

Office of Inspector General City of Jacksonville, Florida



Insufficient Quality Assurance in Janitorial Services 2025-0007

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Inspector General

Executive Summary

In December 2024, a Jacksonville Sheriff's Office (JSO) employee reported to the Office of the Inspector General (OIG) regarding inadequate janitorial services at the JSO Aviation Unit Building. He noted that some trash cans had not been emptied on their scheduled days, and others had gone several days without being emptied.

The OIG collected data regarding the complaint from various City of Jacksonville (COJ) facilities. Based on the complaint, the data gathered, and a review of the Contract between COJ and Janco FS 2, LLC, which operates under Velociti Services (Services Contract 70727-23), the OIG initiated a contract review.

Per Services Contract 70727-23, Velociti Services (Velociti) was to provide a web-based platform named *GoSpotCheck* for reporting and scheduling services. The platform was designed to facilitate the documentation of work schedules, updates on work status, inspection reports, maintenance reports, and additional recommendations. After discussions with the COJ Public Buildings Division, it became clear that *GoSpotCheck* did not meet the contract requirements. The software failed to provide essential features, including work schedules, status updates, inspection reports, maintenance reports, and recommendations.

It is important to note that the Public Buildings Division personnel became aware in 2023 that *GoSpotCheck* hindered the delivery of critical features. This deficiency in quality assurance undermined the effectiveness and efficiency of the contract.

Based on this review and testimony of relevant personnel, it was revealed that the web-based platform *GoSpotCheck* did not meet the needs of the Public Buildings Division as it failed to provide work schedules, inspection reports, and other required documentation per the contract.

The Public Buildings Division implemented several strategies to ensure quality control in response to the challenges posed by the malfunctioning *GoSpotCheck* system. These strategies included staff members conducting weekly physical inspections of buildings and using the MyJax system to report issues to clients. The Public Buildings Division also required Velociti to provide photographic documentation of completed work at specific facilities.

This review aimed to identify deficiencies in oversight or compliance, ensuring accountability and high service standards. It was conducted to evaluate adherence to relevant policies and procedures per the contract. As a result, discrepancies are being resolved in cooperation with the Public Buildings Division.

Personnel from the Public Buildings Division became aware of the issue concerning *GoSpotCheck* in 2023. Despite this recognition, the decision was made to renew the contract and, additionally, to approve an increase in the award for fiscal year 2024 by \$500,000. This adjustment addressed the need for enhanced carpet and deep cleaning services.

Background

ISS sold its janitorial portfolio to Argenbright Holdings on November 30, 2021, with JANCO FS 2, LLC (doing business as Velociti Services) being the designated affiliate.

In September 2023, Velociti was awarded services contract 70727-23, totaling \$2,612,023.92. The contract commenced on October 1, 2023, and continued through September 2024. Upon mutual agreement, the parties could renew it for up to four additional one-year periods. The services contract was renewed on 10/1/2024.

Listed below are the prior and current janitorial services contracts for Various Buildings:

Bid	Contract	Contractor	Begin	End
ESC-0622-14	9578-02	ISS Facility Services, Inc.	2/13/2015	4/30/2019
ESC-0374-19	9578-04	ISS Facility Services, Inc.	5/1/2019	9/30/2022
ESC-0401-23	70727-23	JANCO FS 2, LLC (DBA Velociti Services)	10/1/2023	9/30/2024
ESC-0401-23	70727-23*	JANCO FS 2, LLC (DBA Velociti Services)	10/1/2024	09/30/2025*
* 70727-23- Contract renewed *09/30/2025 - This ends the initial term				

Issues, Governing Directives, and Findings

Issues:

Contractual compliance and quality assurance issues.

Governing Directives:

Services Contract 70727-23 between COJ and Janco FS 2, LLC, doing business as Velociti Services

WEB-BASED COMMUNICATIONS – Contractor shall provide a Web-based site for the reporting and scheduling of services. The Web-based reporting site shall provide for the documentation of work schedules, work status, inspection reports, maintenance reports, and Contractor's recommendations. The Website shall be a primary means used by the Contractor to communicate the Contractor's daily activities to the Public Buildings Division.

SUMMARY OF REQUIRED SERVICES – Provide Janitorial Services for various City buildings and libraries as defined in Form 1 (Bid Proposal Form). The Contractor shall provide all supervision, supplies and labor required to plan, schedule, coordinate and ensure effective completion of all work specified in this contract. The Contractor's performance will be closely monitored by the Public Buildings Division of the City of Jacksonville and the Jacksonville Public Library.

CITY QUALITY ASSURANCE

The Public Buildings Division and Jacksonville Public Library may perform quality assurance inspections to ascertain compliance with the specifications.

A \$100.00 administrative fee will be deducted from the monthly invoice for failure to complete scheduled services at the time at which it would normally be performed. If the scheduled service has not been performed by the end of the relevant time period, this fee will continue daily until the failure to perform has been remediated. Such deduction is made not as a penalty but as liquidated damages for additional and extra contract administration.

Contractor will have a maximum of 24-hours to correct deficiencies in scheduled services before the City, in its discretion, imposes the assessment of a fee for the market value of the services Contractor failed to perform. Contractor agrees that the market value of the unperformed service(s) is the cost to the city of having another contractor perform the service(s). Missed scheduled services after 24-hours corrective time incur a \$100.00 per day administrative fee until completed.

Janitorial Services For Various City Locations Bid No: ESC-0401-23 Proposal Submission Package

1.1.3 Web-Based Communication

Product Overview

Currently, Velociti Services is using *CleanTelligent*, a commercial cleaning software to manage all work and inspections under our current contract. We are proposing in the new contract, if we are fortunate to extend our partnership with the City, to replace this product with *GoSpotCheck* (GSC) by FORM. GoSpotCheck is an easy-to-use mobile solution which combines task management, cutting-edge image recognition, photo reporting, field team communications and advanced reporting to help cleaning teams guide and improve performance in real time. Velociti uses GSC in most of our complex commercial facilities with great success.

GoSpotCheck, is a Mobile App designed to allow our field personnel to collect and share site-level data in real time. The app includes geotagging, timestamping, date stamping, and sharing of photos of facility conditions and contains a GPS tool to keep our service personnel within their geographic scope of work.

It also allows Velociti Services to attach instructions, guides, and training materials specifically related to the types of environments at the apartment complex. It will provide the city with project-related photos, instructions, and SLA information to our associates who provide services at each building and common area, so they know exactly what is expected of them.

Proactive Plan

Our quality assurance programs mirror a *Six Sigma* process. We will use the City of Jacksonville's contract specifications and the collection of quantifiable data, which is gathered through both inspections and your input, then we measure and track our performance. The inspection process is a closed-loop process that allows Velociti Services management the ability to quickly contact employees, resolve issues and to communicate effectively with representatives by responding with results in real-time. We can quickly identify locations and services within each property that may need improvement and make the necessary adjustments before a larger issue arises.

Findings

630-City

The OIG contacted the Customer Service Manager for COJ 630-City to obtain specific information regarding the volume of service requests received through the 630-City hotline regarding janitorial services from October 2023 to January 2025.

The review revealed that from October 1, 2023, to January 28, 2025, 630-City received **427** service requests regarding janitorial services. Of these, **409** were related to cleaning, **seven** were related to the increase or decrease in janitorial services, and **11** were related to waste collection.¹

Janitorial Services	427
Cleaning	409
Increase/Decrease Service	7
Waste Collection	11
Grand Total	427

Office of the Ombudsman

The OIG reached out to the COJ Office of the Ombudsman² to gather specific information regarding the volume of complaints they have received related to janitorial services.

According to the Ombudsman office, from April 2023 to December 2024, they received **19** complaints related to janitorial services. Of those 19 complaints, **13** concerned insufficient cleaning.

Testimony of relevant personnel

The OIG spoke with relevant Public Buildings Division personnel, who indicated they receive complaints regarding janitorial services via email and telephone. According to their testimony, *GoSpotCheck* did not meet the contract's requirements, primarily because it failed to provide work schedules, status updates, inspection reports, maintenance logs, and contractor recommendations as outlined in the agreement.

The Public Buildings Division has consistently informed Velociti about issues related to *GoSpotCheck*. They emphasized that cleaning tasks and accompanying photographs verifying their completion needed to be uploaded into *GoSpotCheck*. According to the Public Buildings

¹ It is essential to clarify that this 630-City review does not accurately reflect the actual deficiencies in janitorial services.

² The Ombudsman office handles issues associated with post-award contractual complaints, such as payment or performance disputes.

Division, Velociti indicated that they were working on implementing the features into the GoSpotCheck software. However, nothing substantial was achieved.

According to a Facility Manager in the Public Buildings Division who oversees janitorial services for all city buildings outside the downtown area, *GoSpotCheck* was to be a comprehensive tool for providing up-to-date status reports on janitorial services. However, the software had several limitations. For example, the daily and monthly task lists did not indicate when services were performed, necessitating Public Buildings Division personnel to visit the building to verify completion. The Facility Manager expressed dissatisfaction with *GoSpotcheck*, stating it did not effectively support a holistic project plan. Additionally, it failed to illustrate the management structure and did not consistently provide information about work status, precisely when and where services were completed.

The Contract Manager of the Public Buildings Division oversees the contract and noted that Velociti typically addressed cleaning deficiencies within the 24 hours specified in the contract. However, the Public Buildings Division did not maintain an organized log to confirm this, and there is no consistent documentation available to verify the claims were corrected timely, primarily due to *GoSpotCheck's* failure to provide the necessary records. According to the Contract Manager, deficiency issues were verified by sending someone to visually inspect whether the deficiencies were resolved by email or telephone. Additionally, it was noted that the Contract Manager did not have access to the *GoSpotCheck* Software.

Regarding the 24 hours for correcting deficiencies, the Contract Manager recalled two instances where Velociti failed to address cleaning issues within that period, and a \$100.00 administrative fee was applied, as stipulated in the contract. Aside from that, the invoice for services was paid in full each month.

The Contract Manager notifies the Chief of Public Buildings when the Velociti contract is approaching its renewal date. According to the Contract Manager, the Chief of Public Buildings decides whether to renew the Velociti contract or seek bids for a new one. After deciding, he emails the Contract Manager with the details. The Contract Manager then coordinates with Velociti to obtain a quote and complete the necessary paperwork.

The Contract Manager stated that the Chief of Public Buildings did not express concerns about deficiencies in janitorial services during the contract renewal process. However, the Contract Manager observed that the Chief of Public Buildings had discussions about these issues with other staff members in the Public Buildings Division throughout the renewal period. Consequently, the Contract Manager concluded that the Chief of Public Buildings knew all relevant matters. However, according to the Downtown Core Facility Manager of the Public Buildings Division, there were no discussions concerning Velociti's performance issues during the previous contract renewal.

According to the Chief of Public Buildings, he was aware of the complaints about cleaning deficiencies linked to Velociti and the quality control aspects of *GoSpotCheck*. Velociti was

expected to use *GoSpotCheck* to log and track their janitorial services. However, it had not been functioning as intended since the contract began. According to the Chief of Public Buildings, there were problems with the reporting features, and it was not used consistently. Velociti was reportedly working on resolving its IT issues concerning the app.

Despite the problems with *GoSpotCheck*, the Chief of Public Buildings stated that the contract was renewed because Velociti was considered responsive, their rates were reasonable and within budget, and they were adequately performing the services.

All relevant individuals from the Public Buildings Division who were interviewed indicated that the Office of the Ombudsman had notified them of some complaints regarding the janitorial services they received. However, they were unsure if they had been informed of all the complaints.

According to the contract, Velociti had a cleaning requirement checklist for daily, weekly, monthly, semi-annual, and annual tasks. This included cleaning procedures for restrooms and locker rooms, break rooms, lounges, kitchenettes, patio areas, elevators, and escalators. (*see the attached Description of Services and Deliverables detailing the cleaning requirement checklist*).

During this review, it was revealed that Velociti is set to implement a new web-based platform called *Verifiable Cleaning* starting in January 2025. According to the Public Buildings Division, the platform will facilitate the documentation of work schedules, updates on work status, inspection reports, maintenance reports, and any additional recommendations as required by the contract. Additionally, the Public Buildings Division is changing the response time for correcting cleaning deficiencies to 12 hours.

Recommended Corrective Actions

1. To enhance efficiency, the OIG recommends that the Public Buildings Division require Velociti to promptly upload any changes to work schedules, status updates, inspection reports, maintenance reports, and additional recommendations into the web-based system. This should also include notifying the Contract Manager of the Public Buildings Division and all relevant personnel via email about those changes.
 2. To enhance accountability, the OIG recommends that the Public Buildings Division require Velociti to upload all supporting documentation, including photographs, into the web-based system on the same day they are informed of any cleaning deficiencies. This documentation should demonstrate that the deficiency has been corrected and addressed within the period specified in the contract. Furthermore, the OIG recommends that the Public Buildings Division implement an enforceable fee should Velociti fail to perform as required by the contract or upload the necessary supporting documentation into the web-based system, confirming that the cleaning deficiency has been rectified within the stipulated period of the contract.
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3. The OIG recommends that the Public Buildings Division maintain an organized log of all complaints received regarding janitorial services.
4. The OIG recommends that the Public Buildings Division require Velociti to deliver comprehensive training on the navigation and utilization of the Verifiable Cleaning web-based system to all pertinent personnel.
5. The OIG recommends that the Contract Manager of the Public Buildings Division and all pertinent personnel have access to the Verifiable Cleaning web-based system.
6. The OIG recommends that the Contract Manager of the Public Buildings Division formally request to be informed whenever the Ombudsman receives complaints regarding janitorial services.
7. The OIG recommends that the Public Buildings Division set a firm deadline for Velociti to implement the required web-based system.
8. The OIG advises that any deficiencies in janitorial services and unresolved concerns should be addressed during the contract renewal discussions.

Management's Response

Good morning,

Thank you all very much for your thorough review, report and recommendations on the janitorial services contract. I appreciate the opportunity to review and respond to your draft report. My comments and concerns are as follows:

The janitorial services bid (ESC-0401-23) was advertised in July 2023 and the contract awarded the same year effective October 1st, (Services Contract 70727-23). The contract is also subjected to a 20% JSEB participation requirement. As noted in your report, Velociti services was to provide a web-based platform to assist us with the management and quality control of the services provided. I acknowledge this is a critical tool and requirement of the contract; however, it is important to note this was not a criteria for award or renewal. The bid was evaluated and scored based on competence, financial responsibility, past and present record of professional accomplishments with other Cities and agencies and finally cost of services.

During our evaluation and scoring process we reached out to our counterparts from other Cities and agencies as listed by each vendor that participated in the bid process to check references and get testimonials on the services performed. Overall, most was satisfied with the services from Velociti and least satisfied with the competing vendors.

We recognize the issues with the web-based platform as noted however, the decision to renew the contract was based on our assessment of the vendors responsiveness to the issues as they

became aware of, commitment from their leadership to meet our expectations despite the unique challenges that comes with this type of services as we have previously discussed, and cost. Many of the competitors did not have a web-based platform and would only commit to one if awarded the contract.

Please note, the increase in the award for fiscal year 2024 by \$500,000 is not a public buildings request. This was a special request by one of our user agencies, the Jacksonville public libraries. The increase in services is funded by the Jacksonville public libraries and the additional services are exclusive to the libraries only.

Response to findings:

The volume of service requests (427) regarding janitorial services provided by 630-City does not provide an accurate review of actual janitorial deficiencies. Public buildings employees use the MyJax system for documenting inventory requests, inspections and maintenance. Please see attached breakdown of the janitorial service requests for the time frame requested. I have added a column with an explanation of the service requests for your reference. Of the 427 total requests, only 113 are actual requests for janitorial services for the time period of October 1, 2023, to January 28, 2025.

