



LEADERSHIP CONGLOMERATION

Business Operations



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Business Operations

Mission: To support the Districts mission, strategies and objectives by migrating to the most effective Business Operations operating model, enabling more focus on the core competency of providing the best education and environment possible for students



Elizabeth Phalen
Chief Business Operations
416-2100

Departments:

Asset Management

Construction Management

Contract Management

Custodial Services

Energy Management

Enterprise Initiatives

Facilities Maintenance

Facility Planning (Events)

Grounds/Lawn Care/Stadium

Mail Services

Nutrition Service

Pest Control

Plant Managers/Building Engineers

Print Shop

Procurement Services

Warehouse Management



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Business Operations Team



**Cerita Butler, Executive Director
Facilities Maintenance & Construction
Management
416-1681**

- Facilities Maintenance
- Capital & Construction Management



**Teresa Cheek
Executive Director Enterprise initiatives
416-1088**



**Kathy Eikenberg, Executive Director
Business Operations
416-0602**

- Nutrition Services
- Custodial & Grounds Services
- Transportation Services



**Michelle Stuart, Director Facility Planning
and Property Management
416-4715**

- Event Planning & Permits
- Enrollment Projections
- Space Planning
- Attendance Zones



**Brenda Allen, Director of Procurement,
Contracts & Asset Management
416-5380**

- Procurement Training
- RFP Process
- Procurement Planning
- Asset Mgt. & Auctions



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Business Operations Team, con't



Genard Phillips, Director of Facilities & Maintenance Services

416-0043

- Building Maintenance & Repairs
- Fleet Maintenance & Repairs
- Warehouse Services
- Print Services



Phyllis Glover, Director Nutrition Services

416-5550

- School Lunch Program
- Breakfast in Classroom/ supper program/FFVP
- Community Eligibility



Isaac Wright, Director of Custodial, Grounds and Pest Control Services

416-4083

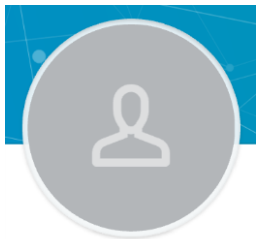
- School Cleaning
- Plant Managers
- Lawn Care
- Pest Control



Stephen Wherry, Transportation

416-6078

- Principal Hotline
- New Routes/Optimization
- Bus Passes
- Student Conduct



Leonard Myers
Director Construction Management
416-0860



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Top 10 Take A ways

1. Call your **Plant Manager** for all facility, custodial, grounds and pest control issues and concerns. They will put in work orders and provide you with status updates
2. For **Facility Emergencies** such as power outages, HVAC issues, roof leaks, etc.... call **416-9430**
3. **Need to purchase** something? Complete a requisition in APECs (<http://apecs.scsk12.org/biz/bus.aspx>)
4. Purchase from **approved vendors only!** Vendors may register with the District by logging onto www.scsk12.org, then follow the link for Doing Business with SCS
5. **Need a contract**, enter a request in the Contract Request Portal (<http://155casadap/casadap/req/>)
6. Planning an **afterhours event** at your school? Have the event leader complete a Facility Request Form to ensure heat/air and custodial services are available (<http://www.scsk12.org/fp/forms?PID=784>)
7. Make sure all **assets are tagged!** See link to guidelines.....
[http://www.scsk12.org/facilities/uploads/Inventory%20Management%20Procedures-AMSI%20Users%20\(Only\).pdf](http://www.scsk12.org/facilities/uploads/Inventory%20Management%20Procedures-AMSI%20Users%20(Only).pdf)
8. For **Copiers, Equipment & Furniture Purchases**, please contact the Facilities Warehouse at **416-9420**, to inquire about excess inventory before submitting an APECS Requisition Purchase Order
9. For **Nutrition Services support** including Breakfast in the Classroom and At Risk Supper call **416-5550**
10. Work with your Plant Manager on all building improvement/construction requests! Construction projects typically require special funding and may require Board approval





