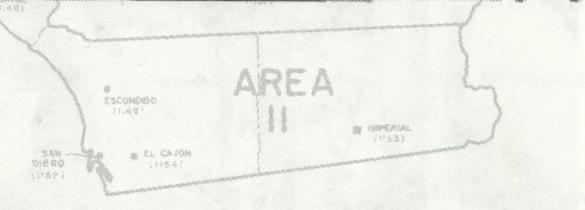
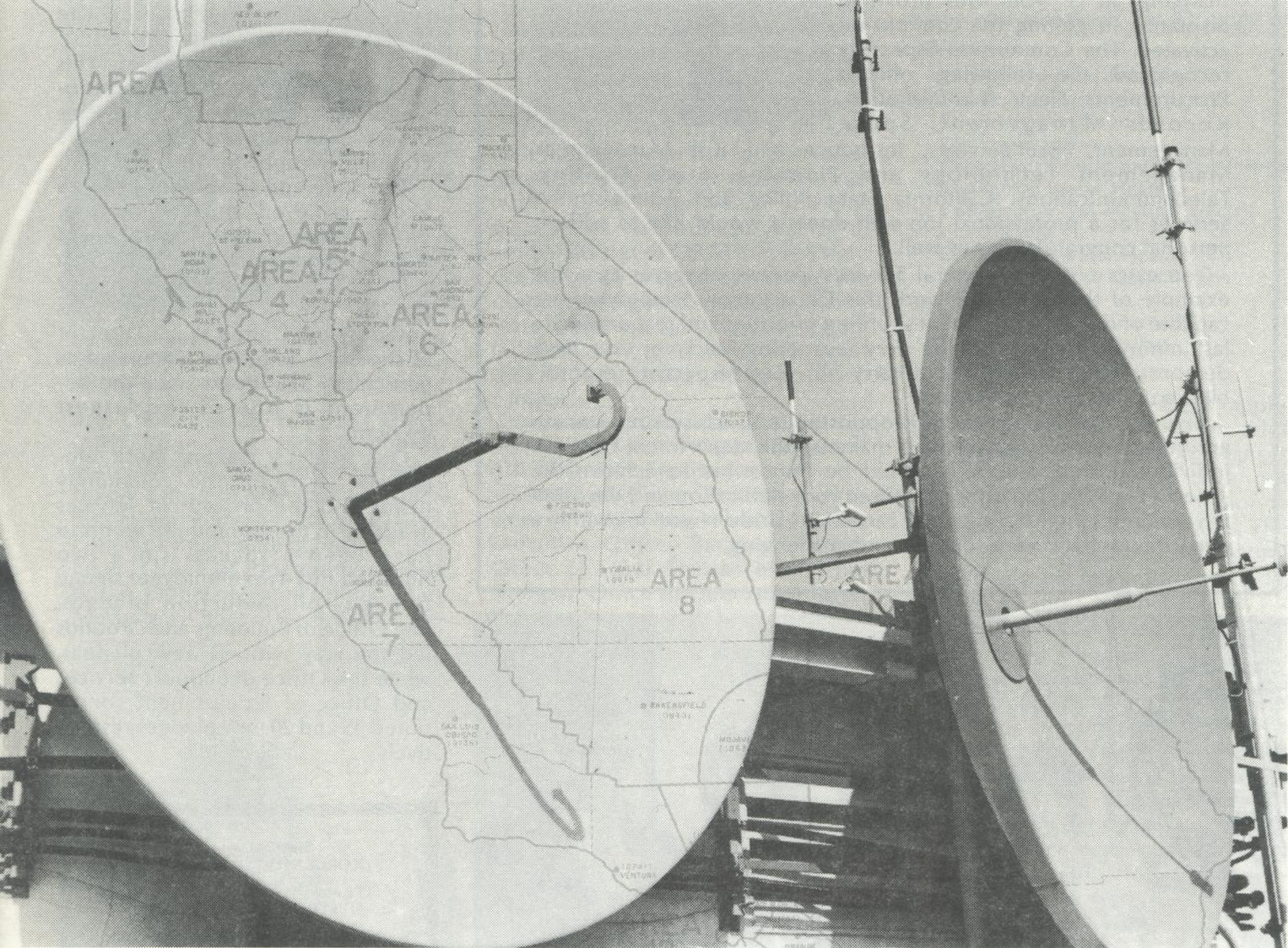
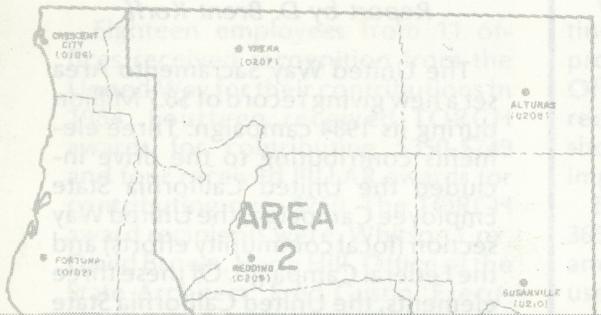


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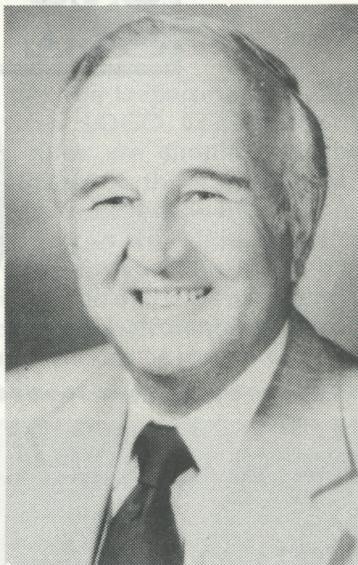


March—April 1985

(See Cover Story on Page 3)

A Message From The Director

By W. J. Anthony



I recently received a letter from the California State Lottery Commission, thanking all of you who provided assistance in getting the commission activated. The Commission especially recognized the following offices: Procurement, Fleet Administration, Records Management, Space Management, Fiscal Services, Insurance and Risk Management, Management Technology and Planning, State Printing, Telecommunications, California State Police and Administrative Services for a professional job well done. I would like to add my personal congratulations as well.

