

January 29, 2025

Mr. Kenneth Davis
Good Success Company, Inc

Re: 30 Day Work Plan— All Facilities/Senior Centers

Dear MR. Kenneth Davis

The purpose of this correspondence is to again raise your awareness to areas of your contractual performance that require your immediate attention. This is a **Performance Improvement Plan** in accordance with your existing contract.

Based on observations of the Building Services Supervisors and the Custodial Inspectors, you are specifically deficient in the areas of Day and Night Cleaning and the consistency of floor care work as required by the contract. This is an attempt to prevent deficiencies that could result in a deduction deficiency package, or loss of contract.

During several previous Janitorial Contract Meetings, you have been advised of the importance of the proper staffing for night cleaning and the consistency of floor work at all the Fulton County facilities you serve. It has also been emphasized that the lack of proper supervision during night cleaning is a cause for concern.

As a result of on-going cleaning issues largely resulting from the lack of sufficient night cleaning and inconsistent floor work in the County facilities for which you provide cleaning service, we are placing you on the following “Performance Improvement Plan” for thirty days to assist you with reaching the required cleaning standards and complying with the contract. The work plan will begin effective January 29, 2025. Any deviation from this plan must be approved by the Fulton County Building Services Manager.

- **MUST HAVE SUFFICIENT NUMBER OF EMPLOYEES TO CONDUCT DEEP CLEANING AT NIGHT AT EACH FACILITY.**
- **MUST HAVE NIGHT CLEANING EMPLOYEES AND DAY PORTERS SIGN IN AND OUT AT THE BEGINNING AND END OF EACH DAY, AND SIGN IN MUST BE FORWARDED AND AVAILABLE TO THE BUILDING SERVICES SUPERVISORS AND INSPECTORS**
- **Employees are expected to stay for their entire work shifts.**
- **Night cleaning (deep cleaning) must be accomplished after the facilities have closed.**
- **Must provide the proper number of hours of day porter coverage at each facility as**

Department of Real Estate and Asset Management
Operations Division
Operations Support
2025 Janitorial Contract Meeting – 27 Mar 2025
Good Success Agenda

❑ **Welcome, Opening Remarks & Introductions**

❑ **Discussion of General Concerns**

- **Contract Execution—inconsistent cleaning & inconsistent floor work is the quickest way to receive a poor Contractor Performance Report (CPR). When in doubt about what is required, call a Supervisor or Inspector. Floor work and restroom scrubbing will be an item of interest at all future meetings throughout the remainder of the year. I strongly suggest you look at your floor program in all your facilities. Be sure to properly coordinate the stripping/waxing of all hard floors.**

- **Thanks for your support during the inclement weather.**

- **Due to inconsistent cleaning & inconsistent floor work, you were officially placed on a 30-Day Performance Improvement Plan on 29 January 2025. The Building Services Supervisors discussed the ongoing issues in your Facilities and provided you a plan to assist you in providing the needed janitorial services in accordance with your existing contract. If there are any questions or concerns, please feel free to contact them as soon as possible.**

- **Some of your facilities are still experiencing personnel issues, inconsistent cleaning & inconsistent floor work. We will extend the Performance Plan another 30 days to give you another opportunity to provide the consistent level of cleaning that's required in accordance with the existing ITB. Be advised, this is the second (2nd) extension of your original performance Improvement Plan that was issued on 29 January 2025. During the next 30 days, you must show that you can provide consistent personnel, cleaning, and floor work support to all your Facilities, especially the Multi-Purpose Facilities. The Building Services Supervisors and Inspectors will continue to monitor your progress and provide Inspections to gauge your progress. When in doubt about what is required, call a Supervisor or Inspector. The County Team stands ready to provide guidance and assistance within the guidelines of the ITB. There has been some improvement; however, you must provide and maintain consistency with your total cleaning process to retain your existing contract and be eligible for future contracts. QC is a key factor for success!!!**

- **Please ensure that you properly annotate all Bathroom Sign-In/Out Sheets. You should annotate them daily upon completion of the cleaning process. If you "Pencil Whip" the sheet, it gives the impression that you're being deceptive. Please correct—Thanks!**

