



QUICK STATS

PARTNER SINCE	2014
GROSS SQ. FT.	58,300,000
SCHOOLS	412
BUILDINGS	600
STUDENTS	312,000
STAFF	CUSTODIANS 1,400
	ENGINEERS 145
	MANAGERS 56

\$20 to \$30 million savings
through staff reduction, training and consolidated purchasing

100,000+ hours of training
delivered to more than 2,000 custodial staff

94% of this large urban city public schools met APPA 2 cleaning in 2016

77% estimated M/WBE spend far surpassed
the district procurement goal since April 2014

42.2 million in total gross square footage
cleaned and 14,637 daily hours of cleaning

30% reduction in chemicals
by transitioning to environmentally friendly cleaning products

Cleaner Schools and Million-Dollar Savings After Large Urban City Upgrades Custodial Services

Most cities struggle for years to properly fund the facilities operation of its schools. With nearly 600 buildings across 412 schools, cleaning and maintenance were always a challenge for this large urban city's public schools. Additionally, assuring a standardized approach to operation, consistent from building to building, proved elusive. With funding continuing to erode, as well as dwindling community confidence and perception, the city's public schools made the bold move of outsourcing facilities in 2014. Just three years later, the data-driven results and performance from that decision have positioned the city's public schools as a model for other cities facing similar challenges.

Aramark introduced a number of initiatives to standardize school cleanliness and elevate staff capabilities. An investment in new equipment helped modernize the custodial program. Included was technology that significantly reduced the need for harmful chemical-based cleaning, thereby improving the environment for students, staff and custodians, as well as the public school's commitment to sustainability.

To assure consistent and repeatable service delivery, an extensive staff training program was introduced. Staff experts from Aramark's Facilities Center of Excellence group led the training and focused on new and efficient processes, proper use of equipment and safe practices.

The combination of modern equipment, proper training, and clearly defined operating schedules led to significant productivity enhancements. Consolidation of supplies and purchasing requirements drove sizable savings. A more coordinated process for hiring Minority/Women Business Enterprises (M/WBE) was also a central element of the Aramark solution. After just one year of operation, the district's schools realized savings of \$12 million, as well as a 140 percent improvement over contractually required M/WBE participation. Equally impressive, the percentage of schools meeting an APPA 2 standard rose to 94 percent in just one year.

While the challenges were significant, the large urban city public schools and Aramark partnership provided the foundation to work through them.

"I walked into the school this morning and my eyes filled with tears. Shocking, I know! I want to thank all of you for making the school look beautiful. I just can't believe how it all came together. IT IS AMAZING and ready for our kiddos. Love you all! Thank you so much!

— Principal
Large urban city elementary school

Challenges

Insufficient Savings for Reinvestment in Other Priorities



Solutions and Results

Aramark increased the efficiency and effectiveness of the staff by adding staff scheduling processes and a comprehensive ongoing training program. The addition of new equipment, systems and processes provided a repeatable business model for continued success. Over 2,000 cleaning schedules were developed to institute optimum staffing efficiency. The number of schools overseen by custodial managers was reduced to assure greater service to principals. All buildings were cleaned the same way with the same standardized products. Vendor service hiring was centralized. The result has been \$20 million in savings to date. Additionally, Aramark implemented a cadence of communication with the school principals to ensure transparent and consistent updates were executed regularly. Each manager provides school principals with a weekly update, restating the occurrences of the week while highlighting areas of concern, improvement, and accomplishment. A monthly newsletter also reinforces these updates, strengthening both the confidence and relationship between Aramark and the key decision makers.

Lack of Standardized Approach to Cleaning Across all Schools



Implementation of More Effective, Safer Cleaning Protocols

In partnering with Aramark, the schools gained consistent improvements to building cleanliness, which enabled principals to focus on education rather than custodial management. To achieve the necessary standards and expectations of the public schools, Aramark implemented its Blue Cleaning® processes across the district. The process maximizes efficiency and cleanliness without the use of harsh chemicals. Blue Cleaning® goes beyond green cleaning and is the most environmentally friendly approach to cleaning currently in the market. By using Electrically Activated Water (EAW), Aramark was able to eliminate the need for most chemical-based cleansers in all of the schools. This created a healthier and safer environment for custodians, students and staff. Since implementation, over 20,000 quality control inspections were performed to assure consistency and cleanliness throughout the schools.

Third-Party Auditor Delivers High Cleanliness Rating

A third-party APPA 2 standard auditor was engaged to document the performance of Aramark and the cleanliness of schools each year. By 2016, 94 percent of the schools passed. The audits validate Aramark's influence on the district's school cleanliness.

Disparate Custodial Training Programs



Various training programs were ineffective in maintaining adequate levels of staff performance and standardization as well as their understanding of job responsibilities.

Aramark Delivers More Than 100,000 Hours of Staff Training

The school district has been selected as a national Training Center of Excellence for Aramark managers on both the Custodial and O&M side, a recognition awarded to locations with superior training capabilities. Aramark implemented a robust, multi-dimensional training program to improve the skills, knowledge and abilities of the schools' custodial staff, along with investing \$14 million in high-tech equipment and supplies. The program included training new hires in a four-hour classroom session to provide a working understanding of systems and processes before being deployed in their custodial roles. Custodial and quality standards managers are in the field every day, coaching and conducting in-school training to ensure proper implementation of systems. Staff members are also trained on complex restorative and deep-cleaning processes over calendar breaks.

Limited Integration of Cleaning Operations and Staff Within the Community



Aramark's contribution in creating a more effective custodial department at the school district also extends to making a commitment to the local community in powerful ways. All of Aramark's custodial and operations managers within the school district are community members, working for local M/WBE companies and are dedicated to upholding their commitment to serving the community through various projects. This includes initiatives such as collecting and distributing more than 5,000 coats to children, donating 1,000 books to students at one of the district's high schools, providing \$144,000 in scholarships to 30 students studying hospitality and culinary services and activities that encourage student participation in sports such as basketball, football, soccer and fun runs. Additionally, Aramark managers have completed over 15 beautification projects throughout the school district and continue to engage in initiatives that focus on promoting a positive environment. Further, the school district/Aramark partnership has positively contributed to economic development in the city by providing subcontracting opportunities for local M/WBEs.

Interested in learning what Aramark can do for your district?

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