The extra effort of General Services' personnel serves as a fine example of the quality of work this Department's employees are capable of doing. I realize that shuffling priorities and responding to last minute requests can be very frustrating, and yet you have demonstrated a willingness to carry out your respective responsibilities under these conditions.

I would also like to take this opportunity to express my sincere gratitude to all the people who make up this department for their individual contributions. It would be impossible to achieve the objectives of the department without your dedication and devotion to your duties. In summation, we can all take pride in working within a department that is very complex and challenging.

1984 United Way Campaign Report

Report by D. Brent Korff

The United Way Sacramento Area set a new giving record of \$8.7 Million during its 1984 campaign. Three elements contributing to the drive included the United California State Employee Campaign, the United Way section (local community efforts) and the Federal Campaign. Of these three elements, the United California State Employee Campaign offered the largest increase over its 1983 effort, with \$1.3 million in pledges. This amount represents a 19 percent increase and earned the state employee campaign the United Way's President's trophy for 1984.

The State and Consumer Services Group achieved an 18% increase. Within that group, the Department of General Services achieved more than a 20% increase from \$53,421 to over \$64,200. This accomplishment was noted by the United Way's Director of the State Employee Campaign as particularly significant since the department is one of the largest accounts.

Our goal of making more employees aware of the community needs and the breadth of services available in the community seems to have been a success since two hundred fifty-two employees signed new payroll deduction pledges. The Office of Buildings and Grounds led the way with 83 new pledges, while the Office of Support Services and Office of Procurement contributed 35 and 20 new pledges respectively.



Torch Award Recipients (left to right) Mary Messenger, Barbara Renken (Pillar Award), Lynn Catania, Mary Ann Nixon, Glen Nash, Sara Lehman and Myron Curtis.

State of California
 GEORGE DEUKMEJIAN, Governor
 State and Consumer Services Agency
 SHIRLEY R. CHILTON, Secretary
DEPARTMENT OF GENERAL SERVICES
 William J. "Tony" Anthony, Director

OUTLOOK

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1984 United Way Awardees

Eighteen employees from 11 offices received recognition from the United Way for their contributions in 1984. Fourteen received TORCH awards for contributing \$350-\$749 and four received PILLAR awards for contributing over \$750. The TORCH award recipients were, Whitson Cox, David Brown, Harry Hill, Office of the State Architect; Fred Gustin, Execu-



Del Pierce, Undersecretary, State and Consumer Services Agency, congratulates Jim Morgan, Chief, Office of Fleet Administration upon his receipt of the Pillar Award.

utive Office, Sarah Lehman, Myron Curtis, Glen Nash, Telecommunications Division; John Olsen, Marianne Nixon, Office of Management Technology and Planning; Lorraine Lema, Office of Real Estate Services; Gerry Esker, Office of Procurement; Jerry Burke, Office of State Printing; Mary Messenger, Office of Records Manage-



Del Pierce, Undersecretary, State and Consumer Services Agency, congratulates Barbara Renken, Pillar Award Recipient of the Office of Local Assistance.

EXIT SIGNS

by Elmer C. Wrye

Value engineering studies are routinely performed on energy saving products by the Energy Group in the Office of Procurement. A product recently reviewed, the exit sign, shows great potential for energy improvement.

Exit signs burning 24 hours a day 365 days a year consume a significant amount of energy. Signs currently in use normally utilize two 15, 20 or 25 watt incandescent lamps. These signs can be upgraded with a low cost \$10-\$20 retrofit kit utilizing 4 watt through 12 watt fluorescent tubes. Comparing the cost of operation of the six watt retrofit sign with that of a 50 watt incandescent sign for a user with electrical rates of 8 cents per kilowatt hour, the user can reduce the cost from \$35.05/year to \$4.20/year for an annual savings of \$30.83 for each sign. We have no way of estimating the number of lighted exit signs in the State, but one large University system in the East counted theirs and found they had over 1,000 exit signs at each campus.

ment; and Lynn Catania, Office of Administrative Services.

Those receiving PILLAR awards were, W. J. Anthony, Leonard Grimes, Executive Office; Barbara Renken, Office of Local Assistance; and Jim Morgan, Office of Fleet Administration.

Saving Energy

The Office of Procurement and the California Energy Commission are working together to stop the flow of the non-energy efficient commodities into the State.

The Commission Appliance Regulations coupled with Procurements Purchasing Techniques that include energy as a bid award consideration are proving to be a cost-effective and environmentally suitable method to reduce energy consumption.

The Energy Commission has established appliance efficiency regulations and standards for 13 types of appliances:

- Refrigerators and Freezers
- Gas Floor Furnaces
- Room Air Conditioners
- Gas Room Heaters
- Central Air Conditioning Heat Pumps
- Residential Water Heaters
- Combination gas-Heating, Electric Cooling
- Commercial Water Heaters
- Other Central Air Conditioners
- Plumbing Fittings
- Other Central Gas Furnaces
- Fluorescent Lamp Ballast
- Gas Wall Furnaces

The regulations on these appliances prohibit the distribution, sales and installation of those appliances identified above which have not been certified by the Commission as complying with the regulations. The text of these regulations can be found in the California Administrative Code, Title 20, Chapter 2, Subchapter 4.

The Energy Group in the Office of Procurement routinely monitors all purchase requests and bid offering for these appliances and those found to be not in compliance with the regulations are rejected. Agencies requesting purchase of these items can shorten the purchase process time by checking to make sure that their reference models are included in the approval list for sale in California. Agencies requiring assistance are encouraged to contact Mr. Saghir Osmani in the Office of Procurement at ATSS 473-7667.

