

# Rancho Santiago Community College District



## BUSINESS OPERATIONS/FISCAL SERVICES

2008-09

ANNUAL REPORT

## **foreword**

The Business Operations and Fiscal Services (BOFS) division provides a wide range of support services for our college campuses, educational centers and district wide operations. BOFS department missions all include support of the student services and educational programs of the colleges.

### **BOFS Division Departments**

- District Safety and Security Services
- Information Technology Services (ITS)
- Facilities Planning, District Construction and Support Services
- Fiscal Services
- Purchasing Services
- Auxiliary Services

The 2008-2009 fiscal year has been a challenging and successful year for both budget and financial operations and campus construction projects. The state budget crisis has curtailed funding for community colleges and RSCCD initiated a hiring freeze to compensate for funding reductions. Vacancies in various BOFS departments, due to retirements and resignations, have created additional workload on remaining managers and staff. All departments have been adjusting and prioritizing workload to maximize efficiency (doing more with less).

Measure E bond projects have been proceeding as planned with projects completed or near completion at both campuses. Facilities planning continue with successful Initial Project Proposals (IPP) and Final Project Proposals (FPP) submittals for partial state funded projects to augment Measure E funded projects.

The multi-year implementation of a new Datatel administrative system is now operational with the successful transition to the Student module. All class scheduling, student records and financial information in integrated into the new administrative system.

In spite of these difficult and constraining budget times, all departments and staff remain committed to supporting our students, faculty and staff.

*Peter J. Hardash*

Peter J. Hardash  
Vice Chancellor Business Operations/Fiscal Services

# DISTRICT SAFETY AND SECURITY SERVICES

## **Mission Statement**

The purpose of the District Safety and Security Department is to support the missions of the Colleges and the Rancho Santiago Community College District by providing a safe, secure and healthy learning and working environment for students, employees and guests at our facilities.

## **Safety and Security of the Colleges**

The department assigns staff to both colleges and their centers and sites. The major providers of safety and security services at the colleges are unarmed and non-sworn district safety officers (DSOs). Their main responsibility is to patrol their sites to deter crime, to look for and resolve safety hazards and to respond to emergencies and other requests for service. The department enjoys a close working relationship with the Santa Ana and the Orange Police Departments and other public agencies to keep the campuses safe and secure.



District safety officers are often the first representative of the college and district that a prospective student or guest will encounter when they arrive at a campus, usually when they are asked for directions and other information. Along with being positive greeters and ambassadors for their site, the college and the district, the DSOs provide a number of other services to help set the stage so that students may achieve their academic goals in a safe, secure and peaceful setting when they are on campus.

The district safety officers perform traffic and parking control to prevent accidents and injuries in the parking lots. They look for hazards and take action to reduce or remove the problems. District safety officers provide basic first aid and CPR if needed when people become ill or get hurt. They respond to places on campus where people are reportedly disruptive and take action to restore a peaceful environment. The department takes custody of lost and found property, and makes efforts to return the items to their owners. DSOs routinely help stranded motorists with jump-starts or unlock their cars when they lock themselves out.



## **Crime Prevention**

Although the department takes great pride in keeping our campuses safe, occasionally crimes and other threatening circumstances occur. When they do, the DSOs are the first responders and often, they can resolve problems internally. However, some crimes or emergencies require outside assistance, and DSOs will call the local police for help.

Department supervisors (Lieutenants) monitor the incidence of criminal activities on our campuses and direct the district safety officers to patrol more frequently in locations where crimes had occurred. Current students are utilized as paid campus security aides to augment the patrols in the parking lots and to assist with dispatch duties in the office. The department requests assistance from local law enforcement agencies to perform more frequent patrols near our facilities when serious crimes have occurred. The Safety and Security Department also posts alert bulletins throughout the campus and maintain crime logs to inform our students and staff about criminal activities and ask for their help to report suspicious behavior.

**RSCCD Crime Statistics  
ON CAMPUS**

**Santa Ana College (SAC) and Santiago Canyon College (SCC)  
All sites and Centers Combined**

* CRIME	2005	2006	2007	2008
Motor Vehicle Theft	25	9	8	9
Larceny From Vehicle	26	19	22	23
Burglary from building	5	1	2	9
Robbery	3	3	2	3
Aggravated Assault	0	1	0	1
Murder	0	0	0	0
Forcible Sex Offense	3	1	0	2
Non-Forcible Sex Offense	0	0	0	0
Liquor Law Violation	1	2	5	5
Drug Abuse Violation	3	4	3	3
Weapons Violation	0	0	1	0
Arson	0	0	0	4
Negligent Manslaughter	0	0	0	0
Grand Theft (over \$400)	9	11	11	20
Hate Crimes	0	0	0	0
Bomb Threat	0	0	0	0

Burglaries and grand thefts plagued the bookstores of both Colleges this year. The Lieutenants shared information with other community college law enforcement departments in the county, and learned that the suspects had struck at some of the neighboring college bookstores also. With assistance from bookstore employees who recognized the suspects from the alert bulletins that the department distributed, video surveillance systems that captured the suspects at both stores, and help from staff and students and local law enforcement two pairs of non-student suspects were caught in the act, identified, apprehended and prosecuted for stealing thousands of dollars of property in numerous separate incidents from the SAC and SCC bookstores. A third suspect, a student, who committed several separate burglaries from the SAC bookstore has been identified and is the subject of warrants for his arrest.

## Property Protection

Most of the members of the department are assigned during class hours because protecting our people is our primary purpose. The department also performs a crucial role behind the scenes, after hours, protecting our property. We have DSOs on duty around the clock every day of the year to ensure that our facilities are secure. After hours, when all the students and faculty and most other staff have gone home, the DSOs are often the only employees on duty throughout the district, checking our properties to spot problems before they get big, and to deter people who are thinking about doing damage. The DSOs respond to alarms that are activated and investigate the cause. The DSOs often find problems after-hours and resolve them or notify the appropriate people and agencies so that corrective action is taken so that classes may commence without interruption.



At Santa Ana College an outdated fire alarm system was replaced with a new improved system with Public Address capability and central station functionality. District safety officers performed thousands of fire watch patrols during the alarm replacement project in various buildings on campus to ensure the safety of students and staff. New water supply lines for campus fire suppression systems were installed as part of a fire master plan that was developed and implemented to remediate current needs caused by failure of old systems and also to meet the needs of future expansion projects. The district safety department collaborated with local fire officials, campus administrators, maintenance and operations staff, outside contractors and the leadership of district facilities staff to complete these projects while also minimizing the impact on classroom instruction.

## On-Going Training

The department conducted a full day of comprehensive training and provided other training sessions throughout the year for district safety officers to ensure that they continue to have the skills needed to perform essential safety and security services. Topics covered a wide spectrum, and included: dealing with disturbed and potentially violent persons; fire alarm operations and response; hazardous materials handling and containment; active shooter response; bomb threat recognition and response; officer safety and weaponless self defense techniques; CPR/AED refresher; fire extinguisher use; and various NIMS certified training courses.



To be effective, we must involve all segments of the college communities that we serve. During the past year the department engaged in a number of activities to accomplish this purpose. A testament to the department's efforts to work together with the College community is that one of our district safety officers, Elizabeth Motley, was selected as "Classified Employee of the Year" at SAC.

## Environmental Safety & Emergency Services (ESES)

### Emergency Preparedness



On October 13<sup>th</sup>, 2008, the district participated in the statewide earthquake drill, called the Great California Shakeout. All district sites participated and were able to conduct Drop-Cover-Hold drills and then performed building evacuations at each campus. The district's radio communications were also tested as part of the drill. One of the issues identified during the communications checks was the need for a dedicated emergency radio channel at each



site. Some of the sites were using their day-to-day frequency (channel 2) during an emergency and the transmissions from the Santa Ana College Safety Department were overriding all other transmissions. The Environmental Safety & Emergency Services (ESES) Manager coordinated the reprogramming of all the radios in the district so that



each site could switch to a separate frequency to conduct their emergency operations. If they needed to communicate with each other or the district office, they could switch to district-wide frequency. The ESES office also purchased 15 additional two-way radios for the Santa Ana College building captains so they could communicate with their Incident Command Post. The new radio communications plan will be tested during future drills.

The District Safety and Security Department collaborated with members of the Information Technology Services Department and outside contractors to design and implement public safety features of the new VOIP phone system that was installed this year. The result is an enhanced 9-1-1 and district/campus emergency (3-3-3) line. An important new emergency communication feature, the BERBEE system was planned. This system will allow authorized persons to access and use the campus phone system as an addressable emergency P. A. system, with the ability to alert one phone, one floor, one building or the entire campus with emergency information that could be pre-recorded or broadcast live on the spot.

The District Safety & Security Department conducted a number of Incident Command System (ICS) training classes throughout the year to meet the California Office of Emergency Services (OES) and the National Incident Management System (NIMS) training requirements for Local Districts. In August they held ICS-100/700 classes for 80 building captains and members of the district's management team who had not already completed the class. In January they held 12 classes of ICS-200 training and trained 125 managers in the advanced ICS class. In July, the district's ESES office brought certified trainers from the nation's Centers for Disaster Preparedness (CDP) and coordinated eight days of advanced ICS-300/400 training for the executive management teams at Rancho Santiago Community College District (RSCCD) and North Orange County Community College District (NOCCCD). RSCCD now has close to 300 employees trained in ICS-100/700, 125 employees trained in ICS-200, and 40 employees trained in ICS-300/400.