LEADERSHIP CONGLOMERATION



Procurement, Contracts &
Asset Management

Procurement Services

- Use **best practices to source and procure materials**, equipment and services in accordance with state/federal regulations and Board policies. Ensure the solicitation process is open, equitable and competitive
- Procurement will have a dedicated team assigned to Academics. The team will be comprised of Sourcing Manager, Senior Buyer and Buyer
- All purchases over \$500 must be entered into E-Procurement System (APECs)
 - Purchasing Tier Ranges:
 - \$0- \$3,499-Quotes not required
 - \$3,500-9,999 – Three written quotes
 - \$10,000 & Up – Formal solicitation required
 - When procuring goods, equipment or services, the suppliers **MUST** be active in APECS and the supplier must have a purchase order and/or executed contract before service can be rendered or product is delivered.

Board Approval Required

- ✓ Bids, Proposals or Qualifications totaling \$100,000 or more
- ✓ Multi-year agreement and contract extension no matter the dollar amount

**For training contact Deb Aleman 416-5621
or Paris Felts 416-5426**

For issues or concerns call 416-5376



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Asset Management

Principals are responsible for the following:

- Inventorying and tracking fixed asset over \$5000 and personal property under his/her authority
- Implementing measures to ensure that loss, theft, misuse, or abuse of district-owned personal property is kept to a minimum
- Ensuring that district-owned personal property is tagged (barcoded) in accordance with established guidelines
- Conducting physical inventories and maintaining complete and accurate inventory control and accountability records for district-owned personal property assigned to his/her area
- Ensuring that auditable documentation is available for assigned inventory process
- Schools and non-school locations are given ninety (90) days to complete annual inventory beginning in January

For training, issues or concerns, contact Isaac Garret 416- 5497



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Contract Management

- Contracts Management transitioned from General Council to Procurement Department January 2018
- The department consists of Contract Manager, 2-Contracts Advisors, and the Administrator
- All contract must be entered “Contract Advantage”
- The department has established a checklist of the pertinent information required to promote a smooth and timely contract execution
- Requestor will receive automated notification of contract status
- Training will be provided starting FY 18-19 school year for all users of Contract Advantage

For training, issues or concerns, contact Deanna Smithfinch 416-8232



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LEADERSHIP CONGLOMERATION



Facilities Maintenance

Facilities Maintenance & Construction Management

Work Order Requests

Facilities Maintenance

- Repairs to the existing property, equipment, fixture or system
- Improvements that “keep” or maintain property in good, efficient operating condition
- Restoring the property to its previous or original condition
- Equipment or system break fixes

Construction Management

- Interior additions, physical enlargements or expansions
- Minor renovations and remodeling
- Adapting space to a new or different use
- Replacing components or a structural part of the property
(Ex. Digital marquis)

NOTE: Construction projects typically require special funding and may require Board approval



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Construction Management

- New construction
- Building additions, physical enlargements or expansions
- Renovations and Remodeling
- Adapting property to a new or different use
- Replacing major components or a structural part of the property
- Principal Interaction:
 - Project Scope Review
 - Project Scheduling
 - Impact to School Operations
 - Project Status Updates

NOTE: Capital Construction projects typically require capital investment funding and Board approval



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Facilities Maintenance - Work Order Prioritization

1.

Emergencies

- Life Safety
- Security
- HVAC

2.

Compliance

- Pre-K
- Fire
- Safety

3.

