



6.21.22

New Haven Public Schools Facilities Management Services

At ABM, We Start Each Day with a Moment for Safety

Moment for Safety Momento de Seguridad

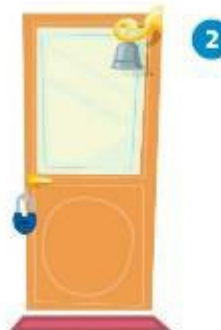


School Building Security

- Do not open doors or allow unauthorized visitors to enter the school buildings (1)
- Always direct visitors to the school office for entry into the building
- Keep all exterior doors closed and locked (2)
- Know who to contact should you encounter an unauthorized person in the building (3)

Seguridad en dependencias escolares

- No abra las puertas ni permita que ingresen visitantes no autorizados a las dependencias escolares (1)
- Siempre dirija a los visitantes a la oficina escolar para que ingresen al edificio
- Mantenga todas las puertas exteriores cerradas con llave (2)
- Tenga claro con quién se debe comunicar si se encuentra con una persona no autorizada en el edificio (3)



Introductions: Your *OneABM* Team



Doug Mitchell
*Vice President,
FOM, Engineering, &
Technical Support*



Andrew Canicatti
*Vice President,
Operations, Northeast*



Joe Lops
*Director of Education
Solutions*



Peter Avitabile
*Regional Director of
Operations*



Valerie Burd

Education President

Partnership Promise

*“New Haven Public Schools has the personal commitment of our leadership that we will provide the highest levels of customer service, we will align our goals around what makes you successful, we will be timely and accurate in what we do, and we will establish a transparent partnership based on trust. Our entire organization will service NHPS with ABM’s core values: **respect, integrity, collaboration, innovation, excellence, and trust.**”*

We measure our success based on the results we achieve for clients.

We look forward to serving you in the years to come.”

ABM at a Glance



Founded in 1909 | \$7.5 Billion in Revenue

We are the largest comprehensive provider of facilities services.



350+ U.S. & International Locations

We operate in all 50 states in the U.S., Puerto Rico, and the U.K.



20,000+ Clients | 110,000 Employees

More than 20,000 clients rely on us for facilities services.



ELECTRICAL

We **rank #1** in EV charging port installation in the U.S.



ENERGY

We've reduced our client's average energy use by **30%**.



FACILITIES ENGINEERING

Our **10,000+** certified engineers keep buildings running.



HVAC & MECHANICAL

We service and maintain **70,000+** heating and cooling systems.



JANITORIAL

Each day, we clean **4+ billion** sq. ft. of buildings.



LANDSCAPE & TURF

We maintain **55,000+** acres of landscaping & golf courses.



MISSION CRITICAL

We service and maintain **35+ million** sq. ft. of data center space.



PARKING & TRANSPORTATION

We collect **\$2+ billion** in parking revenue for our clients.



LOCAL AND REGIONAL CLIENTS



Putnam Public Schools



Yale University



Trinity College
HARTFORD CONNECTICUT



SUFFOLK UNIVERSITY
BOSTON

BALTIMORE CITY PUBLIC SCHOOLS



KEAN



University of New Hampshire



WEST WINDSOR-PLAINSBORO REGIONAL SCHOOL DISTRICT



KENT SCHOOL



LASELL UNIVERSITY



Northeastern University



Harvard Graduate School of Education



Fairfield University



Case Studies



Facility Maintenance & Custodial Services for 3 Years

Integrated Facilities Services for 4 Years

Integrated Facilities Services for 3 Years



ABM just expanded our relationship with the district by adding custodial services for all high schools in addition to the IFS program for the administration headquarters.

Oz Hill | Deputy Chief Operating Officer
ohill@philasd.org | (215) 400-6626



“ABM has successfully transitioned to become an integral part of the Suffolk community.”