To further enhance the campuses emergency preparedness efforts the Director of District Safety & Security and the ESES Manager conducted Table-top exercises at Santa Ana College and at Santiago Canyon College. The ESES Manager also coordinated the purchase of 30 "go-bags" for the SAC floor wardens and stocked them with first aid kits, vests, flashlights and floor

plans for their buildings. The ESES Manager completed evacuation maps for every floor of every building in the district and distributed them to the local Fire Departments and Police Departments.

### Safety Committees

The Director of District Safety & Security and the ESES Manager are both active members of the Safety Committees at Santa Ana College, Santiago Canyon College, Orange Education Center, and Centennial Education Center. They are also members of the Santa Ana College Emergency Preparedness Subcommittee. In February, the Subcommittee hosted a full day of emergency preparedness training for the Faculty during their annual Flex Day. Over 250 employees



attend the training at Phillip's Hall and the featured speaker was Wayne Bennett of Disaster Survival Skills. The ESES Manager presented an overview of what would happen if a 7.8 earthquake hit our area and Wayne showed them how they could prepare ahead of time and what do during the aftermath. It was an overwhelming success and the comments were extremely positive. Due to the resourcefulness of the subcommittee, they were able to present the training, including refreshments for the participants, at no cost to the district.

### Safety Training

The ESES Manager conducted numerous safety classes throughout the year at each of the sites including: electrical lockout/tagout, heat stress, forklift training, annual asbestos training, annual hazwaste training, fire extinguisher training, Injury & Illness Prevention Plan (IIPP) training, Bloodborne pathogens training, and Chemical Hygiene Plan training. The ESES Manager also coordinated First Aid & CPR training for 30 of the floor marshals.

### Campus Inspections

In December, the ESES Manager began campus-wide safety inspections at SAC and CEC and in June he completed his inspections at SCC. He also did an inspection of the new Child Development Center at St. Peters Church prior to its occupancy.



In August of 2008 the District Safety & Security Office coordinated in an emergency lighting survey at Santa Ana College with the Plant Manager, the Interim VP of Administrative Services and a representative from ASCIP, our insurance company, who happened to be a retired Fire Chief. The group spent several hours one Saturday night turning off all the power at each of the buildings to see if the emergency lights came on. There were several issues noted at the time of the inspections and as a result, a number of defective bulbs and batteries were changed out and emergency lighting was added to several areas of the campus, making it safer for our students and staff to evacuate should a power outage occur.

## Hazardous Materials

The ESES Manager is responsible for lab safety and to ensure the safe storage and disposal of hazardous materials. Some of the waste streams that the campuses generate each semester include: corrosives, flammables, organics, retrograde chemicals, debris contaminated with



heavy metals, organic dyes and stains, dissected animals, spent photo fixer, paints and thinners, used oil, process tank waste, clarifier waste, sandblaster waste, spent absorbents, and universal waste including used batteries, mercury waste, e-waste, and spent light tubes.

## Outside Agency Inspections

The ESES Manager escorted several regulatory inspectors during their visits to the colleges throughout the year. In January the Santa Ana Fire Department conducted their annual safety inspection at Santa Ana College. The inspectors had some minor concerns that were corrected promptly and were signed-off during a later re-inspection. In March, the Orange County Health Care Agency conducted site inspections at both Santa Ana College and Santiago Canyon College to ensure we were handling our hazardous waste properly including: container labeling, chemical storage and handling, and manifesting. No deficiencies were noted at either college.

## Rubber Mulch

The ESES Manager was able to secure grants from our district's Insurance Join Powers Authority (JPA) to convert the playground ground cover at the Child Development Centers at SCC, OEC, and CEC to recycled rubber mulch from wood chips. The rubber mulch won't degrade, harbor insects, or wash away like the wood mulch and it has a much higher safety factor than wood mulch. It is also aesthetically pleasing. The project was coordinated from start to finish from the ESE office and the Manager helped parents with the installation at all three sites.



## “Go Green”

The ESES Manager is the co-chair of the district's “Go Green Committee” and the committee met on a regular basis throughout the year. Members include: Tracey Conner, Director of Purchasing and committee co-chair, Marsha Carmichael, Buyer – DO, Gayle Kersten, Buyer - DO, Rich Curia, Plant Manager – SCC, Ron Jones, Custodial Supervisor – SAC, Jim Kennedy, Dean of Instruction – OEC, Jose Contreras, Sr. Custodian – DMC, and Danny Gonzales, Publications Manager.



The committee embarked on a water-saving test program and installed waterless urinals in the district office building, one at Santa Ana College, and three at Santiago Canyon College. These urinals will save up to 40,000 gallons of fresh water, per urinal, per year. The committee hopes to add more waterless urinals next year, if the water company provides additional rebates.

Another task of the committee was to complete a “green” study of all the office supplies purchased by the district. Purchasing worked with our suppliers to do the study and as it turns out most of these products already contain recycled

content. For the products that didn't contain recycled content the committee evaluated their "green" alternatives and decided that the quality was either unacceptable or the price was cost prohibited to make the switch.

The district also replaced a worn-out gas guzzling patrol car at Santiago Canyon College with a more fuel efficient hybrid vehicle this past year.

### **Swine Flu**



In April, the H1N1 virus (swine flu) became the biggest news and the most pressing event for schools. This novel flu virus was sweeping across Mexico and by mid-April, two children in San Diego became the first in the U.S. diagnosed with the virus. The District Safety & Security office quickly brought a committee together from all district sites and developed the RSCCD Pandemic Plan within a week. The office continues to monitor reports from the Orange County Health Care Agency on a daily basis and continues to attend training classes and seminars to ensure the district will be ready when the next wave comes.

### **SCAQMD**

The removal of the underground storage tank at Santa Ana College and the installation of an aboveground storage tank required permits from the South Coast Air Quality Management District (SCAQMD) which the ESES Manager applied for and was granted. He worked closely with Alex Oviedo, the Construction Supervisor from Facility Planning and Santa Ana Fire to ensure the tank was removed according to regulatory guidelines.

### **Point of Distribution**

The Environmental Safety and Emergency Services (ESES) Manager met with officials from the Orange County Health Care Agency (OCHCA) and arranged to have Santa Ana College be selected as the first Point of Distribution (POD) site for the city of Santa Ana. The purpose of a POD is to provide mass prophylaxis to the public in the event of a major health emergency. In January, the ESES Manager put together a committee of 15 members from Santa Ana College and the District Office and they have had numerous meetings with the city of Santa Ana, the OC Health Care Agency, Santa Ana PD, Santa Ana Public Works, and Santa Ana CERT teams to learn the functions of a POD to prepare for activation. Their training will culminate on October 30<sup>th</sup>, when more than 100 members of the district's staff and SAC's nursing students will be involved in a POD exercise at Santa Ana College which will provide free flu shots to the community.



The past fiscal year was a very busy one for the District Safety and Security Department, one that was made more challenging because of the fiscal crisis that struck the nation and the state. Despite reduced funding and resources, we were able to work closely with many people from the district, the colleges, students, parents, and members of outside agencies and to tap other

revenue streams to ensure that our campuses are as peaceful, as secure, and as safe as possible. These efforts made the district and its colleges better prepared in the event disaster strikes.

## **INFORMATION TECHNOLOGY SERVICES**

### **Mission Statement**

Information Technology Services (ITS) enables the entire Rancho Santiago Community College District (RSCCD) to realize the role of technology in higher education. Through the use of technological resources, ITS supports academic programs, student services, and administration at the district office and at our two colleges.

Under the direction of the Assistant Vice Chancellor, Sylvia LeTourneau, ITS provides:

- Provides a robust, reliable, and secure information technology infrastructure to the district
- Supports the use of information technology to enable academic innovation in teaching and learning
- Provides electronic access to information
- Anticipates and satisfies the needs of the community in a timely manner
- Promotes and develops partnerships to empower campus-wide use of technology
- Develops a community that is adaptable to technological changes
- Provide professional customer services and satisfaction to users of faculty and staff

ITS comprises of four departments: Academic Technology Services (one each at Santa Ana College and Santiago Canyon College); Network and Communications; and Application Development.

2008-09 was a defining year for ITS as our team managed and coordinated the collaboration need to accomplished two major projects: the implementation of the student module for the Datatel system and the upgrading of our telephone system.

The Assistant Vice-Chancellor also chairs the district Technology Advisory Group (TAG) that meets monthly to discuss, evaluate, recommend and share information and ideas related to the information and communication technologies used within the district. This committee (consisting of representation from both colleges' faculty and staff) partners with ITS staff to provide high-level guidance in deciding what new technologies should be implemented for the colleges and/or district office. TAG also works to advance operational efficiency and optimize student learning through technology. It supports associated committees, groups, and departments by coordinating technology requests, supporting development of technology policies and procedures, and promoting student learning through technology

Accomplishment of the committee includes:

- Developed a technology plan that unified the needs of the district and colleges to support our mission
- Define standards to maximize and streamline technology to capitalize on time and fiscal saving
- Designed and implemented the "Media Rich" program to train and support faculty how to develop and incorporate technology into their curriculum

### **Academic Technology Services**

Under the direction of Nicholas Quach (at SAC) and Curtis Childress (at SCC), Academic Technology Services (ATS) provides the colleges and their satellite sites of Centennial Education Center, Orange Education Center, Digital Media Center, Anaheim Hills Center, and other smaller locations support services that are concentrated on general education needs of their students, staff, and faculty. Both ATS teams' goals were to provide a user-friendly educational computing environment that is responsive to the needs of the staff, faculty, and students; to provide technology-focused services that increase productivity and enhance

computing experiences; to provide a reliable, efficient, friendly and easily-accessible organization.