Routine

- Impact
- Whole School

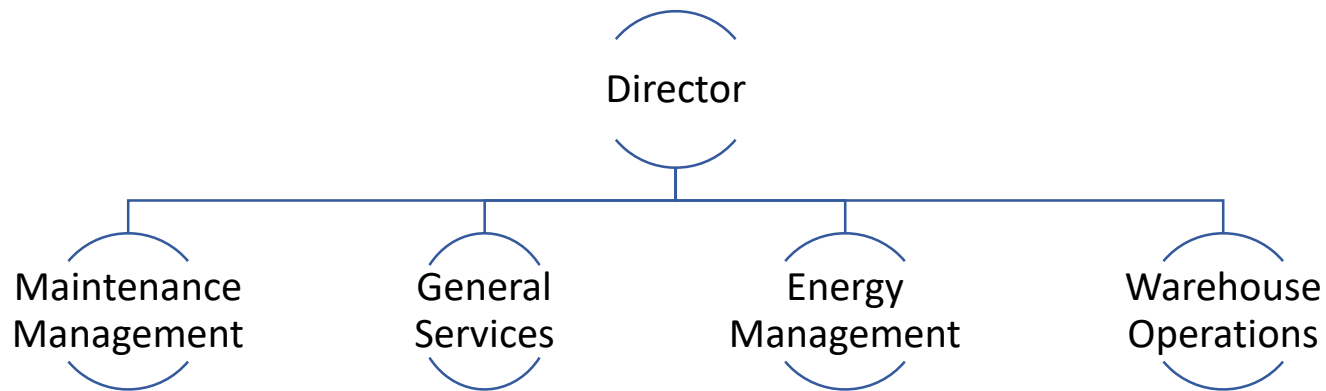


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Facilities Maintenance

Core Values / Expectations:

- Safety
- Professionalism
- Integrity
- Transparency
- Quality over Quantity
- Do It Right, Do It Once – No Shortcuts
- A Good Day's Work for a Good Day's Pay



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Facilities Maintenance Team

Director

Genard Phillips, 901-265-1850 (m)

Maintenance Managers:

(Electrical, HVAC, Plumbing, Roofing)

Zone 1 – Tom Palmertree, 901-626-4300 (m)

Zone 2 – Scott Carter, 901-647-4525 (m)

Zone 3 – TBD

Energy Management:

(EMS, EH&S, Utilities)

Manager – Tony Wright, 901-626-4620 (m)

General Services:

(Auto, Carpentry, Painting)

Manager – TBD

Warehouse Operations:

(Maint/Mallory Whse, Mail, Print Shop)

Manager – Ken White, 901-553-5219 (m)



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Facilities Maintenance Quick Call

Facilities & Maintenance

Facility Emergency

416-9420

After Hour Emergencies

416-9430

901-301-4101

Power Outage

901-626-4501

Gas Leaks

901-626-4502

Energy Management

416-1664, 901-626-4620

Elevators

416-0049

Fire Systems

416-0797



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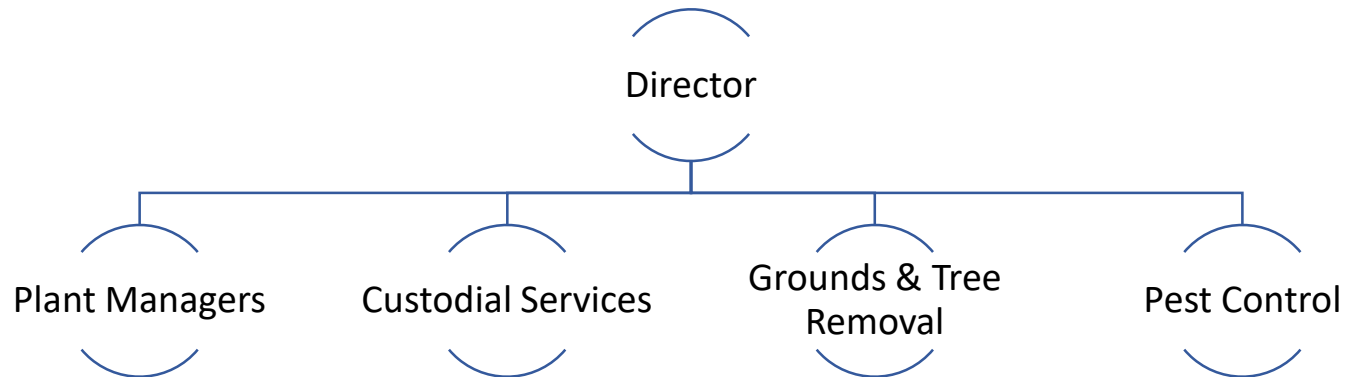
CONGLOMERATION