- Be sure to address all “High Touch Areas” during your daily/nightly cleaning. You must use COVID-19 Fighting Products during the cleaning process. These items are part of 23ITB138801C-GS. If needed, shift labor away from low priority areas to accommodate or enhance labor in “High Touch Areas”. There should not be additional cost for labor or supplies.
- Until further notice, every Thursday by 3:00PM please provide your Coronavirus Action Plan Update & Supply Update to me by E-mail. Utilize the template that was provided to you via E-mail on Thursday, June 27, 2024. As of to date, I have not received an Action Plan/Supply Update. Please forward an update ASAP—Thanks!
- Effective immediately, do not utilize COVID Foggers/Misters to perform sanitizations. Utilize “Wipe Down” procedures ensuring that you pay extra attention to “High Touch Areas” utilizing COVID-19 Products.
- If you perform a COVID-19 sanitizing/wipe down, you must take pictures and videos of your performance of the task. NO EXCEPTIONS!!!!
- You must perform day/night cleaning in our facilities. You must provide the proper amount of night janitorial support and Day Porter support in accordance with the Janitorial Contract. Lack of personnel and supervision during night and day cleaning is a recipe for disaster. If you use Subcontractors, they must be held to the standards of the Contract and you must notify Purchasing & Contract Compliance for approval. Be advised, the County can request the removal of a non-performing Subcontractor.
- Proper Restroom Cleaning is a must—flush P-trap with clean water—perform weekly machine scrub. Be sure to properly scrub the urinals. Also, please purchase some small sink plungers to prevent improper usage of toilet plungers. When is your next Restroom Cleaning Class? Please invite Val, Mike & Carlos to your next scheduled Restroom Cleaning Class.
- Be advised, you must properly complete your Periodic Floor Work. Don’t cut corners—it will result in a Deficiency Notice and discussed/reported on your Contractor Performance Report. Also, ensure you have enough equipment and supplies to properly complete the floors. Each floor’s floor work must be completed before you move on to the next floor. If utilizing Sub-Contractors, QC their work during and after the completion of the project. Remember, their work must meet contract & County standards.
- Burnish all hard floors at least twice per week. If you don’t have an existing schedule, create ASAP and forward to Val, Mike, Carlos & Brandy.
- No Dogs/Animals are allowed in your assigned Facilities during the daily/nightly cleaning process. If animal disability assistance is needed, please contact a Building Services Supervisor.

- **Safety—Ensure all Floor Signs/Cones/Safety Mats are OSHA compliant—When rain is projected or unexpected, make sure all signs and safety mats are present to warn our Customers of potential slip & fall hazards--No Exceptions!! Be Ready!!!**
- **Janitorial support during inclement weather is a must!!! Assist with spreading ice-melt/slip & fall prevention. You must have Supervision during early morning and Supervision at night. During inclement weather you must have sufficient staff on board to support the first responders (i.e., Sheriff, Marshals, Security, etc.) Assist with spreading ice-melt/slip & fall prevention.**
- **Ensure all Employees are aware of the OSHA Safety Regulations. Conduct OSHA Safety Classes. If lighting is poor at any Facility, contact us immediately. Lock all doors during & after your night cleaning. Also, anytime during the cleaning of a Restroom an unauthorized person, male enters Restroom while Female is cleaning Restroom or vice versa, notify County Management ASAP. Safety is a Priority!!**

• **If you are required to clean a facility during daylight hours before the hours of operations, lock all doors during & after the cleaning process.**

• **The upkeep of the grounds, entryways and sidewalks surrounding the Facilities are very important. The exterior cleaning of the Facilities must be thorough and consistent. Staff should start the clearing of the areas NLT 7:30am each morning. When possible, they should start at 7:00am. Don't attempt to clear in the dark! Please assist your grounds keeper until he/she is thoroughly familiar with the exterior requirements.**

❑ Access Requirements

Background Checks (No unauthorized personnel in any County Facility). Violators will be banned from working in County Facilities along with their Supervisors. Once the appointment date for badging is established, no additional names can be added on the Badge List on the appointment date. New badges will be issued during Mar 2025/Apr 2025, if needed. New Background Checks may be required. Start preparing your 2025 ID Badge Renewal List. All 2024 Badges must be returned to receive the 2025 Badge. I will notify you of the time and date of the exchange. Applicants must wear Mask & Gloves during the process.

- ✓ **Employment Eligibility Verification Identification (EEV ID) Confirmations must be always kept on site and available for inspection. Once the I9 Form is submitted and registered with the Federal Work Force Authorization Website, an EEV ID is assigned to each Employee.**

Weekly Performance Improvement Plan update for Good Success Cleaning Services

(Senior Centers)

As of 2/10/2025

1. There's still inconsistent cleaning throughout buildings
2. Still having inconsistent day porter coverage. (Benson)
3. Q.C program still needs adjusting.
4. Communication is still lacking between contractor and county reps.
5. Pre-training programs would be helpful and on the job training is still needed.
6. Learning the buildings operational schedules is recommended. I.E. Daily required cleaning of locations within the buildings.
7. Proper floor work care, still not being maintained professionally.

Carlos Gordon

Building Service Supervisor, North Zone