



KING COUNTY

1200 King County Courthouse
516 Third Avenue
Seattle, WA 98104

Signature Report

December 4, 2006

Ordinance 15653

Proposed No. 2006-0551.1

Sponsors Gossett and Phillips

1 AN ORDINANCE approving and adopting the
2 memorandum of agreement regarding a productivity
3 program negotiated by and between King County and
4 Service Employees International Union, Local 925
5 (Department of Executive Services - Facilities Management
6 Division) representing employees in the department of
7 executive services; and establishing the effective date of
8 said agreement.

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10

11 BE IT ORDAINED BY THE COUNCIL OF KING COUNTY:

12 SECTION 1. The memorandum of agreement regarding the full implementation
13 of a productivity program negotiated between King County and Service Employees
14 International Union, Local 925 (Department of Executive Services - Facilities
15 Management Division) and enacted on December 16, 2005 through Ordinance 15364
16 representing employees in the department of executive services and attached hereto is
17 hereby approved and adopted by this reference made a part hereof.

18 SECTION 2. Terms and conditions of said agreement shall be effective from
19 January 1, 2006, through and including December 31, 2007.

20

Ordinance 15653 was introduced on 11/6/2006 and passed by the Metropolitan King
County Council on 12/4/2006, by the following vote:

Yes: 6 - Mr. Dunn, Mr. Ferguson, Mr. Gossett, Ms. Hague, Mr. Constantine
and Ms. Patterson

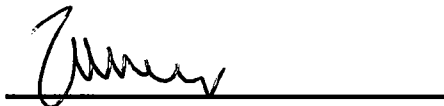
No: 1 - Ms. Lambert

Excused: 2 - Mr. Phillips and Mr. von Reichbauer

KING COUNTY COUNCIL
KING COUNTY, WASHINGTON


Larry Phillips, Chair

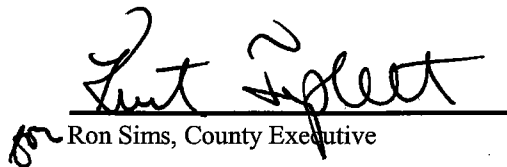
ATTEST:



Anne Noris, Clerk of the Council

RECEIVED
2006 DEC 13 PM 1:40
KING COUNTY COUNCIL
CLERK

APPROVED this 13th day of December, 2006.


Ron Sims, County Executive

Attachments

- A. Memorandum of Agreement by and Between King County and Service Employees International Union Local 925,
- B. King County Facilities Maintenance Division--Custodial and Cleaning Services--Tenant Representative Customer Survey,
- C. Supervisory Performance Audit--Custodial,
- D. Supervisory Performance Audit--Floor Care,
- E. Supervisory Performance Audit--Hazardous Materials Management Services,
- F. Supervisory Performance Audit--Maintenance Services,
- G. Supervisory Performance Audit--Supported Employee Services,
- H. Supervisory Performance Audit--Window Washing

**MEMORANDUM OF AGREEMENT
BY AND BETWEEN
KING COUNTY
AND
SERVICE EMPLOYEES INTERNATIONAL UNION LOCAL 925**

Whereas, the Service Employees International Union (SEIU) Local 925 represents employees in the Facilities Management Division (FMD) of the King County Department of Executive Services; and

Whereas, the 2005-2007 collective bargaining agreement between SEIU Local 925 and the County establishes a Productivity Program in Article 25; and

Whereas, under the terms of the bargaining agreement, the parties agreed to negotiate Productivity Goals for 2006 and 2007; and

Whereas, employees will be eligible for incentive bonuses for the years 2006 and 2007; and

Whereas, the parties have negotiated the matter; and

Therefore, SEIU Local 925 and the County have agreed to the following:

1. The Program goals include
 - Exceptional quality of work
 - Timely completion of tasks
 - Satisfied customers
2. The parties agree that the Program must involve:
 - Clear performance expectations
 - Clear customer expectations
 - An objective measurement system
3. Employees are eligible for the recognition payment if they exceed performance expectations for the work performed in 2006. Employees are eligible for an additional recognition payment if they exceed performance expectations for the work performed in 2007.
4. Custodians' goals are based on individual performance. Utility Workers' and Hazardous Waste employees' goals are based on group performance.

5. The end-of-year bonus will be based on the results of two measures: jointly-developed customer satisfaction surveys and supervisor performance audits. (Attached as Attachments A and B.)
6. Performance will be evaluated by both tenant survey (50%) and supervisor performance audit.
7. In 2007, customers will be surveyed in April and October. The 2006 Program survey will occur in October.
8. Customer survey data will be tracked by work location.
9. Performance audits will be administered by supervisors once per quarter.
10. The rating scale for the customer survey and supervisor performance audit will be

1	2	3	4	5
Unsatisfactory	Needs Improvement	Meets Expectations	Exceeds Expectations	Very Good

11. The two scores – (1) the customer survey average and (2) the supervisor performance audit average – are combined to produce a full scale with numerical values ranging from 0 to 10.
12. To be eligible for a recognition payment, employees must meet expectations on the customer survey and supervisor performance audit (i.e., a score of at least a 3.00).
13. For 2006, employees achieving a combined score of 7.50 receive a recognition payment as provided for in Article 25.
14. For 2007, employees achieving a combined score of 8.00 receive a recognition payment as provided for in Article 25.
15. The Program will be administered by the Facilities Management Division.
16. Disputes arising from decisions regarding the disbursement of Productivity Program funds may be pursued through a mediated communication between supervisor and employee utilizing the Inter-Local Conflict Resolution Group at least through the 2006 Productivity Program cycle.

