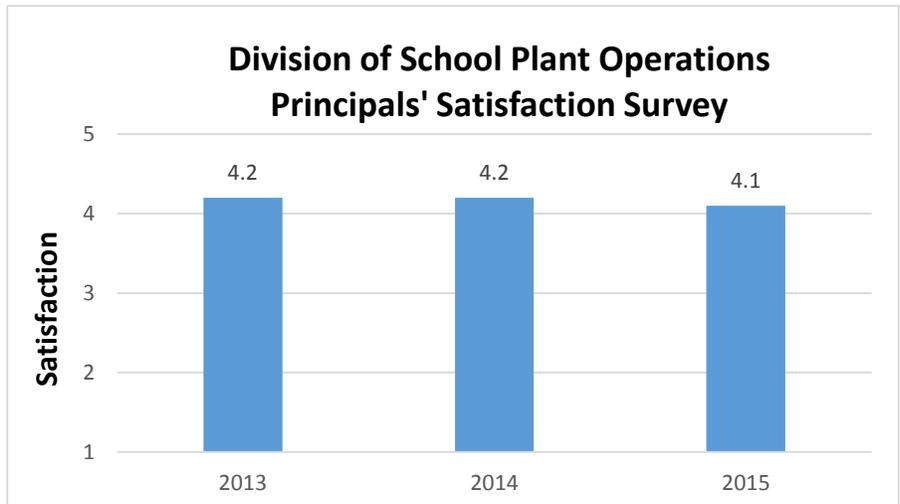
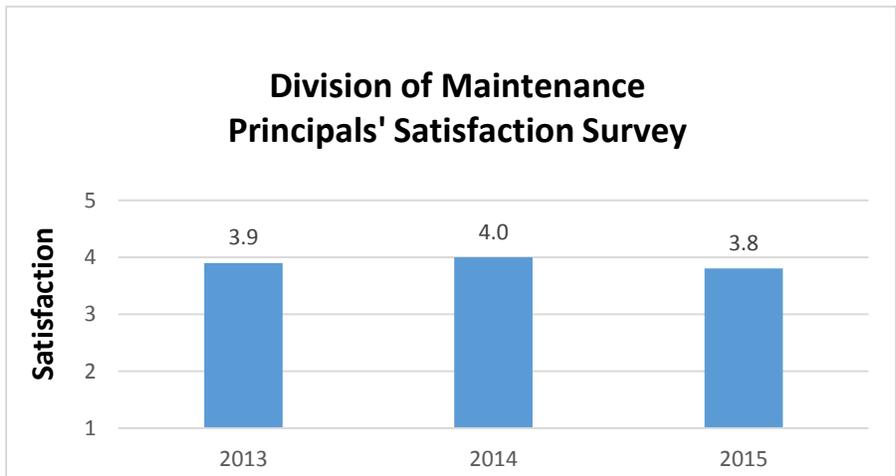


Service to Schools Measures

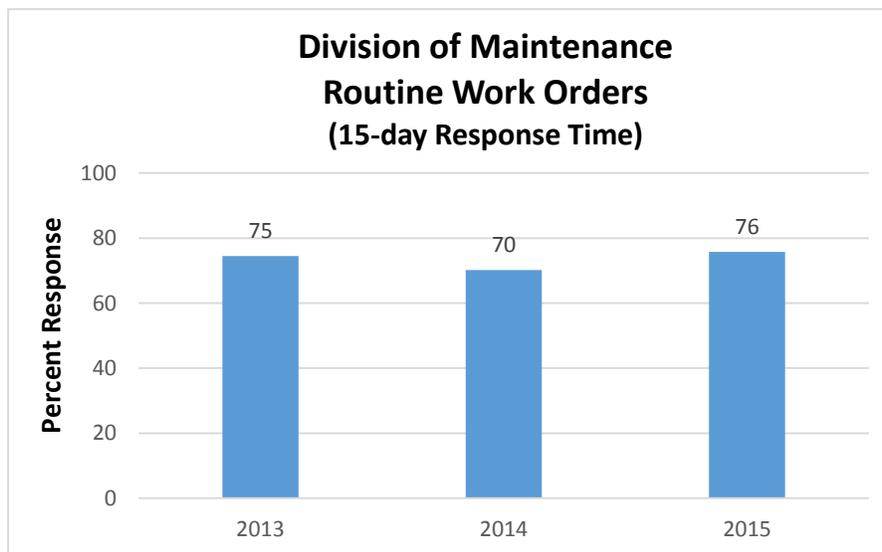
1. Principals' Satisfaction Survey from the Department of Facilities Management

