

CITRUS COMMUNITY COLLEGE

Program Review



Purchasing, Warehouse, Transportation and Risk Management

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CITRUS COMMUNITY COLLEGE

Purchasing, Warehouse, Transportation, and Risk Management Program Review 2009 – 2010

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Purchasing, Warehouse, Transportation Department, and Risk Management Program Review

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College Mission Statement

Citrus College delivers high quality instruction that empowers students to compete globally and to contribute to the economic growth of today's society.

We are dedicated to fostering a diverse educational community and cultural learning environment that supports student success in pursuit of academic excellence, economic opportunity, and personal achievement.

Mission Objectives

Citrus College is a safe, friendly, accessible environment where all students and community members may optimize their academic, career, and cultural development.

As Citrus College continues to advance as a dynamic center for life-long learning, we will:

- provide general, lower division coursework leading to an associate degree in the arts or the sciences;
- prepare students to transfer to four-year colleges and universities;
- offer technological services and support for students, faculty, and staff;
- deliver programs to improve basic math, reading, communication, and ESL skills;
- grant opportunities for students to develop a global perspective through a curriculum with international and multicultural applications;
- furnish support services for the intellectual and personal development of all Citrus College students, including opportunities to participate in campus governance;
- foster a comprehensive and enriching program of extracurricular activities;
- conduct community education programs that encourage learning at every stage of life;
- award occupational certificates and degrees for career preparation and advancement;

- administer customized training programs for business and industry;
- increase career development support for students, faculty, and staff through career exploration,
- counseling, job preparation, job opportunities, and academic and classified staff development;
- collaborate with local high schools in articulation and curriculum development;
- advance cultural and personal enrichment programs for the college and community members, and promote inter-collegiate competition opportunities for students.

Functions of the Purchasing, Warehouse, Transportation Department and Risk Management Department

Executive Summary

In support of the college's mission, the Purchasing, Warehouse, and Transportation Department procures, receives, and delivers all goods and services for all college departments, with the exception of the bookstore and cafeteria, and maintains a fleet of vans, trucks, and buses for staff, faculty and student transportation needs in support of the college's teaching and learning environment. The department is committed to obtaining the right goods and services at the right price at the right time in support of departments' needs. For this reason, we take pride in procuring quality goods and services that exceeds our stakeholders' expectations.

The Risk Management Department's purpose is to reduce the District's exposure to unforeseen losses and ensure the welfare of the District, its employees, students and visitors. This supports the District's teaching and learning environment by proactively dealing with potential obstacles that may impede educational operations. The department is committed to being a resource to the District in a variety of general risk management techniques. Risk Management procures and manages the District's property and casualty insurance program and responds to all notices of claims received by the District in a timely manner. The department also manages all workers' compensation and industrial leave benefits. Finally, it manages the employee benefits program.

Department Function by Section

Purchasing. The Purchasing section of the Purchasing, Warehouse, and Transportation Department is primarily responsible for procuring goods and services in support of college departmental needs, disposing of obsolete equipment, and providing contract management and labor compliance for publicly bid projects. To accomplish this, the Purchasing staff performs the following functions and duties:

- Coordinates purchasing services with departments and vendors
- Reviews specifications from departments to ensure accuracy and compliance with district needs and standards.
- Employs a variety of computer software related to procurement.
- Oversees the training, management and maintenance of ESCAPE OnLine, an online requisition and purchasing software program.
- Prepares plans, specifications, CAD drawings and other documents necessary for the public bidding.
- Prepares requests for proposals from vendors, conducts job walks and evaluates contractor proposals and bids.
- Maintains and manages publicly bid public-works project contracts and bid documents.
- Coordinates labor compliance on public works projects.
- Participates in the design and furnishing of new and remodeled buildings.
- Conducts inspections to ascertain needs and find solutions
- Researches services and products to meet college needs
- Establishes product and quality standards for equipment, hardware and materials used in instructional and non-instructional environment
- Participates in furnishing, furniture, and equipment planning, design, and procurement.
- Organizes and archives large quantities of procurement data for timely identification and retrieval.
- Maintains fixed asset equipment inventory records in ESCAPE OnLine database

- Coordinates the re-use and disposal of surplus/obsolete inventory and equipment
- Works cooperatively in a team environment to support the educational mission of the college.