Academic Technology Support Departments support the colleges by:

- Ordering college computers which they maintain and inventory
- Install and maintain desktop computers and laptops in support of academic programs  
Manage academic technology computing images
- Order, install and maintain servers in support of academic programs
- Work with deans and vice presidents in determining the campus technology needs
- Assist the distance education departments with Blackboard, used for online instruction
- Assist departments with installing and supporting software unique to each department
- Participate in the colleges' technology committees
- Work with vendors to find the best solution to meeting their campus' technology needs

With the fiscal challenges, our staff continues to be innovative in assisting the colleges to maximize their current technology platform. The volume of work orders (e.g. fixing computers, moving computers, configuring software, installing new phones, and training) continues to grow steadily in the last five years, at about 5,500 requests per year.

The implementation of Datatel and the many third-party products, the ATS departments collaborate and supported the Application Development team by installing and configuring workstation software to complement the new system.

To ensure a successful upgrading of the telephone system, both ATS teams assisted the vendor in coordinating the needs of over 2,000 individuals, delivering and connecting new telephones to the district network.



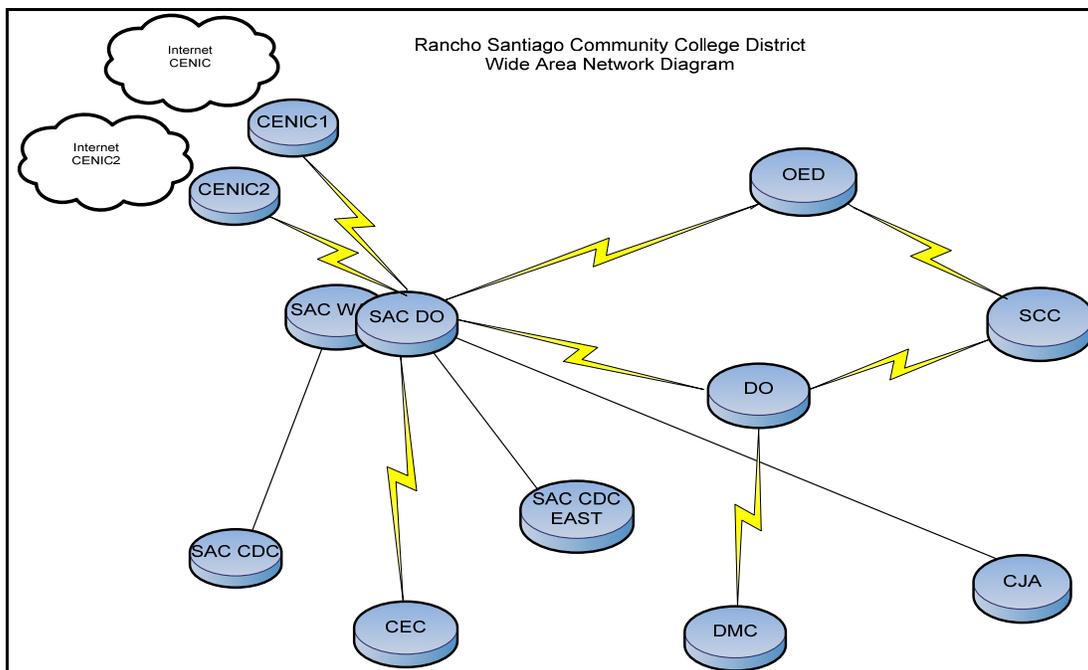
## Network Services

The network services team provides a robust, reliable, and secure information technology infrastructure to the college community. This includes:

- Physical cable plant including the fiber backbone between buildings, copper wiring within buildings, and the campus-to-campus connections via AT&T
- Network equipment such as the backbone router, building routers, and switches
- Email, spam filtering, antivirus and spyware prevention, and secure remote connections
- Centralized storage and backup
- Over 75 physical and virtual servers
- Maintain the district computer workstations

The team implemented a new phone system paid for by Measure E funds. RSCCD selected Cisco Call Manager with Unity Voice Mail as the technology platform. The team managed the conversion of over 2,000 phone numbers and phone sets, fax servers, conference services, call accounting system, and an emergency responder system. By replacing our outdated equipment, it allowed the district to capitalize on “trunking” calls which is estimated to save the district about \$300,000 per year.

In preparation for the phone system implementation, NS staff renovated 166 data closets and upgraded them with new cabinets and switches. This major undertaking required that we conducted the renovation after regular working hours as to not interrupt services to students or employees. The figure below is a high-level representation of our intricate network architecture that we designed to ensure most efficient and effective implementation plan.



## Application Development

Under the direction of Alfonso Oropeza, the application development team has been very intensely involved with the implementation of a new enterprise software solution, Datatel. This is the final year of a three-year implementation project includes that included the integration of students data into the system.

The AD team converted over 2,000,000 application, academic, degree, and demographic student records. This detailed work was accomplished by strategically identifying critical conversion tasks, developing timelines to demonstrate major milestones, attending regularly scheduled conversion meetings, assisting individuals identified as “super users”, and completing several practice conversion processes for analysis and reviewed for accuracy.

The team also customized the WebAdvisor (image below) to provide students with 24/7 access to their academic records and registration. Significant customizations were necessary to make the WebAdvisor processes more intuitive for users (students and faculty) and maintain the integrity to align our unique college programs. Some of the customized work include: search for class data screens, user friendly login functions, important announcement areas throughout the system, grading screens, and an innovative drop process for faculty usage.

**Santa Ana College & Santiago Canyon College**

LOG IN | MAIN MENU | CONTACT US

**The last drop for non-payment date was August 28th, 2009**  
Classes registered after that date must be dropped by the student to avoid fees by September 11th 2009 for full semester classes.

Welcome Guest!

Guests are allowed to view currentclass schedules and to apply online.

Students and Faculty must log in first to access their WebAdvisor menus.

[What's My User ID?](#) [What's My Password?](#)

[Student WebAdvisor Help Manual](#)

[WebAdvisor Login Help Video](#)

WebAdvisor and IEB

WebAdvisor currently does not work well with Internet Explorer 8. If you are using IE 8 and experiencing problems, try clicking on the compatibility button to emulate Internet Explorer 7. If you continue to experience problems, you may have to revert to an older browser until certification of WebAdvisor for IE 8 has been completed.

LOG IN | MAIN MENU | CONTACT US

WebAdvisor 3.1  
POWERED BY DATATEL

In addition to the Datatel conversion, the AD team implemented several third party products needed to complement college’s functions, such as *CI Solutions* used to track attendance, *Official Payments* used to allow online credit card payments, *AstraSchedule* and *CCCApply* used for our online registration application. All third party systems required special customizations and integration with the overall Datatel system.

# **FACILITY PLANNING/DISTRICT CONSTRUCTION AND SUPPORT SERVICES**

## **Mission Statement**

The Facility Planning, District Construction and Support Service Department's primary mission is to oversee and coordinate the planning of all major capital outlay projects within the district including implementation of the district's Measure "E" local bond. The Department also provides technical assistance and expertise to the colleges as requested and do long range planning to maximize efficient use of facilities for all district sites. In doing so, the mission of the District to serve the students is made possible.

## **Introduction and Purpose**

The Director of the District Construction and Support Services Department is Darryl Odum. In fiscal year 08-09, the Facility Planning, District Construction and Support Services Department staff was comprised of a Construction Supervisor, Facilities Systems Engineer, Facility Planning Specialist, two part time Administrative Secretaries and a part time Clerk.

The Department coordinates the construction and implementation of major construction and renovation projects throughout the district and acts as the liaison in the planning and development of facilities with various state and local governmental agencies having responsibility for planning, construction, regulatory compliance and environmental review. The department is also responsible for developing and submitting the district's Five Year Construction Plan pursuant to State Education Code. The department develops scope of work and provides a budget for all state-funded Scheduled Maintenance and Hazardous Materials projects as well as locally-funded Facility Modification projects.

The Department coordinates the screening and hiring recommendations for architects, engineers, space planners and environmental consultants. Other responsibilities include keeping abreast and up to date on major facility planning issues and provide input to constituent groups regarding development of facilities to meet the long term needs of students and modern educational delivery systems. It maintains and manages all documents relating to district facilities. This includes keeping blueprints and construction documents organized and available for use. Maintain manage and continue to upgrade the building automation system as funding and technology becomes available. It coordinates the facility operation for the District Office including custodial services, grounds, building maintenance and miscellaneous service contract providers.

Shown on the following pages are charts that illustrate the activities and Purchase Orders that were issued and completed this past year.

