

Director's Rap Session

By David Janssen

It's hard to believe that it is 1978 already. Almost a year has gone by since I took this job. It has been a full year by any standards, but the year that looms before us has even greater challenges.

I would like to share with you a few of the issues and programs that are facing the Department in the year to come. We are a large and diverse department and often one division does not know or appreciate the problems of another. I hope this discussion will give all employees a new perspective on the breadth of the Department and the need for cohesion and mutual help.

You may have read in the papers of the Governor's proposed satellite program. You may not know, however, that this program is part of General Services budget.

The people in Communications Division have spent many long hours working with the State and Consumer Services Agency, the National Aeronautics and Space Administration, the Governor's Office, etc., doing groundwork for the proposed satellite program. If approved by the Legislature we can look forward to the possibility of integrating satellite technology into our communications systems in the state.

Another topical program that is proposed in our new budget is the wood gasifier for the central heating and cooling plant in Sacramento. The gasifier would generate gas from burning wood chips. This gas will then be used to replace approximately half of the natural gas used in the plant. In an era of continuing concern about the depletion of our natural resources, we see the gasifier as one of a number of alternative forms of energy production.

It has been almost twenty years since we have had a capital outlay program of the magnitude that we have today. The Legislature has already appropriated funds for a new Department of Justice building in Sacramento. Site 1A, our proposed new building between 8th and 9th, and P & Q Streets in Sacramento, will be under full construction by early spring. Site 1B, a block north of Site 1A, will start construction soon thereafter. Sites 2 and 3 have also

been authorized by the Legislature.

A state building is under way in Santa Rosa. Architects have also been selected for the San Jose and Long Beach state buildings.

In the proposed budget we are requesting funds to develop additional state buildings in San Francisco, Los Angeles, Van Nuys, and Sacramento.

The people in the State Architect's Office, Facilities Planning and Development, and Space Management, have been doing yeoman's work to make our proposed building program a success.

January 24th, we held the first meeting of the newly appointed General Services Advisory Council. The council was resurrected in the hopes that we could further improve on the interactions between the services we are trying to provide, and the clients we are trying to serve. The council will serve both as a forum for us to disseminate information about what we are trying to accomplish, and to solicit advice on new programs and directions.

Caretakers have been appointed by the Governor and will be moving into the Governor's residence sometime this month. Thus, it is that the Department is landlord for almost every kind of housing available; from state offices to leased offices; from apartment houses to motels; from residential houses to the new Governor's residence.

There is not a Division in the Department that does not have a challenge facing it in the coming year.

—Records Management has the responsibility of implementing an expanded forms management program; one that particularly focuses in on small business.

—Procurement has a grant from the Energy Commission to develop standards for energy conscious purchasing. They also have the SLAMM and recycled paper purchasing projects.

—Small Business is in the process of public hearings on small business classifications and definitions.

—Cal-OMBE is monitoring the Federal Public Works Projects.

—Office of Local Assistance has

been actively involved in the proposed legislation relating to energy retrofit of public buildings in California.

—Communications Division in addition to the satellite budget, has the 911 program to contend with.

—Real Estate Services has an expanded parks purchasing program to operate.

—Office Services will face the continuing challenges of its' business equipment management program.

—Administrative Services will be adjusting to the new State Personnel Board contract system.

—Fleet Administration has the task of resolving parking problems in Sacramento in the face of the new construction program.

—Office of Administrative Hearings is conducting a pilot program in electronic recording of hearings.

—Space Management is proposing to the Legislature new space standards for the allocation of office space.

—The State Police are facing an election year and the protection of candidates.

—Board of Control is charged with implementing the new SB 90 local entity claims process.

—Management Services is in the process of developing a new accounting manual.

—The Insurance Office will be increasing their efforts to reduce lost-time accidents in the department.

—The Office of State Printing will be installing a new computer system.

—Buildings and Grounds has been given responsibility for the Governor's residence, and the Sacramento solar heating units.

—And the most difficult challenge of all lies with Performance Appraisal Review and the Legal Office to keep us all out of trouble.

We have a challenging year ahead of us, but the challenge does not have to be met individually. If the Department works together as a whole, the tasks will be easier for each.

The key to making the coming year a success is communication. If something is not going right, if you need help, if you can provide assistance, *speaking up!* Problems can only be dealt with if they are known.

Let's all try to pull together to meet the challenges that face us in the year to come.

Two New Chiefs: State Police . . .



William B. Skelton

When William B. Skelton learned he had been appointed Chief of the California State Police Division, he felt very honored, and very excited.

Excitement is a rather typical reaction, but when Chief Skelton said he was honored, he also said a lot about the State Police.

"Under Chief Oates we have seen the State Police become a very professional, and highly respected law enforcement organization," states Chief Skelton. "The division is doing a good job — and it's doing that job in places and ways that I'm not sure most people are aware of."

Chief Skelton pointed out that duties of the State Police are well defined in law; those of protection of state property and constitutional officers. Few people realize however that it is the State Police that provides security at the Trans Bay Terminal in San Francisco. It's the State Police that provides surveillance of the California Water Project. It's the State Police that man boats at Lake Oroville to provide protection there. In a myriad of ways the State Police is providing service all over California, relates Chief Skelton. He's very proud to be a member of the Division.

Chief Skelton first joined the State Police in 1973. His most recent assignment was as Commander of the Division's Protective Services Bureau.

As Commander, he was responsible for the protection of various constitutional officers and, upon occasion, members of the Legis-

lature. His duties required maintaining liaison with Federal, State, and local law enforcement agencies, and carrying out various administrative functions.

