Beaufort County Board of Education
Beaufort, South Carolina

Performance Expectations – 7.5 Monitoring Report
Maintenance and Cleaning

Date: March 9, 2017

I hereby present my monitoring report on Performance Expectations 8.5, Maintenance and Cleaning Procedures according to the schedule set by the Beaufort County Board of Education. I certify the information contained in this report is true.

Date:_____   Signed:_____
                                                            Reggie Murphy
                                                            Interim Chief Finance and
                                                            Operations Officer

Date:_____   Signed:_____
                                                            Jeffrey C. Moss, Ed.D
                                                            Superintendent

Date:_____   Accepted:_____
                                                            Patricia Felton-Montgomery
                                                            Board Chair

---

P.E. 7.5 Assure that facilities are clean, sanitary and safe.

Superintendent's interpretation
- Oversee the District's custodial contractor and ensure that the buildings are clean.
- Oversee the District's maintenance contractor and ensure operations are being handled in an efficient, cost effective, and safe manner.

Statement of Compliance
The District is in compliance with PE 7.5.
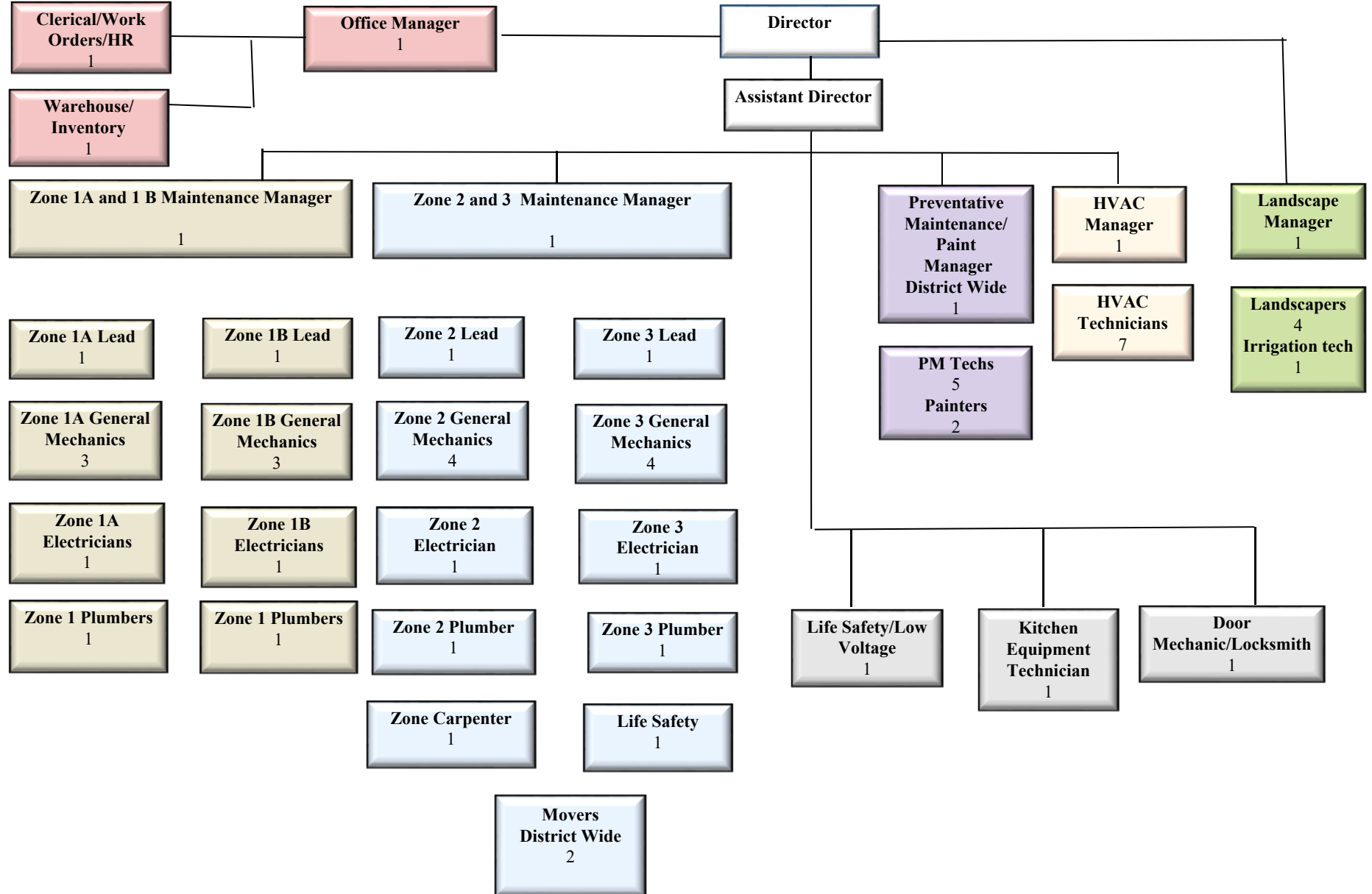
Evidence of Status of Compliance
Please see the attached report on Maintenance and Cleaning.

