

# Custodial Program Update

John Thumma, Director of Facilities and Maintenance

Presented to CBAC \* March 2018



Chesterfield County Public Schools



# Overview

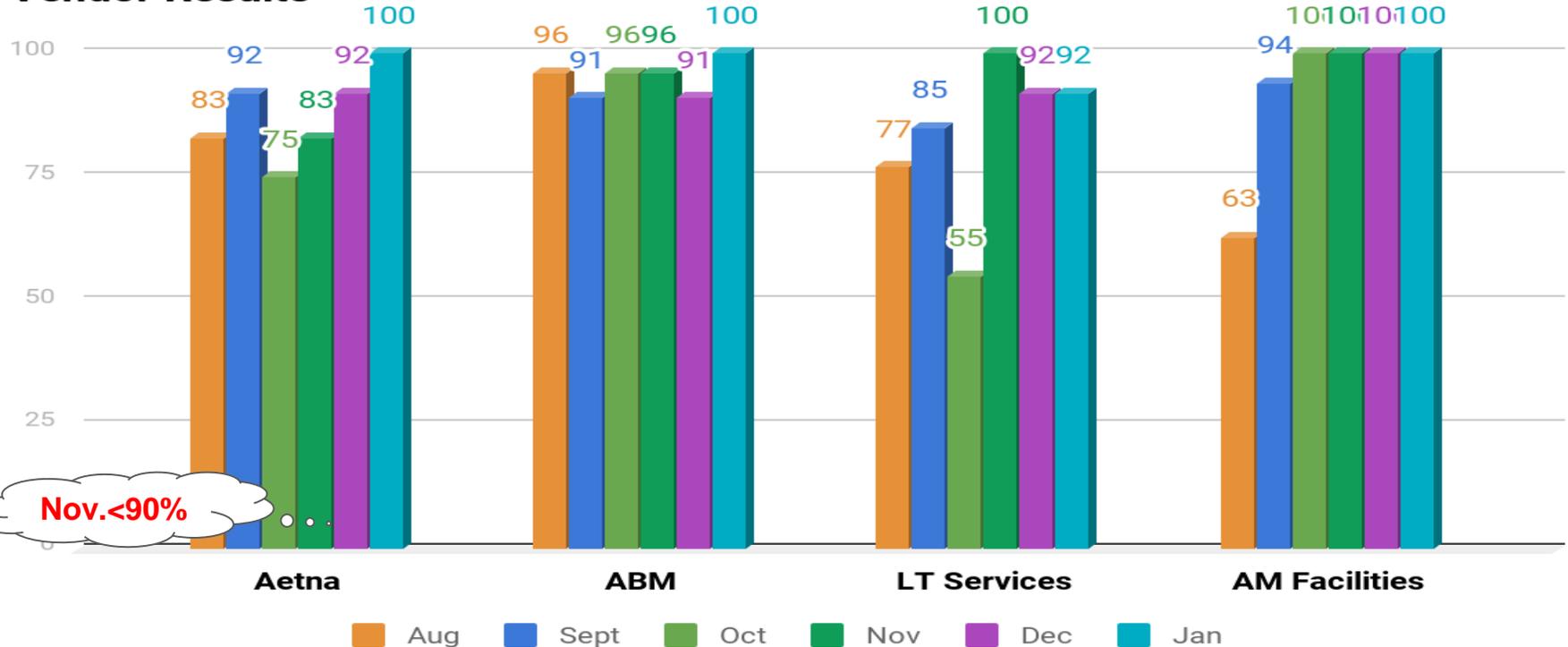
- Contractors and Day Porter APPA results are remaining steady at 90% or more schools meeting APPA 2 level of cleanliness. Aetna has shown improvement although they did not meet the November requirement of 90%.
- Continuous improvement efforts are ongoing in the areas of
  - Clarification of contract terms and conditions
  - Use of biometric scanners
  - Managing documents