On the Cover —

...the large microwave antennas perched atop the Resources Building in downtown Sacramento serve as the center of a statewide communications network serving the needs of California State Public Safety Agencies.

The Division of Telecommunications

If you need help, advice or assistance with any number of communication needs the place to call is the Division of Telecommunications. The division was created in 1947 by the "California Communications Act." The purpose of the division as set forth by the act reads in part "to improve and coordinate the use of radio and other communications facilities owned and operated by the State of California and other political subdivisions thereof."

A definition of telecommunications is communicating via radio, telephone, telegraph, television, etc. This definition sounds simple enough, but the task of providing for the State of California's communication requirements is a very complex undertaking. To keep the message moving in a network made up of telephones, radios, computers, closed-circuit televisions, and most importantly people, requires the talents of a considerable number of technicians, engineers, clerical and support personnel.

The Telecommunications Division is headed up by Al Tolman, Deputy Director, who reports to W. J. Anthony, Director, Department of General Services. Al's staff includes, Mason Riegel, Assist. Chief, Jim Fralick, Larry Mertens, Pete Wanzenried, Don Boom, all section heads and Beverly Morford, Secretarial Support.

Telecommunications is divided into four areas of responsibility, with each area assigned to a section head. The section heads in turn report to the Deputy Director.

Telephone/Data

Jim Fralick is the section head for the Telephone/Data services section. The section among other duties, manages the large ATSS voice network that handles approximately 2,800,000 calls per month from 200,000 telephones throughout the state. There are about 2,500 ATSS accounts totaling \$2,000,000 in billings per month.

A smaller version of the ATSS network is the ATSS/DS data service network, which provides data com-



Rosalie Cummins, State Telephone Operator.

munication for several departments.

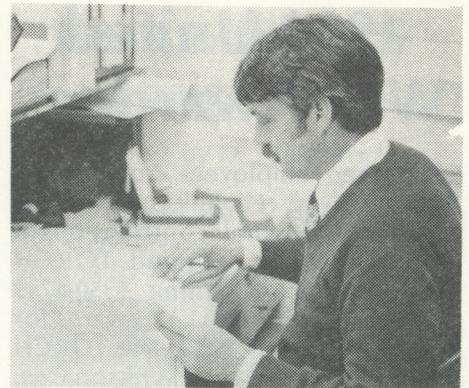
The little known telephone bureau resides within the section and serves as the centralized answering service for State Telephone Information. The hours are from 8 to 5, Monday through Friday. According to Jim the operators handle an average of 12,000 calls per week.

The state directory is compiled at the Telephone/Data section. Change requests to the directory are received throughout the year and once a year the changes are made and a new directory is published. Information can be found in the green pages on Trouble Reporting, ATSS Billing, ATSS operator handled calls, directory listings, change request, and up to six port conference calls. The directory contains many other items of interest as well.

According to Jim the section also provides engineering and analytical assistance in the area of telephone equipment, system layout, design, moves and changes (telephones), and technical specifications. This assistance is provided to over 150 agencies, departments, boards, and commissions throughout state government.



John Mangold, Associate Telecommunications Engineer, monitors the ATSS network.



Bob Puryear, Telecommunications Engineer, makes a final review of radio installation plans.

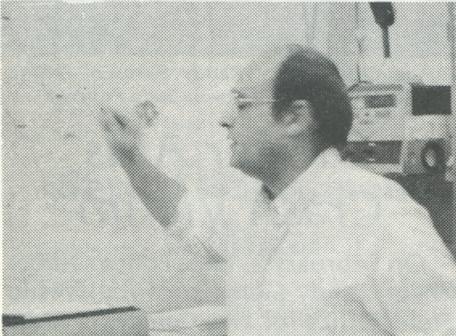
Engineering

The Engineering Section provides services in the area of systems planning and design, Federal Communication Commission Licensing, equipment procurement, installation, and technical support. According to Larry Mertens, section head, the section typically processes hundreds of radio and microwave equipment purchase requests annually with an estimated equipment value of \$15,000,000. Approximately 2,000 work orders are received yearly. The requests range from the installation of a complex multi-position communications console facility involving hundreds of engineering hours to the relatively simple request for a frequency change on a radio transmitter or receiver. One of the special projects that the engineering section has been involved in is the CHP MOBILE EXTENDER PROGRAM. This program involves the use of portable handie talkie radios which allow an officer to have constant communications with a dispatch center as well as other patrol units. The handie talkie with a range of a quarter mile is used to talk directly through a special radio in the patrol



Phyllis Day, Telecommunications Analyst, checking over an application for a FCC license.

vehicle which automatically relays the signal to a dispatch in a sophisticated telecommunication network. The program has been well received by the CHP. One example of the utility of this system would be when the officer is unable to return to the car radio, vital safety communications can instantly be established through the handie talkie radio.



Senior Telecommunications Technician, Owen St Clair, describing the statewide microwave network.

Technical Support

Don Boom is the Supervising Engineer in charge of the Technical Support Section. The section is divided into three units, VHF Maintenance, Special Projects, Microwave Engineering and Maintenance.

The VHF unit maintains and installs the VHF - UHF two-way radio systems for all state agencies. VHF and UHF is very high frequency and ultra high frequency respectfully. Over 50,000 equipment units are maintained for 75 state agencies and departments. The major users of the radios and communication systems are the California Highway Patrol, Department of Transportation, and the Department of Forestry. The unit has 54 field shops strategically located throughout the state to provide rapid response for service requests from the public safety agencies.

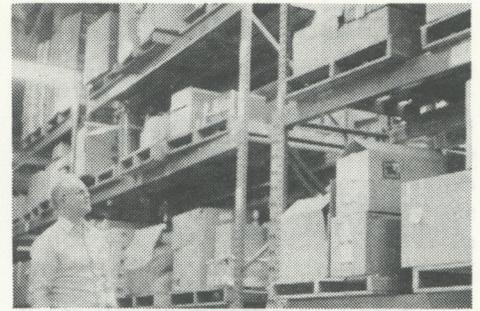


Cherie Case, Telecommunications Technician, makes adjustments to test equipment used in the microwave laboratory.