Ashley Lindsey, | AVP of Facilities
alindsey@suffolk.edu | 857.895.4545



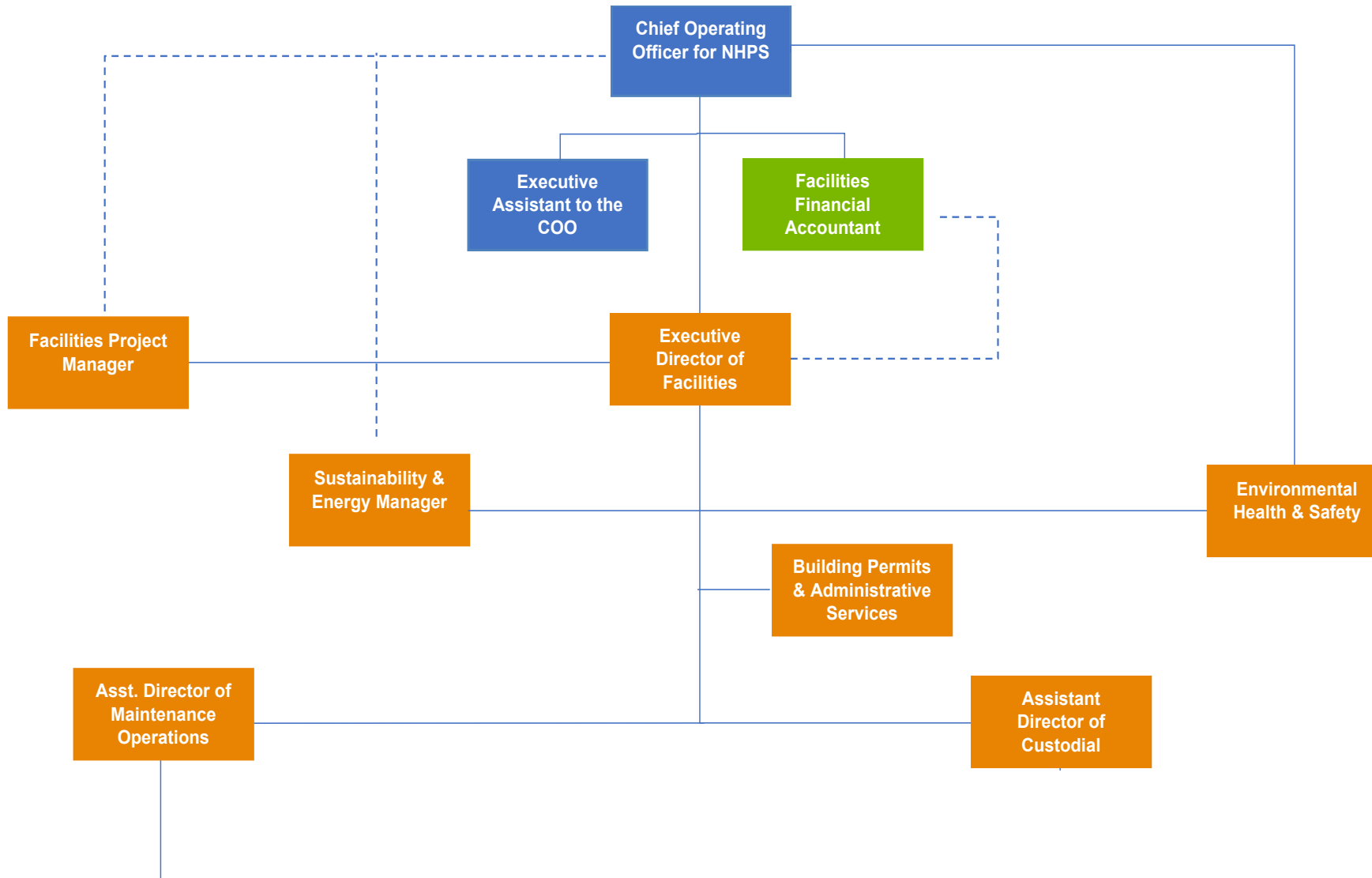
Trinity College
HARTFORD, CONNECTICUT



“The team always does an outstanding job. I know we made the right decision by selecting ABM!”

Tom Fusiello | AVP, Facilities and Operations
tommasi.fusiello@trincoll.edu | 860.297.4198

