



TEXAS TECH UNIVERSITY

Office of the President™

MEMORANDUM

DATE: December 5, 2019

TO: Texas Tech University Administration, Faculty and Staff

FROM: Lawrence Schovanec, President
Noel Sloan, Vice President for Administration & Finance and CFO
Sean Childers, Associate Vice President for Operations

RE: Operations Division - Custodial, Team Cleaning and Cleaning Schedules

With the continued growth of campus, Operations Division seeks innovative and efficient strategies to provide exceptional service to our students, faculty and staff in a manner that also controls costs. We have recently invested in training for our custodial team that will modify the way services are delivered, shifting focus to common areas and classrooms while creating an overall healthier indoor environment.

Changes to services include the following:

Switch from Zone Cleaning to Team Cleaning

- The custodial team currently practices Zone Cleaning. This system centers around assigning one custodian to a single floor or section of building.
- Team Cleaning assigns each custodian a specialty; teams then work together to clean an entire building. Team Cleaning results in a safer, cleaner and more efficient way to maintain facilities.
- Team Cleaning is beneficial to the custodial staff as they maintain over 4 million square feet on our campus. Currently, each custodial staff member services over 30,000 square feet each business day.
- Team Cleaning has been proven to be an effective method of cleaning at other universities and organizations. It's currently in use at the University of Texas Austin, Michigan State University, the University of Michigan and Sandia National Laboratories, just to name a few.

Main Impact to Buildings and Occupants (Excluding the Auxiliary Buildings, West Hall and the Administration Building)

- Offices will be cleaned weekly instead of daily.
- Occupants may dispose of their trash and recycling to a central bin within their building or place receptacles outside their office door daily for emptying.

The new Team Cleaning approach will be implemented incrementally. Operations Custodial Department will schedule a time to meet with building coordinators and building occupants to discuss the new cleaning processes prior to implementing these changes. They will be happy to answer questions and address concerns. Each building has different needs and the exact service per building will be customized as necessary.

The Operations Division values the students, faculty and staff of Texas Tech University and strives to provide the best service possible. Should you have any questions related to Team Cleaning or the adjustments in the cleaning schedule, please contact Aaron Smith, Managing Director - Services at: 834-1121 or aaron.smith@ttu.edu. Thank you for your patience as we implement new processes to make the campus cleaner and healthier.