Chief Skelton also served as Administrative Inspector at State Police Division Headquarters. In this capacity he acted as Deputy Chief of the Division, and directed the Division's administrative functions. He was also responsible for maintaining uniformity in State-wide Division operations.

Before joining the State Police, Chief Skelton was Director of the State Office of Narcotics and Drug Abuse. Prior to this, he served with the California Highway Patrol, as Chief of the Weed Police Department, and as a patrolman with the Kentucky State Highway Patrol. He has 32 years of law enforcement experience.

Chief Skelton is a Member of the California Peace Officers' Association, and has served on its Law and Legislative Committee. He is also a member of the F.B.I. — National Academy Associates; the Sacramento County Law Enforcement Administrators' Association; and a member of the Northern California Peace Officers' Association.

Chief Skelton has served as a consultant to both the President's Special Action Office for Drug Abuse, and the California Council on Criminal Justice. He has been a lecturer and instructor for various courses dealing with drug related crime.

Perhaps the best testament to Chief Skelton's abilities was paid to him by the staff and officers of State Police Headquarters — a congratulations and welcome aboard party on his first day as Chief.

And Fleet Administration

Over the years, Ed Polanco has demonstrated that if there is one thing he's not afraid of, it's accepting responsibility. As new Chief of Fleet Administration Division, he has accepted quite a chunk of it.

Ed began his state service as a programmer with Water Resources. In 1970, he went to the State Printing Plant as an analyst. During the next year-and-a-half he worked with Vince Toolan in putting together the photo composition system at the Plant.

In 1973, Ed became head of the Data Processing Office of Management Services Division. In 1976, he found himself back at the Printing Plant — this time as Assistant State Printer.

As a manager, Ed believes in three things: running a tight ship, encouraging staff participation in decision making, and, treating people as individuals. He sees an interesting future in store for Fleet.

"Fleet has a good and experienced technical staff," states Ed. "Our cost comparison figures look good — so somebody has obviously been doing things right because the service level is also good."

Ed admitted that changes in society and changes in downtown

Sacramento are going to have an effect upon his division.

"The Capitol Area Plan calls for fewer cars in the downtown core area," relates Ed, "And I know Joe Blea is working on ways to make this transition as smooth and painless as possible. But let's face it, there will simply not be as many parking

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Ed Polanco

Space Reallocation Plan for the Resources Building

By Norbert Walery

On again, off again, on . . . space alterations. It seems like the occupants of the Resources Building at 1416 9th Street, Sacramento, have been going through a series of space changes for many, many years. But finally, it appears, most of the Resources Agency departments occupying space in the Resources Building, will be able to expand to meet their space needs.

In an attempt to resolve the problem of providing additional space required by Public Employees Retirement System, and the space needs of some nine other departments within the Resources Building, a space reallocation task force was formed in November 1976. This task force, working with the Department of General Services and Space Management Division, developed a total space plan which resolved the space requirements for all the departments concerned. Included in the Space study program proposal was a requirement for

alterations to existing space in the Resources Building, and for acquiring additional lease space outside the building.

The space reallocation program study proposal was approved by both houses of the Legislature. However, control language was added requiring General Services, Space Management Division, with the cooperation of PERS, to evaluate several other alternatives for providing space in the Resources Building. These alternatives were to be presented to both houses of the Legislature by October 1, 1977. Space Management Division, under the guidance of Sacramento Area Supervisor Jack Miura and project Architect Norbert Walery and his small group of 3 planners, started the alternate space reallocation study planning. Within the four-month period and on September 29, 1977, SMD with the cooperation of the Resources Agency Task Force, submitted their alternative space

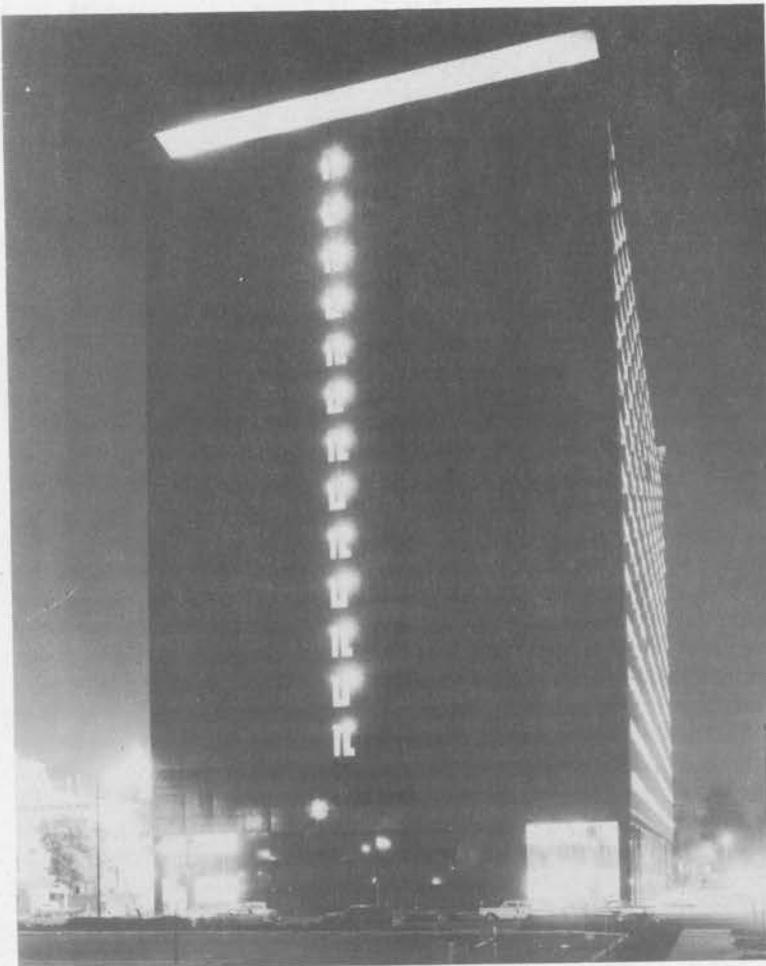
reallocation program study with five alternative space plans to the Legislature.