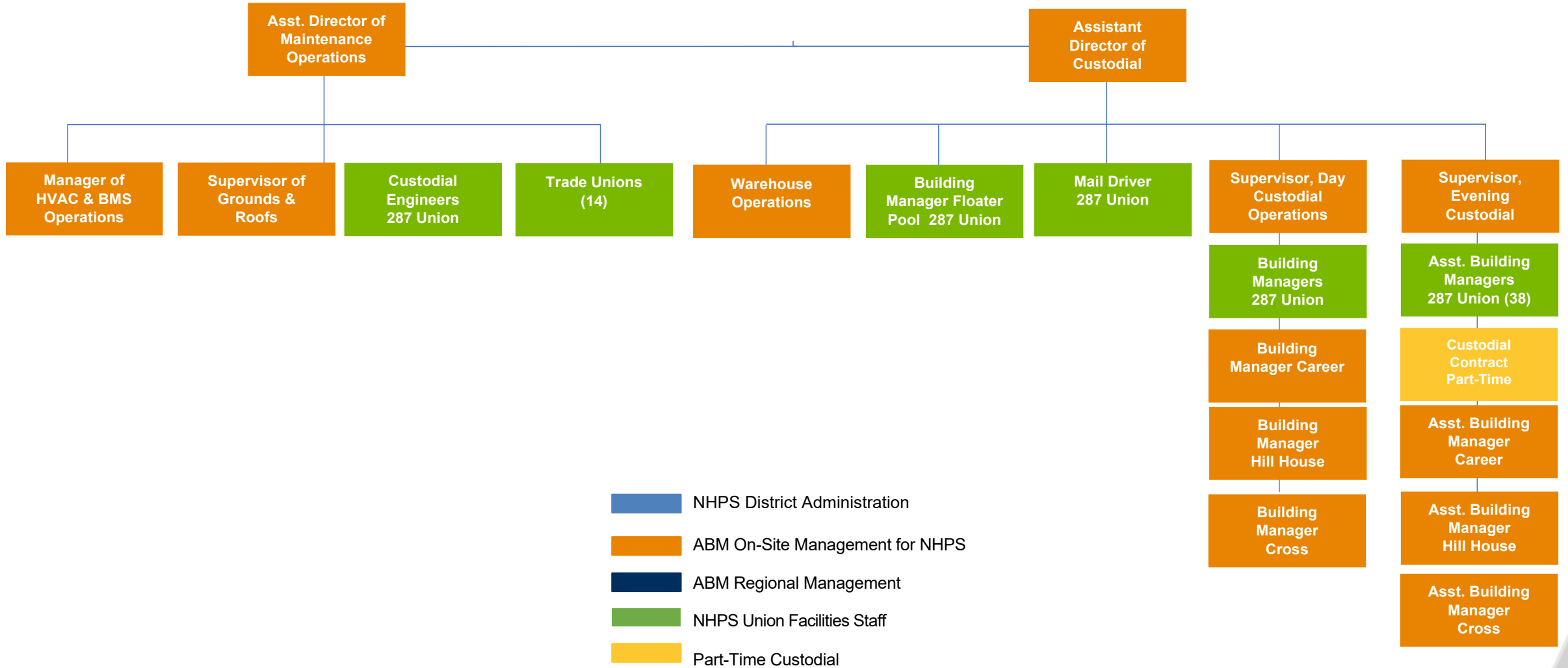
Management Plan – Leadership



- Tom Martin, Senior Vice President of Operations
- Andrew Canicatti, Regional Vice President of Operations
- Doug Mitchell, Vice President, FOM, Engineering, & Technical Support
- Peter Avitabile, Regional Director of Operations
- Kevin Cochran, Transition Support Manager
- Jeff McGrath, Transition Support Manager
- Mario Solis, EH&S Safety Director
- Jonathan Ferguson, Regional Human Resources Director
- Polly Durning, National Director of Quality Systems
- Gordon Buntrock, National Director of Service Delivery
- Anthony Caronchi, Senior Vice President, Service Excellence
- Joe Lops, Director of Education Solutions
- Azeem Lasi, Senior Director of Financial Planning & Analysis
- Fred Surace – Vice President, Labor Relations

