

January 13, 2004

Merrett R. Stierheim, Superintendent of Schools

SUBJECT: UNICCO STATUS REPORT

In October 2003, I provided the Board with a summary of UNICCO's six-month status report. Subsequently, UNICCO has prepared a comprehensive presentation regarding the current status of their work and accomplishments to date vis a vis UNICCO's contractual obligations as well as a plan for further improving the department.

The following items will be further discussed by UNICCO at the School Board Workshop scheduled for 10 AM January 14, 2004, a brief summary follows:

1. UNICCO Contract Highlights – UNICCO is obligated to survey and assess the current operations and develop an improvement plan during the first year of their contract. Formal performance measurement begins in the second year of the contract;
2. Preliminary Performance Metrics – Customer service, work load backlog and basic financial measures have been established and are being tracked;
3. Financial Status of Maintenance – the department has reduced operating costs substantially over the last two fiscal years and UNICCO has identified a number of additional cost improvement opportunities;
4. Operational Accomplishments – UNICCO has provided leadership to establish and formalize a large number of needed programs within the Maintenance Department;
5. Strategic Vision and Mission – Maintenance will be operating with clearer mission that is linked and supportive of the District's Strategic Plan;
6. Opportunities for Improvement – there are a number of opportunities to improve response, cost and productivity;
7. Organizational Plan – a more focused organization will be proposed by UNICCO; and
8. Opportunities for Greater Improvement – there are opportunities for even greater improvement than the minimum guaranteed by UNICCO, but will require investment.

A copy of this report will be provided to the Board as supplemental information prior to the Board meeting.

RECOMMENDED: That The School Board of Miami-Dade County, Florida receive the UNICCO Status Report of the Maintenance Operations as presented.