The Facilities Department issued over 208 Purchase Orders with the value being \$13,591,389.04

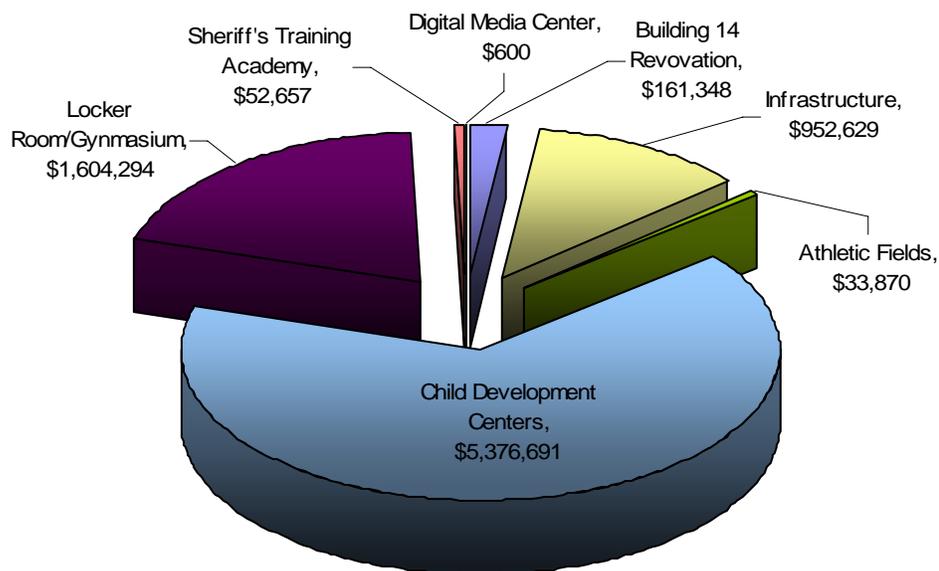
Outlined below is a partial list of the major Capital Outlay and Measure E Projects at the various campus locations

## **Santa Ana College**

The Department completed the new 16 classroom 'I' Building along with the Maintenance and Operations Facility and Concession Building at the Santa Ana College Campus. We also broke ground for the new Child Development Center.

1. Fire Alarm Replacement, Phase I
2. 16 classroom 'I' Building
3. Maintenance & Operations 'Z' Building
4. Uninterrupted Power Supply (UPS) Replacement
5. College Avenue Street Improvements
6. Child Development Center
7. Gym Restroom Addition
8. Gym Floor Replacement
9. Gym Fire Sprinkler Installation
10. Fire Water - 'G', 'H', and 'W' Buildings
11. 12-inch Fire Water Line Improvements
12. Underground Storage Tank (UST) Removal
13. Dance Floor Replacement
14. Diesel and Welding Lab Upgrades
15. Softball Field
16. Concession Building
17. Air Handler Replacement, 'D' Building
18. Data Closet Upgrades
19. Russell Hall Renovation
  - a. R' 207
20. Fine and Performing Arts Building 'C'
21. Fire Lane at College Avenue
22. Media Office, 'L' Building
  - a. Abate, remove and replace vinyl, 'L' 112

### **Santa Ana College Measure E Project**

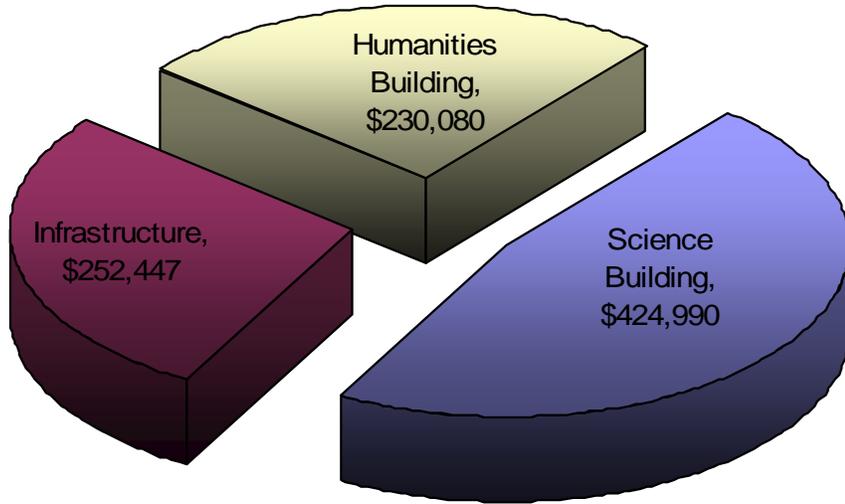


**Santiago Canyon College**

At the Santiago Canyon Camus the new softball field was completed for the start of the softball season and new scoreboards were installed for the softball and soccer programs.

1. Softball Field
2. Condensing Unit and Boiler Replacement
3. Science Building
4. Demonstration Garden
5. Maintenance and Operations Building and Walk of Champions
6. Scoreboards
  - a. Soccer Field
  - b. Softball Field

**Santiago Canyon College Measure E Project**

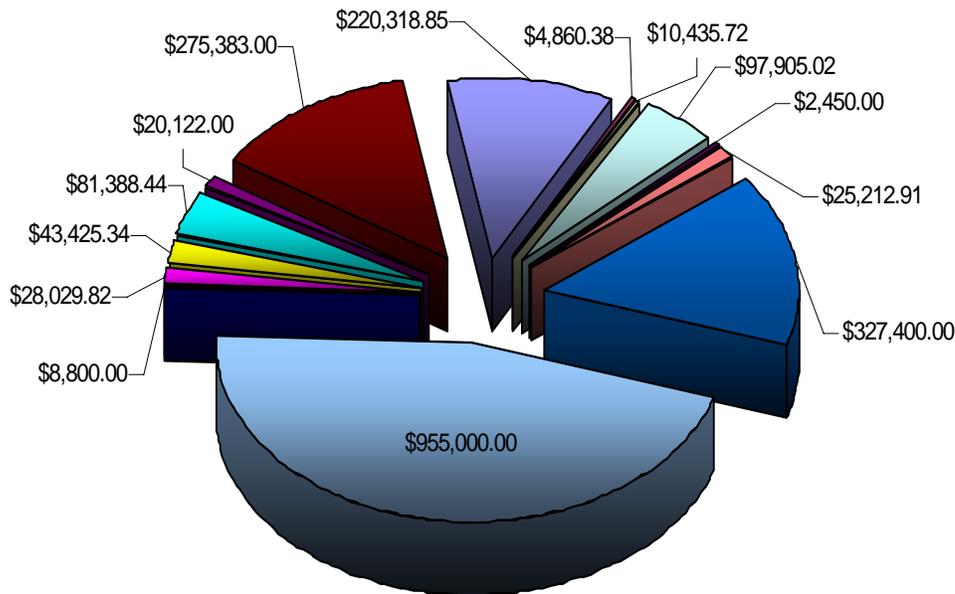


**District-Wide Telephone and Computer Network**

Projects included in this category are the Uninterrupted Power Supply (UPS), new Voice Over Internet Protocol (VOIP) telephone system and Data Closet Upgrades.

<b>Capital and Schedule Maintenance Projects</b>	<b>Amount</b>
District-wide Support Staff Budget	\$220,319
SCC Library Books	\$4,860
DSA Fees for SCC Science Building	\$10,436
SAC Fire Alarm Replacement	\$97,905
SAC Chavez Building A/C	\$2,450
SAC A & B Buildings Boiler Replacement	\$25,213
SAC Diesel & Welding Lab Exhaust	\$327,400
SAC Fire Alarm Replacement/Asbestos Abatement	\$955,000
SAC Fire Water Line & Sprinkler System	\$8,800
SAC DSA Fees, Plumbing on Fire Water Line	\$28,030
DO Repairs and Exterior Painting	\$43,425
SAC Russell Hall Repairs/FPP-IPP	\$81,388
SAC Vacation of the Marketplace Education Center	\$20,122
SAC Construction Management Services/Fire Alarm Replacement	\$275,383
<b>Total</b>	<b>\$2,100,731</b>

**Capital and Schedules Maintenance Projects**



## **FISCAL SERVICES**

The Fiscal Services Department serves as the financial center for the District's operations. It includes budgeting, accounting, accounts payable, enrollment management, payroll, and project management areas. The Fiscal Services Department coordinates the annual budgetary process in conjunction with the colleges. It establishes the expenditure levels for the expected revenues, and manages the district's share of the General Fund as well as other special funds. Properly record actual revenues and expenditures, assures the timely payment of wages and salaries to staff and outside contractors and vendors. Provides reports for monitoring budget and expense performance, and complies with external reporting requirements.

- Act as a resource to campus and district personnel for any issues
- Prepare quarterly financial and investment reports for submission to the Board of Trustees
- Monitor cash balances to assure liquidity and diversify funds for better market yield when appropriate
- Prepare monthly cash flow statements for the General Fund
- Ensure all financial reports are completed accurately and filed timely
- Serve as the co-chair of the District Enrollment Reporting Committee. Provide financial information and forecasts as necessary
- Monitor arbitrage calculations for bond proceeds
- Provide for bi-annual actuarial studies on workers' compensation, property and liability, and retiree benefits obligations
- Prepare and submit annual continuing disclosure documents for bond issuances
- Prepare monthly bond expenditures and percentage of completion reports
- Prepare and coordinate information for the Bond Oversight Committee
- Ensure all district accounts and funds undergo an annual independent audit. Follow-up and resolve any related audit issues.
- Present the audit reports to the Board Fiscal & Audit Review Committee
- Monitor federal, state, and local law changes and revise our practices and procedures as necessary to comply with applicable provisions
- Prepare financial reports and forecasts as requested
- Maintain the Fiscal Services section of the District's website