The Department of Facilities Management conducts an annual customer survey to track trends on various measures and address concerns expressed by school principals to ensure appropriate services are provided in a timely manner to support schools. From the survey results, the divisions of Maintenance and School Plant Operations monitor customer satisfaction levels for the timeliness and quality of maintenance and repairs, cleanliness of buildings and grounds care, and other facility-related services on a scale of 1 (Not Pleased at All) to 5 (Very Pleased). Results are analyzed for the three supporting maintenance depots and the six building service supervisor areas and are then consolidated for each division. Overall satisfaction ratings were 3.8 for the Division of Maintenance and 4.1 for the Division of School Plant Operations in Fiscal Year (FY) 2015. Depot managers and building service supervisors evaluate the results, conduct investigations, follow up with schools to address complaints and concerns noted in the surveys, and review the processes for continuous improvement.



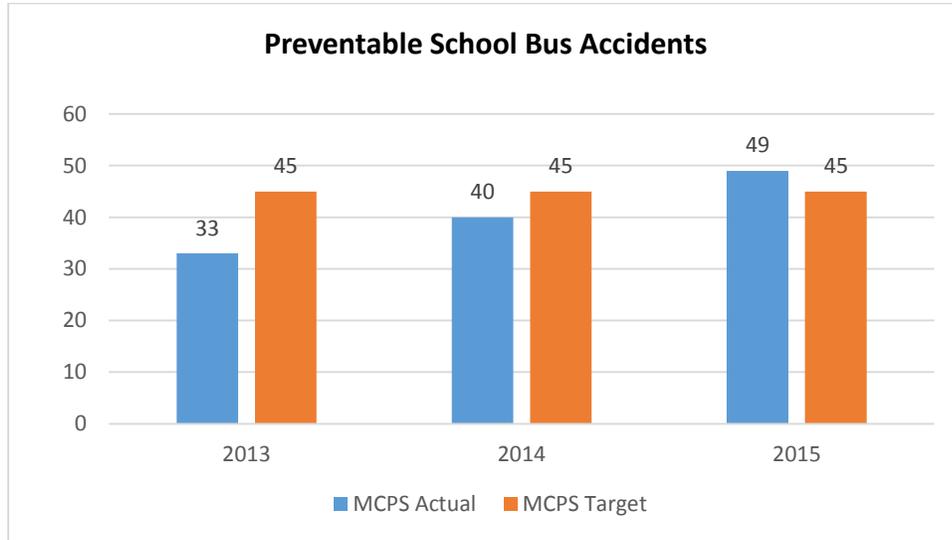
2. Division of Maintenance Work Orders Completed Within 15 Days

The percent of work orders responded to within 15 days is an indication of the timeliness of the Division of Maintenance in responding to service requests. As the system's facility assets continue to increase in correlation with the growing student enrollment and the backlog of deferred maintenance increases due to limited funding, the total number of work orders for school facilities continues to increase. The Division of Maintenance received approximately 60,000 work orders in FY 2015 and completed them in priority order based on the urgent nature of the requests. The percent of routine work orders responded to within 15 days is a critical measurement that reflects timeliness of service to schools. Timeliness has improved markedly since 2003. In FY 2014, this performance measure declined due to the high volume of emergency related work resulting from the unusually cold winter weather, but FY 2015 saw a 6 percent improvement in this area.



3. Preventable School Bus Accidents

A preventable school bus accident is one where the bus operator failed to do everything reasonably possible to avoid the collision. Preventability is determined using national standards established by the National Safety Council. Preventable accidents is an overall measure of safety, the most important element in student transportation. The goal of 40 or less preventable accidents per year has been set following several years of achieving the goal of no more than 45 preventable accidents.