Warehouse. The Warehouse section of the Purchasing, Warehouse, and Transportation Department is primarily responsible for effectively and efficiently receiving purchased goods and delivering these goods to campus staff in support of the instructional needs of the college. To accomplish this mission, the Warehouse section performs the following functions and duties:

- Utilizes Fix-It OnLine, a Facilities Department campus-wide computer work order program, to process Warehouse staff work requests, prioritize and assign work, track work order progress and costs, and communicate with requestors regarding the status of their work requests. Effectively, this work order program facilitates an open and ongoing dialogue between the Warehouse section and all of its customers for deliveries, paper stock orders, surplus equipment pickups, furniture moves and copier repair requests.
- Delivers and set-ups for furniture on campus.
- Receives, inspects and delivers procured goods to departments
- Updates the ESCAPE OnLine asset management system
- Stores and safeguards warehoused equipment and supplies
- Operates and maintains warehouse equipment and vehicles
- Coordinates and conducts periodic physical inventories
- Receives and processes received supplies and equipment from UPS, Fed Ex, and freight carriers

Transportation. The Transportation section of the Purchasing, Warehouse, Transportation Department is primarily responsible for effectively and efficiently providing for the transportation needs of students and staff with a fleet of vans,

busses, trucks and utility carts. To accomplish this mission, the Transportation section performs the following functions and duties:

- Assures College vehicles are safe and available to operate
- Coordinates vehicle inspections with Motor Carrier Safety Compliance Program
- Trains and orients drivers for use of Class B vehicles
- Administers Class B driving test
- Maintains Class B drivers driving and medical records
- Maintains vehicle maintenance and service records
- Inspects and monitors driver log books, reports and timesheets
- Coordinates and assigns vehicles to College staff
- Processes DMV smog test and registration documentation

Mail Operations. The Mail Operations section of the Purchasing, Warehouse, Transportation Department is primarily responsible for processing on-campus delivery of U.S. Postal Service and inter-office mail for the College. This is accomplished by establishing delivery and pickup schedules, routines and procedures that ensure safe, secure and cost appropriate and apportioned services to respective cost centers. To accomplish this mission, the mail operations section performs the following functions and duties:

- Mail is received from the post office, sorted, bagged and delivered to designated departments each day. Small packages are also included in this delivery.
- A second delivery and pick-up is made to the Administration Building and the Child Development Center each day at 2 p.m.
- The mailroom provides special services such as DHL, Federal Express, Registered and Certified Mail. These items must be received in the mailroom by 2:30 p.m. to be processed that day.
- Routine and non-routine bulk and first class mailings are prepared, compiled and maintained.

- Confidential and overnight mailings are prepared.
- For large on-campus mailings to faculty and staff, the mailroom provides name or department labels, making the distribution process more efficient.
- For large off-campus mailings, the mailroom provides help in preparing a bulk mail. Instructions and "Request for Postage" forms are available from the mailroom. This procedure keeps the cost of the mailing at its lowest.
- Postal expenditures to departments are allocated.
- Mailing equipment and supplies inventory are maintained.

Risk Management.

Property – Casualty Program

With a total insured value of \$250,000,000, the District not only has substantial insurance coverage in force, but the department works to continually identify potential risks. Loss prevention and loss control are at the foundation of this successful program. Experienced personnel with firsthand knowledge of the District quickly resolve any safety or risk issues that may arise. Additionally, a longstanding relationship with our liability administrator has the effect of enhancing the expertise needed to maintain the program through trainings, periodic inspections and site visits.

In addition to this, any claims that are submitted are thoroughly reviewed and processed by the department and experienced claim specialists. This has resulted in an excellent claim history that is expected to continue. Related to this is the program of contractual transfer which reduces the District's liability when dealing with other insured parties. The program is run according to set standards, and ability to contract with the District must meet these guidelines. The District also thoroughly reviews any contract and will only extend additional insured status subject to strict standards. This results in a program that manages risk efficiently.

Workers Compensation & Industrial Leave Program

The District's workers' compensation program is focused on the safety and health of all workers. This program covers all classes of employees: permanent, temporary and student workers. The number insured exceeds 1000 workers. Hazards are continually monitored and addressed to ensure their mitigation. The District takes all reasonable steps to run a program which is aimed at keeping workers safe on the job and returned to work after being released to regular or modified duties.

The District accomplishes these goals in a number of ways. All mandated training is conducted as required. In addition, loss patterns are reviewed on a regular basis. Any area needing specific attention receives specific training over a period of time either by District personnel or trained loss control experts. The District undergoes regular inspections by loss control personnel to evaluate the premises and working areas.

The District works closely with a workers' compensation claims administrator to administer all claims. Injured workers are entitled to all benefits mandated by the Department of Industrial Relations. Specifically in the public educational setting, the District complies with all industrial leave benefits which go beyond traditional temporary disability benefits. Injured workers receive all medical treatment until completion of the claim process. Temporary and permanent disability benefits will also be paid as determined by medical professionals. The goal of the entire program is not mere compliance with the law, but the maintenance and expectation of a safe working environment.

