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April 25, 2018

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1. Blitz Inspections
2. Findings and Next Steps
3. What is IFM?
4. CPS Quality Assurance Process

WHY BLITZ?

Assess current state of facility conditions

Incorporate findings into new quality assurance process

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FINDINGS:
- Principal frustration with lack of communication protocols, especially at custodial only schools
- Staffing levels a concern at some schools
- Confusion resulting from absence of single point of contact for facility issues
- Additional performance metrics needed
- Lack of process for escalation of issues

NEXT STEPS (April - May):
- Blitz remaining schools
- Finalize Quality Assurance process (team setup / training)
- Set performance expectation with vendors (supplier scorecard)
- Schedule monthly performance review meetings
- IFM transition activities
- Begin the roll out of additional custodial support (200 custodians added for summer deep clean; 100 remaining for full school year)

NEXT STEPS (June - August):
- Implement Service Management Portal
- Finalize Facility Dashboard
- Present Quality Assurance process to principals
- IFM Kickoff: July 1, 2018
- Begin quality audits and performance management reviews with vendors
- Kick-off performance management reviews with facilities staff

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A vertical management model that aligns all facility services under one provider

Creates greater efficiencies in managing all areas of facilities including custodial, engineering, maintenance repairs, emergency repairs, engineer scheduling, custodial scheduling, equipment and supply purchasing, pest management, landscaping and snow removal

Aligning the services under one provider removes silos and some of the barriers to success within a the older CPS managed model.

Principal survey responses utilizing IFM model show a significantly higher principal satisfaction rating vs. those with the custodial services only model.

Health inspection audits show a significant improvement under the IFM model vs. those with the custodial services only model

Moving to from 1 to 20 schools building manager ratio to a 1 to 5 ratio

Both IFM vendors and CPS Quality Assurance Team will be using computer management systems and web based systems to collect, manage and report on performance

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WHAT IS THE QUALITY ASSURANCE TEAM?
- The new CPS quality control team in charge of auditing all CPS school buildings
- Team will hold monthly site audits and collaboration meetings with principals and vendors
- Ensures vendors are providing high quality service to schools

QUALITY ASSURANCE SPECIALIST:
- Conduct standardized quality assurance audits in schools (i.e. review of cleanliness, facility maintenance, principal satisfaction)
- Conduct principal check-in meetings to go over current state of the facility and identify principal concerns to incorporate in corrective action report
- Develop and issue corrective action report to vendors on deficiencies found
- Re-audit to ensure deficiencies are corrected and confirm principal satisfaction

QUALITY ASSURANCE MANAGER:
- Conduct supplemental audits of schools to ensure consistency across all QA specialist work & address any escalated concerns as needed
- Review, analyze and report on quality audit and vendor performance
- Develop and maintain weekly and monthly performance reports

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Cleaning Standards	Monthly inspections and reporting within 24 hours; Reports include required corrective action plans	48 hours to remedy or vendor faces penalty
Mechanical Requirements	Review of outstanding issues	Timing depends on need and scope of project; Potential vendor penalties if service levels are not at our standard
Customer Service/Principal Satisfaction	Call center, principal feedback and QA survey on monthly metrics	Action plans created for individual principals per principal input
Employee Performance	Monthly review of outstanding issues	Board and vendor employees held accountable based on performance (e.g., potential discipline or termination); Vendors subject to potential fines (e.g., failure to provide subs, etc.)
Safety Review	Track and review issues as reported	Address urgent needs; Conduct risk analyses