Maintenance Report

PE 7.5
March 9, 2017

GCA Maintenance Organization Chart

Clerical/Work Orders/HR
1

Office Manager
1

Director

Warehouse/ Inventory
1

Assistant Director

Zone 1A and 1 B Maintenance Manager
1

Zone 2 and 3 Maintenance Manager
1

Preventative Maintenance/ Paint Manager District Wide
1

HVAC Manager
1

Landscape Manager
1

Zone 1A Lead
1

Zone 1B Lead
1

Zone 2 Lead
1

Zone 3 Lead
1

HVAC Technicians
7

Landscapers
4
Irrigation tech
1

Zone 1A General Mechanics
3

Zone 1B General Mechanics
3

Zone 2 General Mechanics
4

Zone 3 General Mechanics
4

PM Techs
5
Painters
2

Zone 1A Electricians
1

Zone 1B Electricians
1

Zone 2 Electrician
1

Zone 3 Electrician
1

Zone 1 Plumbers
1

Zone 1 Plumbers
1

Zone 2 Plumber
1

Zone 3 Plumber
1

Life Safety/Low Voltage
1

Kitchen Equipment Technician
1

Door Mechanic/Locksmith
1

Zone Carpenter
1

Life Safety
1

Movers District Wide
2

Maintenance

SCHOOL NAME	# WO (PMs Included)	Self Generated WO	# WO (PMs Not Included)	Self Generated WO PCT.	Completed # WO	WO In-Process
Battery Creek High	335	107	268	0.40	329	6
Beaufort Elementary School	273	47	200	0.24	260	13
Beaufort High School	581	120	468	0.26	561	20
Beaufort-Jasper ACE	124	4	82	0.05	123	1
Beaufort Middle School	304	63	233	0.27	291	13
Bluffton Early Childhood Center	126	19	51	0.37	115	11
Bluffton Elementary School	195	46	120	0.38	178	17
Bluffton High School	354	75	256	0.29	334	20
Bluffton Middle School	247	27	176	0.15	234	13
Broad River Elementary School	362	76	285	0.27	351	11
Burroughs Avenue (HTCC)	57	4	23	0.17	56	1
Coosa Elementary School	220	36	150	0.24	210	10
D.E.S.C.	247	48	162	0.30	239	8
Daufuskie Elementary School	54	3	11	0.27	46	8
J. J. Davis Early Childhood School	165	21	102	0.21	158	7
H E McCracken Middle School	381	22	302	0.07	360	21
Hilton Head Island High School	454	113	358	0.32	438	16
Hilton Head Island Early Learning Center	234	33	159	0.21	221	13
Hilton Head Island IBE School	342	41	261	0.16	317	25

Maintenance

SCHOOL NAME	# WO (PMs Included)	Self Generated WO	# WO (PMs Not Included)	Self Generated WO PCT.	Completed # WO	WO In-Process
Hilton Head Island SCA School	326	43	240	0.18	316	10
Hilton Head Island Middle School	289	63	207	0.30	277	12
King Street (Adult Education)	55	12	31	0.39	55	0
Ladys Island Elementary School	322	26	248	0.10	313	9
Ladys Island Middle School	326	80	260	0.31	317	9
May River High School	251	47	184	0.26	248	3
Michael C. Riley ECC	130	16	76	0.21	126	4
Michael C. Riley Elementary School	234	37	182	0.20	228	6
Mossy Oaks Elementary School	147	16	92	0.17	141	6
Okatie Elementary School	248	23	182	0.13	245	3
Pink House (LIMS)	38	0	18	0.00	38	0
Port Royal Elementary School	169	49	107	0.46	166	3
Pritchardville Elementary School	173	18	105	0.17	170	3
Red Cedar Elementary School	253	42	193	0.22	250	3
Island Academy (Right Choice)	66	12	66	0.18	66	0
River Ridge Academy	306	45	250	0.18	305	1
Riverview Charter School	259	40	194	0.21	250	9
Robert Smalls International Academy	346	52	285	0.18	340	6
J. S. Shanklin Elementary School	246	40	191	0.21	238	8

