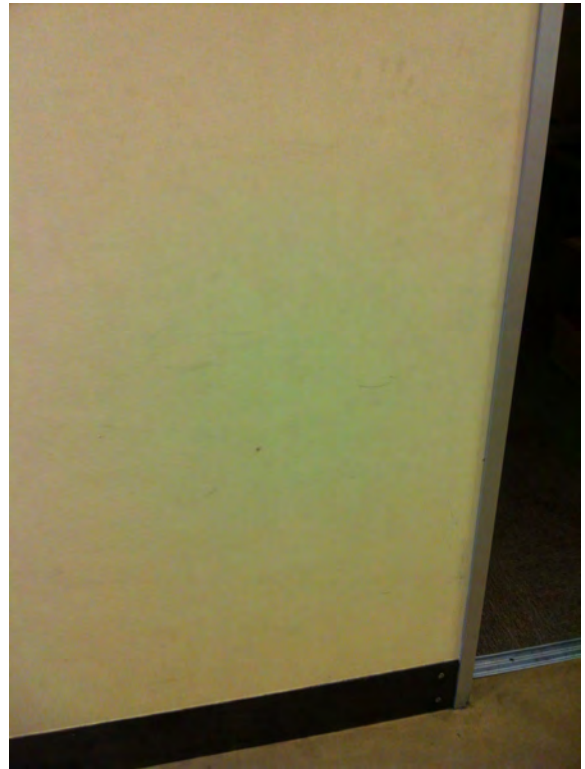


Figure 7 - Examples of Exemplary Cleanliness



Figure 8 - Examples of markings on walls

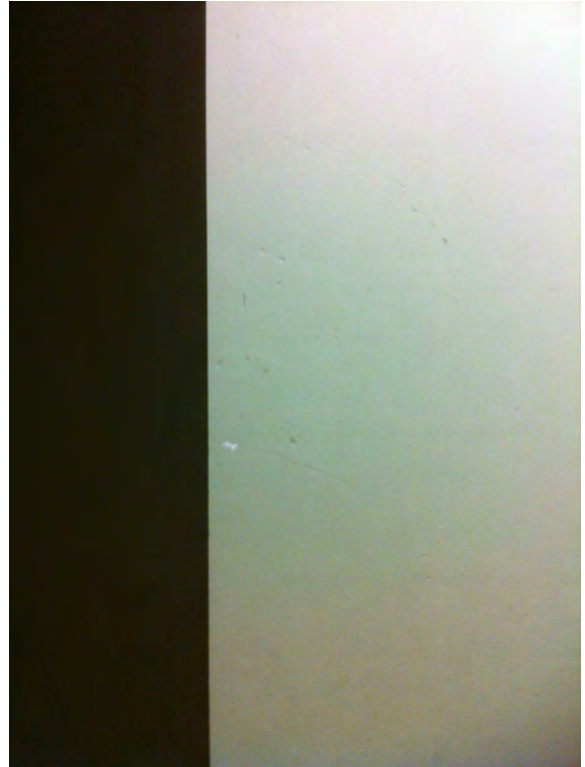
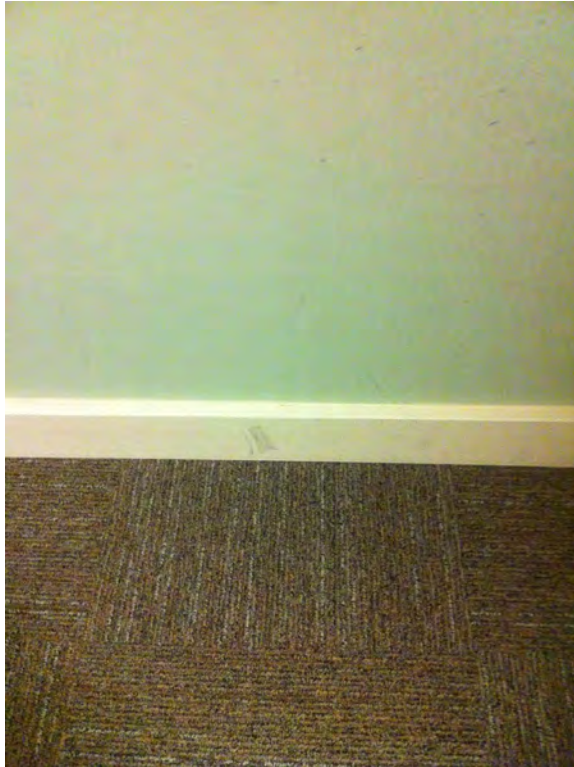


Figure 9 - Examples of clutter under desks in cubicle areas

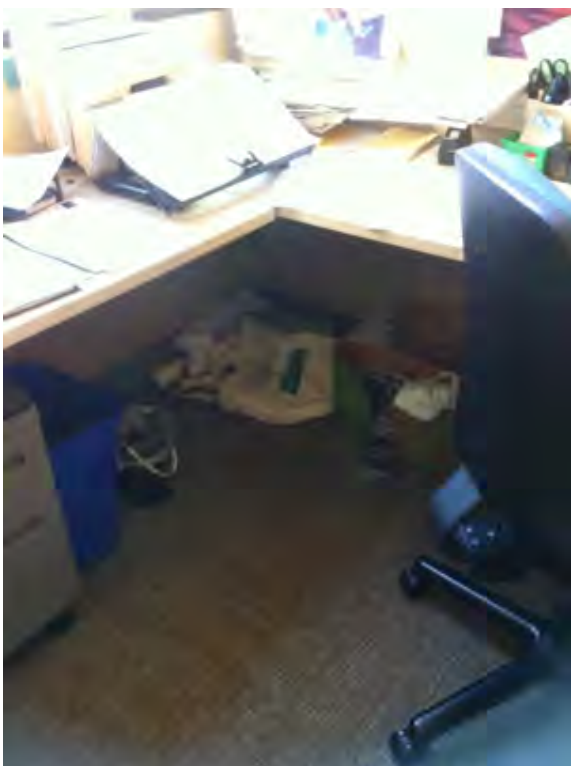


Figure 10 - Examples of staining on carpets