The Special Projects unit provides specialized support for the division's engineering staff. The unit designs special interface products when they are not commercially available. Another important function of the unit is testing of new equipment. Prior to being issued to the field, new equipment is tested for compliance with the manufactures specifications. Don says that catching faulty equipment at this point has saved a lot of time and effort that would otherwise be wasted.

The Microwave Engineering and Maintenance unit has responsibility for design, maintenance and management of the state's public safety microwave system. The unit must cope with a communication network that encompasses the several hundred square miles of geography that make up the state of California. In order to do this the State is divided into 11 geographical areas. A single microwave technician working within any given area is responsible for a considerable amount of area and must access microwave equipment installed on mountain top peaks in higher elevations.

To illustrate the complexity of using a statewide integrated communication network, such as the Office of Emergency Local Government System, a car in San Diego could talk to a car in Yreka if the need existed. The car radio would send a signal to a VHF antenna which would capture the signal and pass it into the microwave system. The microwave signal would then be relayed through several hundred miles to the nearest microwave installation at Yreka. The microwave signal would then be passed to a VHF transmitter and would be subsequently received by the car in Yreka.



Kent Bowthrope, Materials & Stores Supervisor 1, surveys some of the electronic equipment stored in the division warehouse.

Operations

Pete Wanzenried's section consists of the Business and Administrative Services, EDP, 9-1-1 and training units.

The Business and Administrative Services unit performs housekeeping functions for the office. They order supplies, pay bills and keep the books.

The EDP unit is responsible for Data Processing Services to the office. The EDP unit's primary responsibility is the billing system whereby the details of transactions are fed into an automated system and used to bill the users of the services.

The training unit provides engineers and technicians with classes and training aids to assist them in keeping abreast of the changes in technology.

The 9-1-1 emergency unit is charged with overseeing the implementation of the statewide emergency telephone system. The Legislature has mandated by law that the 9-1-1 system will be functioning by December 31, 1985. Statewide implementation is currently ahead of schedule and is serving 92 percent of the state's population. The system provides for emergency services by dialing the 3-digit number 9-1-1.



Pictured from left to right — Mike Guzzi, Mark Olivas, Mike Pahl, Rick Brown and Julie Gannon of the Operations Section.

DGS Building Chosen for Fuel Cell Test Site

Reprinted from the California State Energy Management Update.

A device that provided electricity for American astronauts in space is being tested by PG&E at a State office building in San Francisco. The device, called a fuel cell package plant, will supply approximately 3% of the electricity and most of the hot water consumed at the State Building at 350 McAllister Street.

The fuel cell power plant, which will run 24 hours per day, 7 days a week, once it's operating at full capacity, is expected to save the San Francisco facility \$10,000 annually in avoided energy costs.

PG&E installed the 40-kilowatt fuel cell in October as one of 45 fuel cell demonstration projects being tested throughout the United States, Mexico and Japan. Installation and operation of the fuel cell package is being sponsored by thirty participating companies, while research and development funds are provided by the Gas Research Institute and the U.S. Department of Energy.

The fuel cell package plant weighs approximately 8,000 pounds, has an area of 9 by 5 feet, and stands over 6 feet tall. The heart of the plant consists of stacks of fuel cells. Through an electrochemical process each cell combines hydrogen with oxygen to produce cogenerated electricity, heat, and steam.

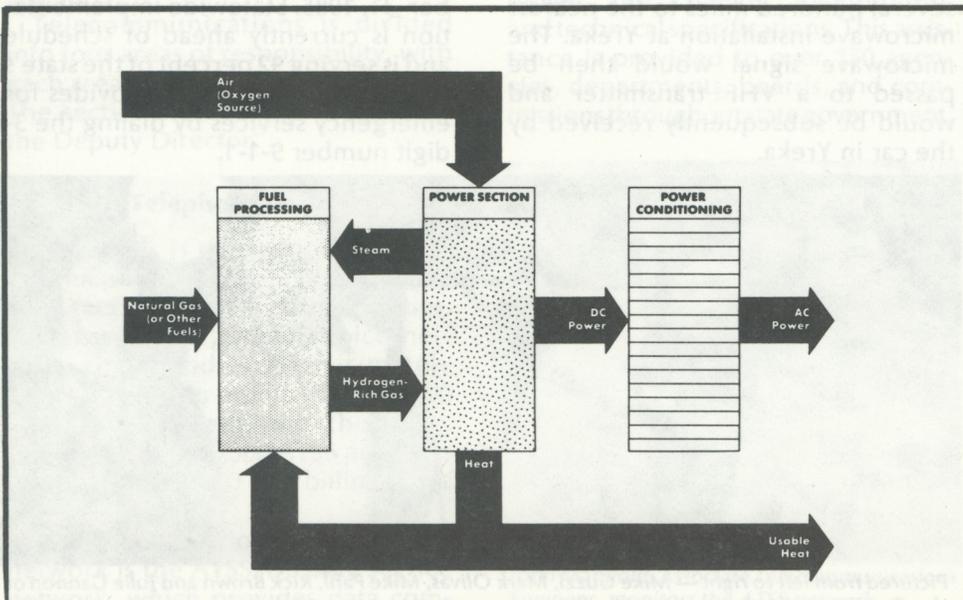
Direct current electricity from the fuel cells is converted to alternating current for use by the State. The heat released during the electrochemical process is captured and used for domestic water heating. The process steam is piped to another chamber in the fuel cell plant where it converts natural gas to hydrogen-rich gas, which is needed to sustain a reaction in the cells.