There is mention of “The Contract Manager” in your report. This should be noted as contract coordinator and please note that the contract coordinator’s role with regards to the janitorial services contract is to manage the payments, funding balances and keep up with the administrative and documentation of all relevant services. The Facility managers have oversight of janitorial services and therefore the contract coordinator would not necessarily need to have access to the web-based platform.³

Recommended Corrective Actions

We acknowledge and appreciate the recommendations provided.

My only comment with regards to the third recommendation: Public buildings utilize the MyJax or CMMS system for maintaining a log of all deficiencies or complaints. All complaints received is converted to a MyJax service request. The system allows us to sort per location and pull reports as shown in the attached.

Inspector General Standards

³ Per review of Services Contract 70727-23 it states “Each Party will designate a Contract Manager during the term of the Contract whose responsibility shall be to oversee the Party’s performance of its duties and obligations pursuant to the terms of the Contract. As of the Effective Date, City’s Contract Manager is Kelly Hooten and Contractor’s Contract Manager is Tom Harman. Each party shall provide prompt written notice to the other party of any changes to the party’s Contract Manager or his or her contact information; provided, such changes shall not be deemed Contract amendments and may be provided via email.”

This report/review has been conducted in accordance with the ASSOCIATION OF INSPECTORS GENERAL Principles and Quality Standards for Investigations.

“Enhancing Public Trust in Government Through Independent and Responsible Oversight”

Section 4 Description of Services and Deliverables

4.1 Background

The successful Contractor shall execute and furnish to the City a bond. The performance bond shall be for an amount of **Project Cost**, shall be submitted within three (3) business days after the City's notification of award of the Contract, and shall remain continuously in effect. Any renewal bond shall be provided at least thirty (30) days prior to the expiration of the existing bond. A form of the bond is attached hereto as Attachment E.

4.2 Scope of Services

1. **SUMMARY OF REQUIRED SERVICES** - Provide Janitorial Services for various City buildings and libraries as defined in Form 1 (Bid Proposal Form). The Contractor shall provide all supervision, supplies and labor required to plan, schedule, coordinate and ensure effective completion of all work specified in this contract. The Contractor's performance will be closely monitored by the Public Buildings Division of the City of Jacksonville and the Jacksonville Public Library.

These specifications are a statement of the minimum level of work and services that will be provided under this contract. They are not intended to be, nor shall they be construed, as limiting specifications or requirements. Failure to perform satisfactorily in accordance with the specifications may result in administrative fees, assessments, and the possibility of contract cancellation. For the protection of the building, and its equipment and the facilitation of the business to be conducted therein, first class cleaning will be required. Careless performance of work will not be tolerated. It is the intent of this contract to maintain the specified areas of the building in a clean sanitary condition in conformance with accepted cleaning industry standards set forth by Johnson Diversey's Healthy High Performance Cleaning and the APPA. The APPA level 2 of cleanliness (refer to Appendix A) is the minimum level of acceptability.

The Contractor shall ensure janitorial services are performed to the highest standards and in accordance with local, state and federal requirements. The guidance set forth in the APPA and Johnson Diversey's Healthy High Performance Cleaning (HHPC), publication does not supersede any required laws, regulations, policy standards, or guidance called out in the schedule of articles for the subject contract, i.e. OSHA, EPA, etc.

2. **LEED-EB (Leadership in Energy & Environmental Design - Existing Building) CONSULTING & TRAINING SERVICES** - The Contractor must offer consulting services, products and solutions that contribute directly to LEED-EB certification. Contractors must identify how their program addresses the following LEED-EB credit categories:

- a. Materials & Resources

- b. Indoor Environmental Quality

It is also desirable that Contractor has been through the LEED-EB certification process with at least one of the facilities it services and has achieved "Silver" or better level certification on said facility.

3. **CORPORATE ENVIRONMENTAL COMMITMENT** - It is desirable that Contractor provide information concerning environmental initiatives being conducted or planned in its facilities and operations. Such efforts may include, but not be limited to:

- a. Instituting a publicly available corporate sustainability report that can be measured by established goals
 - b. Implementing an environmental management system
 - c. Promoting renewable resources
 - d. Introducing recycled and/or environmentally preferable products into other operational areas, such as using:
 - i. Recycled-content paper that meets the federal standards for all printing and publishing needs (e.g. brochures, advertising, catalogs)
 - ii. Vehicle maintenance products (e.g. re-refined oil, antifreeze, retread tires) and/or alternative fuel vehicles for deliveries
 - iii. Energy Star (energy efficient) office equipment
4. **WEB-BASED COMMUNICATIONS** – Contractor shall provide a Web-based site for the reporting and scheduling of services. The Web-based reporting site shall provide for the documentation of work schedules, work status, inspection reports, maintenance reports, and Contractor's recommendations. The Website shall be a primary means used by the Contractor to communicate the Contractor's daily activities to the Public Buildings Division. The current system used by our janitorial provider is *Cleantelligent*. For simplicity and standardization, it is desirable to use only one system.
- a. The Website shall be a professionally developed and maintained site that is operated by the Contractor, or at Contractor's option the Website may be hosted by an organization that specializes in Website applications, operations, and management. The City shall own the content of the Website and City personnel shall have access to the Website on a 24-hour, 7 days per week basis. Any outages of the Website for upgrades or modification shall be limited to three (3) hours' duration. The City Contract Administrator shall receive 48 hours' advanced notification of any planned outage.
 - b. The City shall have secure access to the Website requiring the use of a User Name and user definable minimum (8) character alphanumeric password. Two access levels shall be supported. The Administrative Level shall include users each with a unique password. Users at the Administrative Level shall have full access to all information available on the Website. Administrative Level users shall have the capability to create, change, and delete access code passwords. The second level or User Level shall provide full read only access to all or selected information available on the Website as determined by Administrative Level personnel, but users at this level shall not be allowed to change, create or alter passwords or information. The system shall support (20) separate User Level passwords.
 - c. Information posted to the Website shall be available for download to all users in formats that can be edited and manipulated by the user using standard Microsoft software products such as Word, Excel, etc. Merely posting scanned images of handwritten field reports is not acceptable.
 - d. The Website shall incorporate menu driven search and retrieve features that will allow users to sort and observe data based on facility location, task, schedule and calendar.
 - e. All information posted to the Website shall become the property of the City. Responsibility for the upkeep of the Site shall be transferred from the Contractor to the City when the contract expires or is terminated.
 - f. The Contractor's proposal shall include a detailed description of the Website system proposed, and shall include a detailed description of all features of the Website. As a minimum, the description shall include:
 - i. Information to denote the reliability and security of the proposed Site.

- ii. Formats for the different types of information or reports that will be available on the Website.
 - iii. Search and Retrieve features.
 - iv. Any other information necessary to insure that the City will have a full understanding of how the Website will operate and what features will be provided.
5. **TRANSITION PLAN** - There is to be no absence of services at any of the various City buildings or libraries during the transition from the respective current contract to the services provided under this contract. The successful Contractor's proposed schedule shall include a detailed schedule outlining how and when all services will be transitioned to the new Contractor, and the schedule of services to be performed on a daily, scheduled and periodic basis. The Contractor's proposed schedule shall meet with the approval of the Public Buildings Division before implementation. The successful Contractor must be aware that the proposed schedule will be subject to change due to the needs of the business throughout the life of the contract, and that any changes to the schedule shall not incur any additional costs or fees to the City. All services must be transferred to the successful Contractor within thirty (30) calendar days after award of the Contract.
- a. Public Buildings has adopted the use and implementation of Johnson Diversey's Healthy High Performance Cleaning (HHPC), program that is aligned with the USGBC and LEED certification. The successful Contractor will employ the principles of HHPC when and where applicable.
 - b. The successful Contractor will ensure janitorial services are performed to the highest standards and in accordance with local, state and federal requirements. The guidance set forth in the Johnson Diversey's Healthy High Performance Cleaning (HHPC) publication does not supersede any required laws, regulations, policy standards, or guidance called out in the schedule of articles for the subject contract, i.e. OSHA, EPA, Etc. The Contractor shall schedule individual times and dates to clean each facility in accordance with the requirements of this Technical Specifications and the HHPC guidelines referenced above.
6. **CLEANING SCHEDULE**
- a. Cleaning as specified herein shall be performed daily, weekly, monthly and periodically. The Contractor must develop a cleaning schedule that will support the City's desired level of cleanliness and be adaptable to the sensitive and high profile business needs of the City of Jacksonville. Failure to schedule these tasks or perform tasks when scheduled may result in a fee and/or assessment.
 - b. If deemed necessary, the Public Buildings Division may require the Contractor, at select locations and at no additional cost, to post check off sheets within the various City buildings and libraries denoting times and areas which were cleaned and by whom.
 - c. All cleaning requirements shall be performed in their entirety in accordance with the specifications.
7. **CITY QUALITY ASSURANCE**
- The Public Buildings Division and Jacksonville Public Library may perform quality assurance inspections to ascertain compliance with the specifications.
- A \$100.00 administrative fee will be deducted from the monthly invoice for failure to complete scheduled services at the time at which it would normally be performed. If the scheduled service has not been performed by the end of the relevant time period, this fee will continue daily until the failure to perform has been remediated. Such deduction is made not as a penalty but as liquidated damages for additional and extra contract administration.

Contractor will have a maximum of 24-hours to correct deficiencies in scheduled services before the City, in its discretion, imposes the assessment of a fee for the market value of the services Contractor failed to perform. Contractor agrees that the market value of the unperformed service(s) is the cost to the city of having another contractor perform the service(s). Missed scheduled services after 24-hours corrective time incur a \$100.00 per day administrative fee until completed.

At the discretion of the Public Buildings Division, if a nightly or daytime cleaning service is missed in its entirety, the full day's price of the service shall be assessed and deducted from the monthly price, in addition to the \$100.00 administrative fee. Such assessment will be calculated by dividing the monthly invoice amount by the number of service days in that month to determine a full day's price.

Administrative fees and assessments are intended to act as an incentive to the Contractor to perform in full compliance with the specifications. Contract cancellation will be at the discretion of the Public Buildings Division based on what is in the City's best interest.

8. BUILDING DAMAGE

The Contractor shall make restitution to the City within thirty (30) days in the form of cash or replacement (subject to the City's approval), in settlement of any damage to the various City buildings and libraries caused by the Contractor's employees. Failure to do so will result in the cost of the damages being deducted from the Contractor's monthly invoice.

9. RECYCLING

Various City buildings and libraries have recyclable containers and storage areas; it is the Contractor's responsibility to place recyclable paper and materials in the building's designated recyclable bin or designated area. Any Contractor disposing of recyclable materials by placing the material in the trash or removing it from the premises shall be charged and a deduction of the market value of the materials will be deducted from the Contractor's monthly invoice.

10. INVOICES

Invoices shall be submitted once monthly in a clear and concise format. The invoice shall include the following: an invoice number, date, blanket order number, period of invoice, location and price of the work with a total. Format of invoice is subject to the approval of the Contract Administrator and may be changed or updated upon request at any point during the contract period. Invoices shall not be submitted in advance of work performed.

11. SUSPENDED SERVICE

For any room, location, or square footage space in the various City buildings or libraries in this RFP that will not require cleaning for an extended period of time, the Contractor will be notified in writing by the Public Buildings Division or the Jacksonville Public Library to discontinue cleaning of the designated area. The Contractor will reduce the monthly cost for that building for the area not cleaned based upon negotiations with City personnel. Current or future renovation plans may result in an entire area being shut down. In such an event, the monthly charge will be discontinued until service is resumed.

12. INCREASE AND AMEND SERVICE

For any room, location, or square footage space not listed or covered in this RFP, that will require cleaning for an extended period of time, the Contractor will be notified in writing by the City's Public Buildings Division or the Jacksonville Public Library to provide a quote in writing for the cost to begin cleaning of the designated area. The Contractor will calculate the monthly cost for the area to be cleaned based upon the Contractor's bid price with City personnel. Once the cost and start date have been agreed upon by the Contractor and the

Contract Administrator, and approved through an award, the City contract will be amended to add the additional service.

The Edward Ball Building has spaces that are leased by various businesses and City entities resulting in occupancy variations. A square foot rate shall be given for this building (Bid Proposal Form 1). The square foot rate does not alter the scope of work or space standards.

13. SPECIAL CIRCUMSTANCES

Most of the City of Jacksonville buildings and Jacksonville Public Libraries spaces are open to the public or have business needs that require them to be maintained at a minimum of level 2 cleanliness on the **Association of Physical Plant Administrators (APPA)** scale (refer to Appendix A.) Circumstances may require that janitorial service be provided to a building or library during non-service hours or days to meet that need. Contractor will arrange for that need to be met and if applicable will charge for the service based on the quote provided for scheduled and emergency call out rate.

14. SECURITY REQUIREMENTS

The security sensitive nature of business conducted in the various City buildings and libraries require enhanced security requirements of all employees. Meeting these requirements shall be considered mandatory, and the ability to meet these requirements shall be continuous.

All employees of the Contractor shall wear proper company identification with photo ID and names at all times during the contract working hours. Same color shirt, smock or vest shall be worn while present in the building. Supervisors shall wear an identifying uniform (shirt), badge or name patch identifying them as supervisors.

Prior to the commencement of work within the various City buildings and libraries, the Contractor's employees must have a background check at the expense of the Contractor and paid to the Jacksonville Sheriff's Office (JSO) by establishing an account with Records & ID at the Police Memorial Building.

Each individual, including the Contractor, must have a JSO issued identification card upon approval of the background check and at the expense of the Contractor. The fee for the JSO issued ID card will be \$10.00 for each card and will be billed against the account established with the Records & ID Dept.

The cleaning employees must be clean when starting work, well groomed, wearing slacks or uniform dress and shoes with socks. "NOT ACCEPTABLE" items are worn/frayed jeans, tank tops, hoodies, shorts, hats and caps not company issued, midriff showing clothing, flip-flops, and sandals. Radio headsets and dark sunglasses are prohibited, as well as any other item(s) deemed to be inappropriate or a security risk.

The Contractor shall instruct its employees to perform their tasks and have them refrain from loud or vulgar language, loud music, sitting at any desk, using the phone, computer, fax, copy machine, etc. They shall not disturb any file, read any correspondence, open any drawers or cabinets; or disturb any personal objects, candy, food, drinks, coffee, or money. Any employee unwilling to abide by these requirements or is disrespectful shall be asked to leave and not return to work at any City building.

Periodically, a random check of identification, such as a driver's license, will be requested to insure that the person wearing the badge is the proper person. The employee must show required identification when anyone requests such verification. Employees and any container, locker, etc. are subject to search while on City property by security and police.

Should reports of pilfering occur, the City may request that all employees check personal possessions in and out of the buildings. The Contractor, by acceptance of this contract, acknowledges that it has also informed its employees that the City may require them to take a lie detector test at the City's discretion. The City shall pay for such tests, except in the event the results indicate the Contractor's employee is culpable; in that event, the Contractor shall pay all costs. Any criminal activity will be prosecuted.

All employees working in the various City buildings or libraries must be able to continuously pass a JSO security screening and approval. Any employee unwilling to abide with these requirements shall be asked to leave and not return to work at any City building.

15. CODE OF CONDUCT

The City has developed specific standards of conduct deemed necessary to insure the orderly and efficient performance of duties and services at the City and to protect the health, safety, and welfare of all members of the community. In accordance with those standards, the following are strictly prohibited:

- a. The use or possession of drugs or alcohol.
- b. Possession of firearms or illegal weapons.
- c. Smoking in or within fifty-feet (50') of any City building entrance.
- d. Harassment (sexual, racial or otherwise) or intimidation of anyone on the premises of City buildings or libraries.
- e. Violation of applicable traffic or public safety regulations or of City rules and procedures.
- f. Unauthorized use of City vehicles, equipment or property.
- g. Use of City telephones, computers, or other equipment for personal business.
- h. Removal or theft of City property.
- i. Unauthorized duplication or possession of City keys.
- j. Transfer of personal identification card or other passes to unauthorized persons.
- k. Conduct or behavior that endangers the health, safety, and welfare of any member of the public or City personnel.
- l. Interference with the work of other employees.
- m. Work attire other than the specified uniform.
- n. Loud, vulgar behavior or the use of profanity.

