

SUCCESS STORY

SETTING THE STAGE FOR EXCELLENCE: SSC AND CARTERSVILLE CITY SCHOOLS

Key Facts

LOCATION:

Cartersville, GA

CONTRACT START DATE:

2008

ENROLLMENT:

4,300 students

GRADES:

Pre-K through 12

SITE ENVIRONMENT:

Four award-winning schools: Cartersville primary, elementary, middle and high school

SERVICE PROVIDED:

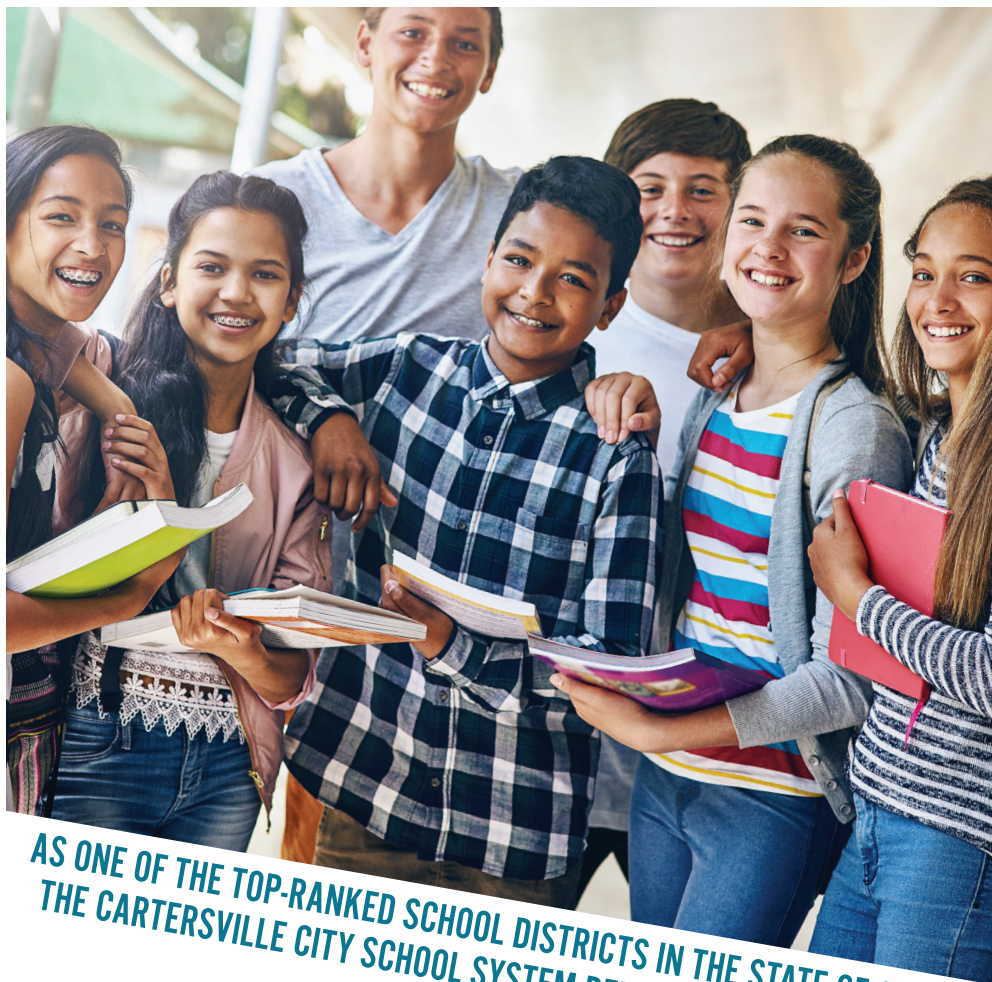
Custodial

REVENUE:

\$996,000 (2018–2019)

TYPE OF ACCOUNT:

Profit and loss



AS ONE OF THE TOP-RANKED SCHOOL DISTRICTS IN THE STATE OF GEORGIA, THE CARTERSVILLE CITY SCHOOL SYSTEM DEMANDS QUALITY

Cartersville has a 125-year tradition of excellence in education. High expectations, strong community support and a genuine commitment to educate each and every student have long been trademarks of this highly respected school system. Their heritage is founded on a strong partnership with the community, so when the district decided to research the possibility of outsourcing their custodial jobs in 2008, they knew it would be a community-wide choice.

THE ISSUE:

In 2008, Cartersville had a district-run custodial program in place. When several staff members retired at the same time, they were faced with the need to hire many more employees than is typical in a given school year. School board members thought outsourcing their janitorial jobs could result in cost savings, and also save the district time and money typically spent on the hiring process. Yet, they also understood they needed to maintain the high standards of safety and distinction to which all Cartersville students, staff and parents are accustomed.

THE SOLUTION:

SSC won the bid in 2008 and made an immediate impact. The goals of the SSC team were to meet three critical needs:

- 1 Transition the existing district staff, keeping them whole in salary and like insurance benefits.
- 2 Ensure the custodial program helped maintain the buildings at comparable or better service levels.
- 3 Show the Cartersville community that SSC is an expert in custodial services just as they are in education – so they could focus on what they do best by allowing us to do what we do best.

sscserv.com



“ Since 2008, SSC Service Solutions has been providing exceptional service ... they employ knowledgeable and hardworking individuals who take ownership and represent their company with the utmost professionalism. We are fortunate to be in a partnership with a company that provides our staff and students with a safe and clean learning environment. Cartersville City Schools' vision statement is 'A Tradition of Excellence ... Making it Personal.' It's safe to say that SSC Service Solutions shares that same vision. — Ken Paige, Director of Operations ”



Existing Cartersville employees stayed on as SSC employees, and the district soon realized schools were just as clean, if not cleaner, and managing the janitorial work staff was no longer something that required time and effort. By transitioning the existing district staff and maintaining their salaries and benefits, SSC was able to retain associates who had first-hand knowledge of the schools, as well as on-site experience. This helped with consistency in building maintenance and ensured the continuation of quality service levels, which was a key concern of the district when they decided to outsource custodial services.

In addition to this cost savings, SSC saved the district over \$250,000 in classified benefit costs. And, perhaps most importantly, outsourcing their custodial services allows Cartersville to focus on what they do best: preparing students with the knowledge and the skills to live successful and productive lives.

SUSTAINED SUCCESS:

After several successful contract renewals and some administration changes, Cartersville City and SSC celebrated 10 years of partnership together in 2018. This collaboration has served as a promising example to other districts in the state of the true benefits of outsourcing.

Cartersville City Schools has continued its winning tradition. The district recorded a graduation rate of 91.3 percent in 2018, up from 89.2 percent in 2017. In addition, the high school is in the process of adding to the number of buildings SSC will service. Construction of a new athletic facility is underway and is expected to be completed in 2019. The new complex will include boys' and girls' locker rooms, an indoor practice facility, a weight room, a sports medicine suite and a dining hall.