Employee Benefits Program

The District is committed to the health and welfare of its employees. All eligible permanent staff are given the option of electing group medical benefits under an HMO (Kaiser Permanente) or a PPO (Blue Shield). In addition, this group of employees is automatically enrolled in the District's dental, vision and life insurance programs. For those employees who choose to waive the medical portion of their benefits, they are eligible to open a tax sheltered annuity which the District will contribute to on a tenthly basis. The number of active employees covered under

these programs averages 450 per month. Currently the District pays 100% of all premiums for these programs for employees and dependents.

Upon conclusion of active employment, the District complies with federal law by offering continuation coverage through Cobra. Former employees and qualified beneficiaries are extended all available options to elect this coverage.

The District also offers eligible retirees the option to continue with District paid insurance benefits for a specified number of years post retirement. If certain criteria are met, eligible retirees can continue with this paid for benefit until age 67, 68 or 69. The benefits offered are medical, dental and vision. Life insurance is not extended as an ongoing benefit.

This same group of retirees also is given the choice at retirement to instead opt for an annual cash payment for life in lieu of group insurance benefits. The payment ranges from \$1000 to \$2500 annually. Finally, even after the District paid portion of insurance benefits expires, retirees are given the option to self pay any of their current coverage which may include medical, dental or vision. In sum, the District offers a generous employee benefits program to both eligible employees and retirees.

Service Recipients

Summary

In support of the college's educational mission, the Purchasing, Warehouse and Transportation Department and Risk Management Department functions to serve the entire college. Consequently, our service recipients comprise the entire student, staff and faculty population, and supports the Maintenance and Facilities Department with grounds, buildings and other facilities that make up the physical campus by providing contracting and procurement of needed supplies, equipment and services.

Student Population

The size and make up of the student population at Citrus College is described in tables 2.1 through 2.4 below.

Table 2.1

Annual Unduplicated headcount and Full-Time Equivalent Students (FTES)

	2005-2006	2006-2007	2007-2008
Annual Unduplicated Headcount	21,468	20,525	23,410
FTES*	11,564	11,882	11,981

Source: Chancellor's Office, Management Information Systems and 320 Report *FTES data for 2005-2006 and 2006-2007 are based on the FTES recalculation. FTES data for 2007-2008 are based on the FTES annual data. The 2005-2006 recalculation data were not available at the time of this report.

Table 2.2

Age of Students at Enrollment

	2005-2006	2006-2007	2007-2008
19 or less	37.2%	36.8%	36.9%
20 - 24	29.3%	30.2%	29.7%
25 - 49	23.9%	23.5%	22.5%
Over 49	8.0%	8.3%	10.7%
Unknown	1.6%	1.3 %	0.2%

Source: Chancellor's Office, Management Information Systems

Table 2.3

Gender of Students

	2005-2006	2006-2007	2007-2008
Female	56.0%	56.3%	55.1%
Male	43.5%	43.4%	43.6%
Unknown	0.5%	0.3 %	1.4%

Source: Chancellor's Office, Management Information Systems

Table 2.4

Ethnicity of Students

	2005-2006	2006-2007	2007-2008
African American	6.3%	6.1 %	6.0%
American Indian/Alaskan Native	0.7%	0.7 %	0.7%
Asian	9.5%	8.9%	7.6%
Filipino	3.2%	3.3%	2.9%

Hispanic	38.2%	39.5%	39.2%
Other Non-White	2.9%	3.4 %	2.6%
Pacific Islander	0.0%	0.0 %	0.6%
Unknown/Non-Respondent	5.9%	5.8%	10.3%
White/Non-Hispanic	33.2%	32.4%	30.2%

Source: Chancellor's Office, Management Information Systems

Faculty and Staff Population Served

Citrus College possesses a talented and diverse faculty/staff population. The college recently received an award from the California Community College Chancellor's Office for its success in hiring a diverse faculty. The size and make up of the employee population at Citrus College is described in table 2.5 below.

Table 2.5

Citrus College Employee Classification

	Number at Citrus
Classified Employees	318
Confidential/Supervisory	33
Full-Time Faculty	168
Part-Time Faculty	618
Management	30
Subtotal of Non-student Workers	1,067
Student Workers*	648*
Total	1,715

Source: CCCCO MIS Database, 02/2009, (* Citrus Community College Student Employment 06/2009)

Campus Facilities Served by Purchasing, Warehouse, Transportation Department and Risk Management Department

The Purchasing, Warehouse, Transportation Department and Risk Management Department provides its services to meet the needs of the college facilities which is comprised of an 104-acre campus with approximately 40 buildings that total almost 650,000 square feet of classrooms, labs and office space. The buildings range in age from 77 years old to a new Field House and Concessions Building and Vocational Technology Building, Phase 1, completed in the summer of 2009.