The most popular alternate space plan submitted and approved is to relocate from the Resources Building: State Teachers' Retirement System, Department of Navigation and Ocean Development, and the remainder of Water Resources Control Board, into lease space. Then, the remaining departments can be shifted within the available space and exchanges between floors can be made. In a few years PERS is to move from the Resources Building to their new building. This move will provide additional space for the Resources Agency to move their people in lease space into the Resources Building.

While the major emphasis of developing the space reallocation program proposal was to facilitate the space needs of PERS and the other nine departments within the building, other problems needed to be considered. These problems can be identified as the following:

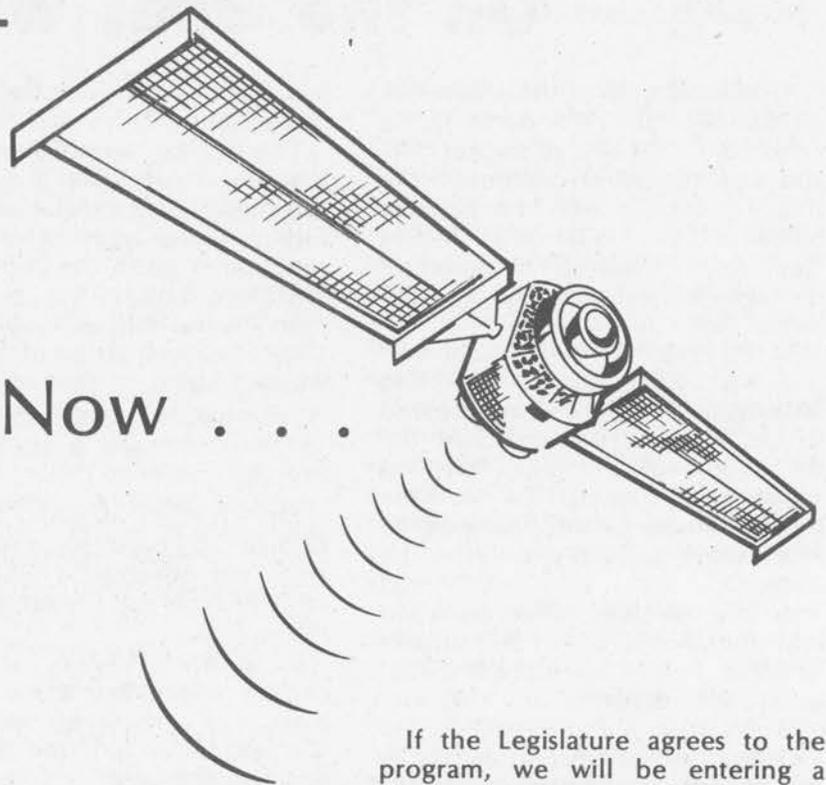
- existing inadequate floor plan layouts
- poor circulation patterns with improper corridors
- the lack of any provisions for expansion space
- poor circulation and access to fire exists attributed to secondary corridors
- immediate attention given to security needs with better control of lost or confused people
- overwhelming need for graphics and sign identification
- the lack of handicapped facilities on some floors

Even after the adopted proposal is completed, it must be understood the plan will not be the ultimate solution to the space problems within the Resources Building. Continual growth by all departments within the building, will present future space needs requiring future solutions and expenditures of funds. However, for the time being, space conditions will be improved and the "on again, off again" space alterations will continue in the Resources Building as time goes on.



SATELLITES — The Future Is . . .

Now . . .



Certainly one of the most exciting items in the Governor's proposed budget directly concerns General Services. This item requests \$5.8 million so that State government may test the effectiveness and benefits of satellite telecommunications. If approved by the Legislature, our Communications Division will be pioneering into this area of immense possibilities.

According to our Chief of Communications, Mason Riegel, we will be starting out with a rather basic system. This system will, however, enable us to explore some of the many interesting capabilities that satellite telecommunications can provide.

Among the proposed uses for a satellite system are these:

The day is foreseen when emergency coordination is improved by use of satellites. Through satellite interconnects, voice, slow scan television cameras, and data link, communications could be coordinated. An overview on any emergency could be established within minutes or hours concerning flood and earthquake disaster operations, hazardous traffic conditions, and search and rescue efforts as well.

As we endeavor to open up government more to the public, we can envision groups of concerned citizens testifying to Legislative and regulatory hearings being held in Sacramento, from virtually any place in the State through the use of mobile and fixed two-way-video-telecommunications terminals.

The use of satellites may prove a boon to fiscally pressed colleges and

universities. With it, two institutions could share the services of professors and lecturers. Students linked to a lecture by satellite would not only be able to hear and see the lecture, but they would also be able to participate in discussion and ask questions through use of two-way audio connections.