### **Budget**

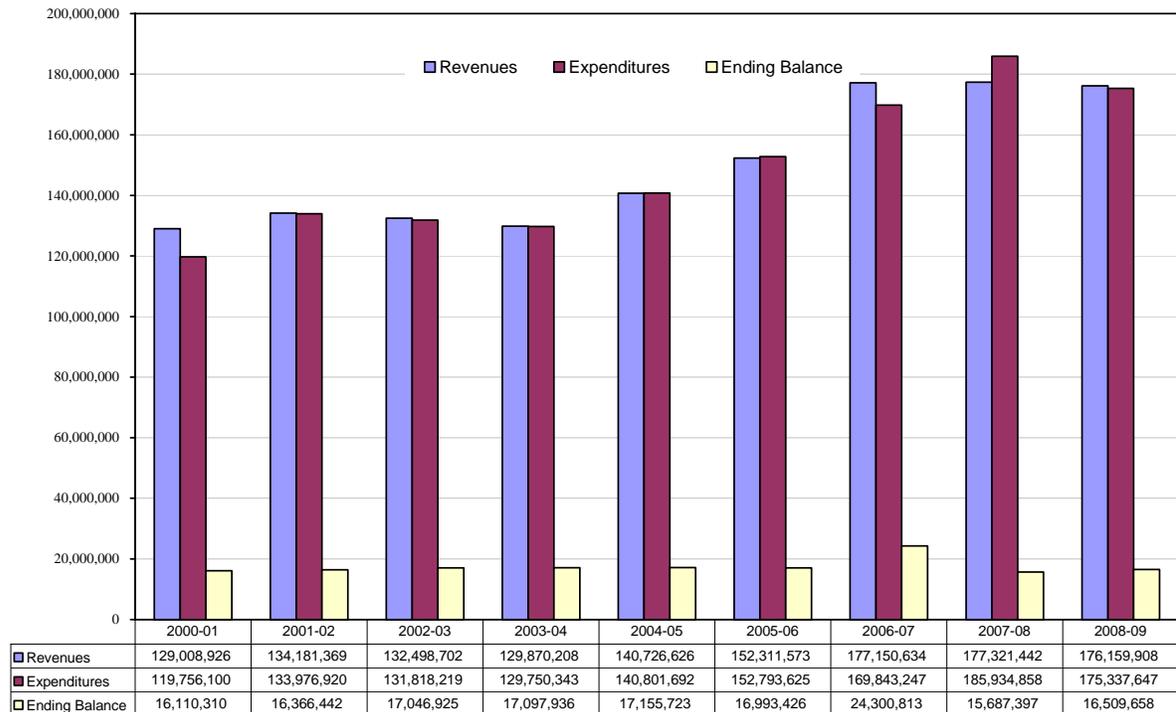
- Prepare and coordinate information for the Budget Allocation & Planning Review Committee
- Prepare the annual budget assumptions for review and discussion with the Budget Allocation & Planning Review Committee. Ensure that the recommended assumptions are taken to the Board of Trustees for approval
- Establish the budget for revenue and fixed cost expenditures. Provide campuses with discretionary allocations

- Serve as a liaison with the District Enrollment Management Committee in determining Full-Time Equivalent Students (FTES) targets
- Coordinate budget preparation and augmentations with the Resource Development department for categorical programs
- Coordinate budget preparation and funds availability with the Facilities department for the bonds and capital outlay budgets
- Revise the budget throughout the year as needed
- Prepare the Tentative and Adopted Budget books and present them to the Board of Trustees.
- Produce monthly revenue and expenditure year-to-date projection reports
- Produce monthly financial budget comparison reports
- Prepare forecasts and cost estimations for collective bargaining purposes
- Monitor and provide backfill for classified vacancies when requested
- Comply with external reporting requirements

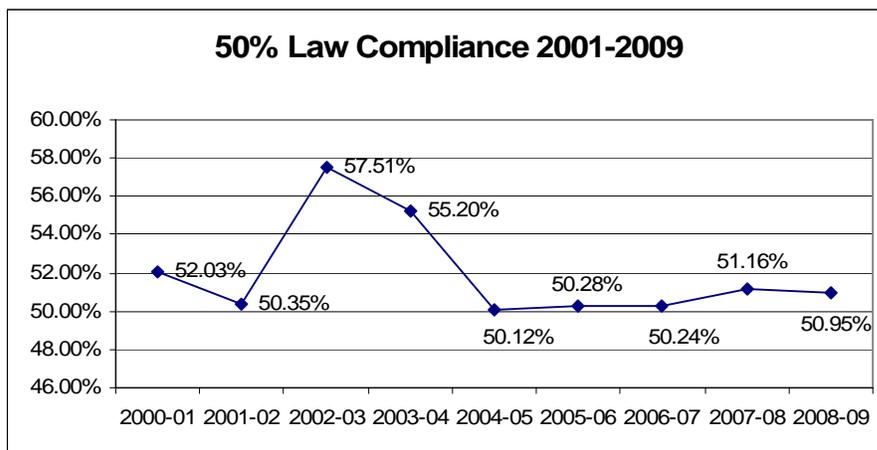
### Accomplishments

- With the help of the Information Technology Department, a budget module was developed to help with the budget preparation. It allows for different budget cycles
- California is experiencing a recession and with that the need for over \$10 million in expense reductions was done in 2008-09

**Recap of Revenues and Expenditures  
General Fund  
2000-01 to 2008-09**



Education Code (ECS) Section 84362 requires all community college districts to spend at least half of their current expenses for salaries of classroom instructions. The chart below represents the district's reported level of compliance with the 50% Law for the last nine years.



### Accounting

- Receives and allocates district revenues for local state and federal sources
- Receives and processes payments by students and employees
- Ensures balancing procedures for district activities with Orange County Office of Education
- Reconciles bank accounts
- Processes budgets, verifies and monitors expenditures to insure compliance with all regulations and prepares reports for more than 324 federal, state and local special projects
- Maintains Chart of Accounts, general and subsidiary ledgers and special journals
- Interacts with program directors and state agencies for timely reporting with auditors for compliance issues
- Prepares quarterly and annual financial reports to the State Chancellor's Office and Orange County Department of Education
- Performs internal audit function
- Serves as resource to all district employees regarding accounting issues
- Develop manuals and provide training to end-users on the accounting system
- Interact with program directors, federal, state and local program agencies and external auditors on compliance and audit issues
- Prepare internal reports for the Board of Trustees and other district users
- Prepare quarterly and annual financial reports for submission to the State System Office and Orange County Department of Education
- Prepare Comprehensive Annual Financial Report as required and in accordance with the Governmental Accounting Standards Board and generally accepted accounting principles
- Perform reconciliation procedures for district activities with Orange County Department of Education and all district bank accounts
- Prepare and submit the Miscellaneous Income Tax forms (1099)

- Provide capital asset summary and support schedules based on established capitalization and depreciation policies in conformity with generally accepted accounting principles. Assure the capital asset subsidiary ledger is in agreement with the general ledger control accounts
- Receive and record collections from students and employees
- Provide support, bookkeeping services and financial reporting to the District Foundation
- Keep updated and adapt to changes in accounting regulations

### **Grants & Loans**

- Process financial aid transcripts
- Manage and collect Perkins Loan funds and grant over-awards
- Disburse student financial aid payments
- Maintain student financial aid subsidiary ledgers

### **Accomplishments**

- The financial module of Datatel was implemented back in July 1, 2007. This was the only module in production during 2007-2008 and 2008-2009 fiscal years. Numerous reports have been developed to accommodate the expense distribution of the payroll and benefits data, county reconciling, special projects and reports for the colleges and other users of the system.

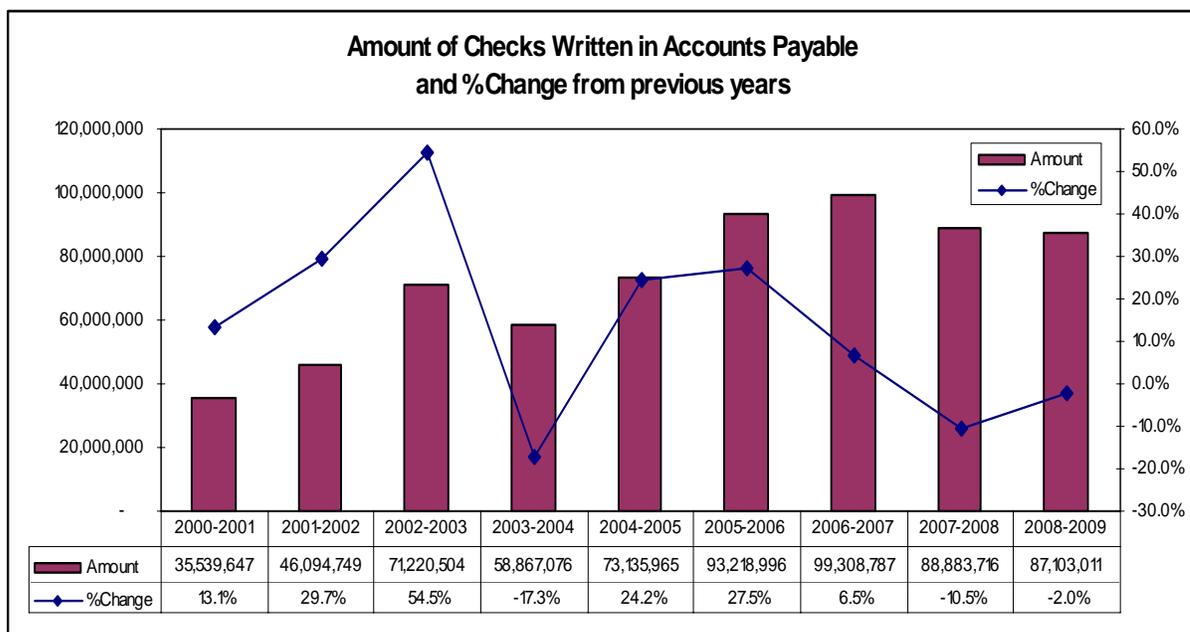
### **Accounts Payable**

- Ensure the accuracy, completeness and appropriateness of payments made to outside vendors for goods and services, to staff for expense reimbursements, and to students for grants, tuition refunds, stipends and other reimbursements
- Disseminate, explain and interpret district, state and federal regulations related to accounts payable functions. Implement new district policies and procedures resulting from new legislation
- Establish and maintain vendor records and archiving of files in accordance with county, local and state requirements and IRS regulations
- Maintain an effective relationship with vendors through timely and accurate payment and responses to inquiries
- Monitor the timing of payments in order to avail of discounts, maintain satisfactory credit ratings and avoid or minimize interest expense and penalties due to late payments
- Prepare and provide necessary schedules, documentation and files to internal/external auditors
- Maintain liaison with County School Claims
- Coordinate accounts payable activities with the Purchasing Department