Corporate & Regional Support

Management Plan - Maintenance & Custodial



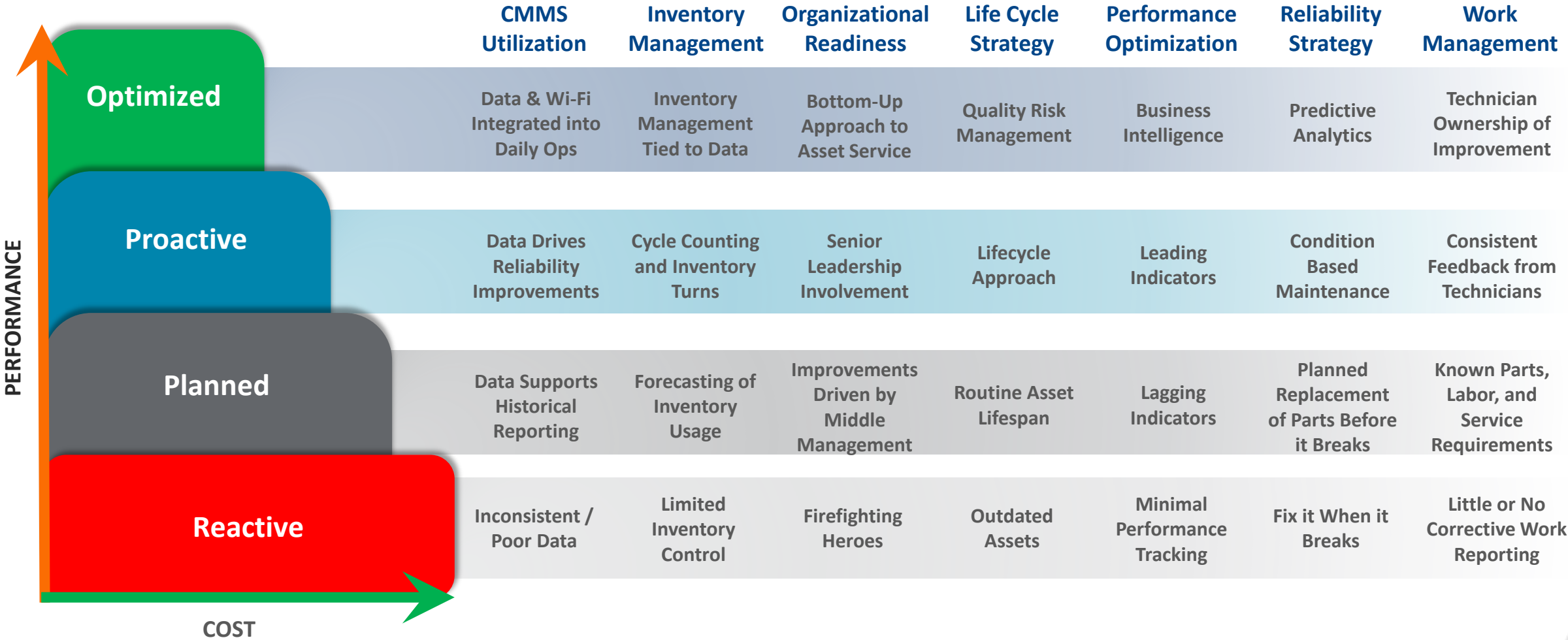


Facility Operations & Maintenance (FOM)

SERVICE EXCELLENCE FOR NEW HAVEN PUBLIC SCHOOLS

- Fully and effectively leveraging CMMS platform – Brightly
- Work with NHPS to develop an effective and achievable PM schedule
- Evaluate and Develop - Skilled Trades Personnel and Current Staffing Levels
- Evaluate reliance and spend - 3rd Party Contracting
- Assist in Capital & Deferred Maintenance Planning

CMMS Utilization Evolution





Custodial Services

A Higher Level of Service Excellence & Safety

- Appropriate Management Structure
- Goal of APPA 2 Standards
- Proven SOPs
- Training & Accountability
- Quality Assurance & Compliance
- Transparency

Sample Monthly Reporting



Table of Contents

- 1. Executive Summary of Performance Trends 2
- 2. Safety Incidents – Description, Immediate Resolution, & Status 2
- 3. Serious Operational Issues / Solutions 3
- 4. Performance Metrics 4
 - 4.1 Total Count of Work Orders per Month 5
 - 4.2 Percentage of Total Labor Hours Accounted for on Work Orders 6
 - 4.3 Percentage of CMMS Equipment Records that are Complete and Accurate 7
 - 4.4 Percentage of Reactive Work Orders that are Complete and Accurate 7
 - 4.5 Percentage of University Spaces Where Cleanliness Complies with Specification 7
 - 4.6 Quality of Cleanliness, APPA Level 7
- 5. Customer Satisfaction Survey Results – Quarterly 7
- 6. Customer Service 7
 - Feedback to Facilities 8
- 7. Backlog Report and Action Plan 8
- 8. Responsiveness to Service Requests 9
- 9. Deferred Maintenance Items 9
- 10. Incentive Program 10
 - 10.1 Custodial Service Cleanliness Standards 11
 - 10.2 Specified O&M Maintenance Standards 11
 - 10.3 Customer Satisfaction 11
- 11. Staffing, Equipment, Supply, Material, and Training 11
 - Training 11
- 12. Number of Pass / Fail Inspections and Corrective Actions 11
- 13. Summary of Scheduled Services Completed during Reporting Period 12
- 14. Summary of Scheduled Services to be Completed in Upcoming Period 12
- 15. Charge Reimbursable Work Status 12
- 16. Work Hours Performed 15
 - Miscellaneous Work Hours 15
 - Move and Event Hours 15
 - Unused Hour Balance 15
- 17. Reduce, Reuse, Recycle Program Performance 15
- 18. Environmental Impact Report 15
- 19. Special projects and Completion Status 16

Total WO Created Per Month



Total WO Created Per Month by Purpose



Custodial Key Performance Indicators

1. Custodial Service Cleanliness

- Increased to more than 300 inspections per month
- Goal: 100% of the inspections above 90%
- Incentive program reinstated Jan 2022.

