



MASA/MSBO Drive-In Workshop
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Make Contracting Work For You

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in partnership with



Why

- Why are you doing this?
 - Money?
 - Performance?
- What will be your definition of Success?
- Specifications and contract are important but will be used sparingly

Congratulations

- You made it through the bid process, the protests and the personal attacks
- You're saving a million dollars a year and you assisted the District in balancing its budget



You're a Hero now! Right?

Not Everybody Thinks You're a Hero

- A lot of the people you fired were friends with those remaining
- Other employee groups may see you as a threat to their future
- Somewhere along the way you became the advocate for privatization



Transition

- Bring contractor in to meet with principals and special ed director
- Keep contract manager's office close to yours
- Assist with early transition and hiring advertising

Myths



- You can leave the oversight to the contract managers
- Your buildings will be cleaner than they were before
- You'll have a bunch of crooks working in your buildings
- Everything will be operating normally after six months

Everything is Amplified



- Contractor is blamed for everything:
 - Items are missing
 - All of my students are sick
 - Laminator burned up because the custodian didn't turn it off
 - Never had this many bus accidents before
- Prepare for complaints from former staff who are parents in District
- Lack of understanding of school operations by contract staff has real implications

There Will Be Problems

- Staff turnover becomes significant obstacle to consistency
- Damaged equipment
- Lost keys and cards
- No shows in morning and 2nd shift
- Improper lock up procedures creates alarm calls
- Not prepared for a scheduled event - renters locked out
- Maintenance skills of custodians lacking

There Are Benefits

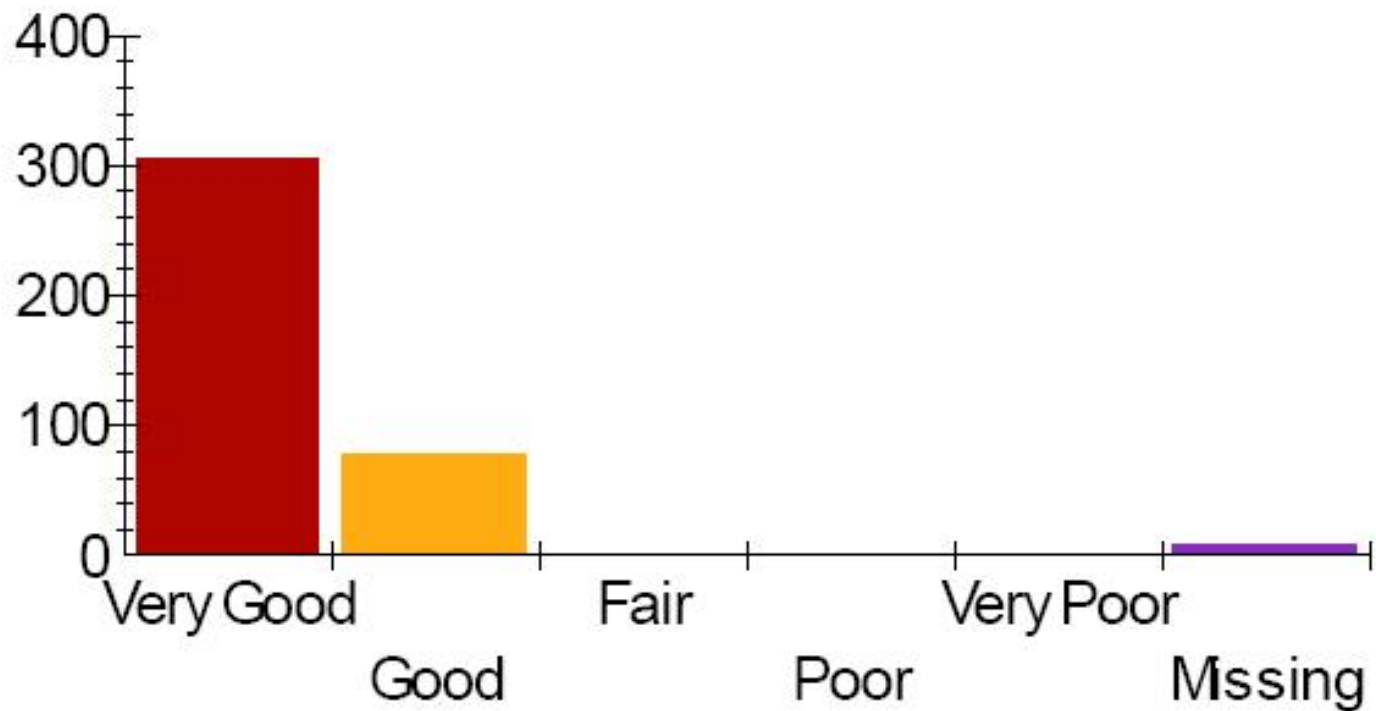
- Cost savings are significant
- Hiring and training responsibilities disappear
- No more contract negotiations or grievances
- Personnel issues no longer part of HR

Ensure Success

- Meet regularly with contract team – more earlier
- Require some form of customer assessment
- Attend building visits with contractor and principal
- Try using performance incentives
- Measure success annually – quality and/or financial

Get Some Perspective

Rate appearance / cleanliness of school.



Lessons Learned

- Insist on an experienced contract manager – quality is supervisory dependent
- Staff continuity is extremely important to performance – turnover creates problems
- Strongly consider a higher wage rate to attract and retain more qualified staff
- There will be problems – switching companies may not solve them
- It will be successful if you have the correct goal

The End



Questions?