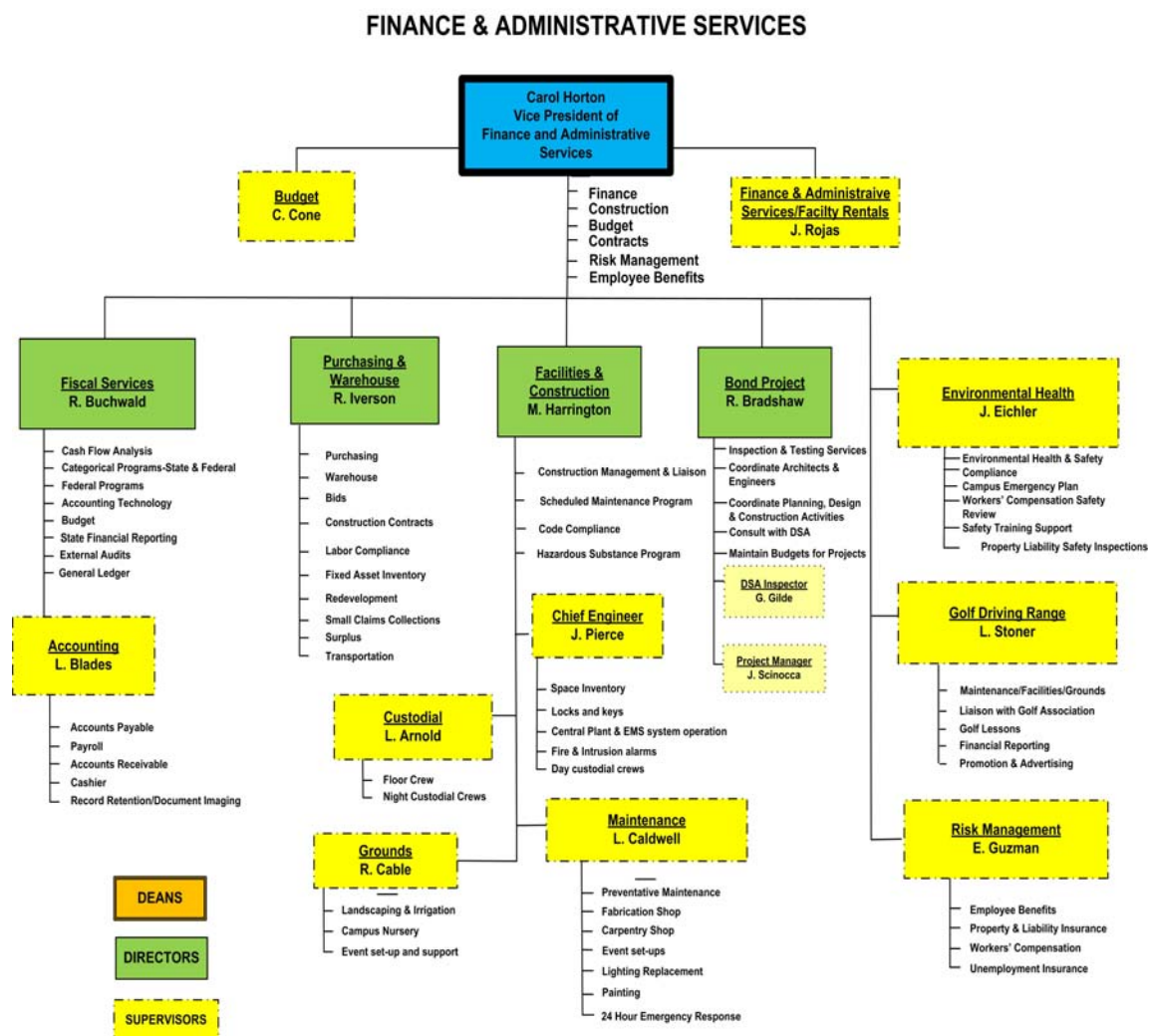
The campus grounds comprise over 90 acres of walkways, roadways, parking lots, landscape areas and athletic facilities.

Two new buildings, including a Student Services building due for completion in the Fall of 2010, and the Vocational Technology Phase 2 building, due for completion Summer 2009 are currently under construction. Additionally, construction of a new Security building and remodeling of the main gymnasium has recently begun. An improved entrance to the campus was constructed by the City of Azusa on Citrus Avenue and was opened for the Fall 2009 semester.

