Leadership Conglomeration

Business Operations
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

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

Elizabeth Phalen
Chief Business Operations
416-2100
Business Operations Team

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

Kathy Eikenberg, Executive Director
Business Operations
416-0602
- Nutrition Services
- Custodial & Grounds Services
- Transportation Services

Brenda Allen, Director of Procurement,
Contracts & Asset Management
416-5380
- Procurement Training
- RFP Process
- Procurement Planning
- Asset Mgt. & Auctions

Teresa Cheek
Executive Director Enterprise initiatives
416-1088

Michelle Stuart, Director Facility Planning
and Property Management
416-4715
- Event Planning & Permits
- Enrollment Projections
- Space Planning
- Attendance Zones
Genard Phillips, Director of Facilities & Maintenance Services
416-0043
• Building Maintenance & Repairs
• Fleet Maintenance & Repairs
• Warehouse Services
• Print Services

Isaac Wright, Director of Custodial, Grounds and Pest Control Services
416-4083
• School Cleaning
• Plant Managers
• Lawn Care
• Pest Control

Leonard Myers
Director Construction Management
416-0860

Phyllis Glover, Director Nutrition Services
416-5550
• School Lunch Program
• Breakfast in Classroom/ supper program/FFVP
• Community Eligibility

Stephen Wherry, Transportation
416-6078
• Principal Hotline
• New Routes/Optimization
• Bus Passes
• Student Conduct
Top 10 Take Aways

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


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)


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.
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
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
**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
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
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
Facilities Maintenance - Work Order Prioritization

1. Emergencies
   - Life Safety
   - Security
   - HVAC

2. Compliance
   - Pre-K
   - Fire
   - Safety

3. Routine
   - Impact
   - Whole School
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

Director

Maintenance Management
General Services
Energy Management
Warehouse Operations
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

General Services:
(Auto, Carpentry, Painting)
Manager – TBD

Energy Management:
(EMS, EH&S, Utilities)
Manager – Tony Wright, 901-626-4620 (m)

Warehouse Operations:
(Maint/Mallory Whse, Mail, Print Shop)
Manager – Ken White, 901-553-5219 (m)
# Facilities Maintenance Quick Call

<table>
<thead>
<tr>
<th>Facilities &amp; Maintenance</th>
<th>Phone Numbers</th>
</tr>
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<tbody>
<tr>
<td>Facility Emergency</td>
<td>416-9430</td>
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<tr>
<td>After Hour Emergencies</td>
<td>901-301-4101</td>
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<tr>
<td>Power Outage</td>
<td>901-626-4501</td>
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<tr>
<td>Gas Leaks</td>
<td>901-626-4502</td>
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<tr>
<td>Energy Management</td>
<td>416-1664, 901-626-4620</td>
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<tr>
<td>Elevators</td>
<td>416-0049</td>
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<tr>
<td>Fire Systems</td>
<td>416-0797</td>
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</tbody>
</table>
Custodial, Grounds and 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.
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
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
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

**Morning**

- 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

**Mid-day**

- 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

**Afternoon**

- Continue routine maintenance items
- Enter work orders for items identified throughout the day
- Update logs as needed
- Check with Custodial vendor prior to departing
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](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!
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
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
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
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
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
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
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)
### SCS Transportation Contact Information

<table>
<thead>
<tr>
<th>Name</th>
<th>Title</th>
<th>Phone</th>
</tr>
</thead>
<tbody>
<tr>
<td>Stephen Wherry</td>
<td>Transportation Manager</td>
<td>416-7933</td>
</tr>
<tr>
<td>Audrey Williams</td>
<td>Transportation Advisor</td>
<td>416-7964</td>
</tr>
<tr>
<td>Terry Ellis</td>
<td>Safety Specialist</td>
<td>416-8141</td>
</tr>
<tr>
<td>Pamela Anderson</td>
<td>Transportation Routing Analyst</td>
<td>416-7880</td>
</tr>
<tr>
<td>Stephanie Sisk</td>
<td>Transportation Routing Analyst</td>
<td>416-7926</td>
</tr>
<tr>
<td>Angela Dokes</td>
<td>Routing Specialist</td>
<td>416-7881</td>
</tr>
<tr>
<td>Priscilla Avant</td>
<td>Routing Specialist</td>
<td>416-7919</td>
</tr>
<tr>
<td>Torrie Oduyoye</td>
<td>Customer Service Representative</td>
<td>416-7891</td>
</tr>
</tbody>
</table>

**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

<table>
<thead>
<tr>
<th>Location</th>
<th>Phone</th>
</tr>
</thead>
<tbody>
<tr>
<td>Farmville (NG/NE)</td>
<td>901-320-9356</td>
</tr>
<tr>
<td>Getwell (EG/EE)</td>
<td>901-743-1093</td>
</tr>
<tr>
<td>Kentucky (SG/SE)</td>
<td>901-948-0272</td>
</tr>
<tr>
<td>Grays Creek (GG/GE)</td>
<td>901-380-0126</td>
</tr>
</tbody>
</table>
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.
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
  o 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
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
Win With Us.