| # | Metric | Jan 2022 | Feb 2022 | Mar 2022 | 3 Month Avg. |
|----|---|----------|----------|----------|--------------|
| 14 | % of spaces where cleanliness exceeds a score of 85 | 99% | 99.2% | 98% | 99% |
| 15 | District wide cleanliness score | 99 | 99 | 99.2 | 99 |

O&M Key Performance Indicators

2. O&M Maintenance Standards

- Goal: 90% or better
- Minimum: 85% or more

| # | Metric | Jan 2022 | Feb 2022 | Mar 2022 | 3 Month Avg. |
|---|--|----------|----------|----------|--------------|
| 5 | % of compliance with work order resolution time Reactive Maintenance | 87% | 87% | 88% | 87% |
| 6 | % of compliance with work order resolution time for Preventative Maintenance | 89% | 89% | 86% | 88% |

Quality Assurance

ABMWay Hub

- Standard Operating Procedures
- Training & Demonstrated Competencies
 - Managed Compliance
 - Consistent Outcomes

Prioritize Team Member Safety

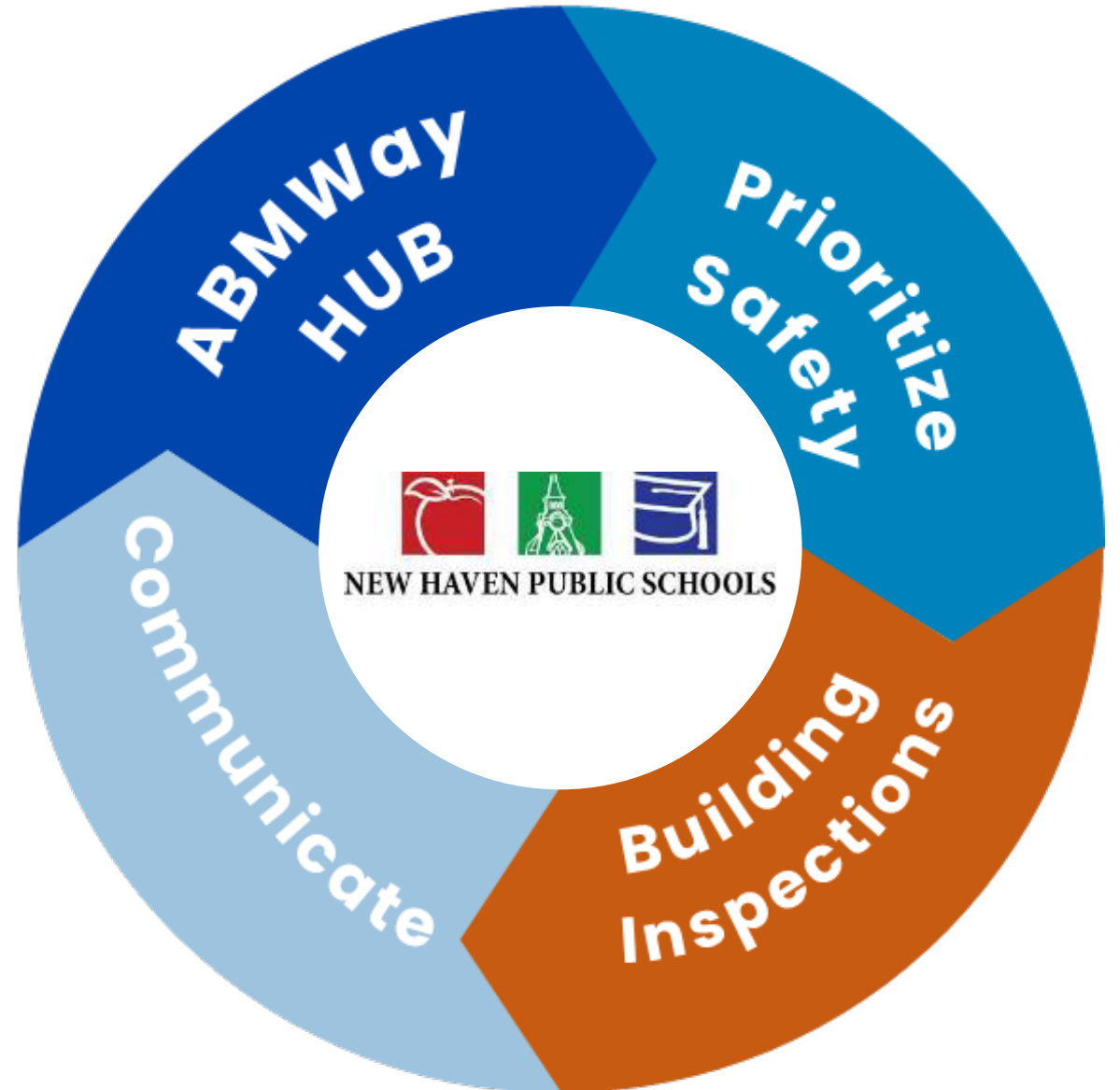
- Participate in Safe Work Observation Program (SWOP)
- Daily Safety Trainings
- Retrain for Unsafe Behaviors
- Recognition for Following Safety Protocols