The City prohibits any teenagers, minors, or children from accompanying Contracted employees to work or working in any City-owned building during the performance of working as identified in these specifications.

The City may, at its discretion, require removal of any employee of the Contractor from City buildings or libraries who is found to be in violation of these standards, or in violation of other standards adopted by the City from time to time, as required, to protect the health, safety and welfare of City buildings and libraries.

16. SUPERVISOR/LEAD CUSTODIAN

The Contractor shall supply competent and thoroughly trained "Working" Lead Custodians who have held supervisory or lead custodial positions for a minimum of one (1) year to check, inspect, and maintain records of all work performed and inventory supplies, and assist with cleaning duties. The Public Buildings Division and the Jacksonville Public Library will reserve the right to interview the Lead Custodians at any time during their employment at City buildings or libraries and can approve or reject their selection. The awarded Contractor must notify the City to obtain prior approval for all supervisory staff replacements.

A "Working" Lead Custodian shall be located at all facilities with more than two members of janitorial staff and will oversee the work of staff in buildings requiring less than two staff members in an effort to oversee the performance of this contract.

The Lead Custodian shall carry a cell phone at all times during working hours and shall respond to the Contract Administrator's or Facility Manager's calls within ten (10) minutes of a call. The Contractor shall provide the cell phone at the Contractor's expense. Failure to have an operable cell phone may result in a daily administrative fee for each day one is not provided. The Contractor may request and designate a managerial level employee be utilized as the primary point of contact for all issues related to this contract in lieu of contacting Lead Custodians.

The Public Buildings Division shall be notified immediately when a Contractor's Manager or Lead Custodian has terminated employment. The City's Public Buildings Division shall have the right of approval for any replacement Lead Custodians or Managers.

Lead Custodian Responsibilities: The Lead Custodian shall be responsible for, but not limited to, the following:

- a. Planning crew workflow and determining priorities.
- b. Scheduling, assigning, overseeing, and assisting with cleaning duties.
- c. Establishing and maintaining crew procedures.
- d. Providing staff training and assistance.
- e. Ensuring that supplies and equipment for the crew are adequate.
- f. Meeting as needed with Facility Managers or Contract Administrators to discuss any problems or cleaning concerns.
- g. Following building program established by the City.
- h. Having a copy and a working knowledge of the cleaning contract.
- i. Performing related duties as required.
- j. Using a daily checklist of tasks to be performed.
- k. Delivering supply orders to the City buildings and libraries as needed.
- l. Maintaining the time sheets of employees.
- m. Inspecting facilities to ascertain that all personnel are performing in accordance with the cleaning schedule and specifications of the contract.
- n. Reporting any cleaning emergencies, safety or security problems, or building mechanical problems immediately to the Public Buildings Division or the Jacksonville Public Library.
- o. Where applicable, reviewing building schedules and plans work schedule to meet the requirements of events.
- p. As a "Working" Supervisor, also performing cleaning tasks as outlined in this contract.

17. **CONTRACT MANAGEMENT**

The Contractor shall provide a point of contact/manager acceptable to the Public Buildings Division for this Contract. The Contractor's Manager shall have the full authority to act for the Contractor at all times to carry out provisions of this contract. The work schedule of the Contractor's Manager shall provide partial coverage of both the day and evening shifts.

The Contractor's Manager shall be responsible for the following:

- a. Meeting or speaking with the Contract Administrator of the Public Buildings Division and Jacksonville Public Library on a weekly basis to determine service needed for the week and to discuss any problems, cleaning concerns or schedule needs.
- b. Ensuring crews are performing the cleaning duties outlined in this contract when the Lead Custodian is absent due to illness or vacation.
- c. Being on-call at all times and providing no less than a two (2) hour response to all inquiries and/or emergencies.
- d. Being adequately trained in the compliance with all applicable OSHA, EPA, and other

federal, state and local laws and regulations regarding materials that may be encountered in the performance of the services.

- e. Inspecting equipment for cleanliness and ensuring proper working order.
- f. Arranging for repairs and simultaneous replacement of equipment to ensure adequate inventory.
- g. Inspecting janitorial closets and rooms to ensure that supplies are delivered to the building and the cleanliness and organization of supplies.
- h. Ensuring that work is scheduled and being performed without interference with City activities or property.
- i. Keeping schedules and personnel lists updated, providing copies to the Contract Administrator of the Public Buildings Division and Jacksonville Public Library upon request.

18. STAFFING

1. All personnel shall meet the following:

- a. Be at least 18 years of age.
- b. Has not been convicted within the last three (3) years of a felony or a crime that directly relates to controlled substance use or been committed for controlled substance abuse.
- c. The Contractor shall consider as HIGH PRIORITY the IMAGE of the employees assigned to City buildings and libraries. The City insists on cleanliness (personal hygiene and wardrobe) and well-groomed hair.
- d. Staffing and labor hours shall be as required to perform the necessary work to maintain a QUALITY cleaning level. We depend upon the Contractor to know what it takes in number of personnel required to do the job.
- e. The Contractor will provide competent, experienced employees. The Public Buildings Division reserves the right to insist in writing that any member of the staff be changed if he/she is not performing satisfactorily.
- f. Staff must be able to continuously pass Jacksonville Sheriff's Office security screening and approval.

2. In addition to the cleaning services, the Contractor will be responsible for the following:

- a. Staff must be familiar with the emergency fire and disaster evacuation plans developed for the facilities in which they work. All Contractor personnel must be aware of emergency evacuation procedures and must follow them in case of an emergency.
- b. The Contractor's management staff shall be available to meet with representatives of the Public Buildings Division or Jacksonville Public Library as needed to review the level of cleaning or other janitorial concerns at any facility.

3. Training. Contractor must be able to provide employee training, tools and materials using a formal program that includes the following items:

- a. Printed resource manual
- b. Laminated wall charts
- c. Employee laminated procedure cards

- d. Instructional procedural video, CD-ROM or DVD (optional)
- 4. The employee training may be completed in a combination of self-paced, supervisor-led and on-the-job process. The training topics will cover the elements of proper use of all cleaning equipment, product procedure and application for all products awarded. Additional training topics required include Blood borne Spills and OSHA Right to Know Laws.
- 5. The Contractor will ensure that supervisors will be in attendance at training sessions.
- 6. Employees shall wear Contractor uniforms or smocks at all times when performing duty on City property. Employees shall wear Personal Protection Equipment (PPE) appropriate for assigned tasks.
- 7. Contractor must have an operating office in Duval County, Florida to support its services and operations for the various City buildings and libraries and maintain it throughout the contract period so that parts and materials are readily available.

19. SCHEDULING

- 1. Upon award, and at the time of each renewal, the Contractor shall submit to the Public Buildings Division a detailed annual schedule showing a minimum one-year outlook for planned services throughout the contract duration.

The successful Contractor's plan shall include:

- a. A description, detailed by location and shift of labor and supervisory assignments, of the manner in which the account will be handled.
- b. Total number of employees involved in each phase of the cleaning contract.
- c. Total projected monthly hours in performing contracted cleaning services.
- d. Detailed plan for supervision of labor and quality assurance, including building inspection procedures and employee start-up training.
- e. A listing of cleaning chemicals and equipment to be used.

The City reserves the right to modify these specifications, add or delete facilities or square footage of a location at any time during the term of this agreement and negotiate added costs or savings, if any.

- 2. **Cleaning Schedule Requirements:** Cleaning of security sensitive areas (identified by tenants) varies and the Contractor will need to adapt to the changing needs of the business conducted in the various facilities. If access is needed to clean at any times other than what is identified herein or on Contractor's schedule, permission must be requested.

- A. **Daytime cleaning** will typically be performed between the hours of 8:00 am to 5:00 pm, Monday through Friday.
- B. **Nighttime cleaning** will typically be performed between the hours of 6:00 pm to 1:00 am, Monday through Friday.
- C. **Security Sensitive Areas:** The Contractor will perform condition based, interval-based and Customer requested cleaning work in areas deemed to be security sensitive. Cleaning for these areas shall require flexibility in scheduling.

Schedule Approval: The Contractor shall not commence work under this contract until the schedule and cleaning program have been reviewed and approved by the Public Buildings Division. The Contractor shall comply with all requirements of the approved schedule and program.

Events: The Contractor shall adjust the daily cleaning schedule to accommodate special events. Occasionally an unscheduled event may take precedence over the daily work schedule; therefore, custodian(s) must be able to respond in a timely and efficient manner. Should additional custodians be required for a special need or event, the Contractor must be prepared to provide additional custodial staffing as requested by the Public Buildings Division. See SCHEDULE OF VALUES document as additional charges may apply.

20. SECURITY PROCEDURES FOR CONTRACT CLEANING EMPLOYEES

- 1. WORKING HOURS** - Contracted cleaning employees may arrive for work no earlier than 15 minutes before starting time and must leave within 15 minutes of signing out.
- 2. UNIFORMS** - All employees of the Contractor shall wear proper company identification with photo id and names at all times during the working hours. The same color shirt or smock indicating the name of the company shall be worn while the employee is present in the building. At all times, designated uniforms or smocks must be worn prior to entering City facilities. Failure to do so may result in denied entrance.
- 3. IDENTIFICATION** - The Contractor shall issue identification badges to every person employed under the terms of this contract. Badges shall include the employee's photo, employee's name and the name of the company. Employees shall wear their company ID and Jacksonville Sheriff's Office ID visible on their persons while in City buildings and libraries.
- 4. SIGN-IN FORMS** - Upon arrival, each contracted cleaning person must sign-in on the designated Contractor's work form. The form must be filled out completely, including the sign-out time at the end of the work period.
- 5. BAGGAGE** - Carry-in baggage must be contained to a minimum (i.e., purses, shoulder bags, lunch bags, etc.) and will be checked upon request.
- 6. SMOKING** - Smoking will not be allowed in City buildings or within fifty-feet (50') of any City building entrance.
- 7. TERMINATED EMPLOYEES** - The Public Buildings Division will be notified within 24 hours of all janitorial employees that are dismissed who had access to City facilities. The Jacksonville Sheriff's Office designee will be notified as soon as possible.
- 8. ITEM REMOVALS** - Contracted employees are not allowed to remove any items from City facilities. This includes food, items discarded in trash, etc.
- 9. SCREENING** - The Contractor's thorough background check must include police checks from the State of Florida and the contracted employee's state of residence, if different. Contractor must have clean State of Florida background checks and pre-employment clean drug screens on every employee prior to their working in City buildings or libraries. Employees with more than one (1) theft or drug conviction will not be permitted to work in City buildings or libraries. Employees with any convictions associated with violence will not be permitted to work in City buildings or libraries. The State Attorney's Office, or other sensitive agencies, reserve the right to conduct or require a more strenuous background investigation and perform their own screening. Any personnel that do not pass these checks will not be allowed to work in those locations. Upon request, background checks will be

available for review and verification by the Public Buildings Division, Jacksonville Public Library or other City agencies.

10. **THEFT** - Theft will not be tolerated. Any contracted cleaning employee caught stealing will be subject to prosecution.

11. **CONDUCT** - Contracted cleaning employees should be aware that they are a highly visible work force and should conduct themselves with dignity and good taste on premises. Failure to do so will result in being asked to leave and not return to work at City buildings.

12. **DOORS** - Propping open of City building and library entrance or exit doors is absolutely forbidden and may result in termination of this contract. Contractor shall immediately report any suspicious activity to the Jacksonville Sheriff's Office and to the Public Buildings Division Contract Administrator.

13. **SECURED AREAS** - Some areas of the City buildings and libraries are designated security sensitive and will not be accessible for cleaning except for limited hours during the day when staff is present. Janitorial services for these areas will need to be scheduled, and on an as-requested basis. The Public Buildings Division or the Jacksonville Public Library will provide the Contractor with a list of these areas.

21. CLEANING PRODUCTS AND PACKAGING

1. **CLEANING PRODUCTS** - As part of the City's program to purchase environmentally preferable products and to address certain environmental and health concerns associated with some cleaning products, it is desirable that the Contractor use products that meet, or exceed, the Green Seal guidelines. The successful Contractor will:

- a. Include environmental factors as well as traditional considerations of price and performance as part of the normal purchasing process.
- b. Emphasize pollution prevention early in the prevention process.
- c. Examine multiple environmental attributes throughout a product's or service's lifecycle.
- d. Compare relative environmental impacts when selecting products and services.
- e. Collect and base purchasing decisions on accurate and meaningful information about environmental performance.

All cleaning materials and equipment to be used by the Contractor are to be supplied and maintained by the successful Contractor at its sole cost and expense. All cleaning materials, equipment, and supplies are to be approved by the Public Buildings Division before usage in the City buildings or libraries. The bid winning Contractor will be the sole provider of cleaning products used at City buildings or libraries.

Contractors must supply MSDS for all products to be offered. Contractors must also agree to respond (within a time period agreeable to both parties) to any request from Public Buildings to provide MSDS.

It is mandatory that the primary package is recyclable. Alternatively, manufacturers may provide for returning and refilling their packages. It is desirable that a Contractor's primary and/or secondary packaging be made with a percentage of post-consumer recycled material and represent a source reduction measure.

Contractors will specify packaging, recyclable materials, and any percentages of recycled content (particularly post-consumer) in their submittal package, include a

description of any return/collections program available, and identify any measures to reduce the amount of overall packaging.

In reference to the three primary chemical categories, the manufacturer's label must state clearly and prominently that dilution with water from the cold tap is recommended and shall state the recommended level of dilution. The manufacturer shall also include detailed instructions for proper use and disposal and for the use of personal protective equipment required for the use of its cleaning chemicals.

It is mandatory that:

1. Products have color-coded labels.
2. Manufacturers have product-labeling systems to assist non-English speaking or illiterate personnel.
3. MSDS sheets shall be available and maintained on site for all products used as required by OSHA.

Dispensing equipment:

1. It is mandatory that Contractor provide dispensing equipment that reduces worker exposure to chemicals and promotes the appropriate use of the cleaners.
2. Contractor must provide a description of available equipment and information on the features that reduce risk and exposure.

2. MEASURING / DILUTING CONCENTRATED CLEANING PRODUCTS - Contractor shall:

- a. Use appropriate personal protective equipment when mixing concentrated cleaning products.
- b. Follow manufacturer's dilution directions. Contractor should not under- or over-dilute concentrated cleaning products.
- c. Make sure that spray bottles (secondary containers) have appropriate OSHA approved labels.

22. PAPER PRODUCTS AND RESTROOM SUPPLIES

The City will provide the inventory stock of toilet paper, paper toilet seat covers, paper towels, and soap supplies. It will be a joint effort and responsibility between the Contractor and the Public Buildings Division to manage and maintain adequate supplies for the City buildings and libraries. The Public Buildings Division will conduct inventories of supplies.

23. CLEANING EQUIPMENT

Equipment must be stored in secure, designated janitorial storage locations at the facilities. Inoperable equipment must be replaced or repaired immediately. The City has the right to perform unannounced inspections of this equipment at its storage locations. Contractor will furnish and maintain in good operational condition the following:

- a. Contractor shall employ vacuums with High Efficiency Particulate Air (HEPA) filtration capable of trapping 99.97% efficiency in filtering airborne particles down to 0.3 microns.
- b. Vacuum cleaners should meet all standards set forth under the Carpet & Rug Institute's Green Label Program.
- c. The City recommends the use of backpack vacuum cleaners wherever possible.

- d. Powered equipment should be equipped with guards, vacuums and/or other devices for capturing fine particulates, and shall operate with a sound level less than 70dBA.
- e. Automated scrubbing machines shall be equipped with variable speed feed pumps to optimize the use of cleaning fluids.
- f. Battery powered equipment shall be equipped with environmentally preferable gel batteries.
- g. Where appropriate, active micro fiber technology shall be used.
- h. Powered equipment shall be ergonomically designed to minimize vibration, noise, and user fatigue.
- i. Contractor will use micro-fiber cloths or micro-fiber dusters for all dusting.
- j. Contractor will use lightweight flat mop micro fiber system mops.