Department Resources

Staff Resources and Organization

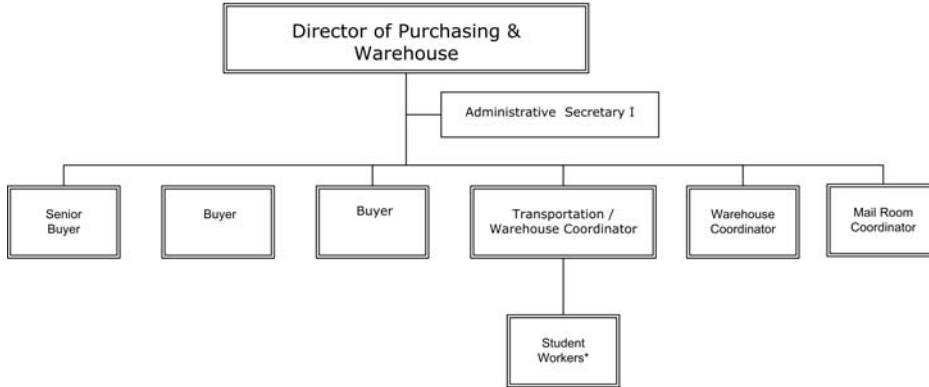
The Purchasing, Warehouse, Transportation Department and Risk Management Department employs eight full-time permanent individuals to perform its vital functions in support of the college's mission. These employees include student workers, purchasing, warehousing, transportation, mail services, clerical and management personnel. The following organization chart depicts the operational organization of the department and shows how our staff resources are allocated.





Organizational Chart

Purchasing, Warehouse, Transportation Department



*May include Short-Term Non-Academic Employees

Staff Assignments and Specialties

The Purchasing, Warehouse and Transportation Department and Risk Management Department comprise an effective and diverse team of seasoned, experienced professionals, dedicated to provide quality service to all stakeholders.

The following table 3.1 below lists the positions in the Purchasing Department and indicates the assignment or specialty for each position:

QTY	POSITION	ASSIGNMENT OR SPECIALTY
1	Director of Purchasing and Warehouse	Department Manager
1	Senior Buyer	Technical, technology, maintenance & custodial commodities procurement
2	Buyer	Instructional, office, furniture commodities procurement
1	Transportation Coordinator	Transportation fleet scheduling
1	Warehouse Coordinator	Receiving and distribution of purchased commodities
1	Mail Room Coordinator	Processes routine and special mailings
1	Administrative Secretary I	Assists department staff, department web page development, copier repair dispatch
1	Risk Management Supervisor	Department Manager

Staff Preparation and Training

Members of the Purchasing, Warehouse, Transportation Department and Risk Management Department have undergone a variety of specialized trainings to help create an effective, productive, safe and professional workplace by increasing their knowledge, expertise and proficiency in their specialized areas. Some of these trainings have included:

- Bid Law Update & Review
- Cal OSHA – Essentials of Safety
- California Construction Law
- California Legal Code Updates
- Disaster Survival Skills
- Emergency Planning & Preparedness Training for MINS & SEMS
- Green Purchasing
- How to Handle Difficult People
- Management Skills
- Managing Multiple Projects
- Managing School Construction
- Managing Skills
- Prevailing Wage Law
- Unacceptable Behavior
- Ethics
- Gender & Diversity Sensitivity
- Certified Forklift Operator Training
- ESCAPE OnLine Purchasing System
- Certified Material Handling

Staff Professional Activities and Committee Participation

Purchasing, Warehouse, Transportation and Risk Management staff are active in a variety of professional and trade organizations and participate in numerous committees both inside and outside the college community. Considering the wide range of issues faced by our department — technical, legal, political, economical and logistical — networking and dialoging with our peers and colleagues is absolutely essential. The following lists some of the professional organizations and committees with which our staff is affiliated:

- Los Angeles County Office of Education Commercial Claims Unit
- Community College Purchasing Cooperative
- California Community College Purchasing Network
- Citrus College Physical Resources Committee
- California Campus Environmental Health and Safety Association
- California Community College Disaster Resistance Assessment Group

- San Gabriel Valley Purchasing Managers Association
- SWACC Joint Powers Association - Property and Liability Insurer
- PIPS Joint Powers Association - Worker Compensation Insurer
- California Association of School Business Officials (CASBO)
- California School Employees Association (CSEA)
- Association of Chief Business Officials (ABCO)

Special Accomplishments

- Warehouse Coordinator, enrolled in Masters degree program
- Director of Purchasing and Warehouse, enrolled in Masters degree program
- Director of Purchasing and Warehouse, enrolled in Association of Chief Business Officials (ABCO) institute
- Enhanced department online web pages
- Upgraded ESCAPE Online electronic purchase order system

Physical Resources

Facilities of the Purchasing, Warehouse, Transportation and Risk Management Departments

The Purchasing, Warehouse and Transportation Department is located on the south perimeter of the campus, south of the baseball field in a complex it shares with Facilities and Maintenance. At this location is staff office space of approximately 1100 square feet and 2200 square feet of enclosed and secured warehouse space. An additional 3200 square feet of outside paved space is available for storage of Transportation vehicles and surplus material storage needs.