Building Inspections

- Daily Assessment Tool: SITE
- Joint Inspections
- Inspection Data Informs Actionable Outcomes
- Retraining Based on Measured Outcomes

Communicate

- Reports & Information
- Areas of Improvement
- Create Go-Forward Plan
- Business Reviews: Local, Regional, & Sr. Leadership
- **Client Surveys**



SITE FOM Inspections – TILES in PLACE

Areas/Inspection Points



- The FOM inspection follows common format in SITE with the 10 essential systems to be checked / inspected on a regular basis.
- Each system will have 5-7 questions that cover essential elements



Quality Enhancements for Clients

- QA Ownership of all services
- Increased Uptime
- Improved Reporting and Metrics
- Improved Standard and Customized Training
- Close the Loop in Work Order System
- Greater Customer Satisfaction and Understanding of Customer Needs



Transition & Teamwork

PROGRAM OVERVIEW

- Dedicated transition team
- Recruiting & Onboarding
- Training & Safety – **Coaching**
- Managing, Empowering and Motivating the Team
- Transparent communication
- Client Business Reviews
- Local Presence



OUR COMMITMENT TO CULTURE & INCLUSION

We're committed to ensuring everyone from every background can be seen, heard and feel like they belong at ABM.

In 2020, our executive team introduced our Culture & Inclusion Council, led by team members of various backgrounds from across the organization. The Council is dedicated to fostering diverse talent, driving meaningful social change, and strengthening our communities.

Developing inspirational leaders

We're creating leadership development programs, mentorship opportunities and affinity groups to foster a supportive, dynamic and inclusive culture.

Empowering team members

We're reimagining how we approach succession planning and develop diverse talent.

Showing up for our team

We're recognizing and rewarding success in more meaningful ways.

Creating a culture of belonging

We're elevating every voice through new platforms, networks and partnerships to increase connectivity and drive lasting change.

DMG Program

Diversity Mentorship for Growth!

- Stephanie Barnes, Chairperson
- Regional Director, Operations



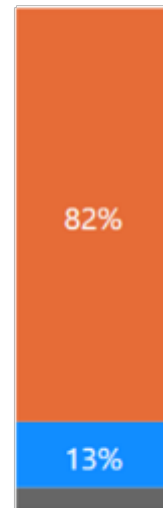
- Program Goal: Leadership Matches Region Demographic
- Create Avenues for Those With Limited Opportunities
- Measure & Share Results

Color Legend

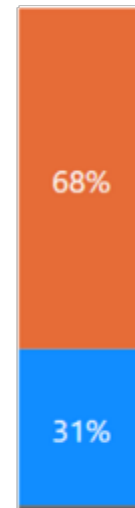


Total # of Employees in NE Region: 1,397
 Total # Staff/Management: 92
 Total # of Regional Support: 8

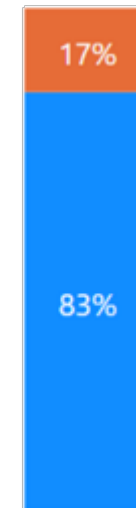
Total Employee %



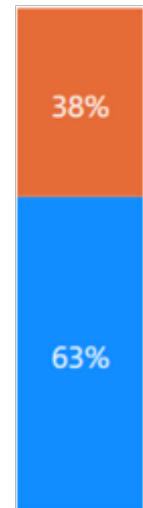
Staff/Management %



Regional Support % (2019)



Regional Support % (2020)



ABM Partnership Benefits



Strategic Partnerships,
MWBE



Focus on
Education



Support & Consultation
from SMEs



Sustainable & Innovative
Solutions



ABMCares Community
Engagement



Diversity, Equity, &
Inclusion



Dedicated Talent
Acquisition Team



Pandemic
Response

Challenges & Solutions



Facility Condition Assessment (FCA)