Custodial, Grounds and Pest Control

Custodial, Grounds & Pest Control

Mission: We strive to provide our faculty, staff and students with clean, safe, healthy and aesthetically pleasing schools that will lead to a more productive learning environment



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Plant Managers

- 124 Plant Managers across the District
- This team supervises and performs duties to ensure a safe and clean learning/working environment for students & staff
- **Plant Managers will help with work orders, meet with them regularly to review status of work orders**
- **Contact your Plant Manager for all issues related to:**
 - Facility Maintenance & Repair
 - Custodial
 - Grounds
 - Pest Control



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Plant Managers – Duties

- **Maintenance 24 hour first line responder**
- **Monitors**
 - Security System & Fire Alarms
 - Work order status
 - Vendors conducting repair at school location
 - Cleaning vendors
- **Maintains logs**
 - Key & key box
 - Chiller, boilers
 - Trash pick up
- **Routine Maintenance**
 - Clean HVAC cooling towers
 - Support HVAC filters replacement as needed
 - Repair/assemble classroom equipment
 - Restroom fixtures
 - Touch up paint
 - Replace ceiling tiles
 - Replace bulbs, lighting
- **Cleaning**
 - Conduct weekly inspections
 - Pressure wash walkways
 - Clean exterior screened windows
 - Assist with trash removal
- **Stadiums**
 - Daily inspection
 - Assist with trash removal
 - Secure stadium after events
- **Furniture**
 - Asset Management support
 - Assemble & set up furniture
- **Other**
 - Room set up – café, gym, auditorium
 - Raise flag
 - Projects as requested



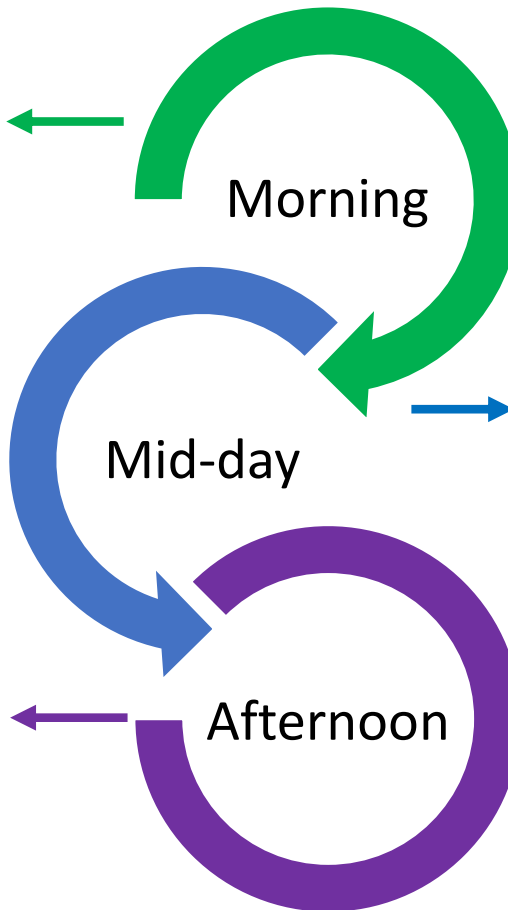
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Plant Managers – Day in the Life

Arrive 1 hour prior to bell and departs 1 hour after dismissal

- Respond to any emergencies; HVAC, graffiti, leaks, etc.
- Open school, raise flag
- Walk entire building & stadium; inspect Custodial work from previous night...follow up with issues
- Enter work orders for repairs; check status of existing work orders

- Special projects as needed
- Room set up for after hours events
- Continue routine maintenance items
- Enter work orders for items identified throughout the day
- Update logs as needed
- Check with Custodial vendor prior to departing



- Room set up for school day events
- Support maintenance staff or vendors in building for repairs as needed
- Conduct cleaning inspections (weekly)
- Perform routine maintenance items; ceiling tiles, touch up paint, filters, light fixtures, etc.
- Respond to School Staff requests
- Support lunch activities; help with spills