The Risk Management Department is located on campus in the Administration Building, President's Office area, and consists of one office space.

Equipment Resources of the Purchasing, Warehouse, Transportation and Risk Management Departments

Vehicles The Purchasing, Warehouse and Transportation Department utilizes a variety of vehicles and equipment to performs its functions and includes:

- Two 33-passenger buses
- One 25-passenger bus
- One box van
- One stake-bed truck with lift gate
- Four 7-passenger vans
- Six 12-passenger vans
- Two cargo vans
- Three electric carts
- One surrey cart
- One forklift

Equipment The Purchasing, Warehouse and Transportation Department utilizes a variety of equipment including forklift, pallet jacks, mail processing equipment, computer and other electronics.

Fiscal Resources

The Purchasing, Warehouse, Transportation Department and Risk Management Department

1. Funding allocated from the District General Fund
2. State Capital Improvement funding for furniture and equipment
3. General Obligation Bond funds for capital improvements

The following tables provide detailed information on the allocation of financial resources for the Purchasing, Transportation and Risk Management Departments.

Purchasing and Warehouse General Fund Budget

Purchasing & Warehouse			Horton	Iverson	
Fund 01.0 00000.0 00000			Unaudited	Adopted	Budget
Department 00457 xxxx		Actuals	Actuals	Budget	Increases
6770000		07-08	08-09	09-10	Decreases
2100	Salary Classified Reg	465,360	469,046	491,356	22,310
2300	Salary Classified Hourly	52,831	34,443	20,500	-13,943
2375	Salary Classified CalWORKs	560	4,399	0	-4,399
3220	PERS Classified	42,998	44,227	47,706	3,478
3320	OASDI Classified	28,416	30,366	31,735	1,369
3360	MEDI Classified	7,004	7,102	7,422	320
3420	H & W Benefits Classified	82,158	82,143	97,740	15,597
3520	Un Emp Ins Classified	245	1,469	1,536	66
3620	Wk Comp Classified	12,010	10,277	10,237	-40
4300	Supplies Non-Inst-Stores	76,490	109,270	110,000	730
5100	Consultant	0	0	0	0
5200	Conference Mileage	1,015	760	0	-760
5610	Rentals, Leases	328	0	1,000	1,000
5630	Repairs	567	100	1,000	900
5790	Advertising	9,293	4,200	5,000	800
5800	Other Services Misc	3,550	1,314	5,000	3,686
5810	Service Agreements	87,157	77,147	90,000	12,853
5840	Ser Agr Escape Software	0	180	7,000	6,820
5850	UPS, Postage Delivery Service	171,974	147,315	150,000	2,685
5890	Hazardous Waste Disposal	0	0	0	0
6200	Buildings – Remodel	0	0	0	0
6400	Equipment Furniture Copiers	75,220	23,662	30,000	6,338
Total Expenditure		1,117,176	1,047,422	1,107,231	59,809

Transportation General Fund Budget

TRANSPORTATION		Horton	Iverson		
Fund 01.0 00000.0 00000		Unaudited	Adopted	Budget	
Department 00434 xxxx		Actuals	Budget	Increases	
6499000		07-08	09-10	Decreases	
		Actuals	Budget		
		08-09	09-10		
2300	Salary Classified Hourly	58,600	59,072	23,750	-35,322
3220	PERS Classified	5,084	5,573	2,306	-3,267
3320	OASDI Classified	3,633	3,663	1,473	-2,191
3360	Medicare Classified	850	857	344	-513
3370	Medicare Other	0	0	0	0
3520	Unemployment Ins Classified	34	177	71	-106
3620	Wk Comp Classified	1,395	1,181	475	-706
4300	Supplies - General	0	987	4,000	3,013
4360	Supplies Gas, Oil, Tires	20,143	13,768	20,000	6,232
5200	Conference Travel	55	0	0	0
5220	Field Trips-Driver Expenses	21	0	0	0
5610	Rental Vans	6,041	1,244	5,000	3,756
5630	Repair Vans	27,025	11,925	15,000	3,075
5800	Other Services	17,446	0	500	500
6400	Equipment	52,120	-2,446	10,000	12,446
	TOTAL EXPENDITURE	192,447	96,001	82,919	-13,082