Maintenance

SCHOOL NAME	# WO (PMs Included)	Self Generated WO	# WO (PMs Not Included)	Self Generated WO PCT.	Completed # WO	WO In-Process
St. Helena Early Learning Center	105	17	46	0.37	103	2
St. Helena Elementary School	193	37	143	0.26	191	2
Whale Branch Early College High School	260	45	193	0.23	258	2
Whale Branch Elementary School	212	40	157	0.25	211	1
Whale Branch Middle School	284	60	225	0.27	278	6
TOTALS	10,293	1,765	7,560		9,951	342

342

Data Period
8/26/16 – 2/3/17

9,951   10,293

- WOs Submitted
- WOs Completed
- WOs In-Process
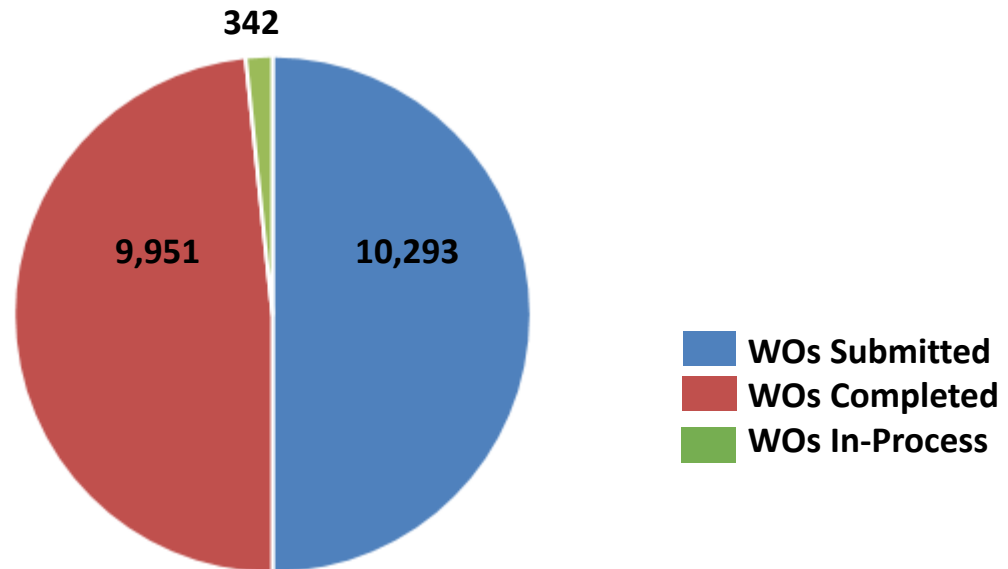
Hilton Head High School Water Line Repair