This same capability, could also prove beneficial to state employees. Revisions in forms or procedures could be explained on a statewide basis, with the only travel time involved being that of going to the nearest telecommunications terminal. Training courses could also be conducted in a similar manner.

The use of audio-video teleconferencing may eliminate the need for many state employees to travel as frequently as they currently must. With it, employees could conduct necessary conferences by again journeying to the nearest telecommunications terminal, rather than flying or driving to whatever happens to be the most convenient central location.

These are but a few of the possible uses of a satellite communications system.

If the Legislature agrees to the program, we will be entering a three-year testing and development phase. We will initially be using an already orbiting experimental satellite called CTS. If all goes well we will be purchasing a one-fifth share of a satellite called SYNCOM IV. Our ownership will entitle us then to full time use of one of the satellites transponders for the 5-10 year life of the satellite. SYNCOM IV is scheduled for launch by NASA in early 1980 aboard the sixth demonstration flight to the space shuttle.

The challenges that face Communications Division now in preparing for the use of satellite telecommunications capability are as exciting as the possibilities posed by use of such a system. They must begin preparing now the management and scheduling procedures to be used. Staff will need to familiarize themselves with system hardware and software. Priorities for non-emergency use will need to be established.

Though still in the planning stages the program has generated much excitement. According to Mason Riegel, this type of system and service is currently not available on either a commercial or governmental basis. If it is approved, the eyes of the nation will be trained upon California awaiting the outcome of the program.

On the Beat With C.S.P.

At around 4:30 in the afternoon, on January 10, 1978, State Police Officer Timothy Savage was off duty and wearing civilian clothes. As he stopped to talk with the on-duty officer at the E.D.D. office in San Francisco, he learned that a vehicle had been stolen from the area earlier in the day.

At this time the officer who was on duty walked outside of the office to investigate a suspect who appeared to be in a car that matched the description of the one that was stolen. Officer Savage followed the on duty officer outside and watched him attempt to stop and detain the suspect.

As the on-duty officer reached into the stolen auto, the suspect vehicle began to speed away, apparently dragging the on-duty officer with it.

Officer Savage ran out into traffic and flagged down a passing motorist and requested the driver to give pursuit. The motorist agreed, and Officer Savage followed the suspect vehicle several miles until it finally stopped. When the suspect vehicle came to a stop, the suspect fled on foot. Officer Savage gave chase, and finally captured the suspect after a brief struggle.

When the suspect was searched, it

was discovered that he had an open-bladed knife in his back pocket.

The initial investigation showed that the vehicle had indeed been reported stolen and the suspect that Officer Savage arrested matched the description given the police.

Officer Savage has been commended for his quick actions which allowed apprehension of the suspect without injury to anyone.

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On October 22, 1977, off duty Officer Gary Nicoletti heard a cry for help. He observed a woman in a sailboat holding something in the water.

Despite darkness, cold wind, choppy water, and a warning that there was a shark present, Officer Nicoletti dove into the water and swam to the boat.

There, he was able to pull the unconscious man from the water with the help of two other people. Officer Nicoletti immediately began attempting to save the mans life with CPR.

Officer Nicoletti has received a commendation for his act of bravery in attempting to save another.

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On October 11, 1977, a State Police Officer in the San Francisco area office of E.D.D. was attacked. His attacker possessed considerable strength and was impervious to mace or night stick.

Mr. Ronald W. Bacon, the Technical Services Supervisor for E.D.D. at the office location, was attracted to the fight by the noise and crowd. When he saw what was going on, he immediately came to the State Police Officers aid.

Mr. Bacon pinned the attackers arms and wrestled him to the sidewalk. He held on to him until the State Police Officer could recover sufficiently from the attack to handcuff his assailant.

For his act of bravery, Mr. Bacon was presented with a Certificate of Commendation by the State Police.

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ED POLANCO

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spaces as there used to be and there will be more people working down here. Obviously we are going to have to establish some system of priority for issuance of available space and the single occupant vehicle is going to be on the bottom of that priority list."

"One way of remedying this problem is the shuttle bus and park and ride programs in which we are going to be increasing our involvement."

Ed's main goal as new Chief of Fleet is to try and keep costs as low as possible.

"One of the ways costs have been lowered so far is by increasing the number of smaller cars in the pool. From what I've seen so far, this is going to be the continuing trend and eventually you can expect that most of our cars will be subcompacts."

When Ed is not involved in planning for Fleet's future, or administering its present, he enjoys involvement in sports.

"I enjoy most all sports," he states, "tennis, golf, bowling, and skiing are my favorites."



Left to right, Ronald Bacon, Joe Waters, Gary Nicoletti, Timothy Savage, and Deputy Director Lester Riggins at presentation ceremony of Certificates of Commendation.

NEWS BRIEFS

FUEL ECONOMY A FACTOR

Total fuel economy was considered as a prime cost factor in awarding bids for 1978 passenger vehicle purchases. Some 43 dealers throughout California will share in the over 13.8 million dollars worth of vehicle contracts that the bid awards represents.

The bids cover the 3,947 vehicles needed by the State and participating local governments and agencies for the coming year.

Fuel economy played a key role in awarding the bids for sub-compact and compact automobiles, which account for the bulk of purchases at a total of 2,336 vehicles. Minimum gas mileage specifications for sub-compacts was set at a combined city/highway average of 20 miles per gallon. Requirements for compacts called for a 18 miles per gallon average.

The awards for sub-Compact autos were for Ford Pintos, with a combined E.P.A. rated average of 24 miles per gallon. Ford also captured the compact bid award with Fairmonts, rated at 20 miles per gallon.