The fuel cell plant operates quietly and emits no pollutants. Highly efficient fuel cells attain efficiency rates up to 80% when extracting usable energy from fuel, whereas large conventional power plants typically average only 35%.

Once the research results from this and other fuel cell demonstration projects are compiled, and large scale production of fuel cells begins, fuel cell power will be competitive with conventional power plant generation.

(Diagram provided by Pacific, Gas & Electric Co.)

This diagram shows how a fuel cell generates power.



Police Officer/Pilot Randy Siemsen, Fresno field office of the California State Police.

Officer Aids Crash Victim

On February 3, 1985, Police Officer/Pilot Randy Siemsen of the Fresno Field Office of the California State Police was patrolling the California Aqueduct by airplane when he discovered a helicopter crash that had just occurred moments earlier. The helicopter had been spraying malathion on nearby crops. The helicopter pilot was injured and soaked in malathion. Randy successfully landed the State Police aircraft on a roadway at the accident scene with the California Aqueduct running dangerously alongside. He transported the injured pilot to Coalinga and made arrangements for an ambulance to meet him at the airport. Randy's quick actions and pilot skill may have helped prevent further injury to this pilot. Randy has been recommended for the State Police Award of Merit with "V" for Valor.

State Police Standby

On March 6, 1985, the Santa Rosa State Police Field Office handled crowd control and security for a public hearing of the North Coast Water Quality Control Board.

The Board heard testimony from both sides of the alleged illegal dumping of raw sewage into the Russian River, by the City of Santa Rosa. The City of Santa Rosa was fined.

The crowd of 3,000 people were very vocal, with a few being escorted out by the State Police, no arrests were made.

Sonoma County Sheriffs Department, and the California Highway Patrol assisted the State Police.



Sexual Harassment Is Illegal

Sexual harassment was first raised as an issue in civil court action as recently as 1976. By 1979 case law was defining illegal actions and employer liability. The Federal Equal Employment Opportunity Commission has since established guidelines for employers to deal with and prevent sexual harassment in the work place.

"What is sexual harassment?"

Any unwelcome sexual advances, requests for sexual favors, or other verbal, physical, or visual conduct of a sexual nature are harassment when:

1. Submission is made an explicit or implicit condition of employment; or
2. Employment decisions, such as transfer, salary, promotions, etc., are based on the employee's response; or
3. An intimidating, hostile, or otherwise offensive work environment is created; or
4. The employee's work performance is negatively affected.

Each situation of sexual harassment is unique. Questions about whether a particular situation is sexual harassment should be directed to the departmental Equal Employment Opportunity Office.

"What can I do to stop the harassment myself?"

Numerous surveys have demonstrated that confronting a harasser directly is an effective method for ending sexual harassment.

Another possible option is to talk with a supervisor or Equal Employment Opportunity (EEO) Counselor about the problem. That person may talk to the harasser and attempt to reach some conciliation.

Keep a written diary of events of harassment. Record events, witnesses, feelings and responses. This will be helpful in documenting a case of harassment.

"What if my supervisor is the person harassing me?"

If discussion with the supervisor is difficult or not effective, then talk to someone else. The problem should be brought to the attention of an EEO Counselor, Women's Program Officer, the next higher level of supervision and/or the departmental EEO Office.

"What if I talk to the harasser and the harassment doesn't stop?"

As well as the informal process, the Department of General Services has a formal discrimination complaint process. The first step in this process is talking to the Equal Employment Opportunity Office and/or filing a formal written complaint (Form GS 910). From here the process will include an investigation and a formal departmental decision. That decision may be appealed to the State Personnel Board (SPB).

"I'm afraid that if I complain about sexual harassment, I'll lose my job."

Fear of reprisals prevents many employees from dealing with sexual harassment.

It is illegal to fire or take other adverse action against an employee for complaining. It is also illegal to discourage complaints. However, if reprisal is taken, a formal appeal should be filed immediately with the departmental EEO Officer.

"Would it be better to just ignore the harassment?"

According to one survey, 75 percent of the individuals who originally ignored unwanted sexual attentions found that the harassment continued or became worse.

Sexual harassment does not have to be tolerated. Every employee has the right to work in an environment free of discrimination, and sexual harassment is discrimination.

"Is it my behavior or how I dress that causes me to be harassed? Am I doing something wrong?"

Sexual harassment is not the victim's fault. Various court cases have held that sexual harassment is inappropriate and illegal, regardless of the victim's manner of dress.

Every employee of the State of California has the right to work in

an environment free from sexual harassment.

Because sexual harassment is a form of sex discrimination, individuals who believe they have been sexually harassed are encouraged to use the departmental discrimination complaint process. Individuals are encouraged to bring complaints to the attention of one of the following:

- Departmental Women's Program Coordinator
(916) 322-6847 (ATSS 492-6847)
- Departmental EEO Officer
(916) 324-7108 (ATSS 454-7108)
TDD 324-0940
- Appropriate Office AA Coordinator or EEO Counselor
- Appropriate Office Chief

All complaints will be held in the strictest confidence.

The above information has been excerpted from SPB pamphlet on Sexual Harassment. Department of General Services' Offices interested in copies of the pamphlet for their staff may request copies by writing the EEO Office, 915 Capitol Mall, Room 235, Sacramento, CA 95814.

OBITUARY

Memorial Services were held for David John Darms, CSI, CCS, February 23, 1985, at Saint Johns Catholic Church in Folsom. Dave, 47, died of cancer on February 20, at home in Orangevale. Cremation service was private. He was an Architect and Specification Writer with the Office of the State Architect (OSA).

Because of Dave's energy, intensity, and spirit in life, as demonstrated by his quiet struggle against cancer, he will be fondly remembered by his many friends and associates.

Born in Albany, California, January 15, 1938, he later moved to Napa; graduating from Napa High School. He also graduated from Cal-Poly, San Luis Obispo, majoring in Architectural Engineering.