Risk Management General Fund Budget

RISK MANAGEMENT

Horton

Fund 01.0 00000.0
 00000
 Department 00460
 xxxx 6770000

		Unaudited	Adopted	Budget	
	Actuals	Actuals	Budget	Increases	Decreases
	07-08	08-09	09-10		
2100	Salary Classified Reg	135,480	140,946	144,270	3,324
2300	Salary Classified Hourly	11,074	19,696	7,500	-12,196
2397	Salary Classified FWS	0	0	0	0
3220	PERS Classified	12,608	15,066	14,007	-1,059
3320	OASDI Classified	8,400	9,908	9,410	-498
3360	Medi Classified	2,125	2,650	2,201	-449
	H & W Benefits				
3420	Classified	27,916	29,916	30,126	210
3520	Un Emp Ins Classified	74	548	455	-93
3620	Wk Comp Classified	3,371	3,690	3,035	-655
	Supplies Non-				
4300	Instructional	2,425	5,467	6,000	533
5100	Consultant	0	5,800	6,000	200
5200	Conference Mileage	522	1,132	0	-1,132
5400	Insurance Liability	428,647	411,447	425,000	13,553
5600	Rents, Leases, Repairs	0	2,130	5,000	2,870
5800	Other Services	15,226	9,756	10,000	244
	Other Services				
5805	SCAQMD	15,141	4,433	15,000	10,567
	Other Services				
5810	Contracts	25,391	632	1,200	568
5850	Other Services - UPS	0	0	0	0
5860	Bandaid Claim	2,936	10,643	15,000	4,357
	SCAQMD Ecrp Analysis				
5880	Fee	467	15,950	17,000	1,050
	Other Services Haz				
5890	Waste	38,008	25,774	30,000	4,226
6100	Site Improvement	0	0	0	0
6400	Equipment	0	1,687	7,000	5,313
	Total Expenditure	729,811	717,271	748,205	30,934

Program Performance

Summary

The Purchasing, Warehouse, Transportation Department and Risk Management Department perform a wide variety of duties and tasks in support of the college's mission. This section of the Program Review will objectively measure the performance of the departments by identifying the quantity of work performed and quality of the service produced by this work. In the Spring of 2010, Purchasing, Warehouse, Transportation and Risk Management will be included in the District's Campus-wide Survey.

Quantitative Performance Measurements by Section

Purchasing. In performing its function within the department, Purchasing receives user requisitions for routine and non-routine goods and services, and sources and procures those goods and services with the goal of providing the right product at the right price at the right time so as to obtain the best value for the college. The department manages construction contracts, disposal of surplus property and coordinates department office moves. In the 2008/2009 fiscal year, the Purchasing section completed the following:

- Finalized furniture and equipment installation for new Center for Innovation Building
- Finalized construction contract for Softball Fields project
- Finalized public works contract for landscape and irrigation project
- Finalized public works project for installation of new basketball goals
- Finalized public works contract for football and baseball fields marquee project
- Initialized construction contract for Student Services Building
- Initiated public works contract for library building energy conservation project

- Initiated public works contract for campus walkway improvements
- Initiated public works contract for re-roofing Professional Technology and Tech C buildings
- Developed bid package for Campus Security Building
- Developed specifications for furniture and equipment for new Vocational Technology building
- Developed specifications for furniture and equipment for new Field House and Concessions project
- Processed 3,900 Purchase Orders and Change Orders totaling \$6,356,000 for supplies, equipment, service agreements, repairs and rentals

Warehouse. In performing its function within the department, the Warehouse receives goods procured by purchasing as a part of the procurement process. The department manages receipt of packages and pallets from common freight carriers in addition to UPS, DHL, Fed-X, United States Postal Service and other delivery services. Goods are received on the ESCAPE OnLine purchasing system, identification tags assigned if required, staged for delivery to the end-user or stored in the warehouse for later use. The department also assists with on-campus moves of furniture and equipment including surplus and obsolete items.

In the 2008/2009 fiscal year, the Warehouse section completed the following

- Processed received goods and deliveries for over 1,800 purchase orders for supplies and equipment
- Processed 720 requests for warehouse stock items
- Assisted in staff and equipment moves for the various departments

Transportation. In performing its function within the department, Transportation maintains three small buses, two service/delivery vehicles, twelve vans and several support vehicles for the transportation needs of students, staff, faculty and for the transportation of goods and equipment between departments and for off-site events. Transportation coordinates the checkout of vehicles to meet the transportation needs of recording arts, music, physical science, physical education and other programs to transport safely and efficiently to their respective

destinations. Buses are operated by Class B drivers on that are contracted and coordinated by Transportation. Transportation processes the California Department of Motor Vehicle paperwork for vehicle purchases, renewals, disposals and donations as well as the DMV testing of Class B drivers.

Mail Operations. In performing its function within the department, Mail Operations receives, sorts and processes all outgoing on-campus and U.S. Postal Service mail and sorts and processes all incoming mail from the U.S. Postal Service and other delivery companies that are non-parcel in nature. A critical function is the processing of standard mailings (bulk mailings) that require detailed attention of large mailings that are at a highly reduced mailing rate. Mail Operations maintains on-campus mail stations and updates staff listings each semester. Mail Operations trains and counsels staff on the least costly, most efficient manner in which to process mailings.

