

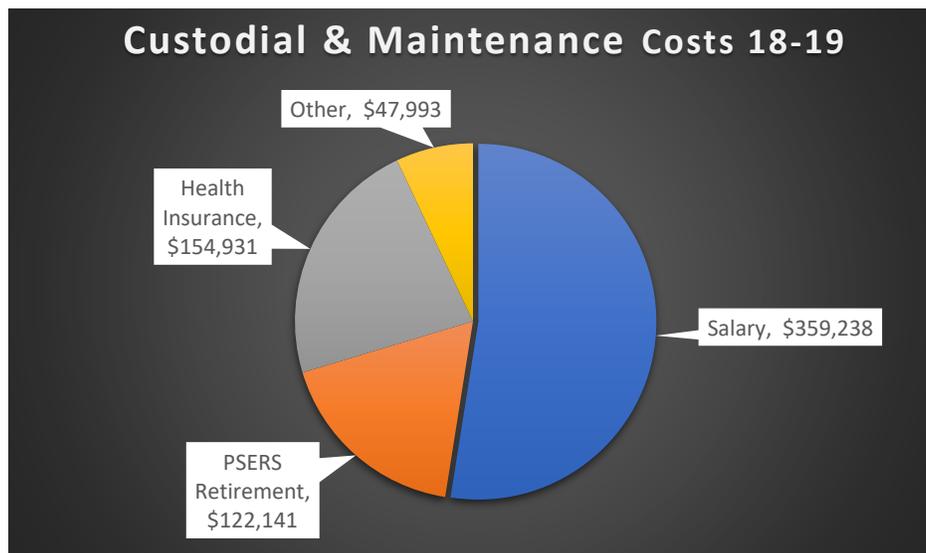
**Frequently Asked Questions (Updated April 2019)  
about the possibility of  
Outsourcing Custodial and/or Maintenance Services**

**1. Q: Why is the Wyalusing Area School District exploring options related to using a company to provide custodial and/or maintenance services?**

*A: The School Board has been consistent in their desire to ensure the most efficient and effective use of dollars and resources. By exploring options related to outsourcing these services, the school board can ensure that all possibilities are examined that allow the District to be in the most positive financially stable position as possible.*

**2. Q: How much will the school district save by bringing in a company to provide custodial and/or maintenance services?**

*A: The amount of savings potential could be as high as \$375,000, depending upon the staffing option selected by the board of directors. Currently, the custodian and maintenance positions carry a cost of more than \$684,000 for 10 positions. These costs are categorized as follows:*



**3. Q: Will the school district receive price gauging (significant increase costs) from year to year?**

*A: No, the vendor was required by law to provide a three-year cost projection. The cost projection has the potential three-year savings calculated at \$1,200,000, depending upon the staffing option selected by the board of directors.*

**4. Q: If the District chooses to outsource custodial and/or maintenance services will the current employees lose their jobs?**

*A: No. The District has been very clear with potential companies that all current employees must be given an interview and a fair opportunity to remain as a service provider to the district.*

**5. Q: Will the company bring in strangers to work in our schools?**

*A: No. All current employees will have an opportunity to continue providing a service to the district. The company is required to conduct a high-quality interview and hiring process that demands prospective employees meet the same clearance requirements as all Pennsylvania school employees. The District has*

*insisted that the hiring of all highly qualified individuals must meet rigorous background checks consistent with the standards of school employees. Additionally, local residents are strongly encouraged to apply for available positions.*

**6. Q: What is the turnover rate of employees with the potential vendor?**

*A: The vendor has shared that they experience less than a 30% companywide turnover rate, which is significantly less than the industry average of more than 95% turnover.*

**7. Q: What is the school district's plan if the vendor cannot fill vacancies?**

*A: The vendor will be responsible for employment staffing including providing substitute coverage, etc. The district currently experiences a substitute shortage as well as high rates of absenteeism.*

- A 12-month snapshot of the absentee rate indicates that 356 days of absenteeism (155 Vacation days, 150 Sick days, 30 Personal days, 4 Bonus days, 1 LWOP day, 16 Other days) occurred during a 1-year period for the 10 custodian/maintenance employees. This means that on average 1.36 custodians/maintenance personnel are absent each day.*
- A 12-month snapshot of the substitute fill rate indicates that 190 days of unfilled positions occurred during a 1-year period for the 10 custodian/maintenance employees. This means that more than 50% of the time the school district does not fill the position of an absent custodian or maintenance employee due to limited substitute availability.*

**8. Q: Can the school district guarantee the security of the school and our students?**

*A: The board of directors takes the safety, security, and wellbeing of our staff and students very seriously. While nothing is ever a guarantee, the leadership team takes many steps to maintain our safe school environment. All vendors, contractors, third party agents and associated employees must undergo the necessary background checks that are required for public school employment prior to working in our schools.*

**9. Q: Can the school district guarantee that the financial and retirement needs of the current employees are met?**

*A: The vendor has shared an interest in meeting the current hourly wage of some employees. The vendor offers several opportunities to team members that allow the employee to take advantage of retirement plans as well as other employer benefits.*

**10. Q: Can the school district guarantee that school taxes will not rise?**

*A: The board of directors takes their taxing authority responsibility very seriously and has been consistent in their desire to ensure the most efficient and effective use of dollars and resources. By exploring options related to outsourcing custodial and/or maintenance services, the school board can ensure that all possibilities are examined that allow the District to be in the most positive financially stable position as possible. There are numerous factors that affect the school district budget that include a substantial number of unfunded state and federal mandates.*

**11. Q: What is the school district going to do with the money saved if outsourcing occurs?**

*A: The board of directors work collaboratively with the district leadership team to ensure the most efficient use of taxpayer dollars. Any realized savings will be utilized as a factor in the budget requirements of the upcoming year.*

**12. Q: What will happen if the vendor's employees are less familiar the facilities?**

*A: The vendor has a strong interest in interviewing and hiring high quality employees. The current custodial and maintenance team are primary candidates for the available positions with the vendor. Additionally, the vendor has shared an onboarding process that includes training of the interworking of our facilities.*

**13. Q: What are the benefits offered to employees from the vendor?**

*A: The vendor has shared the following benefit options and possibilities may be available to employees:*

- *Fitness & Wellness Memberships*
- *Health, Dental, and Vision care and Rx options*
  - *Single and Family Benefit coverage available*
  - *Health Savings Account / Section 125 Plan available*
- *\$10,000 Life Insurance Policy for every employee*
- *401k plan*
- *Long Term Disability plan*
- *Paid holidays*
- *Paid Vacation time*
- *Employee recognition and reward programs*
- *Uniforms provided at no cost for every employee.*