



READING PUBLIC SCHOOLS
ADMINISTRATION OFFICES

Harry K. Harutunian, Ph.D.
Superintendent

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Reading, Massachusetts 01867-0280

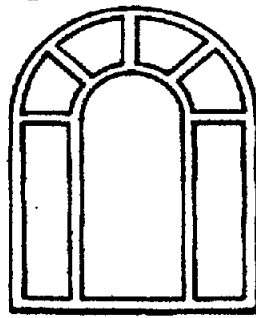
Dennis A. Richards
Associate Superintendent

Telephone 781-944-5800
Fax 781-942-9149

TO: Reading School Committee
FROM: Dr. Harry K. Harutunian
DATE: June 23, 2003
TOPIC: Contracted Cleaning Services

Please find attached, for your information, a copy of a letter from Elder Services Director Pamela Brown, Police Chief Bob Silva and Kimberly Lynn, Library Director to the Town Manager expressing their concerns with the contractor responsible for cleaning the town buildings. Please note this information was received after the School Committee voted on June 17th to award the cleaning contract.

If you have any questions, please contact me.



READING
PUBLIC LIBRARY

June 19, 2003

Dear Mr. Hechenbleikner,

Elder Services Administrator Pamela Brown, Police Chief Bob Silva, and I are dissatisfied with the Town's current cleaning company. We hope to express our concerns before the cleaning contract is renewed for the next three years. In this case, the lowest bidder should not be a contender.

Our major areas of concern involve the sub-standard service we receive and the subsequent safety, health, and maintenance problems that develop.

The company's crew spends less than 45 minutes a day cleaning each building. In that short amount of time minimal cleaning occurs. We agree that trash barrels are emptied and some vacuuming is done. Other jobs that should be done regularly are not. Complaints are lodged, often through Building Maintenance, and the cleaning company supervisor makes a site visit. After the visit the areas or items in question are cleaned, but only for a very short while. Stairways are rarely vacuumed and become so dirty they are often a hazard. Doors with glass are rarely cleaned even though the company has been asked to clean them every day. The crew does not ask for supplies when they run out of them; they simply stop cleaning what needs to be cleaned. Bathrooms become filthy. Town employees wind up cleaning them.

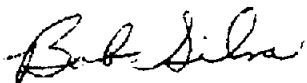
Pamela Brown, Chief Silva, and I realize the importance of negotiating the best contract. However, we disagree that hiring the least costly cleaning service is a way of saving money, especially in the long run. The buildings suffer and fall into disrepair. Staff and residents are not safe and feel uncomfortable in a dirty space.

We suggest that the Town contracts with the custodial staff to clean the buildings. The custodial staff takes pride in what they do. There is ownership, as well as, greater and more direct accountability. We feel certain that our proposition would benefit the Town. Please feel free to contact us to discuss the problems and/or solution in greater detail.

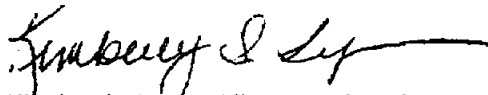
Respectfully submitted by,

A handwritten signature in cursive script that reads "Pamela Brown". The signature is written in black ink and is positioned above the typed name and title.

Pamela Brown, Elder Services Administrator
781-942-9056



Bob Silva, Police Chief
781-942-9194



Kimberly Lynn, Library Director
781-942-9110

cc:
Board of Selectmen
Head of Building Maintenance
Superintendent of Schools
Chair, Finance Committee