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Custodial, Grounds & Pest

- **Custodial Operations**

- Multiple cleaning vendors: Aramark & Service Master
- School and stadium cleaning
- KPIs include: Cleaning Inspections, Staffing, Supplies, Appropriate Complaint/Service Level Resolutions, Accidents/Incidents and Energy Conservation
- We want your feedback, follow this link:
<https://www.surveymonkey.com/r/SCS-Schools-Cleaning-Survey>

- **Grounds Operations**

- Grounds keeping, tree trimming, herbicide treatment, concrete & asphalt repairs, snow and ice removal, refuse pickup services, recycle program
- Four Zones using in-house staff and outsourced contractors when needed

- **Pest Control**

- In-staff & vendor support

Please contact your Plant Manager for help in these areas!



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Custodial & Grounds Services

Office Phone, 901-416-4083

Office Fax, 901-416-5280

Director

Mr Isaac Wright, 901-626-6403

Custodial Supervisors

Zone 1, Mr. Jarq Rogers, 901-626-6401

Zone 2, Mr .Monroe Blocker, 901-606-2780

Zone 3, Mr. Delbert Means, 901-626-4201

Zone 4, TBD

Grounds, Pest Control

Jerry Tucker, 901-626-5003

1st Line Grounds Keeping Supervisors

Northeast Zone, Corey Yates, 901-834-4439

Northwest Zone, John Littleton, 901-626-5516

Southwest Zone, Andre Walker, 901-553-5332

Southeast Zone, Cedric Moore, 901-832-4866



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LEADERSHIP CONGLOMERATION



Nutrition Services

Nutrition Services

Mission:

“Nutrition is our business and supporting education is our goal”

What we value:

- The educational goals of the district
- Providing wholesome nutritional opportunities for our students
- The delivery of consistent and excellent service



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Nutrition Services

New menu items:

- Beef steak fingers
- Breakfast croissant
- Turkey bacon
- Asian chicken
- Mini waffles
- Chicken and chili tortilla
- Mixed dried fruit

At Risk Supper

- Available to all children under the age of 18 After school supper and snack
- Contact: Tymisha Small 901.416.8280

Breakfast in the Classroom

- Contact: Calvin Johnson 901.46.5556



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Nutrition Services Leadership Team

Calvin Johnson-School Operations

901-416-5556

901-626-1543

Darold Russell-Distribution

901-416-4616

Denise Hooper- Training, Food Safety, Quality

901-416-0058

Jim Cruthirds-Equipment Operations

901-416-5560

901-626-1546

Kim Stewart-Menu Planning

901-416-0063

Malinda Tyson-Human Resources

901-416-8283

Melvin Burgess-Quality Manager

901-416-3025

Michelle Brown-NS Finance

901-416-0728

Mike Esposito-Information Technology

901-416-6555



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Nutrition Services Area Managers

- **LaWanda Jones-Area 1**

Office: 901-416-1422

Cell: 901-498-0088

- **Richard Lewis-Area 2**

Office: 901-416-5557

Cell: 901-553-5613

- **Shannon Davis-Area 3**

Office: 901-416-5495

Cell: 901-834-3125

- **Arlishia McGaughy-Area 4**

Office: 901-416-1607

Cell: 901-603-0481

- **Spencer Bradshaw-Area 5**

Office: 901-416-5553

Cell: 901-553-5614

- **Shalissia Smith-Area 6**

Office: 901-416-5554

Cell: 901-530-7151

- **Francis Offiong-Area 7**

Office: 901-416-5559

Cell: 901-553-5617

- **Myra Grey**

Office: 901-416-0070

Cell: 901-262-8188



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LEADERSHIP CONGLOMERATION



Transportation Services

Transportation Services

- Transportation provides home to school transportation services for approximate 23,000+ SCS students
- Students are transported on 340+ general and special education buses
- Buses travel approximately 29,981+ miles per day
- Buses are housed at four terminals throughout the county: Getwell (East), Kentucky (South), Farmville (North), and Grays Creek(Northeast)
- Additionally transportation provide approximately 6,500 field trips and activity trips annually