Dave is survived by his wife, Marjorie; daughter, Charmaine; son, Daniel; sister, Susan; brother, Gregory; parents, Milton and Dorothy Darms of St. Helena; and grandmother, Sofie Detting of Albany, California.

The family requests that any remembrances be made to the American Cancer Society.

The Human Collision

- On impact the car begins to crush and slow down. The person inside continues to move forward at the same speed the car was traveling
- Within 1/10 of a second, the car has come to a stop, but the person is still moving forward
- 1/50 of a second after the car has stopped, the unbelted person slams into the dashboard or windshield. This is the human collision
- With effective safety belts, the person will stop before hitting the steering wheel, dash or windshield

The car has come to a complete stop within one tenth of a second. However, the unbelted driver is still moving along inside the car at 30 mph. It will take the driver about one-fiftieth of a second more to hit something — say the windshield or the steering wheel. That's the human collision. It happens about 0.02 seconds after the first collision, and belts can make a big difference in determining how serious that second collision is. A lot of people think they are strong enough to brace themselves in a crash. They aren't. At just 30 mph you'd be thrown toward the dash with the same force as if you'd jumped head first off a three-story building. No one's arms are anywhere near strong enough to "catch" himself and break a three-story fall. Safety belts are, though. And that's why people need them, even in a low-speed crash.

How Effective are Safety Belts?

Most people accept the fact that wearing safety belts offers protection in a crash, but too few bother to find out exactly how much protection they can expect. If they asked, they would probably be surprised by the answer. While researchers may differ by a few percentage points either way, average figures coming out of safety belt studies look like this:

- Safety belts cut the number of serious injuries received by 50 percent.
- Safety belts cut fatalities by 60 to 70 percent.

To put these figures in other words, not wearing a safety belt doubles your chance of being hurt seriously in a crash. Serious injuries received in

crashes often involve the head or spinal cord. In fact, in the U.S., auto accidents are the number one cause of epilepsy (from head injury) and paraplegia (from damage to the spinal cord). The restraining action of safety belts — especially shoulder belts — helps explain why they so drastically reduce the likelihood of being seriously hurt. Wearing just a lap belt gives you twice as good a chance of living through a crash as you'd have if you wore no belt at all. And using a lap/shoulder belt combination makes your chances of survival *three to four times better* than they are if you drive beltless. One important note: These improved chances of escape injury or death thanks to safety belts hold true *regardless of speed*. Whether you're going 5 mph or 75 mph, you're a lot better off using belts.

James G. Grant Hits 40

James G. Grant was recently honored at a reception recognizing his 40 years of State Service. James' award was a little different in that he actually qualified by hitting the 40-year mark in 1976. The fact that the award was some eight years late didn't seem to detract from the get-together in his honor. Some of those attending were retired friends and acquaintances from his several years with the Office of the State Architect. The 40-year pin was presented by W. J. Anthony, Director, who wished Mr. Grant continued happiness in his retirement.

Contract Award

by Ann Garbeff

The California Department of General Services has awarded a \$30,000 contract to JALA Associates, Inc., of Los Angeles to study the prospect of telecommuting in State Government. As reported in a previous issue of *OUTLOOK*, telecommuting involves employees working at home or at nearby satellite offices using computer and telecommunications technology. California is one of the first states to take steps to plan and design a telecommute project.

Upon completion of the contract, the State envisions implementing a pilot project of 200 state employee volunteers in the Sacramento area, representing a cross section of clerical, management and professional employees, to work from their homes or in nearby satellite offices. Results of this project will be evaluated to determine the future of telecommuting in State Government.

The pilot project will measure benefits and costs to the State and its employees. Possible benefits from telecommuting include increased productivity, improved morale, reduction in employee commuter costs, and a complimentary reduction in energy consumption and peak traffic congestion. For the State, it could also mean a reduction in the need for office space. The Department of General Services' surveys indicate that office space for one professional employee costs the State between \$4,000-\$6,000 per year.



James G. Grant displays his 40-year certificate. Also pictured: Mrs. James G. Grant, Whit Cox, State Architect, and W.J. Anthony, Director.

Overcoming Obstacles

by Barbara Rochlin

Obstacles are often taken for granted. If you are like me, that is, wheelchair bound since birth, obstacles become a fact of life. But need that be so? Not always...and a cooperative good neighbor effort between State and local governments proves my point that obstacles can be overcome.

Last January, while on my way to the Library and Courts Building to listen to Elizabeth Yost, Chief Deputy Director of the Department of General Services, speak at the Women's Program, I discovered a physical obstacle to getting from OB 1 to my destination. Where THREE curb cuts (wheelchair ramps) exist on the OB 1 side, there are no corresponding curb cuts on the State Library side. I wheeled along the sidewalk scanning the opposite side of the circle in vain for access. I entered the drive itself amidst understandable glares from motorists. Helpful pedestrians joined me in my quest. I finally found access by braving the traffic to use the curb cut on 9th Street.

Once at my destination I tried to relax. But in the back of my mind I kept worrying about the NEXT time I would have to cross that street and I could not keep still. I blurted out my dilemma to anyone who would listen. They voiced concern for my safety and surprise that better access was not available.

I was advised to check with Mike Smith, Chief of the Office of Facilities Planning and Development, to see what he would recommend. That was easy for me because I work in that office. He contacted Rosamond Bolden, Chief of the Office of Buildings and Grounds, who informed her staff of the problem and then proceeded to inform the City of Sacramento Street Division.

I contacted Councilman Dave Shore in my role as the Transportation Coordinator for the Disabled in State Service, an advocate group of disabled State employees. Councilman Shore sent over Cathie Schotsal, an intern from his office, to walk the route with me.

A meeting was then arranged between the State and the City where I



City crews removing obstacles along 10th Street.

again demonstrated the problem. As a result of this combined effort on the part of State and City personnel and interested political leaders, I have been assured that by the time this article is published, there will be safe wheelchair access across Capitol Mall between 9th and 10th Streets.