Bottle Filler Installation

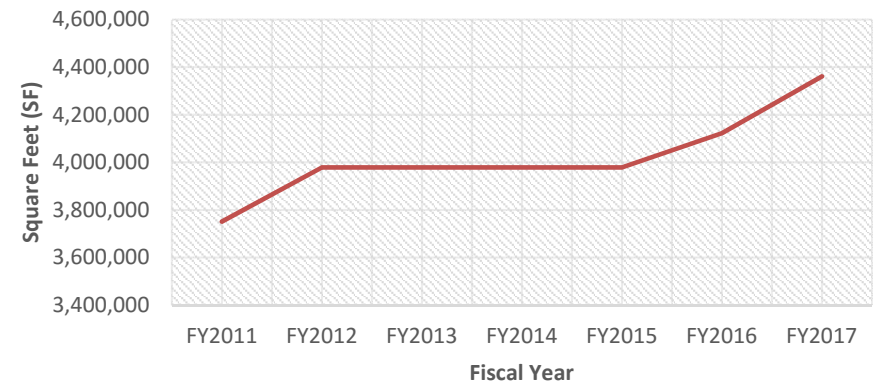# WBECHS slope stabilization

Before
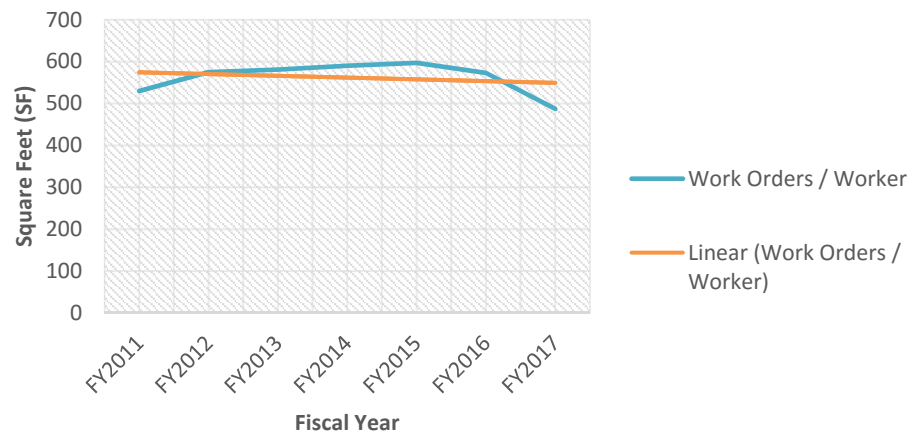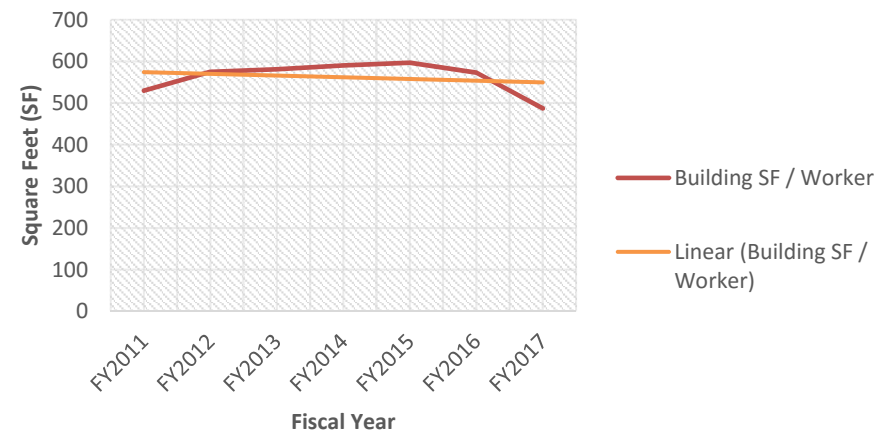

