

Life After Privatization
October 5, 2009

11th Annual Facilities/Operations Director Conference & Expo

Life After Privatization...

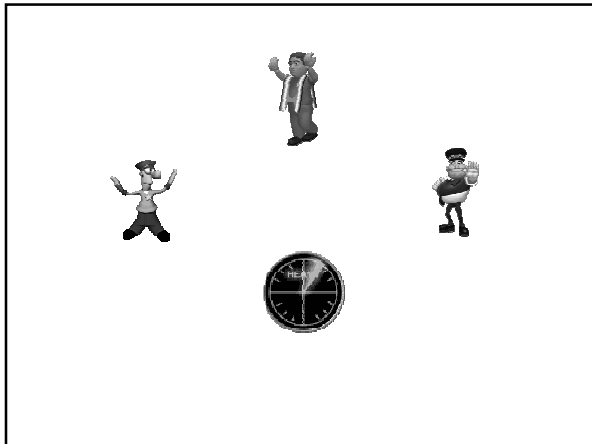
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graph TD
    S[Superintendent] --> DS[B]
    S --> DE[Deputy Supt. Education]
    DS --> DFO[Dir. Facility Operations]
    DFO --> MCS[Mgr. Contracted Services]
    DFO --> MME[Mgr. Maint. & Eng.]
    MCS --> FS[Facility Supervisors (2)]
  
```

Custodial Contract:	\$2,518,103
Transportation Contract:	\$2,532,832
Food Service Contract:	\$2,183,614
Total:	\$7,234,549 (7 - 8% of budget)

Life After Privatization...

- *Communication*
- *Financial*
- *"Resolution Center"*
- *In-House Assistance*
- *Miscellaneous Items*
- *Knowledge Transfer*



Life After Privatization...Communication

- **Custodial**
 - bi-weekly meeting with local contractor representatives and Facility Supervisors
- **Transportation**
 - bi-weekly meeting with local contractor representative and Assistant Superintendent for Business Services
- **Food Service**
 - bi-weekly meeting with local contractor representative and Facility Supervisors

Life After Privatization...Communication

“Norms”

- We will be supportive rather than judgmental.
- We will give helpful feedback directly and openly.

Life After Privatization...”Resolution Center”

• **Building Inspections**

- conduct full building inspections 3-4 times annually
- provide reports by building on deficiencies
- assist with retraining
- re-inspect trouble areas

Life After Privatization...”Resolution Center”

• **Problem Solving**

- assist with trouble shooting and general problem solving for all department issues....and beyond

• **Principals**

- meet with Principals (one on one & w/contractor) to ensure needs are being met

• **Fuel System Oversight**

- learn and monitor system for abuse/usage etc.

Life After Privatization...”Resolution Center”

• **Energy Conservation**

- assist with communicating district program and work with custodial contractor on implementation

• **Equipment Demonstrations**

- stay abreast with the latest technology by having the newest equipment on the market demonstrated in the district as interest arises

• **Emergency Cleaning Procedures**

- MRSA, H1N1 etc.

Life After Privatization...”Resolution Center”

- **Relocation Coordinator**
 - plan and schedule district-wide moves/relocations of staff etc.
- **Building “Quick Checks”**
 - walk buildings on a regular basis (between full inspections) to ensure quality standards

Life After Privatization...”Miscellaneous Items”

- **District Comparison:** compare various district department expenses with other districts/peers etc. (MSBO Surveys—custodial/transportation; Oakland County Surveys; Peer & Data Dashboards—under development)
- **Survey’s:** develop, send and analyze surveys related to customer satisfaction among the contracted services

Life After Privatization...”Miscellaneous Items”

- **Custodial work-load program (Breeze):** maintain, update & utilize
- **“Good Neighbor Program”:** meet with school districts interested in investigating “contracting”
- **Board Updates:** as requested (1-2 times/year)
- **Principal Meeting Updates:** 2-3 times/year

Life After Privatization...”Miscellaneous Items”

- **Corporate Reviews:** meet with corporate management 1-4 times annually and/or as needed
- **Office Space:**
 - “Manager of Contracted Services” office next to contractor’s office (both Custodial & Transportation
 - relocating Food Service to same building
- **Solid Contract:** take the time to have reviewed by legal/attorney (multi-million dollar contracts!)

Life After Privatization...”Knowledge Transfer”

“Facility Supervisor” vs. “Facility Coordinator”
...is it only a title?

Job Summary:

The Facility Coordinator reports directly to and supports the Manager of Contracted Services. He/she will be responsible for the operation of their assigned facilities to ensure that standards of cleanliness, sanitation, comfort, safety, security, customer service and availability are maintained to the established performance standards. The purpose of this job is to support the districts Manager of Contracted Services through the activities listed below. All of these items are District-Wide and represents management to provide oversight & compliance of the custodial contract.

- *transfer of historical institutional knowledge & goals is critical*

Life After Privatization...”Assistance”

Characteristic Duties and Responsibilities

- (as well as with any other contractor assigned).
- as well as any other special project as assigned etc.
- Will assist Manager of Contracted Services with other departments as assigned (i.e. Transportation, Food Service, etc.) Will help to ensure transition to create an on-going successful partnership with the contractor(s).
- This list is only a representation of the general type of work to be performed by this position. It is not intended to be all-inclusive. Other work may be added or deleted.

Life After Privatization...

“One Building Block at a Time....”

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Static Slide Page

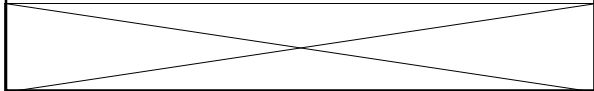
- Your Text Here

Template Instructions

Animation Factory templates are ready to use. Simply extract all the files from the zip file. This template will extract into a folder. In the folder are a .ppt file and 2 or more .swf files.

It is important the files with a .swf extension remain in the same directory as your final presentation for the animation effects to work.

Suggested Directory Structure:
your_presentation_directory
your_presentation.ppt
animation_files.swf



Life After Privatization..."Assistance"

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Life After Privatization..."Assistance"

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Animation Factory Animated Templates

You may delete this page.

In order for our templates to run properly, please check the system requirements below.

System Requirements:

1. Internet Explorer

2. Flash Player 8 (or better) installed in Internet Explorer.

PowerPoint will use the IE Flash Player to display the animations.

3. Visual Basic For Applications

This should have been installed automatically when you installed PowerPoint.

If not, this is located in the MS Office settings:

- A. In the computer control panel, choose **"Add or Remove Programs"**.
- B. Under Microsoft Office, choose **"Change"**
- C. Choose **"Add or Remove"** features.
- D. Under Office Shared Features,
Select **"Visual Basic for Applications"** and choose
"Run from My Computer"
