



Custodial Services Update

December 3, 2015



Topics



- ▶ History
- ▶ Issues
- ▶ Current Strategies
- ▶ GCA's Current Status Report
- ▶ Employee Survey Results as of Today
- ▶ Continuing Issues
- ▶ Next Steps



History

- 2013-2017 QESPA Agreement
 - QCSD retained 20 custodial positions (to be reduced by attrition)
 - Remaining positions and management were outsourced
 - Bargaining unit concessions and pay cuts (partially restored for 2014-15)
- RFP and Selection Process
- GCA started in September 2013
- Savings – over \$3 million over the 2-3/4 year period

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Issues

- ▶ Mid-year start up
 - ▶ Missed first year summer cleaning
 - ▶ Difficulty ramping up to full complement of employees
- ▶ Supervision and supervisor turnover
- ▶ Lack of understanding of scope of work
- ▶ Quality of work
- ▶ Quality of inspections
- ▶ Inadequate equipment



Current Strategies

- Frequent meetings with senior GCA management
- Parent engagement
- Formal quarterly review meetings
- Employee surveys and shared data
- Active management and inspections



GCA's Current Status Report

as of December 1, 2015

[GCA Status Report](#)



Employee Survey Results as of December 3, 2015

- ▶ 193 Responses
- ▶ Scale of 1 (Unacceptable) to 10 (Meeting Expectations)
- ▶ Rating of cleaning performance as of the start of the school year:
 - ▶ 4.9
- ▶ Rating of cleaning performance as of today:
 - ▶ 4.6
- ▶ Rating of GCA responsiveness when problems are reported:
 - ▶ 5.0
- ▶ Change
 - ▶ 49 respondents increased their rating
 - ▶ 57 respondents decreased their rating
 - ▶ 87 respondents gave the same rating



Continuing Issues

- ▶ Consistency (samples)
- ▶ Staff and parent confidence
- ▶ Attention to detail
- ▶ Quality of inspection

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Next Steps

- ▶ Continue active management
- ▶ Continue use of employee surveys
- ▶ Evaluate results of holiday intensive work
- ▶ Resurvey all employees in 60 days and 90 days (to obtain two additional data points)



Questions