Bids for the purchase of vehicles are awarded in each of 9 regional areas from San Diego to Sacramento. Dealers bid for the contracts in any area and in any one of 13 vehicle classifications. Because of this, prices varied from region to region.

The average net cost for sub-compacts was \$3840.65, and for compacts \$4626.34.

Of the vehicles bid, the ones destined for state use total 2179. Approximately 2/3 of these are sub-compacts and compacts which will cost the state 5.9 million dollars.

In 1961, legislation sponsored by counties and cities created a voluntary Cooperative Purchasing program within the Department of General Services. This legislation allows us to make purchases of material and equipment for any county, city, or other political subdivision desiring to join in under the same terms and conditions pertaining to state purchases. The local agencies pay a service fee and General Services incorporates their needs into the bid announcement. Through this program, local government entities are able to

MILK HEARING

For the first time, an Administrative Law Judge from our Office of Administrative Hearings has conducted a milk price hearing for the Department of Food and Agriculture.

The hearing was conducted by A.L.J. George Coan on December 13, 1977. It was unusual in many ways.

It was the first such hearing ever held at the request of consumer action groups; it was the first such hearing in which members of the audience were not allowed to cross examine those giving testimony; it was the first such hearing where those giving testimony were restricted to a fifteen minute time limit; and, according to the feedback

received from both consumer groups and producer groups, it was the first such hearing where both felt they had been fairly treated.

The hearing took place in the San Francisco convention center. There were approximately 1000 people in attendance and, as it generally is at milk price hearings, the emotional level of those in attendance was quite high.

Letters received from both consumers and producers point toward Judge Coan's handling of the hearing as the prime force in defusing what could have, and in the past has, developed into an ugly situation.

Both groups had nothing but praise for the concept of using an independent Judge for the hearing, as opposed to the past practice of using a member of the Department of Food and Agriculture. Both groups felt using Judge Coan had inspired greater confidence in the impartiality and fairness of the entire proceeding.

RESIDENCE GETS COUPLES

Two couples have been selected by the Governor to serve as live-in caretakers at the governor's residence in Carmichael.

They are James and Ruth Bryner and Lonnie and Mildred Eastmade. Both couples live in Sacramento.

The couples moved into the mansion February 2.

The caretakers will receive a salary of \$800 per month in return for providing 24-hour security at the mansion, custodial care and maintenance of the house.

Before retiring in 1974, James Bryner, 46, served for eighteen years as a security policeman in the Air Force. He graduated from high school in Tennessee in 1950 before enlisting in the Army. After his discharge from the Army, he enlisted in the Air Force.

Lonnie Eastmade, 61, is a retired sergeant in the Sacramento Sheriff's Department. He served in the department for 24 years.

Mr. Eastmade graduated from high school in Dallas, Texas, and holds an advanced certificate in law enforcement from the California Commission on Peace Officers Standards and Training.

The staff of Administrative Services Division put in many hours and a lot of hard work in preparing the proposal for the live-in caretaker concept. We're glad their efforts have proved successful.

obtain lower prices by joining with the State purchasing system than would be possible if they made the purchase on their own.

SURPLUS LAND REPORT

Each year Real Estate Services is required to submit to the Legislature a report on surplus proprietary lands. The report gives the Legislature the status of lands they have previously authorized for sale or transfer. It also recommends which State lands should be declared surplus and offered for sale in the coming year.

This year's report has been recently issued. In 1978 the department has recommended that three parcels be declared surplus.

Last year, 28 parcels of surplus land was sold by General Services, bringing the State \$3,776,502 in revenue. Since the inception of the present surplus property disposal program, \$57,073,555 in revenue has been returned to the State.

In addition to providing revenue to the State, the sale of surplus State property also benefits local government. The State is required to give local government first option on purchasing the land. These sales are generally below current market value, and many local agencies find this a very economical means to extend community services. When property is returned to private ownership it is also returned to the tax roll, thereby expanding the local tax base.

FEEDBACK

If everybody keeps doing such a good job, this part of Outlook is liable to take up two pages — which is just what we're hoping for.

The volume of letters of appreciation that have been received by Space Management is certainly impressive. Perhaps it's indicative of why they have so many people who have received Sustained Superior Performance Awards.

From E.D.D., Space Management received a letter of appreciation and thanks for the work Ken Raymond Clarence Comeaux and Bill Piccard did during the negotiations, architectural design, color coordination, inspection and completion of that departments Woodland office. The letter said in part:

"From the time the building was selected until its completion, we in Business Services . . . , were informed of all phases, participated in making necessary changes and received the best cooperation to implement suggestions for improvements design and function.

"Seldom do we find time to recognize achievements of those we work with and too often this type of effort is passed off as a requirement of the job. We not only appreciate this effort but we take pride in the finished product, knowing we were part of it from beginning to end. I believe this type of cooperative teamwork is essential to completion of projects as timely as this one. Thanks."

Division Chief Paul Savona must have been happy to receive the following letter from the Public Defenders Office:

"Just thought I'd drop a note to you to express my thanks for the timely assistance I have been receiving from the members of your staff.

"As you know, I am involved with a new State agency that has been expanding at a phenomenal rate, a rate exceeding all projections.

"Throughout all this I have been given absolutely the best possible service by Norton Chapman and Joanne Burnard in Sacramento, Max Marglin and Dennis Hyer in San Francisco, and George Schaaf and Lane Richmond in Los Angeles.