### **Accomplishments**

- For 2008-2009, there were 20,825 invoices processed and 14,604 checks written for the total amount of \$87,103,011 (excludes financial aid checks which are written by ITS), the total amount decreased by 2% from fiscal year 2007-2008

- This year marked an increase of stipends paid to students from the New Student Mentor Program, Transfer Mentor Program, STEM Teaching Scholars, CAMP and USDA PTSP
- This was also the first year that the district participated in the CCID Program which involved providing for housing, furniture, insurance, utilities, clothing and meal allowance, mentoring and other incidentals for 20 foreign students from Brazil, Indonesia, Pakistan, South Africa, Turkey and Egypt
- Annually, we prepare, remit, reconcile, and file reports to federal and state agencies including 1099, 1042, 1042-S and DE542. For 2008-2009 we prepared 225 1099's and collected and remitted quarterly withholding taxes for the 20 CCID foreign students
- The bar chart below shows amount of checks written per year for the last nine years and the line graphs shows the percentage change from the previous years



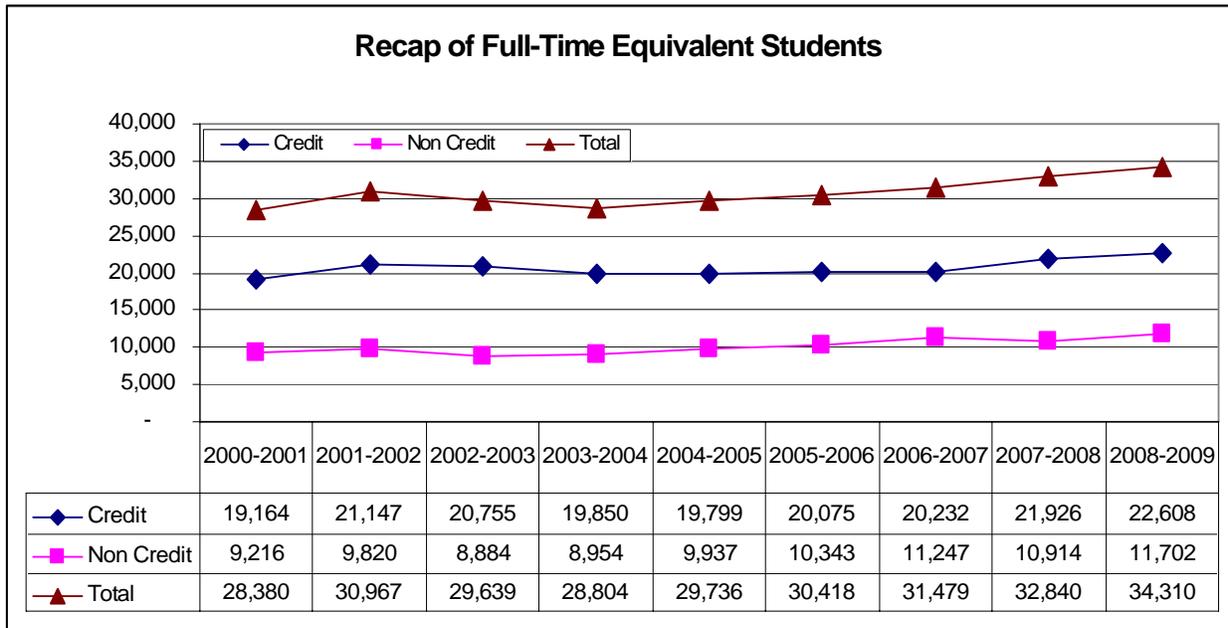
### **Enrollment Management**

- Work closely with campus personnel to identify external influences impacting enrollment and elicit strategies for enrollment growth
- Prepare and obtain certification for the apportionment attendance reports (CCFS-320) and the apprenticeship attendance reports (CCFS-323)
- Develop analysis, historical performance trends, and projections compared to the annual targets
- Assure that the methods of collecting attendance and reporting comply with the education code, regulations, advisories and related publications
- Oversee the adequacy of record retention to support the audit trail
- Improve the system's data extraction reports and efficiency in reporting information.
- Oversee the system conversion for attendance gathering

- Coordinate completion and submission of the Lifetime Learning Credit and Hope Scholarship forms (1098-T)
- Present and discuss Full-Time Equivalent Students (FTES) projections and trends to the District Enrollment Management Committee
- Prepare documents and reports as required or requested by State agencies or District personnel working in collaboration with campus personnel
- Our target for 2008-09 was 32,034 FTES, the year concluded with FTES being over target by 2,276
- We will be reporting out of Datatel for fiscal 2009-10 and are in the works of programming all the necessary reports in order to report accurate attendance records
- Below is the history of Full-Time Equivalent Students for the last nine years

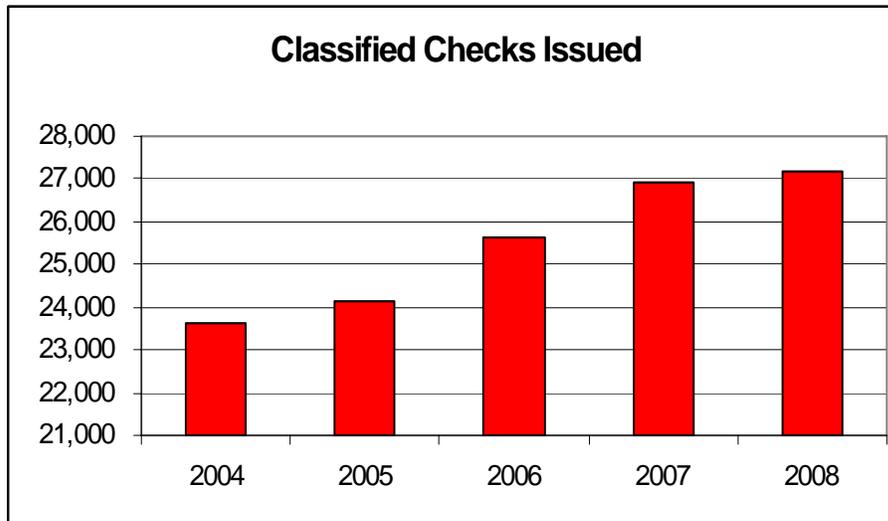
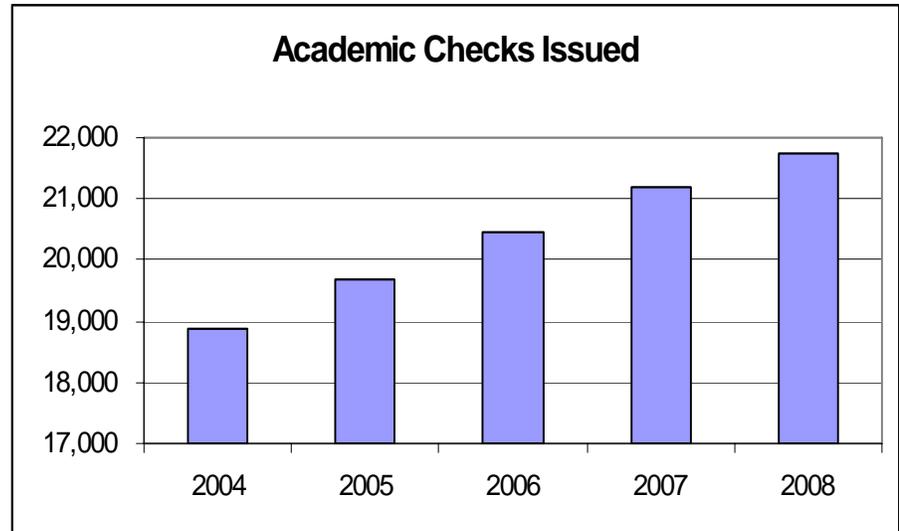
**Accomplishments**

- Started to define criteria/schema and working with ITS to develop reports that mirrors the CCFS-320, CDCP Non-credit FTES, Comprehensive Center FTES, AB 540 Student Headcount, and Special Full-Time and Part-Time P.E. Credit FTES reports. There's still a lot of work to be done but we are making progress.



