

HILLYARD CCAP® - Case Study

Vancouver Public School District

CCAP helped us "Take Control of our Cleaning Costs"

Our goal was to implement a standardized programmed approach for our custodial maintenance program.

George Bryant, Director, Facilities Maintenance
Vancouver Public School District



Vital Statistics

- Buildings : 37 (Educational)
- Cleanable Square Footage: 2.8 million
- Custodial Employees: 125
- Approx. Enrollment: 22,457

CCAP Standardized Cleaning Products At All Sites

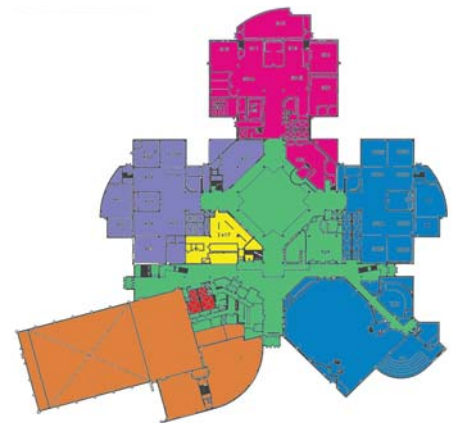
- Simplified product use training and regulatory compliance (MSDS).
- Arsenal® chemical dispensers eliminated over / under use.
- Accurate projections of our supply budget.

CCAP Standardized Cleaning Processes and Procedures

- Helped define cleaning tasks that are mandatory to accomplish and identify non-cleaning tasks typically associated with K-12 facilities.
- Applied industry norms and standards to create fair and balanced work-loading.
- Helped document department needs during budget cuts.

CCAP Helped Implement Automated and Non-Automated Equipment

- Helped justify investment in automated equipment for cleaning efficiency.
- Helped redirect labor savings to increase the over-all "level of clean" in our facilities.



CCAP Provides Custodial Training and Certification Programs

- Certification and training materials were utilized to develop an in-house orientation training program.
- Custodians have been certified to ensure quality standards.
- Task cards outline routine and periodic tasks required for each custodian.

Vancouver School District JOB CARD Office Cleaning All tasks should be done when fully staffed				
Vehicle Tasks	Frequency	Product / Arsenal	Equipment	Dispense Method
1. Acid clean vents & blocking ducts	Weekly	See Page 14	Trigger Sprayer	White Hand Pad
2. Spot clean carpet/stains	As needed	See Page 14	Trigger Sprayer	
3. Dust with synthetic / leather duster	Weekly			
4. Spot clean terminals & VAC	Weekly			
5. Disinfect door handle & door facing on both sides	Weekly	Hydrex 10	Trigger Sprayer	
6. Spot clean desk tops & tables	Weekly	See Page 14	Trigger Sprayer	
7. Dust vents	Monthly			
8. Spot clean vertical and horizontal surfaces	Monthly	See Page 14	Trigger Sprayer	
9. Disinfect phones every two days, not the phone	Weekly	Hydrex 10	Trigger Sprayer	
10. Clean windows outside	Quarterly	See Page 14	Trigger Sprayer	
11. Wipe windows inside	Monthly	See Page 14	Trigger Sprayer	

CCAP Provides Quality Control and Accountability

- Implemented a continuous quality improvement program based on task and task frequencies.
- Performance monitoring helps maintain consistent quality levels.

CCAP information enabled us to show that we could not further reduce labor costs without a major reduction in the services we provide. During a recent budget restructuring, our department remained at current budget while other programs were cut.

Dale Manor
Planner/Estimator
Vancouver Public Schools