"Phil Salamy and Cliff Roberts have done their usual superior job in seeing to it that things get started.

"Everyone of these people have performed well above the level one would expect from a service organization.

"On behalf of the State Public Defender we say Thank You."

Lease Management Officer Robin Smith received accolades from E.D.D. for the work she is doing in San Diego. One manager of an office there, informed Deputy Director Lester Riggins that Robin provided outstanding service, and was the best Lease Management Agent he had had the pleasure of working with.

The Department of Rehabilitation had these words for Norton Chapman of Space Management Division:

" . . . We would like to take this opportunity to express our sincere appreciation for your efforts in the architectural designing of the New Sacramento District Office. The staff is very pleased with the overall office and the very pleasant surroundings with which we now work each day. The quality and personal commitment which you put into the planning and followup is evident in the outcome and makes our working conditions much more pleasant each day."

Department of Rehabilitation also singled out Space employee Ken Raymond. Of his work, they had this to say:

"Mr. Raymond's work on our projects has been efficient and effective. He seems to have the ability to take our Form 9's, accurately assess our particular needs (which are often 'special' because of our work with the handicapped) and to go to work immediately on our projects. We have never been disappointed with the results of his efforts, despite the adversities that oftentimes present themselves in a premises search. His ability to remain flexible when problems do arise, has often made it possible to meet difficult project deadlines."

The Public Utilities Commission found only satisfaction with the work of Space Management staffers Scott Giles and Max Marglin. Their letter said:

"As you know we recently requested lease space at the fox Plaza here in San Francisco. The two people from Space Management assigned to this project were Scott Giles and Max Marglin.

"These two men are to be

commended for their excellent assistance in making all the arrangements for the space, floor layouts and liaison contacts with the Fox Plaza Manager.

"It isn't often that one comes in contact with employees in State service who take an extreme interest in their job. However, both Scott and Max have a keen interest in doing their best for their 'clients'.

"It is with great pleasure that (we) write this letter to you to let you know how much (we) appreciated their help and guidance."

Let you readers think that Space Management is the only division receiving client appreciation, read on.

Al Guerrero of the Office of Procurement was thanked by the Department of Health for the work he did in helping to save an international agreement. The Department of Health wrote:

"We wish to express our gratitude and appreciation for the support provided by a member of your staff in a time of crisis.

"We have negotiated a Federally funded demonstration project with the State of Baja California, Mexico. Originally the start date for this project was set at January 1, 1978. However, with the election of a new governor in the State of Baja California, Mexico the entire project had to be re-negotiated.

"When we did get the approval to go ahead in the middle of December 1977, the officials in the State of Baja California, Mexico still wanted the January 1, 1978 start date.

"We are convinced that without the professional assistance of Mr. Al Guerrero, our program could not have met its deadline for this project. As it turned out Mr. Guerrero was able to expedite the purchase estimates and make all of the necessary arrangements prior to the January 1, starting date."

The Shasta County Superintendent of Schools was quite pleased with the service he received from the Office of the State Architect, and especially David Noguchi. In referring to the review of some architectural drawings, the Superintendent said:

" . . . (we) sincerely thank Mr. Noguchi for the assistance he provided. Mr. Noguchi was quite willing to accommodate our needs

Safe Talking

By the
Insurance Office Staff

Congratulations to all of us! Our Department's Safety Program has cut in half the number of disabling injuries which occur each quarter.

For the last quarter of 1977, we had 22 disabling industrial injuries. This is down from our annual average of 39 disabling injuries per quarter. This is the kind of "dramatic" improvement we had hoped to achieve as indicated in our last *Outlook* article in "Safe Talking".

Here's a look at the number of disabling injuries for the past 10 quarters:

Quarter, 1975			3rd	4th
# Injuries			23	34
Quarter, 1976	1st	2nd	3rd	4th
# Injuries	40	35	44	35
Quarter, 1977	1st	2nd	3rd	4th
# Injuries	40	45	36	22

As you can see, this is the first time in over two years that our number of injuries has been less than 34 per quarter. Our Department's stated goal is to reduce injuries below six per million hours worked. Last quarter, our Department had 1.66 million hours worked and 13.2 injuries per million hours worked. This means we must reduce injuries to less than 10 actual injuries in order to reach our stated goal.

The reduction of injuries during the last quarter is attributed to the support from top management, supervisors and individual employees. All are making extra effort to work safely. Let's do it again this quarter so that no one suffers a disabling injury!

We feel that the various safety programs recently initiated, beginning with the October 1977 safety seminar and including safety posters and on-site inspections, have all helped to improve our safety performance. These activities will continue in order to make the Department of General Services the safest possible place to work.

State Employee Food Drive Success

This year, State employees in the Sacramento area raised 21.7 tons of food. This is enough to feed 868 average families for a week.

Since its inception in 1975, the State Employees' Holiday Food Drive has raised 52.7 tons of food for people and families in need.

Sponsored by the Department of General Services, the Food Drive is a volunteer community service effort of employees in all branches of State government who work in the Sacramento area. Employees who wish to participate are asked to bring commercially canned goods, dried foods, or fresh fruits and vegetables to collection boxes placed in State offices.

The food is collected by the State Military Department and transferred to the Sacramento Army Depot for sorting and distribution to recipient volunteer organizations. The recipient volunteer organizations make final distribution of the food to persons and families in need. The food is distributed in the form of Christmas baskets which contain a one-week supply of food. Each basket is designed to meet a specific final recipient's needs.