24. **SAFETY**

Contractors and their employees must maintain safe working conditions at all times. Prevent tripping hazards, and place wet floor warning signs as applicable.

Employees must wear personal protective equipment/clothing when using harsh or skin irritating chemicals and first aid supplies shall be present and part of the standard equipment. Contractor must meet OSHA requirements.

25. **ROUTINE JANITORIAL SERVICES**

This section is intended to encompass routine janitorial services that are typically performed on a scheduled basis to maintain or restore defined standards of appearance to spaces after normal daily use. Specifications listed under this contract shall be considered a minimum level of acceptable work and services to be provided. They are not intended to be, nor shall they be construed as, limiting specifications or requirements.

- a. Contractor will work with the City to gain access to facilities serviced under this contract for all staff.
- b. Contractor is responsible for securing the facilities serviced if work is performed after regular business hours.
- c. Contractor personnel performing work in any area of the various City buildings or libraries are required to restore that area to a safe, compliant and otherwise as-found condition following completion of their work.
- d. Entryways, lobbies, bathrooms and all other high-use and visible areas will be maintained in pristine condition.
- e. Cleaning practices will be conducted to maximize life of all furniture, carpets and fixtures where applicable.
- f. Cleaning activities shall not disrupt or create unpleasant conditions (e.g., dust, vacuum noise, odors) for occupants of the cleaned spaces during normal business hours.
- g. Indoor spaces affected by incidents or in which City events have been held shall be rapidly restored to an appropriate condition.

- h. Safety and risk reduction guidelines will be strictly followed in all areas, with the goal of zero safety incidents resulting from custodial activities.
- i. Cleaning practices and schedules will be created to minimize disruptions or unpleasant conditions 24 hours per day, 7 days per week at the facilities.

26. GENERAL CLEANING STANDARDS (applicable to all spaces):

Hard Floor Surfaces: All hard floors and baseboards shall be substantially free of visible dirt, dust, debris, stains, traffic/scuff marks, aging marks, and wax buildup; all floor surfaces shall have a finish as appropriate to the floor type. The appropriate techniques and standards shall be utilized to achieve appearance, aesthetics, clean/healthy environment, and maintain the life of the product. A proactive and a reactive process will need to be implemented to completely manage all spills.

Porcelain Tile Floors: Floors are to be cleaned in accordance with recommended manufacturer's instructions using the appropriate solutions and cleaning methods.

Carpet/Mats/Rugs: All accessible carpets, mats, and rugs shall be substantially free of debris, stains, odors, and visible dirt. All carpets, mats and rugs will be trip/slip free. The appropriate techniques, equipment, and standards shall be utilized to achieve appearance, aesthetics, clean/healthy environment, and maintain the life of the product. A proactive and a reactive process will need to be implemented to completely manage all spills.

Deep cleaning of carpets will be on a "call as needed" basis. Cleaning will be by various methods and pricing to be by the square foot with no guaranteed minimum footage. Once this service has been approved, the Contractor will have a maximum of five (5) days to complete the work.

Carpet may be cleaned by "others," depending upon pricing. Partnerships with other Contractors to facilitate carpet cleaning are encouraged.

Recycling: Contractor shall empty recycling containers into designated larger recycling bins, break down cardboard boxes, and place them in proper receptacles.

27. SPACE TYPE STANDARDS:

Lobbies: Lobbies must be spotlessly clean. There must be no visible dust or cobwebs. All installations and displays must be spotless and defect-free. Any glass surface must be free of marks, stains, scratches or any other defects. There must be no spills, trash, stains or defects on the floor. All furniture must be maintained to its original condition and be dust-free. All glass windows and doors and frames shall be maintained in pristine condition. Some City buildings and libraries have security portals/consoles which will need to be cleaned. Furniture and other arrangements must be in their original order.

Inclement weather may require lobby floors be mopped on a continuous basis to ensure a clean and dry surface in buildings that maintain porter service or cleaning personnel during business hours.

Entrances: The exterior of all the entrances must be maintained on a daily basis. The area must be free of trash, cigarette butts, spots and debris.

Custodial Closets: Janitorial Closets and Storage Spaces shall be kept neat and clean at all times and in compliance with applicable fire codes and regulations. Mops, buckets, wet floor signs, tools, equipment and all other materials shall be cleaned and stored properly in janitor closets. Cleaning caddies and materials shall not be left unattended and shall be stored in Janitor Closets when not in use. Chemical dispensers/Blend centers will be properly maintained. All mechanical/operational issues with these dispensers will be properly escalated. Flammable materials shall be stored in appropriate containers/cabinets. All products/equipment furnished by Contractor shall be properly labeled. Any new cleaning chemicals must be approved by the Public Buildings Division prior to use on site. Hose management guidelines will be observed.

28. DAILY TASKS – Contractor shall on a daily basis:

1. Clean facility entrances and remove all trash, cigarette butts, foreign matter, debris, etc. from steps, landings and handrails which extend outward 25 feet from facility entrances.
2. Clean both entrance and exit doors, both inside and out, including metal trim/ window sills, surrounding glass and transoms over all entrance doors.
3. Clean as needed all interior windows, partitions and fixed glass.
4. Clean mirrors where applicable.
5. Dust and spot clean doors, ledges, baseboards, handrails, partitions, furniture, fixtures and fittings.
6. Clean office areas and conference rooms, dust and wipe clean furniture, tables, desk tops and file cabinets. Contractor's employees shall not disturb the workspace by moving or discarding any material.
7. Contractor's employees shall not disturb any papers or folders on desks, and they are not to be moved, reviewed or inspected.
8. Pull trash from all waste receptacles, and replace and tie bags, refrain from dragging trash across floors, clean waste and recycle receptacles inside and out on an as needed basis so that all waste and recycle receptacles shall be clean, free of odors, and not overflowing, follow the schedule outlined for pickup for each designated area, and in areas restricted for security purposes, place the waste and recycle receptacles in the first accessible area for scheduled pick-up.
9. Return chairs and waste receptacles to their original positions, install new plastic bags daily for all individual trash receptacles, install new plastic bags for recycle receptacles as needed, and tie the new bags around the side of the receptacles.
10. Damp wipe and dry all counter tops and table tops to remove dust, dirt, and smudges.
11. Spot clean light switches, door knobs, handles, push plates, kick plates, frames, fire extinguisher cabinets and any metal surfaces on doors as needed.
12. Vacuum all carpeted areas and spot clean as needed.
13. Vacuum or sweep all hard floor surfaces.

14. Damp mop all hard floor surfaces, removing all oil drips, dirt, and any other foreign matter.
15. Turn off all lights as soon as possible when cleaning is finished (if not equipped with occupancy sensors).
16. Clean sinks and accessible exterior surfaces of cabinets and appliances including but not limited to microwaves, stoves and refrigerators of fingerprints, water marks, spillage, etc. Contractor is not responsible for cleaning inside cabinets or appliances such as microwaves, stoves and refrigerators.
17. Remove all stains, smudges, etc. from the exterior of all vending machines.
18. Remove trash from stairways and stairwells, and sweep, mop and clean handrails in stairways and stairwells as needed.
19. Police and sweep loading docks and trash collection areas (dumpster).
20. Clean water coolers and drinking fountains, disinfect and polish leaving no oily residue, and damp wipe walls surrounding cooler/fountains.

29. RESTROOMS & LOCKER ROOMS DAILY CLEANING PROCEDURES

Any and all failures of equipment such as plumbing, electrical and lighting, along with dispensers for paper towel, toilet paper, paper toilet seat covers and soap must be reported to the Public Buildings Division immediately. - Contractor shall:

- a. Because of their heavy use and moisture, clean restrooms frequently using appropriate cleaning products and procedures, and make sure that cleaning is done thoroughly, including hard-to-reach areas such as behind toilets and around urinals.

Do not use the same cloth or sponge used for cleaning toilets, toilet bowls, toilet seats and urinals for any other surfaces.

Make sure that appropriate PPE is used and appropriate ventilation is provided for cleaning personnel. Never mix cleaning products.

- b. Clean all washbasins and counters.
- c. Clean and polish all fixtures.
- d. Clean and wipe down all walls.
- e. Clean and disinfect urinals and all wall/panels adjacent to or around urinals.
- f. Clean and disinfect toilets, including the inside of the toilet bowl and around the base of the toilet. Clean, disinfect and dry toilet seats.
- g. Check all water fixtures to ensure proper operation.
- h. Clean all partitions.
- i. Ensure that all toilet paper holders/dispensers and sanitary toilet seat cover dispensers are clean and adequately supplied.

- j. Ensure that all paper towel dispensers are clean and adequately supplied.
- k. Ensure all wall hung soap dispensers are clean and adequately supplied.
- l. Ensure that all sanitary product receptacles are cleaned.
- m. Clean all mirrors.
- n. Empty and sanitize all waste containers.
- o. Floors are to be swept and mopped with germicidal cleaner.
- p. Clean the shower areas: floors, walls, benches, showers, showerheads and soap dispensers.
- q. Provide and install urinal screens as needed.
- r. Remove graffiti.

30. **BREAKROOMS, LOUNGES AND KITCHENETTES** - Contractor shall

- a. Wipe down and clean on a daily basis tables, chairs and countertops.
- b. Clean sinks and accessible exterior surfaces of cabinets and appliances, including but not limited to microwaves, stoves and refrigerators, of fingerprints, water marks, spillage, etc. Contractor is not responsible for cleaning inside cabinets or appliances such as microwaves, stoves and refrigerators.
- c. Empty trash, wipe out and install new plastic bags daily in all trash receptacles. (All trash removed from facility will be placed in facility containers). Install new plastic bags for recycle receptacles as needed. Tie the new bags around the side of the receptacles. Contractor will supply all trash bags in appropriate sizes as needed.
- d. Remove all stains, smudges, etc. from the exterior of all vending machines daily.
- e. Ensure all soap and paper product dispensers are restocked as needed.
- f. Continually monitor the building for signs of pest infiltration and report issues to the Public Buildings Division.

31. **PATIO AREAS** - Contractor shall be responsible for spill cleanup and stain/soil removal (all chairs and tables will need to be wiped and cleaned), re-setting of tables and chairs as needed, and clearing of all emergency door egresses. All trash and recycle containers will need to be monitored and emptied as needed.

32. **ELEVATORS/ESCALATORS**: - All elevator (passenger & freight) door tracks are to be free of dirt, soil, lint, dust and debris. Passenger elevator doors, walls, hand rails and floors shall be substantially free of dirt, stains, streaks, spots, lint and cleaning marks.

- a. Special attention shall be paid to the cleaning of the finishes on elevators. Stainless steel doors and fixtures on elevators are to be cleaned with stainless steel cleaner. Stainless steel cleaner should never be sprayed directly on the elevator doors. Cleaner shall be sprayed on cleaning cloths and wiped on the doors to prevent damage to the elevator door sensors. Elevator buttons are to be cleaned daily.

- c. Special attention and care shall be paid to the cleaning of escalators. Escalator hand rails are to be wiped down and cleaned daily. Stainless steel trim shall be polished with stainless steel cleaner. The ledges and surrounding spaces shall be clean and dust free. Any dirt, debris or dust on or around the escalator is to be swept or vacuumed daily. Escalator steps will be machine cleaned as needed.

33. WEEKLY TASKS – On a weekly basis, Contractor shall:

1. Machine scrub floors in bathrooms.
2. Wipe down exposed plumbing pipes and/or plastic plumbing pipe casings in bathrooms.
3. Dust and spot clean walls to maintain a clean appearance.
4. Dust blinds and wall hangings to maintain a clean appearance.
5. Dust and vacuum all areas to maintain a clean appearance.
6. Disinfect handrails, door handles and push bars a minimum of once a week or as instructed.

34. MONTHLY TASKS – On a monthly basis, Contractor shall:

1. Clean inside and outside of trash receptacles.
2. Clean wall surfaces using appropriate cleaning methods as required removing dust, dirt, smears etc. to project a well maintained appearance.
3. Vacuum and damp wipe “all” air conditioning exchanges, vents, wall, floor and ceiling diffusers to include surrounding ceiling/walls.
4. Remove all cobwebs from all surfaces of the interior and exterior entrances or exits to landings, porches, patios and alcoves.
5. Buff Vinyl Composition Tile (VCT) Floors, applying additional coats of floor finish as needed and/or top scrub and add floor finish as needed to maintain a high gloss appearance.
6. Top scrub No-wax flooring using appropriate cleaning methods.

35. OTHER REGULARLY SCHEDULED TASKS: Unless otherwise agreed to between the Contractor and the Public Buildings Division or the Jacksonville Public Library, all Quarterly cleaning shall be performed by the end of the month in September/December/March/June. Each Quarter, Contractor shall scrub and clean the following with a 2500 psi (minimum) pressure washer (Quarterly):

1. All exterior facility entrance areas, patios, sidewalks, steps, landings, loading docks, and handrails which extend outward 25 feet from facility entrances.
2. Clean interior ground floor area glass/windows to a height of 72’.

On an annual basis and by the end of the month of September, Contractor shall:

1. Clean all interior glass on all floors at least once a year.
2. Clean lenses of light fixtures annually.

On a semi-annual basis, Contractor shall:

Strip and wax Vinyl Composition Tile Floors using the appropriate chemicals and processes to maintain VCT floors and a high gloss appearance. **Semi-Annually (January and July).**

36. SPECIAL CONDITIONS FOR CLEANING:

Police Memorial Building

1. Services shall be performed five (5) days a week (Mon-Fri) 24/hours each day with one (1) Custodian working six (6) days a week between the hours of 11:59 pm and 6:00 am beginning Sunday evening. Four (4) hours of Porter service will be provided on Saturday and Sunday.
2. Communications Center (3rd level), Records and ID Center (2nd level) shall be cleaned at least three times daily, once on each shift of operation. Operation in these areas in 24/7.
3. Some office spaces may be secured after 5:00pm requiring cleaning to be performed between 8:00am and 5:00pm. A list of those spaces is subject to change, but is currently as follows:
 - a. Continuous Improvement Division
 - i. Information Systems Management (ISM)
 - ii. Research and Development
 - iii. Crime Analysis
 - iv. Continuous Improvement
 - v. CID Manager's Office
 - b. Services Division
 - i. Services Administrations Office - Room #301
 - ii. Communications Annex ONLY
 - iii. Alarms and Registrations
 - iv. Civil
 - v. Supply and Police Sergeants Office
 - vi. Mail Room
 - vii. Services Administration Offices - Room #238
 - viii. Police Services Administrations Offices
 - ix. Police Lieutenant's Office
 - c. Budget
 - d. Patrol East and West Office
 - e. Community Affairs
 - i. Court Bailiff Supervisor's Office
 - ii. Chief's Office
 - iii. Assistant Chief's Office
 - f. Detective Division
 - i. Burglary and Economic Crimes Office

ii. All Crimes Against Persons Areas (Sex Crimes, Homicide, Traffic Homicide, Family Violence and Missing Persons, and Robbery)

g. Internal Affairs and Accreditations Offices

h. Human Resources and Personnel - Room #303

4. All common areas shall be policed at least three (3) times a day (Monday – Friday) during normal business hours while the building is open to the public.
5. Restrooms shall be cleaned four times each day (Monday – Friday); and once on Saturday and Sunday while porter service is provided for 4 hours each day (Saturday & Sunday).
6. At least once a month, glass display cabinets in common areas will be carefully moved and the floor, baseboard, wall and back of cabinets cleaned of dirt, dust and debris.
7. Clean facility entrances in the parking garages between the hours of 10:00am – 12:00am; and 8:00pm – 10:00pm (Monday – Friday) by either broom sweeping or vacuuming, removing all foreign matter, debris, etc. from sidewalks, steps, landings and handrails that extend outward 25 feet from the facility entrances. Empty all trash containers and urns within the same 25 feet parameter as needed, policing the containers during each of the aforementioned time periods.

