

Memorandum

TO: Board of Trustees
From: Jeff Voeller, Director of Operations
Date: December 22, 2022
RE: Update on Contract Custodial Services



This memo is to inform you that the Garson Group, which was awarded the cleaning contract for 11 elementary schools has had some challenges fully staffing and completing the scope of work in their contract. We have noticed a revolving level of staff that had a series of no-show nights, not completing, and poorly completing portions of their scope of work. We met with them and gave them a few chances to correct their performance. There have been some schools where their crews have been performing adequately, but their constant no-shows and subpar cleaning pushed us to make a change.

As such, On November 17, I informed them that we would be removing Borah, Hayden Meadows, and Winton Elementary Schools from their contract. Vanguard Cleaning Systems was able to step in and provide crews to take over services.

It was our hope that the Garson Group would be able to shift staff to provide complete coverage at the remaining schools. We have been monitoring and tracking their performance. They were struggling at Bryan Elementary School, so on December 7th, I terminated Bryan Elementary School's contract as well. Vanguard has provided a crew to step in at Bryan Elementary School, as well.

We will continue to monitor their performance at the remaining schools.