Hiring & Recruiting by July 1st



Service Level Standards and KPIs



Management of NHPS and third-party employees



Evaluate Facilities Personnel and Current Staffing Levels



Thank You

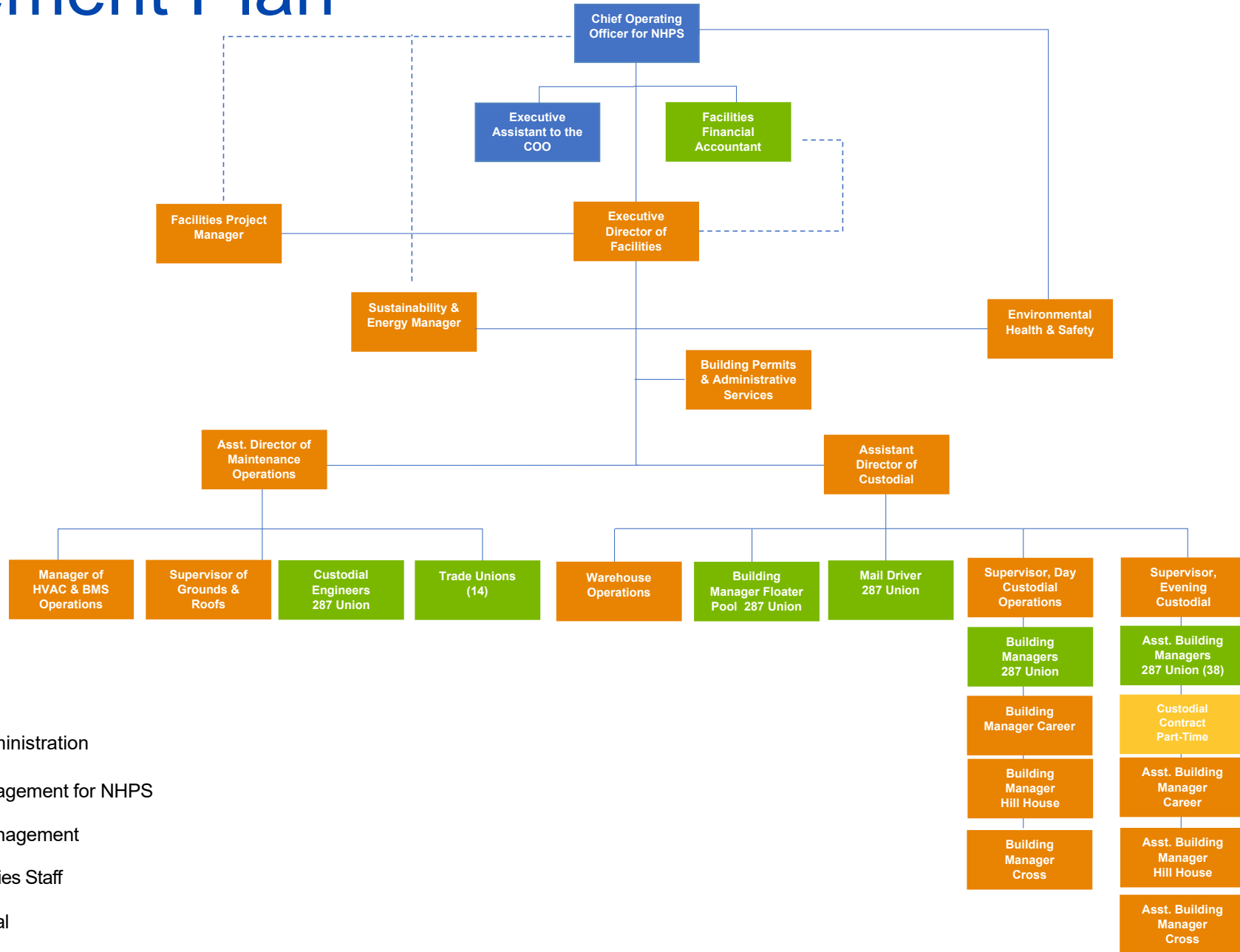
QUESTIONS?

GET IN TOUCH WITH US

Phone: 212.960.8985

Email: joe.lops@abm.com

Management Plan



- NHPS District Administration
- ABM On-Site Management for NHPS
- ABM Regional Management
- NHPS Union Facilities Staff
- Part-Time Custodial

Making it Easy to Track ABM's Performance



Inspections

Perform quality and safety **custom** inspections with a computer, tablet, or phone