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Transportation Services

Roles/ Responsibilities

SCS Team

- Customer Service/Principal Hot Line
- Bus Routing
- Safety Reporting
- State Reporting
- EFieldTrip Assistance
- Bus Passes

Durham School Services

- Late Bus Concerns
- Missed Stops
- Driver Concerns
- Confirm Field Trip Bus Request
- Field Trip Bus Quote (out of town)



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SCS Transportation Contact Information

Stephen Wherry	Transportation Manager	416-7933
Audrey Williams	Transportation Advisor	416-7964
Terry Ellis	Safety Specialist	416-8141
Pamela Anderson	Transportation Routing Analyst	416-7880
Stephanie Sisk	Transportation Routing Analyst	416-7926
Angela Dokes	Routing Specialist	416-7881
Priscilla Avant	Routing Specialist	416-7919
Torrie Oduyoye	Customer Service Representative	416-7891

Main: (901) 416-6077 Fax:(901) 416-8453

All questions, compliments, and/or complaints can be sent via email TransAdminSupport@scsk12.org

Durham School Services Contact Information

Farmville (NG/NE)	901-320-9356
Getwell (EG/EE)	901-743-1093
Kentucky (SG/SE)	901-948-0272
Grays Creek (GG/GE)	901-380-0126



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Field Trip Information

The Electronic Field Trip (eFieldTrip) system is our web-based program for computerizing your field trip transportation when using Durham School Services. It allows schools and district office personnel to request field trip bus transportation and allows transportation personnel to approve or deny such requests.

http://edulog_ftweb/edulog/eFTremote/

- Each school may select up to four authorized users to submit bus orders. Email selected user names to Audrey Williams, williamsal@scsk12.org, and Torrie Oduyoye, oduyoyet@scsk12.org so they can be set up in the system.
- Principal approval is required for all bus orders entered by authorized users of eFieldTrip at their respective schools. Durham cannot process a request if it is not approved in the system by the Principal.
- **EFieldTrip is only for placing an order for a bus. It DOES NOT replace district procedures and approvals in place for requesting permission to take a field trip.**



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LEADERSHIP CONGLOMERATION



Facility Planning & Events

Event Permitting

- One of the functions of the Office of Facility Planning and Property Management is preparing permits for events that happen after normal school hours.
- Once a permit is approved, activities at school facilities receive air conditioning/ heat, security, custodial services, and plant manager services.
- If you don't complete a permit you risk not having required services such as heat, air, custodial, security, etc.

All Third Party / Community Users MUST

- Obtain permit through Office of Facility Planning
- **Contact Tiffany Bracy in Facility Planning @ 901.416.4716 or BracyT@scsk12.org**
- Be charged custodial, plant manager, and utility fees
 - Security Department assesses security need and fees, if applicable

District Users

- All Central Office-sponsored events hosted at schools **must** be permitted
- All school-sponsored **weekend, holiday, and summer events** must be permitted
- All after-hour M-F school events (practices, clubs, study groups, etc.) during the school year should email ems@scsk12.org with after-hours events to ensure air/heat; **no permit necessary**



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Event Permitting

Facility Request Process for Third Party Applicants

- Contact Tiffany Bracy in Facility Planning @ **901.416.4716** or BracyT@scsk12.org

Facility Request Process for District Applicants

- Retrieve form from Facility Planning Rental Process link on SCS homepage from: <http://www.scsk12.org/fp/forms?PID=784>
- Submit completed facility request form (signed by Principal) or stadium request form (signed by SCIAA) to the Office of Facility Planning and Property Management
- Upon receipt of the facility or stadium request, the Office of Facility Planning will assign fees as appropriate
- In order to ensure facilities/stadiums are cleaned properly, all events with over 50 attendees must pay hourly custodial fees



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