After

Maintenance

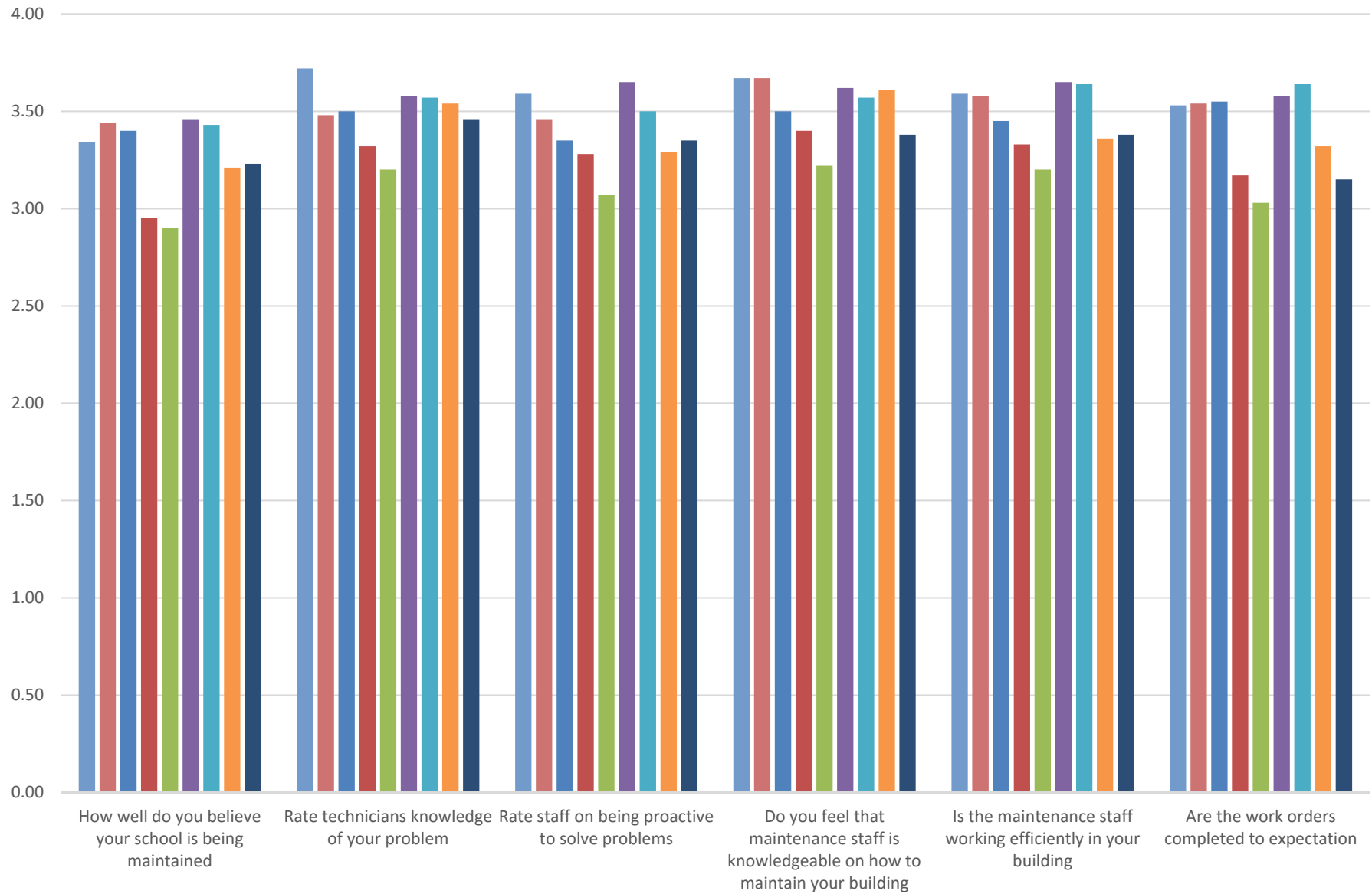## Total Work Orders per Year
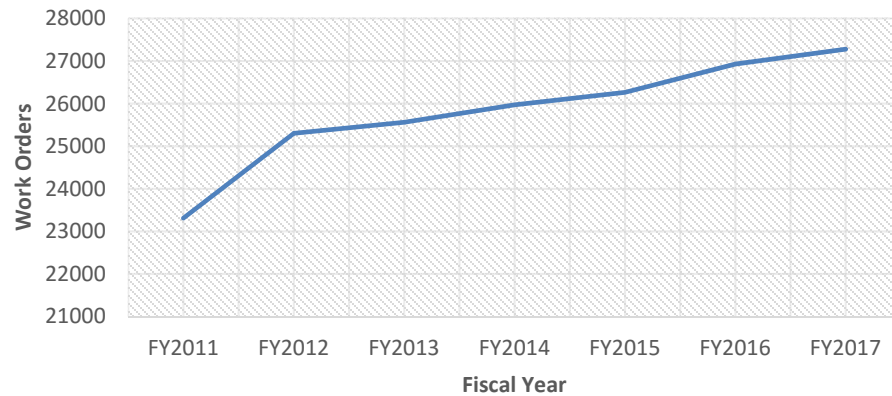
Total of SF per Year

