



# Plymouth Canton Community Schools (PCCS)

## Custodial Staffing



With 24 school building locations, Plymouth Canton Community Schools (PCCS) needed a custodial partner that could provide data-backed custodial services, reliable staffing, and structured inspection intervals. An outside custodial partner that had some staffing and quality concerns left the district with faculty complaints and underwhelming cleanliness evaluations, resulting in a search for a new provider. Due to a solid reputation in the market, scalability, and the ability to provide a reliable quality assurance program, ABM gained the chance to transform the district's custodial program and ensure safe, productive learning environments.

### CHALLENGE

Following a lengthy partnership with a struggling outsourced custodial provider, PCCS leadership determined a change in staff was necessary. A consistent struggle with a lack of quality assurance resulted in school principals clamoring for a change, as well as a general cleanliness concerns among faculty and staff. With the emergence of COVID-19, PCCS was in search of a partner who could not only provide quality custodial care, but also supplemental cleaning to combat viral transmission. The ABM team staffed over 100 custodians total, including disinfection specialists.

### SOLUTION

#### Quality Assurance Program

The installation of automated quality assurance program SITE enabled the data-focused leadership team to view team progress and KPIs. Per ABM mandates, 25 inspections a



week for each custodial manager are required to meet client objectives and ensure quality employee performance. Since the PCCS staffing model requires four managers per school, a total of 100 inspections are being conducted each week, significantly increasing real-time performance data.

### Enhanced Operational Management

Through enhanced wages and professional management, ABM was able to provide higher quality service than the previous vendor. Added employee management support also led to increased accountability, resulting in elevated attention to detail and client goals continually met or exceeded.

### Supplemental COVID-19 Labor

20 additional disinfection specialists gave district leadership, faculty, and students greater peace of mind when it came to risk of viral transmission. Services like high-touch point disinfection and electrostatic spraying enhanced the overall custodial plan and provided additional defense against pathogens.

### BENEFITS

“PCCS is excited to begin our partnership with ABM to bring the highest quality of service for the thousands of students, educators, and support staff in our school communities. ABM brings a wealth of experience and credibility to our district. We look forward to partnering with them to ensure that our learning environments are a safe and healthy place for all students to learn, prepare, and thrive every day.” - Debbie Piesz, PCCS Chief Finance & Operations Officer.

- Increased faculty comfort in custodial provider
- Data-backed progress
- Lessened need for administrator oversight
- More efficient time management
- Scalability
- Weekly reporting

### About ABM

ABM (NYSE: ABM) is a leading provider of facility services in the United States and various international locations. ABM's comprehensive capabilities include janitorial, electrical & lighting, energy solutions, facilities engineering, HVAC & mechanical, landscape & turf, mission critical solutions and parking, provided through stand-alone or integrated solutions. ABM provides custom facility solutions in urban, suburban and rural areas to properties of all sizes - from schools and commercial buildings to hospitals, data centers, manufacturing plants and airports. ABM Industries Incorporated, which operates through its subsidiaries, was founded in 1909. For more information, visit [ABM.com](http://ABM.com).



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