

DEPARTMENT OF ACCOUNTING AND GENERAL SERVICES
ANNUAL REPORT ON GOALS, OBJECTIVES AND POLICIES

January 2024

Program ID/Title: AGS-231/Central Services-Custodial Program

Contact Person/Phone: James Kurata / (808) 831-6730

I. Goal

The goal of the Custodial Program is to deliver timely, efficient and quality services, while seeking the needed feedback to improve its services to public users and occupants of assigned buildings.

II. Objectives and Policies

- A. The program will maintain an 80% or higher customer satisfaction index as measured through the semi-annual surveys from building occupants.
- B. Inspect the current facilities condition rating system and adjust to index with a nationally established occupant satisfaction rating system.
- C. The following past practices will be reviewed, and new initiatives considered to meet the stated goals and objectives:
 - 1. Evaluate, establish and implement a customer satisfaction index for level of cleanliness in the facilities to index with a nationally established occupant satisfaction index.
 - 2. Continue to develop a training program and provide equipment and tools for the Janitor III and Janitor II positions to increase effectiveness in performing maintenance minor repairs.
 - 3. Evaluate semi-annual customer satisfaction surveys for all buildings on Oahu with custodial staff.
 - 4. Provide new mobile electronic devices to streamline distribution of support procedures to allow custodial staff to concentrate on communication and responsiveness to the public and tenants.
 - 5. Continually develop, train staff on usage, and utilize electronic technology to refine effective purchasing and stocking of program's inventory of equipment and supplies.

6. Integrate the custodial program into the existing work order request system to broaden the range of feedback for Building Coordinators and custodial staff improvements.
7. Implement the inspection checklist for worksites by the Janitor III's and to standardize work methods and procedures.
8. Develop alternatives to better coordinate repair requests with trades staff from the Building Repair and Alterations Program.
9. Refine in-house training programs to include formal and mandatory classroom training for custodial staff.
10. Improvement of the workforce through the refinement of the employee selection process by focusing on good customer service skills, supervisory potential and strong custodial and building maintenance skills.
11. Provide continuing education opportunities for Building Managers through various types of training (i.e. managerial, safety) for program improvements.

III. Action Plan and Timetable

A. Past Years Accomplishments towards meeting goals and objectives

A summary of activities follows:

1. The Custodial Program continued to evaluate its semi-annual surveys rating from building occupants to grade its performance rating status.
2. Vacancies through transfers, retirement, financial limitations and increase of vandalism to our properties continued to challenge the program. Despite these challenges, the custodial program has maintained its mission to deliver services.
3. The Re-keying schedules for the facilities included in the DAGS Re-keying Project have been implemented for the Kalanimoku Building, King Kalakaua Building, Kakuhihewa Building, State Archives, Kinau Hale, OR&L Building, Kekuaaoa Building and the Waipahu Civic Center.
4. Continued to develop the in-house training program for the custodial staff.
5. The program continued to systematically replace aging custodial equipment and update defective fire protection devices within assigned DAGS facilities.

B. One Year

1. Continue the use of environmentally friendly cleaning products and procedures.
2. Continue use of surveys as a method to measure the level of satisfaction of building occupants with the services being provided.
3. Continue monitoring building operations as related to improving energy, efficiency, and the utilization of other resources.
4. Implement electronic custodial inventory supplies program as part of an on-going efficiency program.

C. Two Years

1. Increasing participation and improve the skill level of the custodial staff in accomplishing minor building repairs, such as lamp replacement, tightening loose nuts and bolts, and replacing ceiling tiles reachable with an 8 foot ladder.
2. Include the custodial program to the existing work order request system for a broader range of communication for building occupants and grounds staff.

- B. Implement the collaboration of all CSD programs to develop a more cohesive and efficient Central Services Division.

D. Five Years

1. The program will continue to refine objectives that were previously identified, such as training in custodial and building maintenance skills, broadening the involvement of the custodians performing minor building maintenance and the streamlining of procedures to reduce paperwork.
2. The program will follow-up on unfinished objectives and any new initiatives that may be identified. As needed, priority items will be expedited.

IV. Performance Measures

B. Customer Satisfaction Measure

Semi-annual customer satisfaction surveys are sent to the building occupants for custodial timeliness, efficiency, and quality of services. Results are tabulated and any comments warranting concerns will be addressed.

B. Program Standard Measure

Standards and practices comparable to the National Association of State Facilities Administrators or similar will be developed and monitored through internal staff inspections. Areas of concern will be corrected through established response criteria.

C. Cost Effectiveness Measure

Public sector costs and standards will be considered to review the competitiveness of our program. Any significant variance in expenditure shall be evaluated and corrective measures considered and implemented as needed.