Total Work Orders per Worker per Year

Total SF per Worker per Year

Maintenance - Quality of Service

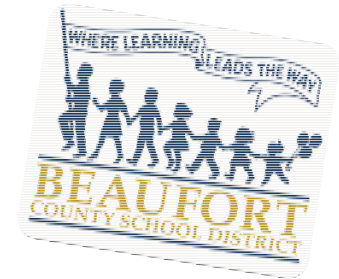Categories (x-axis): How well do you believe your school is being maintained; Rate technicians knowledge of your problem; Rate staff on being proactive to solve problems; Do you feel that maintenance staff is knowledgeable on how to maintain your building; Is the maintenance staff working efficiently in your building; Are the work orders completed to expectation

Legend: Sep-14, Dec-14, Apr-15, Jul-15, Oct-15, Jan-16, Apr-16, Aug-16, Feb-17

Maintenance - Customer Service/Responsiveness
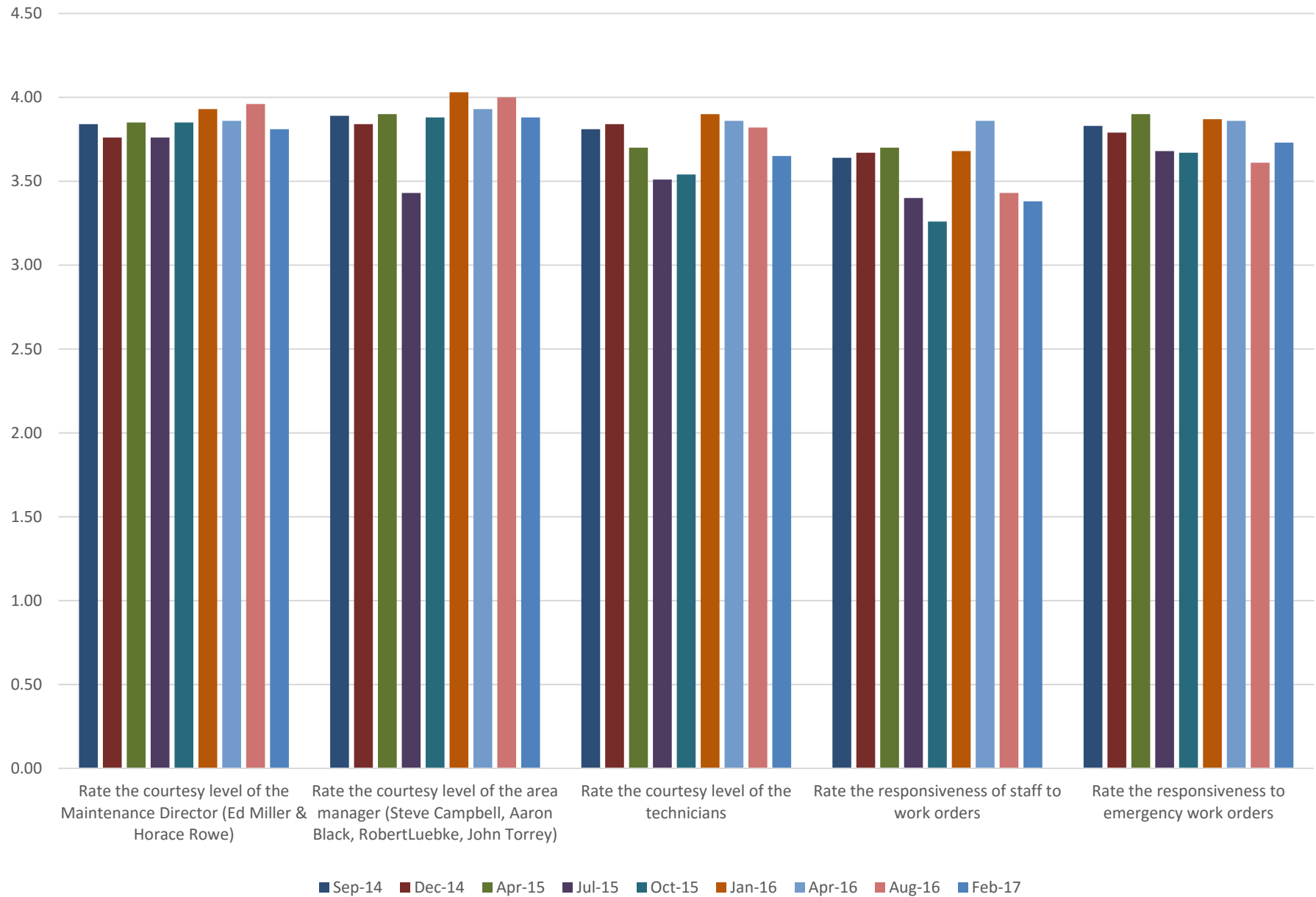
Questions?