Mail Operations performs the following:

- Annually send out 6,000 parcels
- Annually receive 12,000 parcels
- Annually receive, sort and deliver 120,000 pieces of mail
- Annually process 240,000 pieces of out-going mail totaling \$98,000 in postage
- Incoming Mail and parcels are delivered to all departments and buildings
- Outgoing mail and parcels are sent out via U.S. Postal Service and other commercial carriers for both international and domestic delivery

Risk Management. In performing its function within its own department, Risk Management works to minimize District exposure to loss, human and property, and oversees the employee worker compensation program, injured worker medical program, fringe benefit program, the District property and casualty program and processes injury/loss claims and is liaison to the worker compensation and property and liability insurance JPA third-party administrators. The

Risk Management Department performs the following:

- Worker Compensation coordination for over 1,000 workers
- Fringe Benefit coordination for over 1,000 workers
- Property and Casualty insurance claim coordination for over \$250,000,000 of property
- Provides staff training and counsel on insurance, safety, worker injury and property loss claims processing

Qualitative Performance Measurements

Purchasing Department and Risk Management Department endeavor to provide all stakeholders with professional, prompt, respectful service at all times. Measuring service performance in a qualitative fashion is perhaps at best subjective in nature and a more objective measure is expected following the results to be obtained in the 2010 Citrus College office of Institutional Research's All Employee Survey to be conducted in the Spring of 2010. The two departments were not a part of the 2007 survey.

Goals and Objectives

The principal goal of the Purchasing Department and Risk Management Department is one of support for the Citrus College mission and is realized by the prompt, efficient, professional delivery of the respective department's services to get the most value from every dollar of funds available for goods, equipment, services, contracts and construction. This is accomplished by clear and frequent communication between departments on the needs to be met and the time constraints to meet those needs. Department staff communicates with peers and regularly attends peer group meetings to keep abreast of opportunities to further maximize the available financial resources for procurement of goods and services.

Program Effectiveness

Resources for the College and Greater Community

The value achieved by dedicated, conscientious and professional department staff allows the college to maximize the benefits from each dollar available for procurement of the goods and services requested by campus departments. These value conscious purchases allow department budgets to obtain a higher quantity or higher quality of goods and services by the prudent procurement with district funds. These prudent value-conscious purchases translate easily to enhanced facilities and resources for the college, its students, workers, visitors and the community at large that may enjoy a more functional, attractive, modern, safe and friendlier campus experience given the added goods and services afforded by the hard work putting limited dollars to maximum use. We do this with pride and enthusiasm.

Effects on Student Learning and Achievement Outcomes

The Purchasing department uses professional procurement practices and procedures that result in reduced costs of goods and services. This stretching of the purchasing dollar means more resources are available to create environmental conditions conducive to learning and include:

Efficient transportation operations. Van and bus pool allows for safe, efficient transportation group travel needs allowing for more funds to be retained for instructional programs.

Efficient mail operations. Use of special mailing rates and scheduling of mailings offers rate reductions of as much as 80% saving thousands of dollars to be retained for instructional programs.

Efficient procurement operations allow for improvements in indoor air quality. Smart procurement allows for funding air filter changes at regular intervals

Efficient procurement operations allow improvements in lighting. Smart procurement allows for funding of newer lighting and controls and changing out of dimming bulbs on a more frequent routine

Efficient procurement operations allow improvements in classroom acoustics. Smart procurement allows for funding of low-noise motors, carpet, ceiling tiles, and wall treatments to minimize interruptive sounds and noises

Efficient procurement operations allow improvements in energy conservation. Smart procurement allows for funding energy conservation that leads to improved comfort and a 'Greener' environmental footprint

Efficient procurement operations allow improvement in ergonomics. Smart procurement allows for funding of ergonomically friendly furniture, furnishings and equipment that makes for a less fatiguing and more comfortable learning and teaching environment

Efficient procurement operations allow improvements in technology. Smart procurement allows for the funding of new and replacement technology that enhances the learning experience and allows students to be more competitive in the workplace.

Future Goals and Areas for Improvement

Purchasing, Warehouse and Transportation. To better serve the college students, staff and community, improvements in department resources by modernizing and replacing obsolete equipment is necessary. When funding is available, the department will implement the following:

- Replacement of 1996 bus and 1999 van experiencing increased down-time and repairs will be increasingly cost effective.
- Conversion of indoor motor-equipment to clean-burning propane for improved indoor air quality for warehouse staff.
- Installation of evaporative coolers and low wattage lighting in the warehouse

to improve the warehouse staff working conditions and provide cost savings through energy efficiency.

- Adoption of an automated system for tracking receipt and delivery of warehouse packages.