## Payroll

- Serve as a resource to all district employees regarding payroll issues
- Collect, prepare, and process timely and accurate payroll, payroll taxes and retirement information for all district employees including retroactive payments, contract changes and corrections
- Analyze Human Resources, Risk Management and other source documents to ensure proper payments, taxation and withholding to employees



- Maintain records of employee voluntary deductions and remittances
- Balance and process accruals and usage of all leave types

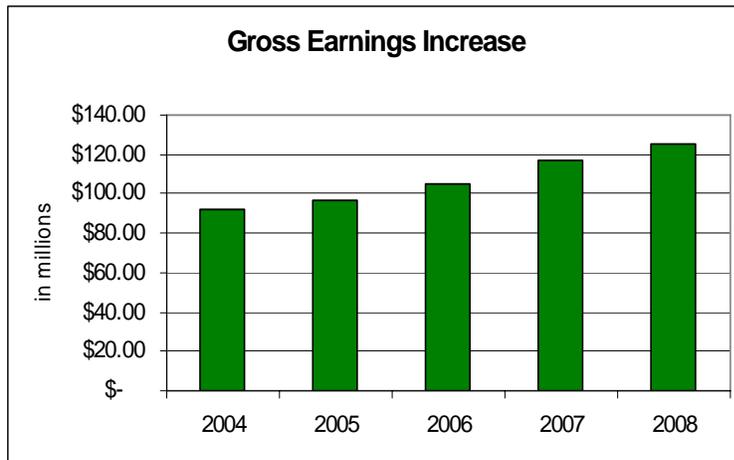
(Sick, Vacation, etc) verifying compliance with education code requirements and union agreements

- Assure payroll compliance with Federal and State regulations and District policies and procedures
- Audit, reconcile and file annual, quarterly and monthly reports Federal and State agencies including W-2 forms, W-2C forms, 1099 forms, 941 forms, DE43 forms, etc
- Process and oversee third party administration for 403B and 457 plans
- Assist departments with calculating budget cost of new positions
- Keep updated and adapt to changes in accounting, tax and retirement law regulations
- Prepare and update the Payroll procedures manual

- Prepare and provide necessary schedule, documentation and file internal/external auditors

## Accomplishments

- Employee ID numbers issued to comply with new identity protection laws 7/1/08 (Social Security Numbers are no longer required on any Payroll Forms)
- Employee information system (EIS) through OCDE was made available to employees on direct deposit in order to view and print their own paystubs December 2008. Reducing printing, postage and handling costs
- Employee leave system (TNAS) implemented August 2009. G-LINK system is no longer needed
- Training has been provided to all payroll staff and various site personnel in the use of the new TNAS web based program
- TNAS was made available to all employees to view and print their leave balances and activity August 2009



- DATATEL HR/Payroll team implements modules live September 2009
- Expanding role in new hire orientation presentations to include EIS and TNAS procedures
- Payroll will be expanding responsibilities with the reconciliation, remittance and balancing of all insurance billings, insurance voluntary

deductions and employee and retiree insurance premiums payments

- TNAS training of site timekeepers for input of leave and paid time. (Beta testing began August 2009)
- We will be developing quarterly meetings of site timekeepers and payroll staff to update and train on TNAS

### **Project Management**

- Assess current processes, procedures and reporting needs including process mapping
- Establish and set-up system codes and parameters
- Develop screen and record level security classes for various roles and assign employees to appropriate roles
- Determine approvers and alternates for all departments and assign users to appropriate departments and approvers
- Work with Information Technology Services (ITS) to develop procedures to add new users into the system with appropriate security classes
- Determine reporting needs and develop reports to accommodate end-users and external reporting requirements
- Coordinate with other areas (human resources and student module teams) to get the most out of the integrated system
- Determine customization, third party software and other needs in addition to the standard Datatel system
- Coordinate schedules and communications between teams, ITS, consultant and end-users
- Lead team meetings and provide administrative support
- Facilitate training and consulting sessions
- Document team implementation issues, alternatives, decisions and reasons for decisions
- Test system including various scenarios, module to module and live simulation testing. Identify and resolve problems that arise
- Provide ongoing support to users
- Train end-users in the new financial system, including purchase requisition, general ledger/budget, approvals and introduction and navigation training
- Develop training manuals and desk reference guides

### **Accomplishments**

- Datatel is the maker of Colleague, which incorporates three key areas: Student, Finance and Human Resources. The project assessment got under way in October 2005 and the Colleague Finance Application went live in July 2007.
- By replacing the antiquated GLINK technology, Datatel has integrated many fiscal processes making them more streamlined and less paper-based. These benefits will continue to expand over time as we migrate to having other applications go live
- The Payroll and Human Resources (HR) assignment contracts project began taking place in February 2009. The District hired Rose & Tuck as consultants to help us link the scheduling tasks with payroll. The District decided to stay with the Orange County Department of Education (OCDE) for payroll processing. We will not be using Datatel to pay our employees. It appears that Rose & Tuck will be utilizing the assignment contracts in Colleague to bring Payroll, HR and Student Scheduling

together in a nutshell. More details to come as we progress into the testing stages during the fiscal year of 2009/10

- By January of 2009, more than 350 users were trained in the general ledger and purchasing components of the Colleague system. Subsequent bimonthly training sessions for new users were offered and follow-up training has been provided as needed

## **PURCHASING SERVICES**

### **Mission Statement**

The Purchasing Department has as its primary mission to serve the colleges and support service departments in the most cost efficient and responsive manner possible. In doing so, the mission of the District to serve the students is made possible.

As a core of professionals, the entire department seeks innovative answers to meet the needs of its customers while making cost effective use of District funds. In order to ensure that expenditures are proper, competitive, and without conflict of interest, the staff must follow the mandated rules and regulations, which govern their actions as well as perform their duties in an ethical and responsible manner.

### **Introduction and Purpose**

Under the direction of the Director of Purchasing Services, Tracey Conner-Crabbe, the Purchasing Department is centralized and has the procurement authority for the District, responsible for the acquisition of supplies, materials, services and equipment and is essential to the success of programs. The centralization process is designed to monitor, standardize, and maximize the use of purchase contracts and agreements that are available to the District as well as to extend fiscal control over the expenditure of funds.

The District operates on a fully integrated software system consisting of three applications, Finance, Human Resources and Student. The purchase requisition/purchase order system is part of the Finance module as well as fixed assets. Training sessions of the online purchasing requisition system are conducted by the Purchasing Department on an as needed basis. The training materials used in the training are written and maintained by the Purchasing Department as well. There are established procedures to accommodate the purchase of everything, ranging from a small amount of supplies needed immediately to purchasing a complex voice over IP phone system.

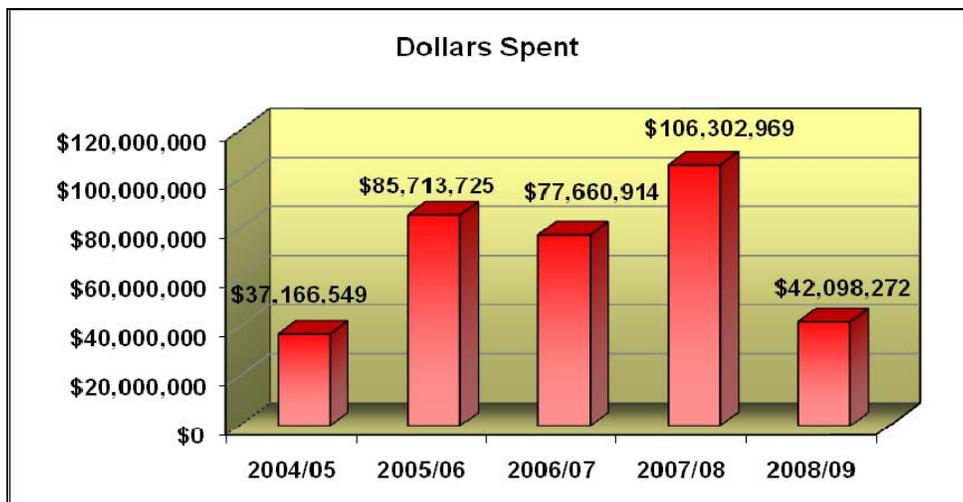
Other major functions of the Purchasing Department are service contracts, record retention/storage, warehouse/receiving, fixed assets, surplus property and mail services.

In fiscal year 08-09, the Purchasing Department staff comprised of one purchasing assistant, two buyers, two senior purchasing clerks and one purchasing clerk.

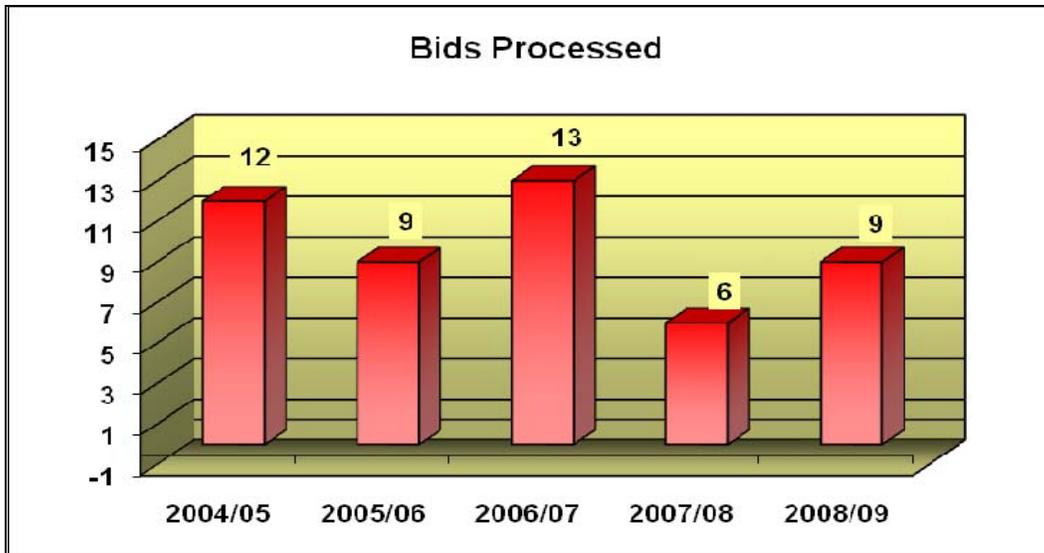
Shown on the next page are charts that illustrate the volume of purchase orders, and formal bids that were processed in the past five (5) years including the annual dollar total spent for each year. In spite of the financial situation in the State and the reduction in spending, the District continued to produce a high level of activities.