# Vendor APPA Scores

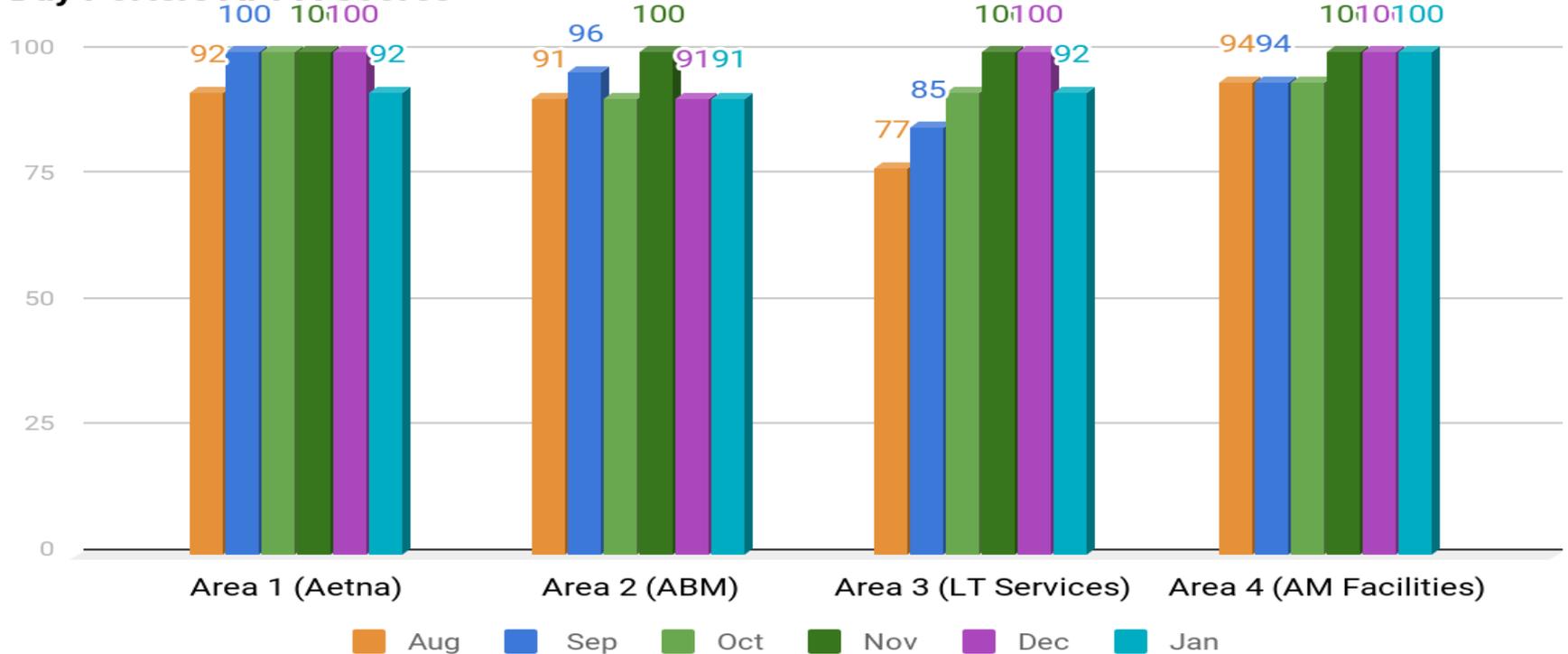
## Vendor Results





# Day Porter APPA Scores

Day Porters APPA Scores





# Continuous Improvement Efforts

## 1. Strengthened the contract language to provide greater specificity:

- a. Vendor has 30 days to make up work hours missed in the previous month.
- b. Cleantelligent inspections will not occur during the summer unless the area is used for summer school.

## 1. Roll out of biometric scanners:

- a. Original schedule to complete pilot by December delayed due to search for equipment and need for thorough legal review.
- b. Current schedule is to complete the pilot at Salem Church MS, Matoaca ES, and James River HS by mid-March.

## 2. Documentation management:

- a. Implemented use of the HR employee-tracking model to track Contractor employees.
- b. Updated custodial tracking sheet pilot completed Feb. 1; go-live for entire district Feb 4. The new sheet uses “pull down” tabs for data entry and automatically sends time-stamped email notifications to vendors with each entry.



# Contract Amendment for Hours Worked

Custodial services plans to strengthened the contract language to provide greater specificity. The **previous language** stated;

*“The contractor shall provide documentation on a weekly basis that minimum staffing levels for custodians actually working were at least 98% each week for each location. Failure to meet the 98% average level of attendance for an entire month will require the contractor to make up the work hours missed in order to meet 100% staffing level man-hours at no charge to CCPS.”*

The **revised contract language** reads as followed;

*The contractor shall provide documentation on a weekly basis that minimum staffing levels for custodians actually working were at least 98% each week for each location. Failure to meet the 98% average level of attendance for an entire month will require the contractor to make-up the work hours missed **by the end of the subsequent month** to meet 100% staffing level man hours at no charge to CCPS. **In the event the hours are not fulfilled by the aforementioned time period, CCPS, at its’ own discretion, may impose the Additional Service Fee hourly rate per hours missed to augment services at the schools to meet APPA 2 standing. The fee shall be deducted from the following monthly invoice payment.”***