Disability awareness is a responsibility that is taken seriously by those in government. It was only through the COMBINED effort and concern of all of these individuals that adding wheelchair access could be accomplished so quickly and easily. However, we in the disabled community share EQUAL responsibility in making people AWARE of our needs. We, too, cannot take this responsibility lightly.

Sara Lichten Collects Big Bucks

Sara Lichten, Office Assistant II with the Structural Safety Section of the State Architect's Office, recently received a check and an award for her suggestion that resulted in the reduction of form letters the office uses in connection with construction projects. Sara's suggestion resulted in reducing some 18 form letters to just 3. These letters are used to approve and certify construction projects the office is involved in.

Sara received \$401.00 for her suggestion and recognition from the Merit Award Board and the Director of General Services.



Pictured from left to right — W.J. Anthony, Sara Lichten, Robert L. Wright and John F. Mehan.



Carolyn Robinson

New Employees

Office of Management Technology and Planning has recently acquired two new employees, Carolyn Robinson and Dale Morgan.

Carolyn comes to DGS from EDD where she worked in the Fiscal Management Audit Division, as a unit chief. Carolyn's current position is the Senior Management Auditor in charge of the department hotline. The hotline serves as the centralized point in the department for reporting suspected misconduct, waste or other abuse. When Carolyn is not busy with her profession she is usually working on her one-hundred-year-old victorian located in Woodland. Carolyn takes a great deal of interest and pride in her restoration project. Carolyn says her home has been placed in the National Register of Historic Places in Woodland.

Dale Morgan also worked at EDD in the Data Processing Section prior to joining General Services. Dale has the responsibility of managing the General Services Support Unit. As a Data Processing Manager II, Dale is in charge of planning, budgeting and managing activities associated with systems within the Department of General Services.



Dale Morgan

FEEDBACK

Ronald W. Brady, Senior Vice President-Administration, University of California, wrote a letter of thanks to **Bob Wright**, Deputy Director, and his staff for the efficient handling of the leasing of space for CalTrans at 3333 California Street, San Francisco. Mr. Brady welcomed the State as a tenant on behalf of the Regents and Chancellor Krevans of the San Francisco campus.

•••••

From Ronald W. Kuhnel, Deputy Director, Department of Finance, to Jack Smith, Chief, Office of Management Technology and Planning, "Thank you for inviting Bill Rogers of our office to participate on January 28 and 29 in the first Introduction to Microcomputers for EDP Professionals course conducted under your State EDP Education Program (SEEP). Bill found the course quite worthwhile and was particularly impressed by the practicality and learning efficiency of the hands-on microcomputer exercises and the organization, communication skill and enthusiasm of the course's two instructors, **Nancy Baldwin** and **Mary Ann Olsen**."

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Senator Cambell sent the following letter to **Clare Bluemel**, Managing Editor, California State Contracts Register, in the Office of Small and Minority Business. "Enclosed is a memento to express my warmest appreciation for your participation in my Business Development Conference which was held last October at the Industry Hills Conference Center. This annual event helps to establish a closer relation between government and the private sector. I hope this paper weight will serve as a reminder of how much I valued your involvement."

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John K. Van De Kamp, Attorney General, Department of Justice, congratulated **Darryl Jones**, Manager, Employee Assistance Program for his presentation of, 'orientation for newly appointed EAP coordinators.' According to Mr. Van De Kamp, "feedback from the coordinators indicate that

they feel much more comfortable in assuming their duties as a result of the orientation."

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A letter of thanks to **Hollis R. Thompson**, Office of Procurement, Materials Management Unit, from John M. Berge, Vocation Instructor, Youth Training School, Chino, CA. Mr. Thompson, please accept a sincere thank you for the excellent training session I attended on Dec. 18, 19 and 20. This training will be invaluable to me now and in the future. Many of the principles and techniques that I learned, I have already put to use. The training was concise, yet in-depth and I would highly recommend it to anyone in State Service who has anything to do with warehousing, ordering, inventory, etc. Again, thanks and would you please pass along my thanks to: **Gary Rains**, **Lea Truss**, **Dave Wallace**, **Sue Toolan**, **Jo Dea Harry**, **Patty Harp**, and **Charlene Leventon**

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To **Richard Lopez**, Administrative Law Judge, Office of Administrative Hearings, "Dear Judge Lopez: the Board of Vocational Nurse and Psychiatric Technician Examiners would like to express their genuine appreciation for your guidance and expertise at the reinstatement hearings on March 7, 1985. The Board was particularly impressed with the expeditious handling of petitioners. Your efficiency and competency, tempered with humanism, was both refreshing and well received.

The Board would welcome the opportunity to work with you again in the future.

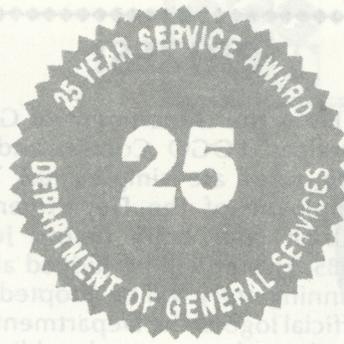
/s/ (Mrs.) Billie Haynes, R.N.,
Executive Officer

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Don Male, State Printer, received the following from Jeanne Moore, Deputy Director, Department of Industrial Relations, "We are all very pleased with the DIR 1983 Annual Report Centennial Issue. Your attention to detail throughout the printing process — particularly in the critical areas of press work and registration, trimming and folding — resulted in a finished product of high quality. Our

(Cont'd on page 12)

Service Awards



Congratulations are in order for the following employees of the Department of General Services who have completed 25 years of service with the State. Best wishes to you and thank you for your contribution to our Department and to the State of California.