All those receiving baskets are cleared through the Salvation Army's Clearing House Bureau to avoid duplication of effort on the part of the recipient volunteer organizations.

These organizations are:

- Sacramento Urban League
- Food Closet Coalition
- St. Vincent de Paul Society
- The East Center
- Our Lady of Guadalupe Church
- Operation Santa Claus/Salvation Army

According to Deputy Director Julian Camacho, "State employees represent a large segment of the Sacramento community. I believe the success of this year's Food Drive clearly illustrates we are a very concerned and involved segment.

"By conservative estimate the amount of food collected represents a contribution to the needy of this community of some \$32,550. My congratulations to Earl Erickson, and his staff for doing such a fine job of coordinating this drive."

Guy Oates Retires



On March 2, 1978, Guy R. Oates will be retiring as Chief of the California State Police Division. Chief Oates and his wife Corlyss will be residing in a home they have built in Pismo Beach. He will serve as Law Enforcement Coordinator for California State University, Sacramento's Extension Program in San Luis Obispo. His new employment will include evening instruction of criminal justice courses.

Chief Oates' long career in public service began in 1946, when he served briefly as a Correctional Officer at Folsom State Prison. He later became a Police Officer with the San Gabriel Police Department and a Deputy Sheriff with the Los Angeles County Sheriff's Department. He had a multi-faceted career with the California Highway Patrol, which he left after fourteen years to become a State Police Inspector in 1964.

He became Chief of the State Police in 1967. He was responsible for numerous innovations which have earned the State Police a distinguished position in the law enforcement community today.

Chief Oates is a member of U.S. Air Force Reserves. He is assigned as a Special Agent with the Office of Special Investigations at McClellan Air Force Base.

Friends of Guy Oates will be honoring him at a retirement dinner on March 3, 1978 at the Woodlake Inn in Sacramento.

Merit Awards — The Evaluator

For many of us the prospect of evaluating a Merit Award Suggestion evokes all the enthusiasm of finding out our tax return is going to be audited. Many of us view suggestion evaluation as an infringement upon our turf; after all who is this person to tell us how we can improve? Now before you start nodding your head in agreement and proclaim that even Outlook agrees with your view that evaluations are a drag, read on.

Seems as though a certain department, which shall remain nameless, received a suggestion in the early sixties which dealt with a way some accounting procedures could be streamlined and improved. At the time it was received the suggestion was impractical. It simply wouldn't work.

Well, as it quite often happens, the same suggestion was received by the same department year after year. Also, as quite often happens the person assigned to evaluate it would year after year go to the office file, pull out the first evaluation of the suggestion and explain to the suggester how the idea wouldn't work.

Year after year, the same thing. Suggestion comes in, file gets pulled, suggestion goes out. How easy!

This whole scene just kept going on and on until just about three years ago, when into our unnamed department walks a brand new analyst. At about the same time, the suggestion made its yearly migration into the office. As luck would have it, the two met.

Now, our brand new analyst did not know that the quickest way out of evaluating the suggestion awaited him in the office file — for he was so brand new he had not yet discovered the file. He was left with only one thing he could do — examine the suggestion on its present merit. In doing so our analyst found that not only was the idea practical, but that it would save his department ninety thousand dollars a year. He also found that the department had had the hardware capability for adopting the idea for some two years.

Needless to say, the idea was adopted, and the department is now saving a considerable sum of money.

It should be noted however, that the department also lost \$180,000 because for two years somebody had just gone to the office file to expedite the dreary task of evaluating suggestions.

Though in all truth, this did not happen in our department, and again, in all truth our department generally does a fair and competent job of evaluating suggestions; it is with some alarm that we note an increasing backlog of suggestions in need of evaluation here in Department of General Services. One hopes that this backlog merely represents a temporarily heavy workload, and not a trend of putting suggestions so low on our priority list that they come after arranging our business cards in alphabetical order. If that is the case, we're in trouble. That would put us just one step away from always turning to the office file for last years answer.

If you have a suggestion that has been sitting on your back burner, please, light a flame under it. Give the suggestion some careful consideration, and give the person

who sent it in some consideration by giving a prompt response.

Government has too many problems in need of solution. Too many indeed, for us to not at least give careful thought to the solutions proposed by those who know government best, the employees.

At the last meeting of the Merit Award Board, Imogene Williams of Management Services was awarded \$145 for her suggestion.

Imogene came up with a way of listing claim schedules for payment to Victims of Violent Crimes which will save 276 man hours and \$1,446 per year.

Peter Sardlich of the State Printing Plant was awarded \$305 for showing how the Plant could save \$3,043 per year on hand cleaner. The hand cleaner he recommended for use does as good a job as the two it replaces, and at considerable cost saving.

If the staff at Communications Division finds it easier to locate specific maintenance memorandums, it's because of a suggestion by John Osborne. John's idea for indexing the memos, earned him \$40 for an improved procedure.



Imogene Williams (right) receives certificate and award check for her money saving idea from Deputy Director Susanne Morgan.

GENERAL SERVICES PEOPLE

If anyone at the State Printing Plant notices **MICHAEL MORTELL Jr.** getting a bit excited as February draws to a close, rest assured he has a very good reason. His blue-eyed daughter Kathleen is representing Sacramento City College in the 1978 Camellia Queen contest.

The results of the contest, which is part of Sacramento's annual Camellia Festival, will not be announced until the night of the Camellia Ball. That's not until March 4th, and so for Michael and Kathleen the excitement builds.