Custodial Report

PE 7.5

Custodial Organizational Chart

District Manager
Kevin Wagner

Administrative Assistant
Ruth Herrera

Senior Account Manager
Tonya Moore

Account Manager
Yenny Friedman

Account Manager
Rick Callahan

Account Manager
Marino Rodriguez

Account Manager
Chris Curless

Account Manager
Foster Ferguson

Alpha Janitorial
Debbie Dabney

Yenny Friedman	Rick Callahan	Marino Rodriguez	Chris Curless	Foster Ferguson	Debbie Dabney
Hilton Head ECC	May River High	River Ridge Academy	Mossy Oaks Elem	J.J. Davis ECC	Broad River Elem
Hilton Head – Creative Arts	Beaufort/Jasper Ace	Bluffton High	Beaufort Middle	Whale Branch Elem	Coosa Elementary
Hilton Head IB	Okatie Elementary	H.E. McCracken Middle	Beaufort Elementary	Whale Branch Middle	Lady's Island Elem
Hilton Head Middle	Pritchardville Elem	Bluffton Elementary	Beaufort High	Whale Branch EC High	Port Royal Elem
Hilton Head High	Bluffton Middle	Bluffton ECC	Lady's Island Middle	J. Shanklin Elem	
Daufuskie Island Elem	Red Cedar Elem		St. Helena Elem	Battery Creek High	
M.C. Riley Elementary			Adult Ed Building	Robert Smalls I.A.	
M.C. Riley ECC			Pink House	District Bldg.	
Maintenance Annex					