17. Employees hired during the calendar year will receive a pro-rated portion of the recognition payment based on the number of months worked. For purposes of this provision, a month will be defined as no less than half of the workdays within a given month.
18. Either party may reopen negotiations no later than December 31, 2006 for the purpose of discussing subjects directly related to the ongoing administration of the Productivity Program.
19. This Agreement shall become effective upon the conclusion of the approval process by King County Council.

APPROVED this _____ day of _____, 2006

By: _____
King County Executive

For Service Employees International Union Local 925:

Debbie Foley
Organizer/Representative

Date

King County Facilities Maintenance Division
 CUSTODIAL AND CLEANING SERVICES

Tenant Representative Customer Survey

This survey is being used to ensure exceptional service. Please take a few minutes to provide your opinions about services you receive from the Facilities Management Division.

1. In what building do you work?
 - Courthouse
 - Administration Building
 - Other - Please specify _____
2. For what floor(s) are you responsible? _____
3. What is your Department/Division? _____

Thinking about the last several months...

4. Do you believe the (proposed or current) service level agreement (SLA) with FMD has been met? Please use a five-point scale where 1 means "Unsatisfactory" and 5 means "Very Good."

<u>Unsatisfactory</u>	<u>Needs Improvement</u>	<u>Meets Expectations</u>	<u>Exceeds Expectations</u>	<u>Very Good</u>
1	2	3	4	5
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Comments:

5. How do you rate the **overall quality of the custodial and cleaning services** provided in your work area by the FMD? Please use a five-point scale where 1 means "Unsatisfactory" and 5 means "Very Good."

<u>Unsatisfactory</u>	<u>Needs Improvement</u>	<u>Meets Expectations</u>	<u>Exceeds Expectations</u>	<u>Very Good</u>
1	2	3	4	5
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Comments:

6. How do you rate the **quality of customer service** provided by FMD custodial staff in each of the following areas? Please use a five-point scale where 1 means "Unsatisfactory" and 5 means "Very Good."

	<u>Unsatisfactory</u>	<u>Needs Improvement</u>	<u>Meets Expectations</u>	<u>Exceeds Expectations</u>	<u>Very Good</u>
	1	2	3	4	5
Courteous	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Professional	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Responsive	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Comments:

7. For each area, please rate the **quality of daily and weekly custodial services**. Please use a five-point scale where 1 means "Unsatisfactory" and 5 means "Very Good."

	<u>Unsatisfactory</u>	<u>Needs Improvement</u>	<u>Meets Expectations</u>	<u>Exceeds Expectations</u>	<u>Very Good</u>
	1	2	3	4	5
Public Areas (Lobbies, Halls, Elevators, Stairwells)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Restrooms	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Office Spaces	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Meeting & Conference Rooms	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Kitchen & Break areas	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Comments:

8. For each *specialized area (if applicable)*, please rate the **quality of daily and weekly custodial services**. Please use a five-point scale where 1 means "Unsatisfactory" and 5 means "Very Good."

	<u>Unsatisfactory</u>	<u>Needs Improvement</u>	<u>Meets Expectations</u>	<u>Exceeds Expectations</u>	<u>Very Good</u>
	1	2	3	4	5
Holding cells (precincts)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Clinics	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Exam rooms	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Library	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Judge's Chambers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Court Rooms	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Jury Rooms	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Shower/Locker Rooms	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Copy Room	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Comments:

9. Is there anything else you would like to tell us about the quality of the services received or your satisfaction regarding services you receive from the Facilities Management Division?

Optional: Please tell us your name if you would like a follow-up call: _____

Thank you very much for your time and input.

**King County Facilities Maintenance Division
PERIODIC CUSTODIAL SERVICES: WINDOW WASHING & FLOOR CARE**

Tenant Representative Customer Survey

This survey is being used to ensure exceptional service. Please take a few minutes to provide your opinions about services you receive from the Facilities Management Division.

1. In what building do you work?
 Courthouse
 Administration Building
 Other – Please specify _____
2. For what floor(s) are you responsible? _____
3. What is your Department/Division? _____

Thinking about the last time window washing or floor care was done in your building...

4. For each area, please rate the **overall quality of periodic custodial service**. Please use a five-point scale where 1 means "Unsatisfactory" and 5 means "Very Good."

	<u>Unsatisfactory</u>	<u>Needs Improvement</u>	<u>Meets Expectations</u>	<u>Exceeds Expectations</u>	<u>Very Good</u>
	1	2	3	4	5
Window washing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Floor care (polishing/buffing)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Comments:

5. How do you rate the **quality of customer service** provided by FMD custodial staff in each of the following areas? Please use a five-point scale where 1 means "Unsatisfactory" and 5 means "Very Good."