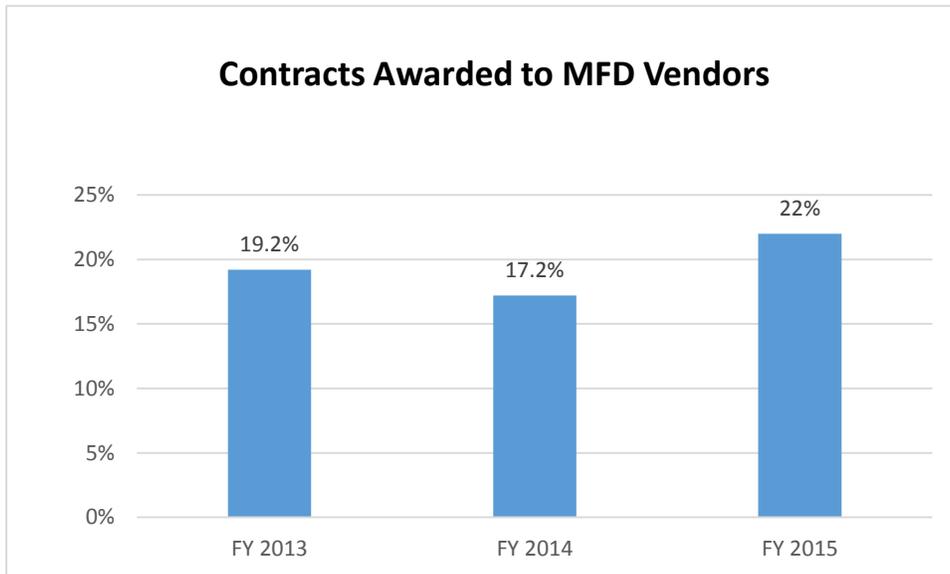


4. Contracts Awarded to Minority-, Female-, and/or Disable-owned Vendors

MCPS awards approximately \$248 million a year for goods and services. As one of the largest organizations within Montgomery County and the largest school system in Maryland, MCPS is committed to doing business with all vendors. Small and minority-owned businesses play a critical role in Montgomery County’s economic stature and are needed for their innovative solutions, quality, and cost-saving ideas. The Board of Education has adopted a goal of encouraging the award to 10 percent of the total dollar value of all contracts to minority-, female-, and/or disabled-owned (MFD) firms. The Board reviews quarterly reports on procurement actions during regularly scheduled meetings.

Both the Division of Construction and the Procurement Unit advertise on eMaryland Marketplace and actively participate in many conferences and expos to increase the number of MFD vendor opportunities. Procedures that have been implemented to increase MFD participation include:

- Mailing formal bids to all MFD firms that have indicated an interest in receiving them;
- Soliciting both minority and nonminority businesses to submit quotations for purchases less than \$25,000;
- Providing technical assistance to MFD vendors; and
- Consulting regularly with minority organizations and advertising in minority publications.



5. Logistical Requests Completed Within Five Days

The Department of Materials Management (DMM) manages a warehouse and distribution network that provides the necessary textbooks, instructional materials, classroom and office supplies, science kits, furniture, equipment, and test materials to schools and offices. Many distributions are scheduled so that schools and offices can anticipate when they will receive their requested items. In addition to the scheduled deliveries, there are many instances of other delivery requests including the delivery of chairs, tables, and risers needed for school events, physical education/sports equipment transfers, student adaptive equipment transfers, teacher material transfers, furniture needs by schools due to program changes, equipment ordered from outside vendors, curriculum material distributions, and communication material distributions. DMM recognizes that these unscheduled requests are time sensitive and strives to meet the goal of completing the request within five working days.

Strategies to reach the target of 98 percent include:

- Effective communications with schools and offices to anticipate the upcoming needs;
- Effectively and efficiently maintaining a fleet of vehicles for optimal operation;
- Coordinating scheduled and nonscheduled deliveries by route and cluster;
- Minimizing the number of trips required to the locations by combining loads; and
- Communicating with the locations so they are ready to accept the delivery.