Deficiency

Track action items and messages



Customer Access

Custom customer surveys, Work Order Input and Full Disclosure



Reporting

Dashboard and Custom Reporting to ensure satisfaction and track deficiencies

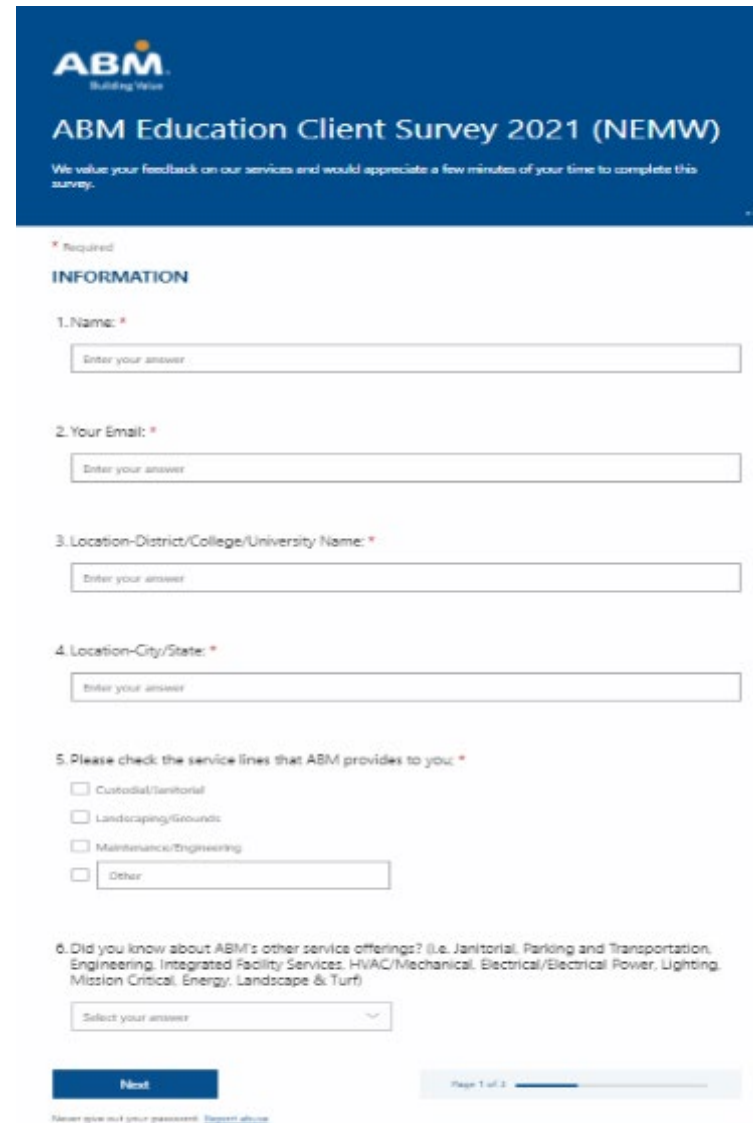


Client Surveys

Automated Client Surveys

- Template includes questions based on Areas of service
- Customized per Location
- Access via Web Link or QR Code

Office 365 Automated Surveys



The screenshot shows a survey form titled "ABM Education Client Survey 2021 (NEMW)". The form is set against a dark blue header with the ABM logo and the text "Building Value". Below the header, a message states: "We value your feedback on our services and would appreciate a few minutes of your time to complete this survey." The form is divided into sections, with the first section titled "INFORMATION". It contains six questions, each with a "Required" indicator (marked with a red asterisk). Questions 1 through 4 are text input fields. Question 5 is a checkbox question with four options: "Custodial/Janitorial", "Landscaping/Grounds", "Maintenance/Engineering", and "Other". Question 6 is a dropdown menu. At the bottom of the form, there is a "Next" button, a progress indicator showing "Page 1 of 2", and a footer note: "Never give out your password! [Report abuse](#)".

ABM
Building Value

ABM Education Client Survey 2021 (NEMW)

We value your feedback on our services and would appreciate a few minutes of your time to complete this survey.

* Required

INFORMATION

1. Name: *

Enter your answer

2. Your Email: *

Enter your answer

3. Location-District/College/University Name: *

Enter your answer

4. Location-City/State: *

Enter your answer

5. Please check the service lines that ABM provides to you: *

Custodial/Janitorial

Landscaping/Grounds

Maintenance/Engineering

Other

6. Did you know about ABM's other service offerings? (i.e. Janitorial, Parking and Transportation, Engineering, Integrated Facility Services, HVAC/Mechanical, Electrical/Electrical Power, Lighting, Mission Critical, Energy, Landscape & Turf)

Select your answer

Next

Page 1 of 2

Never give out your password! [Report abuse](#)

Annual Day of Service

- Each year the ABM New England team takes part in a day of service. South Park Inn, Family Promise, and Pine Street Inn homeless shelters.
- Over 35 team members; cleaned, painted, fixed, refinished floors and beautified the grounds.
- St. Francis House in Boston Day of Service Planned for June

ABMCares

Community. Philanthropy. Wellness.

- Donation Matching Philanthropy Program
- Available to All Staff & Management Team Members
- Encourages Giving Back to Local Communities
- Engage in Activates Contributing to Personal Well-Being
- Part of Our Corporate Identity, Acting Locally