MARCH

- Andrew T. Nevilles Jr. Office of Buildings and Grounds
- J. Gilbert Vegas Office of the State Architect
- Jose Espina Office of Telecommunications
- Robert D. Duvall Office of Fiscal Services
- Dorothy L. Montague Office of Administrative Hearings

APRIL

- Lowell R. Hudson Office of Buildings and Grounds
- Bill R. Scoggins Office of Telecommunications
- Glenn M. Stokes Office of Records Management

RETIREMENTS

FEBRUARY

- Josephine M. Stassi Office of space Management
- Darrell W. Lowery Office of Telecommunications



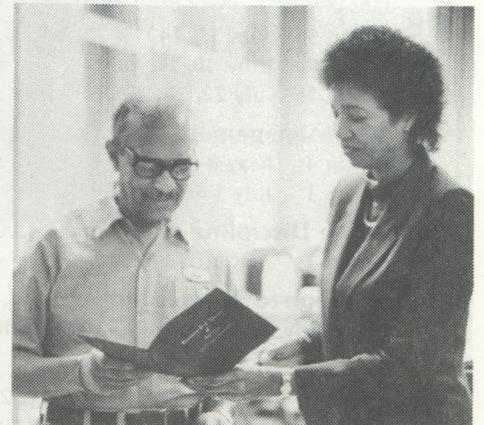
Andrew T. Nevilles receives his 25-year award from Ronald Neal of the San Francisco Management unit, Office of Buildings and Grounds.



J.J. Dennis, Acting Deputy Director, Office of State Police, receives congratulations from W.J. Anthony upon receipt of his 25-year award.



25-year award recipient Joe S. Blea is congratulated by Fred Gustin, Jim Morgan, and W.J. Anthony.



Joseph A. Goncalves receives his 25-year award from Rosamond Bolden, Chief, Office of Buildings and Grounds.

Feedback . . .

(Cont'd from page 10)

public information officer, editor and graphic artists appreciate the close cooperation they received from your production people and planner **Will Horst** in working with the complex layout, as well as the opportunity to check the press run on the report's cover. Every phase was handled efficiently and effectively, and we thank you. Please pass on our thanks to everyone who worked on this job."

PRIZES! PRIZES! PRIZES!

Enter the Department of General Services' LOGO Contest and Win! The rules are simple; just be an employee of the Department and submit your entry before June 1, 1985. Entries will be judged and the winning entry will be adopted as the official logo of the Department, to be used on departmental publications. There will also be runner up prizes, so get moving on that idea and submit your creation before the deadline. For further information contact:

Joel Willis
Outlook Editor
915 Capitol Mall, Room 474
Sacramento, CA 95814
Phone: 324-6462
IMS C-2

Department of General Services Training Course Schedule — May - Sept 1985

Advanced Supervision (8:00 a.m. — 4:00 p.m. each day)

Section 2: May 20, 21, 22, 23, & 24
Section 3: June 3, 4, 5, 6, & 7 (Los Angeles)
Section 1: Sept. 23, 24, 25, 26, & 27 . . . (San Francisco)

Affirmative Action (8:00 a.m. — 4:00 p.m. each day)

Section 5: May 6 & 7 (San Francisco)
Section 1: Sept. 16 & 17

Basics of Supervision (8:00 a.m. — 4:00 p.m. each day)

(Replace *First-Line Supervisors Workshops*)
Section 8: May 6, 7, 8, 9, & 10 (San Francisco)
Section 9: June 24, 25, 26, 27, & 28
Section 1: Sept. 9, 10, 11, 12, & 13 (Los Angeles)

Career Goals: A Skills Analysis (8:00 a.m. — 4:00 p.m. each day)

Section 3: May 10

Career Planning Workshop (8:00 a.m. — 12:00 noon each day)

Section 1: June 7 & 21 and September 6

Civil Service Examination Workshop

(8:00 a.m. — 12:00 noon each day) — A.M.
(12:15 p.m. — 4:15 p.m. each day) — P.M.
Section 5: May 13, 14, 15, 16, & 17 (P.M.)
Section 6: June 10, 11, 12, 13, & 14 (P.M.)
Section 1: July 22, 23, 24, 25, & 26 (P.M.)

Conflict Management (8:00 a.m. — 4:00 p.m. each day)

Section 4: May 8 & 9
Section 1: July 1 & 2

Employee Discipline (8:00 a.m. — 4:00 p.m. each day)

Section 1: August 13 & 14

Introduction to Supervision (8:00 a.m. — 4:00 p.m. each day)

(Formerly *New Supervisors Workshop*)
Section 1: July 15, 16, 17, 18 & 19
Section 2: July 29, 30, 31, Aug. 1 & 2 . . (San Francisco)
Section 3: August 12, 13, 14, 15, & 16 . . . (Los Angeles)

Managing Communication Thru Assertion

(8:00 a.m. — 4:00 p.m. each day)

Section 5: May 21 & 22
Section 6: June 12 & 13
Section 1: July 10 & 11
Section 2: Sept. 23 & 24

Managing & Surviving Organizational Stress

(8:00 a.m. — 4:00 p.m. each day)

Section 6: May 15 & 16 (San Francisco)
Section 7: June 4 & 5
Section 1: July 22 & 23
Section 2: Sept. 4 & 5

Management Briefings (Day 1, 8:00 a.m. — 4:00 p.m., Day 2, 8:00 a.m. — 12:30 p.m.)

Section 3: May 1 & 2
Section 4: June 19 & 20
Section 1: August 6 & 7

New Employees Orientation (SACRAMENTO)

(8:00 a.m. — 11:00 p.m.) A.M.
(4:00 p.m. — 7:00 p.m.) P.M.

Section 12: April 24 (A.M.)
Section 13: May 29 (A.M.)
Section 14: June 26 (A.M.)
Section 1: August 8 (A.M.)
Section 2: Sept. 13 (A.M.)

New Employees Orientation (NORTHERN)

(9:00 a.m. — 12:00 noon)

Section 1: May 8 (San Francisco)

For further information contact the Training Office on 322-6058 or ATSS 492-6058