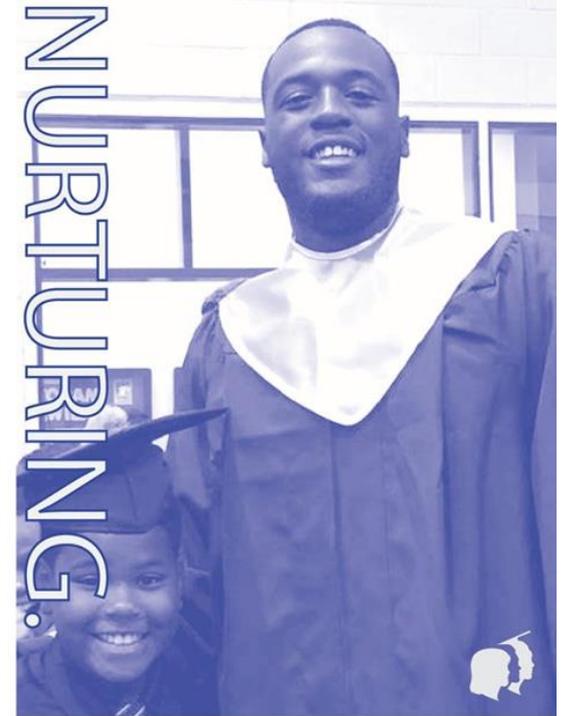
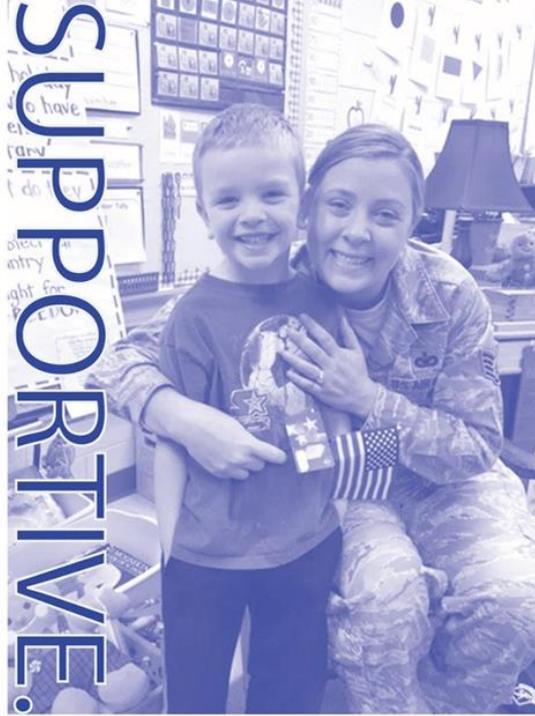
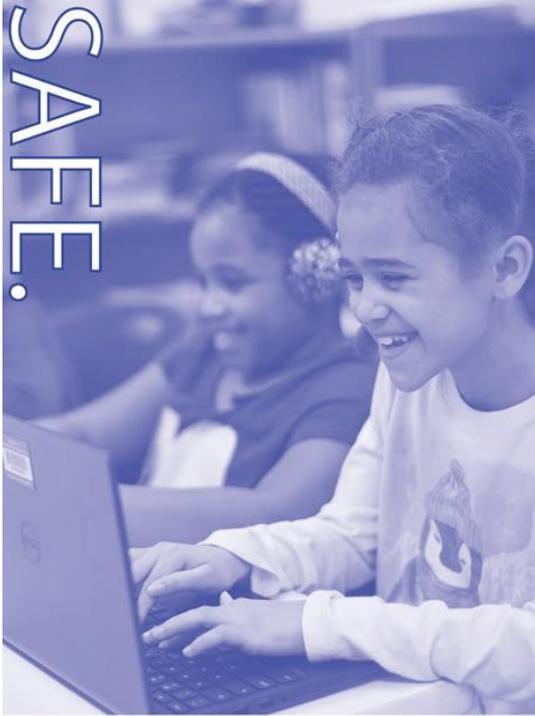
# Charge Backs for APPA By Vendor

1. Year to Date the following Charge Backs for APPA:
  - a. Aetna- \$40,099.00
  - b. ABM- \$2,922.11
  - c. LT Services- \$6,434.18
  - d. American Facilities- \$419.00
  
1. Year to Date the summary for vendor hours:
  - a. Aetna - deficient 1,094 hours (2% of total hours owed)
  - b. ABM - deficient 2,974 hours (2% of total hours owed)
  - c. LT Services - deficient 1,211 hours (1% of total hours owed)
  - d. American Facilities - deficient 26,012 hours (24% of total hours owed)



# Action Plan for Deficient Hours

- [Aetna](#)- 4 schools that are deficient in hours. Part time staff at the 4 schools will work additional hours. They will also plan to work 12 hour shifts during spring break.
- [ABM](#)- 5 schools that are deficient. Starting 2.25.19 staff for schools over the contract required hours will shift part of their time to schools with deficient hours. They will also plan to shift the permanent staff at their deficient schools from 8 hours a day to 10 to make up for deficiencies.
- [LT Services](#)- 5 deficient schools. Starting 02.23.19 staff will work 7 consecutive Saturdays to make up for the deficient hours.
- [American Facilities](#)-15 schools deficient. Starting 02.18.19, all part time employees will transition to full time at all of their schools. The company also intends to over hire to make up for their schools with the highest deficiencies. Their corporate team is also working to organize a transition team to ensure that if there is staff attrition or call outs the company is able to remain on track to make up the hours by the end of Spring Break week. CCPS will plan to recoup any hours not made up at this time monetarily from American Facilities.



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