Pre-Trial Detention Facility - Judicial Spaces and/or Holding Cells

1. When in the Pre-Trial Judicial spaces, do not interfere with courtrooms in session. Maintain all restrooms mid-day between the hours of 12:00pm and 2:00pm ensuring there is no interference.
2. Holding Cell areas and control room will be cleaned upon request. The unit price for Special Cleaning (notice provided) will apply.

Tax Collectors Branch Offices

1. Weekly floor care shall include the spray buff and recoating of all composite floors.

Edward Ball Building - ITD Data Center

1. Weekly Cleaning:
 - a. Vacuum access ramp, staging area, and network access room.
 - b. Damp mop using the approved cleanroom cleaner on the raised floors, access ramp, and in network access room.
2. Monthly Cleaning:
 - a. Wipe exterior skins of A/C units, UPS units and all horizontal surfaces.
 - b. Clean glass windows.
 - c. Remove old tacky sheet from front and rear doors.
3. Annual Cleaning:
 - a. Complete HEPA vacuuming decontamination of sub-floors by lifting all accessible tiles.

Jacksonville Public Library

1. Daily
 - a. Clean glass doors at the main entrance

b. Sweep exterior entryways

2. **Weekly Cleaning:**
 - a. Vacuum all carpeted areas.
 - b. Damp mop using the approved cleanroom cleaner
 - c. Disinfect handrails, door handles and push bars a minimum of once a week or as Instructed
3. **Monthly Cleaning:**
 - a. Dust blinds, book shelves, and wall hangings to maintain a clean appearance
 - b. Clean glass windows.
 - c. Sweep and mop floors in janitor's closet to maintain a clean appearance
4. **Main Library Conference Center**
 - a. Assist with set-up up and tear-down of furniture and equipment for meetings and events
 - b. Assist with ensuring event spaces are clean and neat prior to events and after events have ended (examples: vacuuming/sweeping leaves from the Lovett Courtyard; clearing chairs)
 - c. Removal and disposal of trash and items such as cups, napkins, plates, etc. left by guests on tables or other services
 - d. Break down of discarded cardboard boxes and placing them in Library recycle bin(s). Conference Center events in these spaces may be required outside of normal Main Library operating hours.

37. **EMERGENCY PERSONNEL, EQUIPMENT AND SUPPLIES**

1. Public Buildings may require the Contractor to perform out of sequence cleaning due to special events (i.e. special meetings, conferences open house, etc.). In such instance, the work specified will be within the scope of the contract, but more frequently than the contract requires. The Contractor will be reimbursed for performing Special Cleaning/Emergency Cleaning at the hourly rate specified. See SCHEDULE OF VALUES document.
2. Performance of this work shall in no way relieve the Contractor of performing normal Janitorial work required under this contract. If this additional work interferes with other contract requirements (such as scheduled cleaning), the Contractor shall be allowed a reasonable amount of time to complete all interrupted service(s). The Contractor will be notified at least two (2) working days prior to a special situation. However, in emergency situations there may be cases where only short notice can be given. Contractor's response time to an emergency notification shall be within one (1) hour of notification.

38. OBSERVED CITY HOLIDAYS

During holidays, Contractor will schedule work accordingly. City Buildings will not require cleaning on the listed Holidays observed by the City of Jacksonville, Florida. Contractor will coordinate annually with the Contract Administration Coordinator to establish the exact day of the week the following holidays are observed:

New Year's Day

Presidents' Day

Juneteenth

Labor Day

Thanksgiving Day

Christmas Eve

Martin Luther King's Day

Memorial Day

Independence Day

Veteran's Day

Day After Thanksgiving

Christmas Day

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Row Labels	Count of Service Sub-Type
Cleaning	415
Increase/Decrease Service	7
Waste Collection	12
(blank)	
Grand Total	434

Date Created	Reference #	Service Location	Full Name	Maintenance Issue	Complaint (Y/N)	
01/28/2025	250128-000014	501 E Bay St, Jacksonville, FL 32202	Ben Carder	Request Floor Vacuuming and Clarify Day of Week for Vacuuming	N	
01/27/2025	250127-000043	501 W Adams St, Jacksonville, FL 32202	Vernita Williams	Personal Work Log	N	
01/27/2025	250127-000041	501 W Adams St, Jacksonville, FL 32202	Vernita Williams	Personal Work Log	N	
01/27/2025	250127-000040	501 W Adams St, Jacksonville, FL 32202	Vernita Williams	Personal Work Log	N	
01/27/2025	250127-000037	501 W Adams St, Jacksonville, FL 32202	Vernita Williams	Personal Work Log	N	
01/27/2025	250127-000035	501 W Adams St, Jacksonville, FL 32202	Vernita Williams	Personal Work Log	N	
01/24/2025	250124-000348	501 E Bay St, Jacksonville, FL 32202	Ben Carder	Request Vacuum and Mop	Y	
01/24/2025	250124-000256	501 E Bay St, Jacksonville, FL 32202	Ben Carder	Request Vacuum	Y	
01/21/2025	250121-000033	501 W Adams St, Jacksonville, FL 32202	Vernita Williams	Personal Work Log	N	
01/21/2025	250121-000032	501 W Adams St, Jacksonville, FL 32202	Vernita Williams	Personal Work Log	N	
01/21/2025	250121-000031	501 W Adams St, Jacksonville, FL 32202	Vernita Williams	Personal Work Log	N	
01/21/2025	250121-000029	501 W Adams St, Jacksonville, FL 32202	Vernita Williams	Personal Work Log	N	
01/15/2025	250115-001094	1095 A Philip Randolph Blvd, Jacksonville, FL 32206	Danielle Deverson	Trash/debris around building	Y	
01/14/2025	250114-000113	2637 W 1st St, Jacksonville, FL 32254	Frances Mathews	Skipped Service	Y	
01/13/2025	250113-000218	501 W Adams St, Jacksonville, FL 32202	Vernita Williams	Personal Work Log	N	
01/13/2025	250113-000211	501 W Adams St, Jacksonville, FL 32202	Vernita Williams	Personal Work Log	N	
01/13/2025	250113-000206	501 W Adams St, Jacksonville, FL 32202	Vernita Williams	Personal Work Log	N	
01/13/2025	250113-000202	501 W Adams St, Jacksonville, FL 32202	Vernita Williams	Personal Work Log	N	
01/13/2025	250113-000197	501 W Adams St, Jacksonville, FL 32202	Vernita Williams	Personal Work Log	N	
01/07/2025	250107-000359	501 E Bay St, Jacksonville, FL 32202	Ben Carder	Request to clean shower drain	Y	
01/06/2025	250106-000030	501 W Adams St, Jacksonville, FL 32202	Vernita Williams	Personal Work Log	N	
01/06/2025	250106-000027	501 W Adams St, Jacksonville, FL 32202	Vernita Williams	Personal Work Log	N	
01/06/2025	250106-000026	501 W Adams St, Jacksonville, FL 32202	Vernita Williams	Personal Work Log	N	
01/06/2025	250106-000024	501 W Adams St, Jacksonville, FL 32202	Vernita Williams	Personal Work Log	N	
01/06/2025	250106-000022	501 W Adams St, Jacksonville, FL 32202	Vernita Williams	Personal Work Log	N	
01/02/2025	250102-000107	1031 Superior St, Jacksonville, FL 32254	Leticia Fisher	Skipped Service	Y	
12/30/2024	241230-000029	501 W Adams St, Jacksonville, FL 32202	Vernita Williams	Personal Work Log	N	
12/30/2024	241230-000028	501 W Adams St, Jacksonville, FL 32202	Vernita Williams	Personal Work Log	N	
12/30/2024	241230-000025	501 W Adams St, Jacksonville, FL 32202	Vernita Williams	Personal Work Log	N	
12/30/2024	241230-000021	501 W Adams St, Jacksonville, FL 32202	Vernita Williams	Personal Work Log	N	
12/23/2024	241223-000015	501 W Adams St, Jacksonville, FL 32202	Vernita Williams	Personal Work Log	N	
12/23/2024	241223-000014	501 W Adams St, Jacksonville, FL 32202	Vernita Williams	Personal Work Log	N	
12/23/2024	241223-000013	501 W Adams St, Jacksonville, FL 32202	Vernita Williams	Personal Work Log	N	
12/20/2024	241220-000174	407 N Laura St, Jacksonville, FL 32202	Jerry Coxen	Request Vacuum	N	
12/20/2024	241220-000013	501 E Bay St, Jacksonville, FL 32202	Ben Carder	Work Order Tracking	N	
12/20/2024	241220-000004	501 E Bay St, Jacksonville, FL 32202	Amanda Semidey	Request Bathroom Cleaning	Y	
12/16/2024	241216-000027	501 W Adams St, Jacksonville, FL 32202	Vernita Williams	Personal Work Log	N	
12/16/2024	241216-000026	501 W Adams St, Jacksonville, FL 32202	Vernita Williams	Personal Work Log	N	
12/16/2024	241216-000023	501 W Adams St, Jacksonville, FL 32202	Vernita Williams	Personal Work Log	N	
12/16/2024	241216-000019	501 W Adams St, Jacksonville, FL 32202	Vernita Williams	Personal Work Log	N	
12/16/2024	241216-000017	501 W Adams St, Jacksonville, FL 32202	Vernita Williams	Personal Work Log	N	
12/10/2024	241210-000435	1468 Hendricks Ave, Jacksonville, FL 32207	Sheri Webber	Request for Pressure Washing	N	
12/09/2024	241209-000667	117 W Duval St, Jacksonville, FL 32202	Tina Miller	Soap Dispensers Not Operational	N	
12/04/2024	241204-000778	407 N Laura St, Jacksonville, FL 32202	Jerry Coxen	Soap Dispensers Not Filled	N	
11/21/2024	241121-000103	117 W Duval St, Jacksonville, FL 32202	Yvonne	Request for Extra Cleaning	N	
11/19/2024	241119-000103	407 N Laura St, Jacksonville, FL 32202	Jerry Coxen	Request for Extra Cleaning	N	
11/18/2024	241118-000817	117 W Duval St, Jacksonville, FL 32202	Military Affairs Chip Harper	Furniture Removal	N	
11/18/2024	241118-000583	1020 Superior St, Jacksonville, FL 32254	Alan Nissen	Floor Waxing	N	
11/18/2024	241118-000026	4767 Moncrief Rd, Jacksonville, FL 32209	Peggy Sprunt-Work	Trash Not Emptied	Y	
11/16/2024	241116-000169	1755 W Edgewood Ave, Jacksonville, FL 32208	Ethan Anderson	Request for Elevator "Spring Refresher"	N	
11/15/2024	241115-000915	117 W Duval St, Jacksonville, FL 32202	Magnus Wallen	Spot Cleaning for Stain	N	
11/06/2024	241106-000182	501 W Adams St, Jacksonville, FL 32202	Michael Mckenzie	Carpet Cleaning Request	N	
11/05/2024	241105-001300	214 N Hogan St, Jacksonville, FL 32202	Operations Operations	Request for Mopping	Y	
10/30/2024	241030-000846	5845 Aviation Ave, Jacksonville, FL 32221	Fire Communications Supervisor	Restrooms not Cleaned	Y	
10/26/2024	241026-000095	2875 Park St, Jacksonville, FL 32205	Lisa Hayes-Johnson	Request for Vacuum	Y	
10/24/2024	241024-001306	5845 Aviation Ave, Jacksonville, FL 32221	Fire Communications Supervisor	Skipped Service	Y	
10/16/2024	241016-001093	117 W Duval St, Jacksonville, FL 32202	Walk-up St James Information Desk	Odor in Hallway	N	
10/16/2024	241016-000466	117 W Duval St, Jacksonville, FL 32202	Walk-up St James Information Desk	Restroom out of Toilet Paper	Y	
10/03/2024	241003-001387	319 A Philip Randolph Blvd, Jacksonville, FL 32202	Kate Hallock	Request for Permanent Trash Receptacle	N	
09/30/2024	240930-000048	501 W Adams St, Jacksonville, FL 32202	Vernita Williams	Personal Work Log	N	
09/30/2024	240930-000046	501 W Adams St, Jacksonville, FL 32202	Vernita Williams	Personal Work Log	N	
09/30/2024	240930-000045	501 W Adams St, Jacksonville, FL 32202	Vernita Williams	Personal Work Log	N	
09/30/2024	240930-000042	501 W Adams St, Jacksonville, FL 32202	Vernita Williams	Personal Work Log	N	
09/30/2024	240930-000041	501 W Adams St, Jacksonville, FL 32202	Vernita Williams	Personal Work Log	N	
09/23/2024	240923-000051	501 W Adams St, Jacksonville, FL 32202	Vernita Williams	Personal Work Log	N	
09/23/2024	240923-000049	501 W Adams St, Jacksonville, FL 32202	Vernita Williams	Personal Work Log	N	
09/23/2024	240923-000047	501 W Adams St, Jacksonville, FL 32202	Vernita Williams	Personal Work Log	N	
09/23/2024	240923-000044	501 W Adams St, Jacksonville, FL 32202	Vernita Williams	Personal Work Log	N	
09/23/2024	240923-000041	501 W Adams St, Jacksonville, FL 32202	Vernita Williams	Personal Work Log	N	
09/06/2024	240906-001321	2875 Park St, Jacksonville, FL 32205	David Moody	Dirty Desk in Library	Y	
09/06/2024	240906-001298	1513 Lasalle St, Jacksonville, FL 32207	David Moody	Odor in Restroom	Y	
09/03/2024	240903-000019	501 E Bay St, Jacksonville, FL 32202	Ben Carder	Clean Interview Room after use	N	
08/26/2024	240826-000048	555 W 44th St, Jacksonville, FL 32208	Ben Carder	Request for floor cleaning	N	
08/23/2024	240823-000442	1095 A Philip Randolph Blvd, Jacksonville, FL 32206	Danielle Deverson	Request for window cleaning	N	
08/22/2024	240822-000202	214 N Hogan St, Jacksonville, FL 32202	Angie Brown-Wilson Work	Stain Removal	N	
08/21/2024	240821-001195	6887 103rd St, Jacksonville, FL 32210	Yasameen Masari	Feces smeared in restroom	N	
08/21/2024	240821-000043	231 E Forsyth St, Jacksonville, FL 32202	Marilyn Prophet	Skipped Service	Y	
08/20/2024	240820-000042	501 E Bay St, Jacksonville, FL 32202	Ben Carder	Clean Interview Room after use	N	