If you get a chance to attend the rape prevention presentation put on by **SGT. AUBREY HOLLOWAY**, do so. This presentation was recently given a great write up by the State Personnel Board's newsletter.

The staff at the State Printing Plant, and the staff of Records Management Division, should be feeling quite pleased about the job they are doing. Both R.M.D. and the Plant have received rather flattering coverage in the *State & County Administrator*.

The article on R.M.D. highlighted the efforts they have been making to reduce the amount of records kept in expensive office space, the use of computer output microfilm, and touched upon the new Forms Management Unit.

The Printing Plant was held up as a



John McManus of Office of Local Assistance kids Deputy Director Julian Comacho during 25-year award presentation to Mr. McManus.

model legislative printing operation by the magazine. Indeed, the article hinted that not only should other states take note of what California was doing in this area, but that the Federal Government could benefit as well. By the way, the *State & County Administrator* is no lightweight. It has a nation-wide circulation, and is read

by top management people in State and local government.

Add **INSPECTOR TIMOTHY J. HILL** to the ever growing list of State Police members who have graduated from the F.B.I. National Academy.

The Office of Procurement has bid happy retirement of **ALEX MURPHY**. Alex has given up his processing of the California Administrative Code, and plans to enjoy life by playing as much golf as he can, and catching up on home repairs. We all wish Alex a most enjoyable retirement.

For those who believe civil servants leave their work at the office, this bit of information from the Common Cause/Hawaii newsletter should prove of some interest.

During their brief 18-hour stopover in Honolulu, **PAUL DAUER** of our Legal Office and his wife Sharon attended three meetings. Common Cause set up these meetings to get information on how consultant contracts are awarded in California for both State and city governments.

Paul met with Common Cause members, Hawaii State Senators Jean King and Donald Nishimura, and various local architects and engineers.

Guess even lawyers can take busman's holidays.

Buildings & Grounds Los Angeles office gave an attendance award to **CHARLES FLYNT** this year. Mr. Flynt, who is a janitor, has demonstrated over the last nine years that he is an extremely dedicated and conscientious employee. He's never been late to work in nine years, but what is truly remarkable about Mr. Flynt is that in nine years he has only



During graduation ceremonies of the 111th Session of the FBI National Academy at Quantico, Virginia, December 9th, 1977, FBI Director Clarence M. Kelley presented a diploma to Timothy J. Hill, California State Police.

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State of California
State and Consumer Services Agency

**DEPARTMENT OF
GENERAL SERVICES**

EDMUND G. BROWN JR.
Governor

LEONARD GRIMES
Agency Secretary

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PEOPLE

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used one hour of sick leave. That's quite an accomplishment.

Our sharpshooters at the State Police have captured another Championship. This time our State Police Blue Team took first place in the Grand Master Team Division of the Eighth Annual South San Francisco Police Pistol Association Night Shoot. Congratulations to team members **WAYNE SPENCER, JIM FOWLER, GLENN DELLA-MONICA,** and **GLENN BOATMAN.**

Finally, did you hear about the article in the Sacramento Bee. In Herb Michelson's column on January 14th, he asked for help in finding **ROBIN SMITH.** Robin had returned a checkbook to a gentleman named Carl Jensen via the mail.

Carl was so impressed with Robin's handwriting that he took out advertisements asking her to get in touch with him. Mr. Michelson was so intrigued by the advertisements that he contacted Carl and proceeded to write the column.

Robin Smith, in case you haven't read feedback yet, works in Space Management. She contacted Carl, and had coffee with him.

Though Carl had indicated he had fallen in love with Robin based upon her handwriting, over coffee Robin informed Carl that she was quite happily married.

Service Awards



Congratulations are in order for six employees of the Department of General Services who have completed twenty-five years of service with the State within the months of January and February. Best wishes to all of you and thank you for your contributions to our department and the State of California.

JANUARY

Evelyn Ratliff Procurement
George SchAAF Space Management

FEBRUARY

Wanda Hayes Data Processing
Robert Cooper Real Estate
Noah Tilghman State Architect
Larry Guthrie State Architect

FEEDBACK

(Continued from page 8)

and very probably may have assisted us in avoiding overrunning the extremely restrictive deadline established by the Economic Development Administration."

And finally, from the Governor's Office of Planning and Research, comes this letter to our Chief of Fleet Administration:

"I don't know if fleet management sometimes seems a thankless job to you but it shouldn't. On Monday, 16 January I found myself stranded in Berkeley when one of the cars assigned to our office broke down. Your people at the Berkeley pool came to my aid immediately and, when it turned out the car would have to be towed, they had me into another car and on the road again within an hour of my initial call. Everyone with whom I dealt at that garage could not have been more helpful or more pleasant. You have a first-rate operation there and I only wish I could count on the same quality of service whenever I have trouble with my own cars."

Congratulations to Joseph Walck and his staff in Berkeley for doing such a fine job.

CSP

(Continued from page 6)

It was around 1:30 a.m. on December 31, 1977, that State Police Officer Joe Waters, while on patrol of the San Francisco Area, was flagged down by a service station attendant. The attendant reported that he had been robbed at knifepoint.

After ascertaining that no one had been injured, Officer Waters obtained a description of the suspect. He then notified the State police dispatcher and instituted an area search.

A short time later Officer Waters observed a man who matched the description of the suspect given him by the attendant. He arrested the suspect and returned to the gas station, where the attendant identified him as the man who had committed the robbery.

Officer Waters was commended for his quick action. He also received a "Captain's Complimentary Report for Outstanding Police Work Performed" from the San Francisco Police Department.