	<u>Unsatisfactory</u>	<u>Needs Improvement</u>	<u>Meets Expectations</u>	<u>Exceeds Expectations</u>	<u>Very Good</u>
	1	2	3	4	5
Courteous	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Professional	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Responsive	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Comments:

6. How do you rate the **quality of periodic custodial services** provided by FMD custodial staff in each of the following areas? Please use a five-point scale where 1 means "Unsatisfactory" and 5 means "Very Good."

	<u>Unsatisfactory</u>	<u>Needs Improvement</u>	<u>Meets Expectations</u>	<u>Exceeds Expectations</u>	<u>Very Good</u>
	1	2	3	4	5
Window Washing					
Windows free from spots and streaks	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
All accessible windows were cleaned	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Exposed window sills/ledges wiped clean	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Arrived as scheduled, or notified if schedule changed	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Floor Care					
Hard surfaced floors are noticeably shiny/clean	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Floor finish is even and free from debris/stains	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Carpets are noticeably cleaner	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
All furniture was put back in place	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Arrived as scheduled, or notified if schedule changed	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Comments:

7. Is there anything else you would like to tell us about the quality of the services received or your satisfaction regarding services you receive from the Facilities Management Division?

Optional: Please tell us your name if you would like a follow-up call: _____

Thank you very much for your time and input.

Service Employees International Union, Local 925 - Department of Executive Services - Facilities Management Division

012U0206_Attach_A

Page 5 of 9

**King County Facilities Maintenance Division
MAINTENANCE & MOVING SERVICES**

Tenant Representative Customer Survey

This survey is being used to ensure exceptional service. Please take a few minutes to provide your opinions about services you receive from the Facilities Management Division.

1. In what building do you work?
 - Courthouse
 - Administration Building
 - Other – Please specify _____
2. For what floor(s) are you responsible? _____
3. What is your Department/Division? _____

Thinking about the last time maintenance or moving was done in your building...

4. How do you rate the **overall quality of maintenance services** provided by the FMD? Please use a five-point scale where 1 means “Unsatisfactory” and 5 means “Very Good.”

<u>Unsatisfactory</u>	<u>Needs Improvement</u>	<u>Meets Expectations</u>	<u>Exceeds Expectations</u>	<u>Very Good</u>
1	2	3	4	5
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Comments:

5. How do you rate the **quality of customer service** provided by **FMD maintenance staff** in each of the following areas? Please use a five-point scale where 1 means “Unsatisfactory” and 5 means “Very Good.”

	<u>Unsatisfactory</u>	<u>Needs Improvement</u>	<u>Meets Expectations</u>	<u>Exceeds Expectations</u>	<u>Very Good</u>
	1	2	3	4	5
Courteous	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Professional	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Responsive	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Comments:

6. How do you rate the **quality of maintenance services** provided by FMD maintenance staff in each of the following areas? Please use a five-point scale where 1 means "Unsatisfactory" and 5 means "Very Good."

	<u>Unsatisfactory</u>	<u>Needs Improvement</u>	<u>Meets Expectations</u>	<u>Exceeds Expectations</u>	<u>Very Good</u>
	1	2	3	4	5
Completed all work as requested	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Work, once started, is completed promptly	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Work area was left clean					
Arrived as scheduled, or notified if schedule changed	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Comments:

7. Is there anything else you would like to tell us about the quality of the services received or your satisfaction regarding services you receive from the Facilities Management Division?

Optional: Please tell us your name if you would like a follow-up call: _____

Thank you very much for your time and input.

**King County Facilities Maintenance Division
HAZARDOUS MATERIALS MANAGEMENT SERVICES**

Customer Survey

This survey is being used to ensure exceptional service. Please take a few minutes to provide your opinions about services you receive from the Facilities Management Division.

1. In what building do you work?
 - Courthouse
 - Administration Building
 - Other – Please specify _____

2. For what floor(s) are you responsible? _____

3. What is your Department/Division? _____

4. Are you a:
 - Project manager
 - Building tenant representative
 - Building superintendent

Thinking about the last time the hazardous material management group did work in your building...

5. How do you rate the **quality of hazardous materials management services** provided by the FMD? Please use a five-point scale where 1 means "Unsatisfactory" and 5 means "Very Good."

<u>Unsatisfactory</u>	<u>Needs Improvement</u>	<u>Meets Expectations</u>	<u>Exceeds Expectations</u>	<u>Very Good</u>
1	2	3	4	5
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Comments:

6. How do you rate the **quality of customer service** provided by **FMD hazardous materials management staff** in each of the following areas? Please use a five-point scale where 1 means "Unsatisfactory" and 5 means "Very Good."

	<u>Unsatisfactory</u>	<u>Needs Improvement</u>	<u>Meets Expectations</u>	<u>Exceeds Expectations</u>	<u>Very Good</u>
	1	2	3	4	5
Courteous	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Professional	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Responsive	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>