08/12/2024	240812-000647	214 N Hogan St, Jacksonville, FL 32202	Brigitte Lang	Request for Vacuum	Y	
08/12/2024	240812-000030	501 W Adams St, Jacksonville, FL 32202	Vernita Williams	Personal Work Log	N	
08/12/2024	240812-000029	501 W Adams St, Jacksonville, FL 32202	Vernita Williams	Personal Work Log	N	
08/12/2024	240812-000028	501 W Adams St, Jacksonville, FL 32202	Vernita Williams	Personal Work Log	N	
08/12/2024	240812-000027	501 W Adams St, Jacksonville, FL 32202	Vernita Williams	Personal Work Log	N	
08/12/2024	240812-000025	501 W Adams St, Jacksonville, FL 32202	Vernita Williams	Personal Work Log	N	
08/07/2024	240807-001508	117 W Duval St, Jacksonville, FL 32202	Walk-up St James Information Desk	Water on floor in restroom	N	
08/06/2024	240806-000865	117 W Duval St, Jacksonville, FL 32202	Natalia Allen	Request for carpet cleaning	N	
08/06/2024	240806-000098	501 W Adams St, Jacksonville, FL 32202	Vernita Williams	Personal Work Log	N	
08/06/2024	240806-000096	501 W Adams St, Jacksonville, FL 32202	Vernita Williams	Personal Work Log	N	
08/06/2024	240806-000093	501 W Adams St, Jacksonville, FL 32202	Vernita Williams	Personal Work Log	N	
08/06/2024	240806-000089	501 W Adams St, Jacksonville, FL 32202	Vernita Williams	Personal Work Log	N	
08/01/2024	240801-000752	5130 Soutel Dr, Jacksonville, FL 32208	Melissa Mitchell	Request for pressure washing	N	
07/30/2024	240730-000209	501 W Adams St, Jacksonville, FL 32202	Vernita Williams	Personal Work Log	N	
07/30/2024	240730-000204	501 W Adams St, Jacksonville, FL 32202	Vernita Williams	Personal Work Log	N	
07/30/2024	240730-000198	501 W Adams St, Jacksonville, FL 32202	Vernita Williams	Personal Work Log	N	
07/30/2024	240730-000195	501 W Adams St, Jacksonville, FL 32202	Vernita Williams	Personal Work Log	N	
07/30/2024	240730-000188	501 W Adams St, Jacksonville, FL 32202	Vernita Williams	Personal Work Log	N	
07/25/2024	240725-000148	501 E Bay St, Jacksonville, FL 32202	Ben Carder	Pickup Trash	Y	
07/25/2024	240725-000117	501 E Bay St, Jacksonville, FL 32202	Ben Carder	Gum stuck to floor	N	
07/22/2024	240722-001274	1513 Lasalle St, Jacksonville, FL 32207	Rachelle Weathers	Trash Not Emptied	Y	
07/18/2024	240718-000615	501 E Bay St, Jacksonville, FL 32202	Ben Carder	Trash Not Emptied	Y	
07/17/2024	240717-001066	501 E Bay St, Jacksonville, FL 32202	Ben Carder	Paper Towels empty in restroom	Y	
07/15/2024	240715-000030	501 E Bay St, Jacksonville, FL 32202	Ben Carder	Stairwells not being cleaned	Y	
07/12/2024	240712-000873	501 E Bay St, Jacksonville, FL 32202	Ben Carder	Skipped Services	Y	
07/10/2024	240710-000699	501 E Bay St, Jacksonville, FL 32202	Ben Carder	Trash Not Emptied	Y	
07/08/2024	240708-000367	501 E Bay St, Jacksonville, FL 32202	Ben Carder	Stairwells not being cleaned	Y	
07/08/2024	240708-000362	501 E Bay St, Jacksonville, FL 32202	Ben Carder	Request for Vacuum	N	
06/25/2024	240625-000601	2100 N Jefferson St, Jacksonville, FL 32209	Tim Crutchfield	Carpet Cleaning Request	N	
06/20/2024	240620-000572	117 W Duval St, Jacksonville, FL 32202	Walk-up St James Information Desk	Vomit on floor	N	
06/18/2024	240618-000247	2100 N Jefferson St, Jacksonville, FL 32209	Tim Crutchfield	Carpet Cleaning Request	N	
06/13/2024	240613-001017	1095 A Philip Randolph Blvd, Jacksonville, FL 32206	Danielle Deverson	Request for mopping and restroom cleaning	Y	
06/12/2024	240612-000924	117 W Duval St, Jacksonville, FL 32202	Sharon Davidson	Feces on floor in restroom	N	
06/11/2024	240611-000256	501 W Adams St, Jacksonville, FL 32202	Michael Mckenzie	Carpet Cleaning Request	N	
06/10/2024	240610-000616	117 W Duval St, Jacksonville, FL 32202	Walk-up St James Information Desk	Coffee spilled in elevator	N	
06/07/2024	240607-000313	117 W Duval St, Jacksonville, FL 32202	Natalia Allen	Carpet Cleaning Request	N	
06/06/2024	240606-000042	117 W Duval St, Jacksonville, FL 32202	Anina Guyton	Restroom out of toilet paper	Y	
06/04/2024	240604-000282	1095 A Philip Randolph Blvd, Jacksonville, FL 32206	Danielle Deverson	Skipped Services	Y	
05/30/2024	240530-000901	609 N St Johns Bluff Rd, Jacksonville, FL 32225	Jim Lange	Skipped Service	Y	
05/21/2024	240521-000022	117 W Duval St, Jacksonville, FL 32202	Nancy Carlos	Stain on wall	N	
05/20/2024	240520-001264	501 E Bay St, Jacksonville, FL 32202	Ben Carder	Request for vacuuming	N	
05/16/2024	240516-000118	501 W Adams St, Jacksonville, FL 32202	Michael Mckenzie	Order Umbrella Bags	N	
05/14/2024	240514-000462	1095 A Philip Randolph Blvd, Jacksonville, FL 32206	Danielle Deverson	Requesting early recycle pickup	N	
05/13/2024	240513-000037	501 W Adams St, Jacksonville, FL 32202	Vernita Williams	Personal Work Log	N	
05/13/2024	240513-000035	501 W Adams St, Jacksonville, FL 32202	Vernita Williams	Personal Work Log	N	
05/13/2024	240513-000033	501 W Adams St, Jacksonville, FL 32202	Vernita Williams	Personal Work Log	N	
05/13/2024	240513-000032	501 W Adams St, Jacksonville, FL 32202	Vernita Williams	Personal Work Log	N	
05/13/2024	240513-000030	501 W Adams St, Jacksonville, FL 32202	Vernita Williams	Personal Work Log	N	
05/13/2024	240513-000019	501 E Bay St, Jacksonville, FL 32202	Ben Carder	Chair damaged after emergency	N	
05/10/2024	240510-000103	501 E Bay St, Jacksonville, FL 32202	Ben Carder	Floor cleaning request	N	
05/09/2024	240509-000933	501 E Bay St, Jacksonville, FL 32202	Ben Carder	Biohazard in interview room	N	
05/08/2024	240508-000015	231 E Forsyth St, Jacksonville, FL 32202	Michael Mckenzie	Personal Work Log	N	
05/06/2024	240506-000029	501 W Adams St, Jacksonville, FL 32202	Vernita Williams	Personal Work Log	N	
05/06/2024	240506-000026	501 W Adams St, Jacksonville, FL 32202	Vernita Williams	Personal Work Log	N	
05/06/2024	240506-000025	501 W Adams St, Jacksonville, FL 32202	Vernita Williams	Personal Work Log	N	
05/06/2024	240506-000022	501 W Adams St, Jacksonville, FL 32202	Vernita Williams	Personal Work Log	N	
05/06/2024	240506-000021	501 W Adams St, Jacksonville, FL 32202	Vernita Williams	Personal Work Log	N	
05/03/2024	240503-000036	501 E Bay St, Jacksonville, FL 32202	Ben Carder	Biohazard cleaning	N	
05/01/2024	240501-000355	1543 Atlantic Blvd, Neptune Beach, FL 32207	Austin Eler	Skipped Services	Y	
04/29/2024	240429-001283	1031 Superior St, Jacksonville, FL 32254	Leticia Fisher	Request floor cleaning	N	
04/29/2024	240429-000308	1095 A Philip Randolph Blvd, Jacksonville, FL 32206	Danielle Deverson	Request to clean windows	N	
04/29/2024	240429-000032	501 W Adams St, Jacksonville, FL 32202	Vernita Williams	Personal Work Log	N	
04/29/2024	240429-000031	501 W Adams St, Jacksonville, FL 32202	Vernita Williams	Personal Work Log	N	
04/29/2024	240429-000029	501 W Adams St, Jacksonville, FL 32202	Vernita Williams	Personal Work Log	N	
04/29/2024	240429-000028	501 W Adams St, Jacksonville, FL 32202	Vernita Williams	Personal Work Log	N	
04/29/2024	240429-000026	501 W Adams St, Jacksonville, FL 32202	Vernita Williams	Personal Work Log	N	
04/27/2024	240427-000007	829 Haines St, Jacksonville, FL 32206	Jennifer Sames	Request for carpet cleaning	N	
04/25/2024	240425-000356	829 Haines St, Jacksonville, FL 32206	Ben Carder	Request floor wax	N	
04/24/2024	240424-000017	501 E Bay St, Jacksonville, FL 32202	Ben Carder	Clean door kickplates	Y	
04/22/2024	240422-000021	501 W Adams St, Jacksonville, FL 32202	Vernita Williams	Personal Work Log	N	
04/22/2024	240422-000019	501 W Adams St, Jacksonville, FL 32202	Vernita Williams	Personal Work Log	N	
04/22/2024	240422-000018	501 W Adams St, Jacksonville, FL 32202	Vernita Williams	Personal Work Log	N	
04/22/2024	240422-000016	501 W Adams St, Jacksonville, FL 32202	Vernita Williams	Personal Work Log	N	
04/22/2024	240422-000015	501 W Adams St, Jacksonville, FL 32202	Vernita Williams	Personal Work Log	N	
04/18/2024	240418-000023	407 N Laura St, Jacksonville, FL 32202	Jerry Coxen	Request for vacuuming	N	
04/15/2024	240415-000027	501 W Adams St, Jacksonville, FL 32202	Vernita Williams	Personal Work Log	N	
04/15/2024	240415-000026	501 W Adams St, Jacksonville, FL 32202	Vernita Williams	Personal Work Log	N	
04/15/2024	240415-000025	501 W Adams St, Jacksonville, FL 32202	Vernita Williams	Personal Work Log	N	
04/15/2024	240415-000024	501 W Adams St, Jacksonville, FL 32202	Vernita Williams	Personal Work Log	N	
04/15/2024	240415-000021	501 W Adams St, Jacksonville, FL 32202	Vernita Williams	Personal Work Log	N	
04/08/2024	240408-000027	501 W Adams St, Jacksonville, FL 32202	Vernita Williams	Personal Work Log	N	

04/08/2024	240408-000026	501 W Adams St, Jacksonville, FL 32202	Vernita Williams	Personal Work Log	N	
04/08/2024	240408-000025	501 E Bay St, Jacksonville, FL 32202	Ben Carder	Entire office clean	Y	
04/08/2024	240408-000024	501 W Adams St, Jacksonville, FL 32202	Vernita Williams	Personal Work Log	N	
04/08/2024	240408-000023	501 E Bay St, Jacksonville, FL 32202	Ben Carder	Slippery substance on restroom floor	Y	
04/08/2024	240408-000022	501 W Adams St, Jacksonville, FL 32202	Vernita Williams	Personal Work Log	N	
04/08/2024	240408-000020	501 W Adams St, Jacksonville, FL 32202	Vernita Williams	Personal Work Log	N	
04/03/2024	240403-000448	231 E Forsyth St, Jacksonville, FL 32202	Sharon Krebs	Restroom not cleaned properly	Y	
04/01/2024	240401-000027	501 W Adams St, Jacksonville, FL 32202	Vernita Williams	Personal Work Log	N	
04/01/2024	240401-000025	501 W Adams St, Jacksonville, FL 32202	Vernita Williams	Personal Work Log	N	
04/01/2024	240401-000023	501 W Adams St, Jacksonville, FL 32202	Vernita Williams	Personal Work Log	N	
04/01/2024	240401-000022	501 W Adams St, Jacksonville, FL 32202	Vernita Williams	Personal Work Log	N	
04/01/2024	240401-000021	501 W Adams St, Jacksonville, FL 32202	Vernita Williams	Personal Work Log	N	
03/25/2024	240325-000051	501 W Adams St, Jacksonville, FL 32202	Vernita Williams	Personal Work Log	N	
03/25/2024	240325-000050	501 W Adams St, Jacksonville, FL 32202	Vernita Williams	Personal Work Log	N	
03/25/2024	240325-000049	501 W Adams St, Jacksonville, FL 32202	Vernita Williams	Personal Work Log	N	
03/25/2024	240325-000046	501 W Adams St, Jacksonville, FL 32202	Vernita Williams	Personal Work Log	N	
03/25/2024	240325-000044	501 W Adams St, Jacksonville, FL 32202	Vernita Williams	Personal Work Log	N	
03/18/2024	240318-000039	501 W Adams St, Jacksonville, FL 32202	Vernita Williams	Stop Sign Fallen	N	
03/18/2024	240318-000038	501 W Adams St, Jacksonville, FL 32202	Vernita Williams	Green Light Out at intersection	N	
03/18/2024	240318-000037	501 W Adams St, Jacksonville, FL 32202	Vernita Williams	Personal Work Log	N	
03/18/2024	240318-000036	501 W Adams St, Jacksonville, FL 32202	Vernita Williams	Personal Work Log	N	
03/18/2024	240318-000035	501 W Adams St, Jacksonville, FL 32202	Vernita Williams	Personal Work Log	N	
03/14/2024	240314-000093	1024 Superior St, Jacksonville, FL 32254	B Conner	Air vent and carpet clean	N	
03/14/2024	240314-000091	636 Trumpet Vine Ct, Jacksonville, 32225	B Conner	Air vent and carpet clean	N	
03/12/2024	240312-001205	501 E Bay St, Jacksonville, FL 32202	Ben Carder	Biohazard in interview room	N	
03/11/2024	240311-000028	501 W Adams St, Jacksonville, FL 32202	Vernita Williams	Personal Work Log	N	
03/11/2024	240311-000026	501 W Adams St, Jacksonville, FL 32202	Vernita Williams	Personal Work Log	N	
03/11/2024	240311-000025	501 W Adams St, Jacksonville, FL 32202	Vernita Williams	Personal Work Log	N	
03/11/2024	240311-000024	501 W Adams St, Jacksonville, FL 32202	Vernita Williams	Personal Work Log	N	
03/11/2024	240311-000023	501 W Adams St, Jacksonville, FL 32202	Vernita Williams	Personal Work Log	N	
03/07/2024	240307-000225	501 E Bay St, Jacksonville, FL 32202	Ben Carder	Skipped Service	Y	
03/04/2024	240304-000501	501 E Bay St, Jacksonville, FL 32202	Ben Carder	Clean air registers	N	
03/04/2024	240304-000026	501 W Adams St, Jacksonville, FL 32202	Vernita Williams	Personal Work Log	N	
03/04/2024	240304-000025	501 W Adams St, Jacksonville, FL 32202	Vernita Williams	Personal Work Log	N	
03/04/2024	240304-000024	501 W Adams St, Jacksonville, FL 32202	Vernita Williams	Personal Work Log	N	
03/04/2024	240304-000022	501 W Adams St, Jacksonville, FL 32202	Vernita Williams	Personal Work Log	N	
03/04/2024	240304-000021	501 W Adams St, Jacksonville, FL 32202	Vernita Williams	Personal Work Log	N	
02/29/2024	240229-000471	214 N Hogan St, Jacksonville, FL 32202	Brigitte Lang	Request to add service	N	
02/26/2024	240226-000832	117 W Duval St, Jacksonville, FL 32202	Walk-up St James Information Desk	Men's room out of soap	Y	
02/26/2024	240226-000065	501 E Bay St, Jacksonville, FL 32202	Ben Carder	Request vacuum	N	
02/26/2024	240226-000027	501 W Adams St, Jacksonville, FL 32202	Vernita Williams	Personal Work Log	N	
02/26/2024	240226-000026	501 W Adams St, Jacksonville, FL 32202	Vernita Williams	Personal Work Log	N	
02/26/2024	240226-000025	501 W Adams St, Jacksonville, FL 32202	Vernita Williams	Personal Work Log	N	
02/26/2024	240226-000024	501 W Adams St, Jacksonville, FL 32202	Vernita Williams	Personal Work Log	N	
02/26/2024	240226-000022	501 W Adams St, Jacksonville, FL 32202	Vernita Williams	Personal Work Log	N	
02/23/2024	240223-000860	501 E Bay St, Jacksonville, FL 32202	Ben Carder	Request sweep/mop hallway and vaccum office	Y	
02/20/2024	240220-000044	501 E Bay St, Jacksonville, FL 32202	Ben Carder	Request cleanup blood.	N	
02/12/2024	240212-000342	117 W Duval St, Jacksonville, FL 32202	Maribel Hernandez	Request fill soap dispenser	Y	
02/12/2024	240212-000035	501 W Adams St, Jacksonville, FL 32202	Vernita Williams	Personal Work Log	N	
02/12/2024	240212-000034	501 W Adams St, Jacksonville, FL 32202	Vernita Williams	Personal Work Log	N	
02/12/2024	240212-000033	501 W Adams St, Jacksonville, FL 32202	Vernita Williams	Personal Work Log	N	
02/12/2024	240212-000032	501 W Adams St, Jacksonville, FL 32202	Vernita Williams	Personal Work Log	N	
02/12/2024	240212-000031	501 W Adams St, Jacksonville, FL 32202	Vernita Williams	Personal Work Log	N	
02/05/2024	240205-000025	501 W Adams St, Jacksonville, FL 32202	Vernita Williams	Personal Work Log	N	
02/05/2024	240205-000024	501 W Adams St, Jacksonville, FL 32202	Vernita Williams	Personal Work Log	N	
02/05/2024	240205-000020	501 W Adams St, Jacksonville, FL 32202	Vernita Williams	Personal Work Log	N	
02/05/2024	240205-000019	501 W Adams St, Jacksonville, FL 32202	Vernita Williams	Personal Work Log	N	
02/05/2024	240205-000016	501 W Adams St, Jacksonville, FL 32202	Vernita Williams	Personal Work Log	N	
01/31/2024	240131-000089	1007 Superior St, Jacksonville, FL 32254	James Foister	Request sweep/mop floors and replenishment trash bags	Y	
01/29/2024	240129-000024	501 W Adams St, Jacksonville, FL 32202	Vernita Williams	Personal Work Log	N	
01/29/2024	240129-000022	501 W Adams St, Jacksonville, FL 32202	Vernita Williams	Personal Work Log	N	
01/29/2024	240129-000020	501 W Adams St, Jacksonville, FL 32202	Vernita Williams	Personal Work Log	N	
01/29/2024	240129-000019	501 W Adams St, Jacksonville, FL 32202	Vernita Williams	Personal Work Log	N	
01/29/2024	240129-000018	501 W Adams St, Jacksonville, FL 32202	Vernita Williams	Personal Work Log	N	
01/26/2024	240126-000633	303 N Laura St, Jacksonville, FL 32202	FLA Red	Request clean bathroom	Y	
01/23/2024	240123-001179	117 W Duval St, Jacksonville, FL 32202	Nancy Carlos	Request clean bassboards,walls in bathroom and dust counters	Y	
01/23/2024	240123-000021	1095 A Philip Randolph Blvd, Jacksonville, FL 32206	Danielle Deverson	Odor in lobby from bathroom	Y	
01/22/2024	240122-000019	501 W Adams St, Jacksonville, FL 32202	Vernita Williams	Personal Work Log	N	
01/22/2024	240122-000017	501 W Adams St, Jacksonville, FL 32202	Vernita Williams	Personal Work Log	N	
01/22/2024	240122-000016	501 W Adams St, Jacksonville, FL 32202	Vernita Williams	Personal Work Log	N	
01/22/2024	240122-000014	501 W Adams St, Jacksonville, FL 32202	Vernita Williams	Personal Work Log	N	
01/17/2024	240117-001209	501 E Bay St, Jacksonville, FL 32202	Ben Carder	Request sweep/vaccum stairwell/empty trash	Y	
01/17/2024	240117-001206	501 E Bay St, Jacksonville, FL 32202	Ben Carder	Request trash pickup	Y	
01/17/2024	240117-001189	501 E Bay St, Jacksonville, FL 32202	Ben Carder	Deep clean hall floor	N	
01/17/2024	240117-001136	1095 A Philip Randolph Blvd, Jacksonville, FL 32206	Danielle Deverson	Request clean bathroom and fix toilet	Y	
01/16/2024	240116-000162	2637 W 1st St, Jacksonville, FL 32254	Frances Mathews	Service inquiry	N	