This chart illustrates a gradual growth since 04/05 fiscal year; however, fiscal year 08/09 reflects a decline due to the cut backs in spending that occurred.



Even though the District experienced severe cut backs in spending in 08/09, there was still a significant amount of activities and orders processed. Fiscal years 05/06, 06/07, 07/08 were primarily related to Measure E bond money for new construction and facility modernization.



Fiscal years 04/05 and 06/07 show a higher volume of bids. This is due to multi-year service contracts ending. Majority of our contracts are on a 5-year cycle which is re-bid at the end of their cycle.

The Purchasing Department takes advantage of utilizing cooperative (piggyback) contracts to eliminate a duplication of effort and to obtain better pricing. This method reduces the amount of bids generated on an annual basis.

The chart does not represent construction (public works projects) as this is the responsibility of Facility Planning and District Construction & Support Services.

### Significant Activities and Accomplishments in Fiscal Year 2008/09

- Continue to support the bond projects related to procurement including vacating and relocation of facilities and services.
- Furnished the new Maintenance & Operations building and the new Classroom building at Santa Ana College.
- Assisted in identifying and relocating surplus items prior to vacating the Marketplace Education Center.
- Assisted in vacating six of the eleven apartments that housed approximately 22 international students.
- Conducted three open houses for surplus property for District use and non-profit organizations and schools.
- Awarded nine formal bids:
  - Printing and Copier Paper
  - Printing and Mailing of Class Schedules-Fall 2008
  - Printing and Mailing of Class Schedules-Spring 2009
  - Custodial Paper and Liners
  - Modular Office Systems Furniture & Filing Systems
  - A/V Equipment & Installation

CNC Turning Center, Accessories and Installation  
Transportation Services  
Health Science Supplies & Equipment

- Successfully negotiated a reduction in the 2010 costs for maintenance service on the mailing equipment at the District Office and Santa Ana College.
- Participating in the furniture planning and design for the new Science building at Santiago Canyon College.

### **District Warehouse Operations**



*District Storekeepers David Tucker and Steve Thompson*

Under the supervision of Armando Toner, Inventory, Delivery & Storage Services Supervisor, District Warehouse is responsible for the receipt, inspection, and delivery of most goods throughout the District.

The Warehouse is also responsible for maintaining trace inventories, conducting physical inventories, and providing the independent auditors an annual reconciliation of fixed assets.

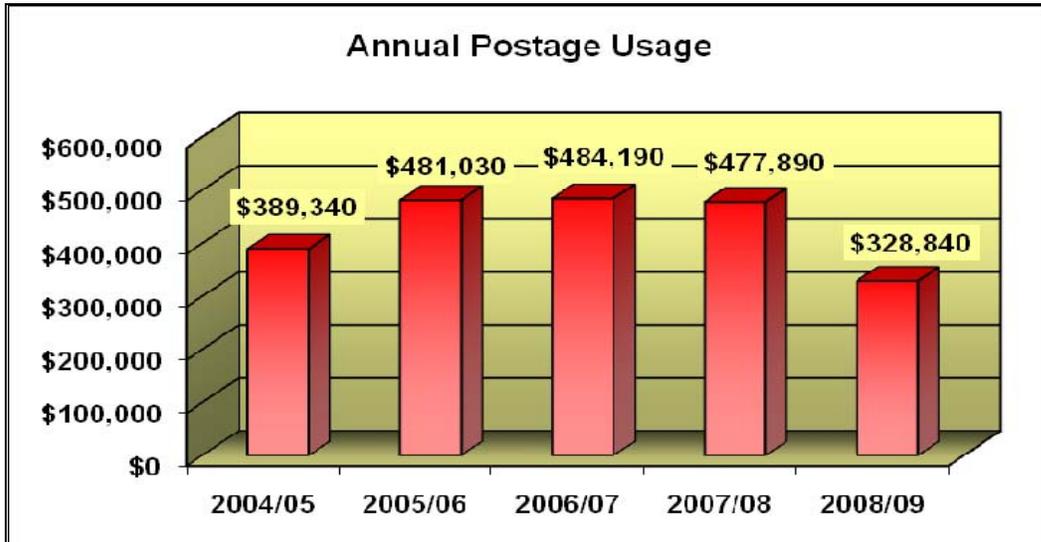
Some other key functions of the Warehouse include maintaining and coordinating the sale of surplus district property, withdrawals, re-files and destruction of District records via Schick Records Management.

The District Warehouse is a square foot facility located at the Santiago Canyon College – Orange Education Center.

In fiscal year 08-09, with a staff of two full-time storekeepers, the District Warehouse added over 900 new assets, retired 775 items through public auction and conducted a District-wide physical inventory of fixed assets.

**Mailroom Services**

Under the supervision of Armando Toner, Inventory, Delivery & Storage Services Supervisor, Mailroom Services department is responsible for the acceptance and processing of inbound and outbound US mail and Inter-Office correspondence. The department is also responsible for providing delivery and collection of inbound and outbound correspondence to six district sites throughout the county. There are two district staffed mailroom locations, one in the District Operations Center and one at the Santa Ana College campus.



In fiscal year 08-09, for a total cost of \$328,840, the Mailroom Services department metered 327,748 pieces of mail. An additional 2,064,199 pieces of bulk mail were processed through the United States Postal Service Business Mail Entry Unit in Santa Ana.

## **AUXILIARY SERVICES**

### **Mission Statement**

The Auxiliary Service Operations performs all the necessary administrative functions for the clubs and organizations in each diversified fund. The Student Business Office provides banking, cashiering, accounting and purchasing functions for these organizations. The Student Business Office also helps ensure that each organization complies with internal and external laws, regulations, guidelines and board policies. Both Diversified funds are administered by the district's auxiliary, under the Director of Auxiliary Services. The auxiliary is responsible for five funds: Diversified Agency fund, Diversified Trust fund, Associated Student fund, Bookstore fund, and the Community Education fund. We develop internal controls and fraud preventions systems for cashiering locations and all fundraising accounts held in the Student Business Office.

### **Cashier's Offices (SAC & SCC)**

- Collection of fees and processing of refunds for registration fees, parking, health, student ID, material fees, non-resident tuition and enrollment fees.
- Photo imaging and fee collections for staff and student identification (ASB ID and staff ID). This includes continuing education centers and sites (CEC & OEC).
- Accounts receivable and billing for student tuition and scholarships including: Veterans, Roadway, Military, Department of Rehabilitation, Journalism, EOPS, JTPA, GAIN and AQMD. Deferred tuition payments, and auditing and billing for non-resident tuition and fees,
- Direct office phone and counter support for inquires related to registration, including administrative holds and billings.
- Returned check collection for all district funds (Clearing, Bookstore, Community Education, and Diversified Funds).
- Facilitate peak registration fee collections, staffing and setup.

### **Accomplishments:**

Cashiering staff and accounting support staff setup, tested, and implemented the Datatel student module with the help of the Information Technology Department and Fiscal Services.

Cashiering and Auxiliary staff with the help of ITS selected, tested and implemented a new and improved comprehensive photo ID system at SAC and SCC (CI Solutions) that is compatible with Datatel and has future capability to integrate with OCTA for bus passes. It is currently used for lab attendance, student and staff identification and has the ability to be used as a declining balance card in the future.

### **Bookstore Operations (SAC & SCC)**

- Provide necessary educational tools to serve and benefit the students, faculty and staff at all college locations including textbooks, course supplies and office supplies.
- Initiate and coordinate with faculty and other personnel the acquisition of textbooks, supplies and special related material required for instructional programs.

- Conduct opening and closing buyback of used books at least three times per year and expand to off-campus sites and locations.
- Purchase supplies and emblematic clothing and soft goods to meet the needs of all students and the college community.
- Order announcements and graduation attire for all graduates, faculty and staff participating in commencement.
- Maintain accounting records for special student programs including EOPS, book grants, Department of Rehabilitation vouchers, scholarships, Veterans Administration and other student support programs established by the Associated Student Government.
- Plan and operate convenience store and continue to expand express services to other college sites and centers.
- Develop and place vending machines in remote locations to provide school supplies and testing supplies.

**Accomplishments:**

The Bookstore staff collaborated to create a district-wide “Textbook Taskforce” and implemented a new book rental program. Enhance digital book offerings. Upgraded the Nebraska Prism POS system and enhance security controls by updating surveillance and access control with Bay Security with monitoring capability. Initiated capital projects and building improvements for existing facilities at SAC and SCC in compliance with OC Health Departments requirements.

**Food Service Operations (SAC & SCC Cafeteria, Snack Bar, Coffee Carts, Vending and Exclusive beverage contracts)**

- Provide a food service delivery system to meet college needs for students, faculty and staff including catering for district & college sponsored meetings, events, activities and programs as well as special services for community and student events. Director of Auxiliary Services provides the contract management of campus dining and catering services, vending services (beverage and snack), catering truck operations and general support services to the college sites and centers and child development.

**Accomplishments:**

Implemented new healthy choice food selections, on-line marketing and promotion program, installed new signage, purchased new POS cash registers with debit card capability. Replaced old equipment and created sustainability through recycling cardboard and replaced plastic with green material. Placed catering menu on-line (selections and contract). Held focus groups with students, faculty and staff to obtain feedback and establish goals for upcoming year. Prepared and submitted a docket item and contract to extend the contract with Pepsi for a 5 year term that provided greater financial commissions.