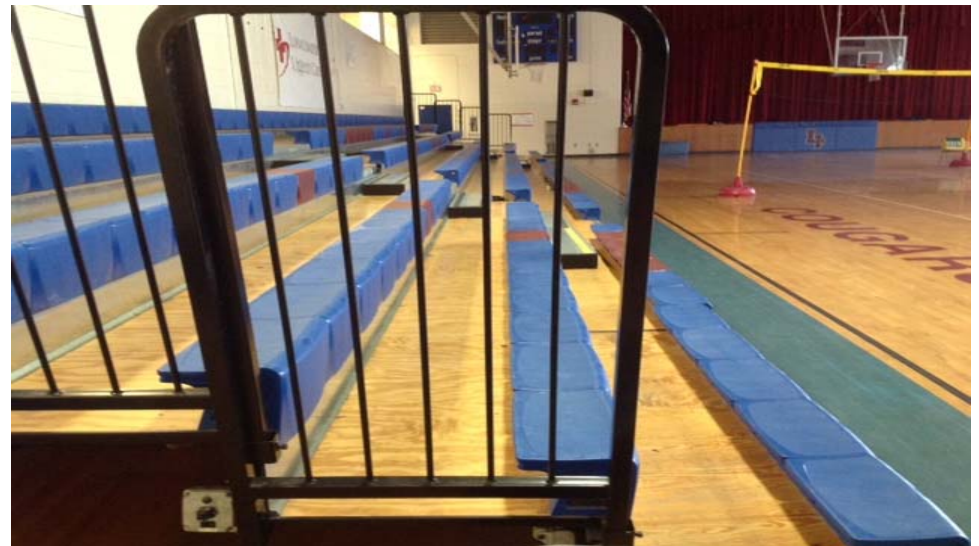# Middle School Hallways-Winter Break

Cafeterias

Media centers

Gymnasiums
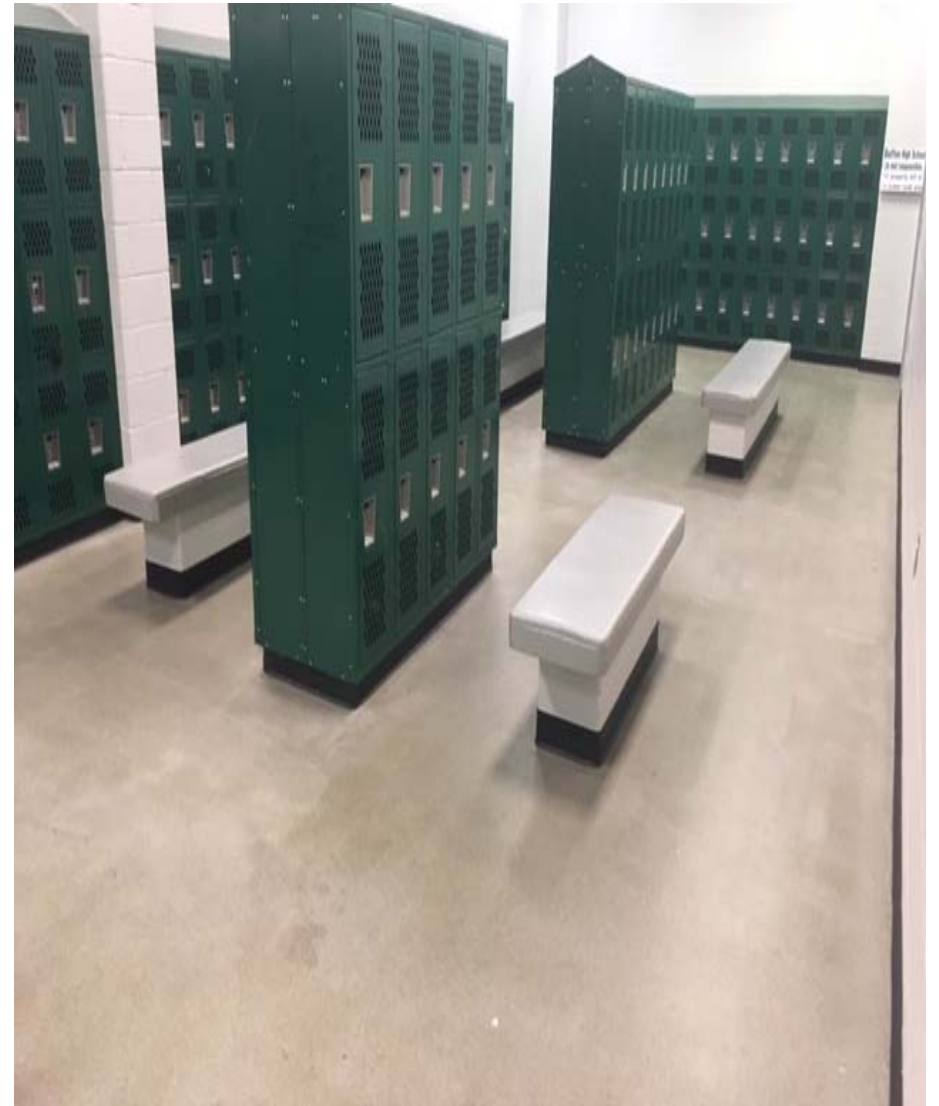
Classrooms

Front offices

Front entrances

Weight room

Locker rooms

Group Restrooms

TOTAL FACILITIES MANAGEMENT

Custodial TFM Monthly inspections

- September 160 inspections created 51 work orders
- October 120 inspections created 60 work orders
- November 265 inspections created 115 work orders
- December 92 inspections created 10 work orders
- January 466 inspections created 344 work orders
- February 334 inspections created 248 work orders

Task Based Team Cleaning

Task-based cleaning is an organizational technique that allows custodians to specialize in specific tasks; each specialist is part of a larger team that is collectively responsible for cleaning a designated section of a school according to a defined schedule

Benefits of Task Based Cleaning

QUALITY is improved when custodians can master and consistently perform a limited set of tasks across a larger area

QUALITY is improved by the addition of a Team Lead who is responsible who for ensuring that the scope of work is complete

PRODUCTIVITY increases when custodians don't have to switch back and forth between tasks multiple times in a shift

PRODUCTIVITY can be better monitored by Managers & Supervisors who can more closely follow the progress of teams in the building

Task Based Team Cleaning

- Greater supervision and accountability through team
- Specialization yields better performance
- Investment in best tools and equipment
- Facilitates more meaningful inspections and quality feedback
- Better management of the custodial process by GCA means the client will spend less time on it
- All in all, an even higher level of quality
- Task-based cleaning does not affect day-porters

Questions?