01/16/2024	240116-000044	501 W Adams St, Jacksonville, FL 32202	Vernita Williams	Personal Work Log	N	
01/16/2024	240116-000043	501 W Adams St, Jacksonville, FL 32202	Vernita Williams	Personal Work Log	N	
01/16/2024	240116-000042	501 W Adams St, Jacksonville, FL 32202	Vernita Williams	Personal Work Log	N	
01/16/2024	240116-000041	501 W Adams St, Jacksonville, FL 32202	Vernita Williams	Personal Work Log	N	
01/11/2024	240111-001214	2875 Park St, Jacksonville, FL 32205	Kevin Junkins-Reed	Request clean blood splatter in bathroom	N	
01/11/2024	240111-000991	303 N Laura St, Jacksonville, FL 32202	James Greene	Request spot clean for carpets	N	
01/11/2024	240111-000773	1826 Dunn Ave, Jacksonville, FL 32218	Scott Adams	Stains on carpet	N	
01/11/2024	240111-000559	117 W Duval St, Jacksonville, FL 32202	Nancy Carlos	Request wipe down and vaccuming	Y	
01/11/2024	240111-000513	918 S Edgewood Ave, Jacksonville, FL 32205	Amanda Heaton	Request cleaning of blood in women's bathroom commode	Y	
01/09/2024	240109-000121	501 E Bay St, Jacksonville, FL 32202	Ben Carder	Request clean blood on table	N	
01/08/2024	240108-000482	501 E Bay St, Jacksonville, FL 32202	Ben Carder	Request sweep/mop hairballs/dust	Y	
01/08/2024	240108-000265	1007 Superior St, Jacksonville, FL 32254	Mary Christmas	Request janitorial services	Y	
01/08/2024	240108-000020	501 W Adams St, Jacksonville, FL 32202	Vernita Williams	Personal Work Log	N	
01/08/2024	240108-000019	501 W Adams St, Jacksonville, FL 32202	Vernita Williams	Personal Work Log	N	
01/08/2024	240108-000018	501 W Adams St, Jacksonville, FL 32202	Vernita Williams	Personal Work Log	N	
01/08/2024	240108-000017	501 W Adams St, Jacksonville, FL 32202	Vernita Williams	Personal Work Log	N	
01/08/2024	240108-000016	501 W Adams St, Jacksonville, FL 32202	Vernita Williams	Personal Work Log	N	
01/05/2024	240105-000839	117 W Duval St, Jacksonville, FL 32202	Walk-up St James Information Desk	Request clean spill in lobby	N	
01/03/2024	240103-000025	501 W Adams St, Jacksonville, FL 32202	Vernita Williams	Personal Work Log	N	
01/03/2024	240103-000024	501 W Adams St, Jacksonville, FL 32202	Vernita Williams	Personal Work Log	N	
01/03/2024	240103-000020	501 W Adams St, Jacksonville, FL 32202	Vernita Williams	Personal Work Log	N	
01/03/2024	240103-000019	501 W Adams St, Jacksonville, FL 32202	Vernita Williams	Personal Work Log	N	
01/02/2024	240102-001424	7973 S Old Middleburg Rd, Jacksonville, FL 32222	Alyssa Gilbert	Request clean debris/garbage	Y	
01/02/2024	240102-001281	117 W Duval St, Jacksonville, FL 32202	Walk-up St James Information Desk	Request clean overflowing garbage	Y	
12/29/2023	231229-001272	611 N Liberty St, Jacksonville, FL 32202	Ben Kodatt	Request annual clean of cooking vent hood	N	
12/27/2023	231227-000850	1095 A Philip Randolph Blvd, Jacksonville, FL 32206	Stephanie Leynes	Request dry/clean carpet from roof leak	N	
12/22/2023	231222-000291	303 N Laura St, Jacksonville, FL 32202	Melody Ezik	Request spot clean carpet	N	
12/20/2023	231220-000286	1513 Lasalle St, Jacksonville, FL 32207	Caitlin Ruvolo	Request clean human waste on stairs	N	
12/20/2023	231220-000010	500 E Adams St, Jacksonville, FL 32202	Brian Stanford	Request clean exterior glass	N	
12/15/2023	231215-000450	303 N Laura St, Jacksonville, FL 32202	Joanna Nigrelli	Request clean stains on carpet	N	
12/14/2023	231214-000271	1390 Harrison St, Jacksonville, FL 32206	Kiley Secrest	Request wipe down desk/tables	Y	
12/13/2023	231213-000915	303 N Laura St, Jacksonville, FL 32202	David Goldschmidt	Request clean stains on carpet	N	
12/13/2023	231213-000832	303 N Laura St, Jacksonville, FL 32202	David Goldschmidt	Request clean stains on carpet	N	
12/13/2023	231213-000694	13295 Beach Blvd, Jacksonville, FL 32246	Jencey Gortney	Request remove gum from towel dispenser	N	
12/13/2023	231213-000544	10080 Beach Blvd, Jacksonville, FL 32246	James Cockayne	Request pressure wash building	N	
12/13/2023	231213-000350	303 N Laura St, Jacksonville, FL 32202	Jeffrey Segassie	Request clean stains on carpet	N	
12/12/2023	231212-001232	407 N Laura St, Jacksonville, FL 32202	Jerry Coxen	Request disinfect ladies room	N	
12/12/2023	231212-001176	303 N Laura St, Jacksonville, FL 32202	Nita Novak	Request clean stains on carpet	N	
12/12/2023	231212-000686	1513 Lasalle St, Jacksonville, FL 32207	Ericka Rider	Request clean oxidation from shower	Y	
12/11/2023	231211-000533	303 N Laura St, Jacksonville, FL 32202	David Goldschmidt	Request clean stains on carpet	N	
12/11/2023	231211-000022	501 W Adams St, Jacksonville, FL 32202	Vernita Williams	Personal Work Log	N	
12/11/2023	231211-000020	501 W Adams St, Jacksonville, FL 32202	Vernita Williams	Personal Work Log	N	
12/11/2023	231211-000019	501 W Adams St, Jacksonville, FL 32202	Vernita Williams	Personal Work Log	N	
12/11/2023	231211-000018	501 W Adams St, Jacksonville, FL 32202	Vernita Williams	Personal Work Log	N	
12/11/2023	231211-000017	501 W Adams St, Jacksonville, FL 32202	Vernita Williams	Personal Work Log	N	
12/06/2023	231206-000878	501 E Bay St, Jacksonville, FL 32202	Ben Carder	Request clean mold in men's shower	Y	
12/06/2023	231206-000171	303 N Laura St, Jacksonville, FL 32202	Joanna Nigrelli	Request clean spill on staircase	N	
12/06/2023	231206-000078	2637 W 1st St, Jacksonville, FL 32254	Frances Mathews	Request papertowel key	N	
12/05/2023	231205-001232	2304 N Myrtle Ave, Jacksonville, FL 32209	Alexia Molina Nieves	Request refill of paper/soap and mop/dust bathroom	Y	
12/05/2023	231205-000828	501 W Adams St, Jacksonville, FL 32202	Michael McKenzie	Personal Work Log	N	
12/05/2023	231205-000792	303 N Laura St, Jacksonville, FL 32202	Joanna Nigrelli	Request clean stains on carpet	N	
12/05/2023	231205-000560	1513 Lasalle St, Jacksonville, FL 32207	Ericka Rider	Request odor neutralizer/and remove sanitary napkins from planter trough	Y	
12/05/2023	231205-000462	1513 Lasalle St, Jacksonville, FL 32207	Amy Parmelee	Clean human waste outside of building	N	
12/04/2023	231204-000405	303 N Laura St, Jacksonville, FL 32202	Joanna Nigrelli	Request clean stains on carpet	N	
12/04/2023	231204-000397	303 N Laura St, Jacksonville, FL 32202	Joanna Nigrelli	Request clean stains on carpet	N	
12/04/2023	231204-000024	501 W Adams St, Jacksonville, FL 32202	Vernita Williams	Personal Work Log	N	
12/04/2023	231204-000022	501 W Adams St, Jacksonville, FL 32202	Vernita Williams	Personal Work Log	N	
12/04/2023	231204-000021	501 W Adams St, Jacksonville, FL 32202	Vernita Williams	Personal Work Log	N	
12/04/2023	231204-000020	501 W Adams St, Jacksonville, FL 32202	Vernita Williams	Personal Work Log	N	
12/04/2023	231204-000019	501 W Adams St, Jacksonville, FL 32202	Vernita Williams	Personal Work Log	N	
12/02/2023	231202-000039	0 HOGAN ST N, Jacksonville, FL 32202	Clorraine Island	Request paper towels in kitchen	Y	
12/01/2023	231201-000321	117 W Duval St, Jacksonville, FL 32202	Walk-up St James Information Desk	Request soap in women's bathroom	Y	
12/01/2023	231201-000029	501 E Bay St, Jacksonville, FL 32202	Ben Carder	Request empty trash in warehouse	Y	
11/30/2023	231130-001148	303 N Laura St, Jacksonville, FL 32202	Nita Novak	Request clean stains on carpet	N	
11/30/2023	231130-000970	303 N Laura St, Jacksonville, FL 32202	Catherine Devanny	Request clean stains on carpet	N	
11/29/2023	231129-000738	501 E Bay St, Jacksonville, FL 32202	Ben Carder	Request to dust air vent	N	
11/29/2023	231129-000425	3330 Kori Rd, Jacksonville, FL 32257	Christie Rogers	Request custodian services	N	
11/29/2023	231129-000376	12125 San Jose Blvd, Jacksonville, FL 32223	Theresa Rooney	Request custodian services	N	
11/29/2023	231129-000354	1513 Lasalle St, Jacksonville, FL 32207	Caitlin Ruvolo	Request clean human waste from exterior of building	N	
11/27/2023	231127-001552	1826 Dunn Ave, Jacksonville, FL 32218	Teslyn Stubbs	Request clean vomit from mens bathroom	N	
11/27/2023	231127-000842	303 N Laura St, Jacksonville, FL 32202	Hannah Genslinger	Request clean stains on carpet	N	
11/27/2023	231127-000030	501 W Adams St, Jacksonville, FL 32202	Vernita Williams	Personal Work Log	N	
11/27/2023	231127-000028	501 W Adams St, Jacksonville, FL 32202	Vernita Williams	Personal Work Log	N	
11/27/2023	231127-000027	501 W Adams St, Jacksonville, FL 32202	Vernita Williams	Personal Work Log	N	

11/27/2023	231127-000026	501 W Adams St, Jacksonville, FL 32202	Vernita Williams	Personal Work Log	N	
11/27/2023	231127-000024	501 W Adams St, Jacksonville, FL 32202	Vernita Williams	Personal Work Log	N	
11/25/2023	231125-000039	1513 Lasalle St, Jacksonville, FL 32207	Ericka Rider	Request clean human waste from exterior of building	N	
11/21/2023	231121-000751	1513 Lasalle St, Jacksonville, FL 32207	Mia Clark	Vacuum out of order	Y	
11/21/2023	231121-000616	1390 Harrison St, Jacksonville, FL 32206	Kiley Secrest	Request mop floor/empty trash bins	Y	
11/20/2023	231120-001040	1390 Harrison St, Jacksonville, FL 32206	Tamera Branam	Request clean human waste from exterior of building	N	
11/18/2023	231118-000142	303 N Laura St, Jacksonville, FL 32202	Joanna Nigrelli	Request clean stains on carpet	N	
11/18/2023	231118-000064	1513 Lasalle St, Jacksonville, FL 32207	Amy Parmelee	Request clean human waste from exterior of building	N	
11/16/2023	231116-001153	303 N Laura St, Jacksonville, FL 32202	Nita Novak	Request clean stains on carpet	N	
11/16/2023	231116-000700	303 N Laura St, Jacksonville, FL 32202	Joanna Nigrelli	Request clean stains on carpet	N	
11/16/2023	231116-000571	501 E Bay St, Jacksonville, FL 32202	Ben Carder	Request empty trash	Y	
11/16/2023	231116-000247	1390 Harrison St, Jacksonville, FL 32206	Kiley Secrest	Request vaccuming	Y	
11/15/2023	231115-000369	2809 Commonwealth Ave, Jacksonville, FL 32254	Alina Gonzalez	Request empty trash	Y	
11/15/2023	231115-000314	1390 Harrison St, Jacksonville, FL 32206	Kiley Secrest	Request clean bathroom floors, sinks, commodes and vacuum carpet	Y	
11/14/2023	231114-000515	1095 A Philip Randolph Blvd, Jacksonville, FL 32206	Danielle Deverson	Request deep cleaning of building	N	
11/13/2023	231113-001314	303 N Laura St, Jacksonville, FL 32202	Jeffrey Segassie	Request clean stains on carpet	N	
11/13/2023	231113-001005	117 W Duval St, Jacksonville, FL 32202	Walk-up St James Information Desk	Request soap, towels, tissue in women's bathroom	Y	
11/13/2023	231113-000676	1513 Lasalle St, Jacksonville, FL 32207	Caitlin Ruvalo	Request clean human waste from exterior of building	N	
11/13/2023	231113-000020	501 W Adams St, Jacksonville, FL 32202	Vernita Williams	Personal Work Log	N	
11/13/2023	231113-000019	501 W Adams St, Jacksonville, FL 32202	Vernita Williams	Personal Work Log	N	
11/13/2023	231113-000018	501 W Adams St, Jacksonville, FL 32202	Vernita Williams	Personal Work Log	N	
11/13/2023	231113-000016	501 W Adams St, Jacksonville, FL 32202	Vernita Williams	Personal Work Log	N	
11/13/2023	231113-000015	501 W Adams St, Jacksonville, FL 32202	Vernita Williams	Personal Work Log	N	
11/09/2023	231109-000993	117 W Duval St, Jacksonville, FL 32202	Laura Davis	Request bathroom tissue	Y	
11/09/2023	231109-000732	2809 Commonwealth Ave, Jacksonville, FL 32254	Alexia Molina Nieves	Request mop bathroom	Y	
11/09/2023	231109-000607	117 W Duval St, Jacksonville, FL 32202	Mary Fletcher	Request paper towels for bathroom	Y	
11/09/2023	231109-000275	1020 Superior St, Jacksonville, FL 32254	Alex Ciprian	Request empty/replace trash liners	Y	
11/08/2023	231108-000350	501 E Bay St, Jacksonville, FL 32202	Ben Carder	Request empty/replace trash liners	Y	
11/08/2023	231108-000336	501 E Bay St, Jacksonville, FL 32202	Ben Carder	Request empty/replace trash liners	Y	
11/07/2023	231107-000786	1826 Dunn Ave, Jacksonville, FL 32218	Portia Price	Request clean moist/odory carpet	Y	
11/06/2023	231106-000631	3726 Blanding Blvd, Jacksonville, FL 32210	Ben Carder	Confirmation of completed cleaning	N	
11/06/2023	231106-000025	501 W Adams St, Jacksonville, FL 32202	Vernita Williams	Personal Work Log	N	
11/06/2023	231106-000023	501 W Adams St, Jacksonville, FL 32202	Vernita Williams	Personal Work Log	N	
11/06/2023	231106-000019	501 W Adams St, Jacksonville, FL 32202	Vernita Williams	Personal Work Log	N	
11/06/2023	231106-000018	501 W Adams St, Jacksonville, FL 32202	Vernita Williams	Personal Work Log	N	
11/05/2023	231105-000073	303 N Laura St, Jacksonville, FL 32202	David Goldschmidt	Request dust baseboards	Y	
11/05/2023	231105-000064	303 N Laura St, Jacksonville, FL 32202	David Goldschmidt	Request clean stains on carpet	N	
11/02/2023	231102-000732	501 E Bay St, Jacksonville, FL 32202	Brad Lindsey	Request empty/replace trash liners	Y	
11/02/2023	231102-000532	2809 Commonwealth Ave, Jacksonville, FL 32254	Alina Gonzalez	Request deep cleaning of bathroom	N	
11/02/2023	231102-000320	117 W Duval St, Jacksonville, FL 32202	Walk-up St James Information Desk	Request clean blood off bathroom floor	N	
11/01/2023	231101-000959	9900 Regency Square Blvd, Jacksonville, FL 32225	Curt Beadell	Request clean waste from commode	Y	
11/01/2023	231101-000260	303 N Laura St, Jacksonville, FL 32202	Joanna Nigrelli	Request clean stains on carpet	N	
10/31/2023	231031-001071	501 W Adams St, Jacksonville, FL 32202	Michael Mckenzie	Request humidifiers/fans	N	
10/30/2023	231030-001041	2759 Bartley Cir, Jacksonville, FL 32207	Elanine Jacobs	Request remove dead animal from vents/cleaning	N	
10/30/2023	231030-000652	7973 S Old Middleburg Rd, Jacksonville, FL 32222	Alyssa Gilbert	Cleaning staff did not lock exterior doors after leaving the site	Y	
10/30/2023	231030-000316	6887 103rd St, Jacksonville, FL 32210	Kara Chenoweth	Clean marks/debris from table	Y	
10/30/2023	231030-000043	501 W Adams St, Jacksonville, FL 32202	Vernita Williams	Personal Work Log	N	
10/30/2023	231030-000041	501 W Adams St, Jacksonville, FL 32202	Vernita Williams	Personal Work Log	N	
10/30/2023	231030-000040	501 W Adams St, Jacksonville, FL 32202	Vernita Williams	Personal Work Log	N	
10/30/2023	231030-000037	501 W Adams St, Jacksonville, FL 32202	Vernita Williams	Personal Work Log	N	
10/30/2023	231030-000035	501 W Adams St, Jacksonville, FL 32202	Vernita Williams	Personal Work Log	N	
10/27/2023	231027-000578	13295 Beach Blvd, Jacksonville, FL 32246	Caryn Bellavia	Clean human waste from exterior of buidling	N	
10/27/2023	231027-000597	1076 W Duval St, Jacksonville, FL 32204	Ben Carder	Request custodial services	Y	
10/26/2023	231026-001090	117 W Duval St, Jacksonville, FL 32202	Laura Davis	Request paper towels in bathroom	Y	
10/26/2023	231026-000981	2875 Park St, Jacksonville, FL 32205	Maria Griffith	Request clean stains on carpet	N	
10/26/2023	231026-000819	7973 S Old Middleburg Rd, Jacksonville, FL 32222	Kimberly Kirkland	Clean soiled workroom chair	N	
10/26/2023	231026-000559	2100 N Jefferson St, Jacksonville, FL 32209	Tim Crutchfield	Request clean stains on carpet	N	
10/26/2023	231026-000197	117 W Duval St, Jacksonville, FL 32202	Laura Davis	Request empty/replace trash liners	Y	
10/26/2023	231026-000020	501 E Bay St, Jacksonville, FL 32202	Ben Carder	Request clean floors	Y	
10/26/2023	231026-000016	3726 Blanding Blvd, Jacksonville, FL 32210	Ben Carder	Request clean JSO substation	Y	
10/25/2023	231025-000599	501 E Bay St, Jacksonville, FL 32202	Ben Carder	Request vaccum floors	Y	
10/24/2023	231024-001310	10599 Deerwood Park Blvd, Jacksonville, FL 32256	Crystal Kadhodaie	Scratched shelves	Y	
10/24/2023	231024-000632	501 E Bay St, Jacksonville, FL 32202	Ben Carder	Request empty/replace trash liners	N	
10/24/2023	231024-000113	117 W Duval St, Jacksonville, FL 32202	Walk-up St James Information Desk	Request clean blood from commode	N	
10/24/2023	231024-000193	2915 Parental Home Rd, Jacksonville, FL 32216	Sakenia Frazier	Request clean floors, empty trash, restock supplies	Y	
10/23/2023	231023-000029	501 W Adams St, Jacksonville, FL 32202	Vernita Williams	Personal Work Log	N	
10/23/2023	231023-000028	501 W Adams St, Jacksonville, FL 32202	Vernita Williams	Personal Work Log	N	
10/23/2023	231023-000027	501 W Adams St, Jacksonville, FL 32202	Vernita Williams	Personal Work Log	N	
10/23/2023	231023-000026	501 W Adams St, Jacksonville, FL 32202	Vernita Williams	Personal Work Log	N	
10/23/2023	231023-000014	117 W Duval St, Jacksonville, FL 32202	Laura Davis	Request towels in breakroom	Y	
10/21/2023	231021-000137	303 N Laura St, Jacksonville, FL 32202	Joanna Nigrelli	Request clean stains on carpet	N	
10/20/2023	231020-001084	12125 San Jose Blvd, Jacksonville, FL 32223	Theresa Rooney	Request upholstery cleaning	N	
10/20/2023	231020-000945	1755 W Edgewood Ave, Jacksonville, FL 32208	Aaron Neff	Request clean stains on carpet	N	

10/20/2023	231020-000936	1755 W Edgewood Ave, Jacksonville, FL 32208	Aaron Neff	Request vaccum, mop, entry trash, wipe down tables	Y	
10/20/2023	231020-000423	1024 Superior St, Jacksonville, FL 32254	Theresa Coppa	Request sanitize floor after vomit event	N	
10/20/2023	231020-000026	609 N St Johns Bluff Rd, Jacksonville, FL 32225	Jim Lange	Confirmation of service completed	N	
10/18/2023	231018-000639	501 E Bay St, Jacksonville, FL 32202	Ben Carder	Request toilet paper, soap and paper towles in women's restroom	Y	
10/18/2023	231018-000154	501 E Bay St, Jacksonville, FL 32202	Ben Carder	Request to remove trash can	N	
10/18/2023	231018-000079	501 E Bay St, Jacksonville, FL 32202	Ben Carder	Request vaccumm	Y	
10/16/2023	231016-000691	501 E Bay St, Jacksonville, FL 32202	Ben Carder	Request sweep/mop women's bathroom	Y	
10/16/2023	231016-000029	501 W Adams St, Jacksonville, FL 32202	Vernita Williams	Personal Work Log	N	
10/16/2023	231016-000028	501 W Adams St, Jacksonville, FL 32202	Vernita Williams	Personal Work Log	N	
10/16/2023	231016-000027	501 W Adams St, Jacksonville, FL 32202	Vernita Williams	Personal Work Log	N	
10/16/2023	231016-000025	501 W Adams St, Jacksonville, FL 32202	Vernita Williams	Personal Work Log	N	
10/16/2023	231016-000024	501 W Adams St, Jacksonville, FL 32202	Vernita Williams	Personal Work Log	N	
10/14/2023	231014-000115	407 N Laura St, Jacksonville, FL 32202	Jerry Coxen	Request clean bathroom stalls	Y	
10/13/2023	231013-000631	501 E Bay St, Jacksonville, FL 32202	Ben Carder	Request clean bathroom floors	Y	
10/13/2023	231013-000616	7973 S Old Middleburg Rd, Jacksonville, FL 32222	Alyssa Gilbert	Clean wet seat	N	
10/13/2023	231013-000609	303 N Laura St, Jacksonville, FL 32202	Caryn Bellavia	Request custodial service	N	
10/13/2023	231013-000576	2875 Park St, Jacksonville, FL 32205	Alison Halkovic	Clean grime/debris from lighting tiles	N	
10/12/2023	231012-000446	501 E Bay St, Jacksonville, FL 32202	Ben Carder	Request emptr waste bins	Y	
10/12/2023	231012-000373	303 N Laura St, Jacksonville, FL 32202	Lloyd Boyd	Request clean stains on carpet	N	
10/11/2023	231011-000814	501 E Bay St, Jacksonville, FL 32202	Ben Carder	Request sweep under desks	Y	
10/11/2023	231011-000764	501 E Bay St, Jacksonville, FL 32202	Ben Carder	Request Windows, dusting, vacuuming	Y	
10/11/2023	231011-000753	501 E Bay St, Jacksonville, FL 32202	Ben Carder	Request vacumming	Y	
10/11/2023	231011-000693	501 E Bay St, Jacksonville, FL 32202	Ben Carder	Request vacumming	Y	
10/11/2023	231011-000397	501 E Bay St, Jacksonville, FL 32202	Ben Carder	Request emptr garbage bins	Y	
10/09/2023	231009-000833	501 E Bay St, Jacksonville, FL 32202	Ben Carder	Request consistent/regular trash pickup	Y	
10/09/2023	231009-000020	501 W Adams St, Jacksonville, FL 32202	Vernita Williams	Personal Work Log	N	
10/09/2023	231009-000018	501 W Adams St, Jacksonville, FL 32202	Vernita Williams	Personal Work Log	N	
10/09/2023	231009-000017	501 W Adams St, Jacksonville, FL 32202	Vernita Williams	Personal Work Log	N	
10/09/2023	231009-000016	501 W Adams St, Jacksonville, FL 32202	Vernita Williams	Personal Work Log	N	
10/09/2023	231009-000014	501 W Adams St, Jacksonville, FL 32202	Vernita Williams	Personal Work Log	N	
10/06/2023	231006-001079	317 A Philip Randolph Blvd, Jacksonville, FL 32202	Kate Hallock	Possible deceased animal inside air vents	N	
10/06/2023	231006-000857	501 E Bay St, Jacksonville, FL 32202	Ben Carder	Request consistent/regular trash pickup	Y	
10/05/2023	231005-000613	303 N Laura St, Jacksonville, FL 32202	Caryn Bellavia	Request cleaning for mayoral visit	N	
10/05/2023	231005-000339	501 E Bay St, Jacksonville, FL 32202	Ben Carder	Request consistent/regular trash pickup	Y	
10/05/2023	231005-000288	501 E Bay St, Jacksonville, FL 32202	Ben Carder	Request custodial services	N	
10/05/2023	231005-000222	501 E Bay St, Jacksonville, FL 32202	Ben Carder	Request consistent/regular trash pickup	Y	
10/04/2023	231004-001413	1513 Lasalle St, Jacksonville, FL 32207	Ericka Rider	Request additional cleaning/wet vac	N	
10/04/2023	231004-000454	9501 Arlington Expy, Jacksonville, FL 32225	Ben Carder	Request consistent/regular trash pickup	Y	
10/04/2023	231004-000379	501 E Bay St, Jacksonville, FL 32202	Ben Carder	Request consistent/regular maintenance of all contract areas	Y	
10/04/2023	231004-000172	303 N Laura St, Jacksonville, FL 32202	Chester Price	Request clean stains on carpet	N	
10/03/2023	231003-001015	501 E Bay St, Jacksonville, FL 32202	Ben Carder	Request consistent/regular trash pickup	Y	
10/03/2023	231003-001005	501 E Bay St, Jacksonville, FL 32202	Ben Carder	Request trash pick up, mopping, stocking restroom supplies	Y	
10/03/2023	231003-000955	501 E Bay St, Jacksonville, FL 32202	Ben Carder	Request consistent/regular trash pick up	Y	
10/03/2023	231003-000776	1826 Dunn Ave, Jacksonville, FL 32218	Caryn Bellavia	Request janitorial services	Y	
10/03/2023	231003-000070	501 E Bay St, Jacksonville, FL 32202	Ben Carder	Request consistent/regular maintenance of all contract areas	Y	
10/02/2023	231002-001160	3726 Blanding Blvd, Jacksonville, FL 32210	Ben Carder	Request custodial services	Y	
10/02/2023	231002-000054	501 E Bay St, Jacksonville, FL 32202	Ben Carder	Request emptr trash cans	Y	
10/02/2023	231002-000034	501 W Adams St, Jacksonville, FL 32202	Vernita Williams	Personal Work Log	N	
10/02/2023	231002-000033	501 W Adams St, Jacksonville, FL 32202	Vernita Williams	Personal Work Log	N	
10/02/2023	231002-000031	501 W Adams St, Jacksonville, FL 32202	Vernita Williams	Personal Work Log	N	
10/02/2023	231002-000025	501 W Adams St, Jacksonville, FL 32202	Vernita Williams	Personal Work Log	N	
10/02/2023	231002-000024	501 W Adams St, Jacksonville, FL 32202	Vernita Williams	Personal Work Log	N	