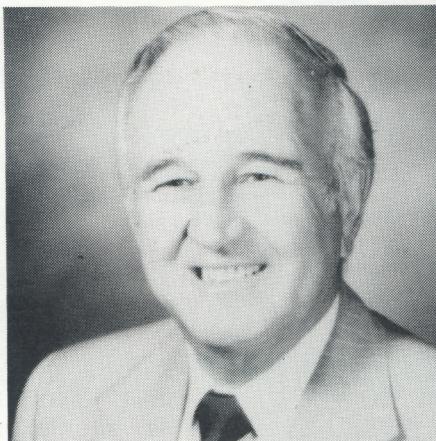


STATE OF CALIFORNIA
VDGS
DEPARTMENT OF GENERAL SERVICES
OUTLOOK

July—August 1986

(See Cover Story
on Page 2)

Letter from the Director



I would like to take this opportunity to highlight one of the Department's Affirmative Action Programs — The Women In Trades Program. As you probably know, the Department employs many individuals in trades or blue-collar careers. What you may not be aware of is that the Department is one of eleven State departments with an aggressive program to increase the representation of women in these career areas. The Women In Trades Program within the Department's Equal Employment Opportunity Office is working with the various offices to develop training opportunities and recruit women in the career areas of automotives, building maintenance, groundskeeping, printing trades and warehousing. Most recently, the Department appointed 15 apprentices within the Office of Buildings and Grounds. Eight of the apprentices are women. The Office of State Printing recruited and tested for the Bookbinder I classification. Fifteen appointments were made, ten of which were qualified women.

The Los Angeles area of the Office of Buildings and Grounds has supported the Department's commitment of increasing women in the trades. Two upward mobility candidates, both women, trained, tested and competed successfully for appointments resulting in the Department's first woman Supervisor of Buildings and Trades and first woman Chief Engineer.

The Department is serious about the recruitment, hiring and retention of women in blue-collar careers. We are working with supervisors from the first level on up to the Office Chiefs to provide a work environment conducive to success. For example, recently the Management Team recommended that an Ad Hoc Task Force be formed to address issues and concerns raised by women in blue-collar jobs within DGS. We hope this effort will produce a program worthwhile to the participants as well as to the Department.

If you are interested in entering blue-collar or trades classifications, I encourage you to call or write the EEO Office, 915 Capitol Mall, Room 235, Sacramento, CA 95814, (916) 324-7108, for job referral assistance. For those employees in Sacramento, do not miss the Career Opportunity Day on September 23, 1986, from 10:00 a.m. to 2:00 p.m. in the Bateson Building Atrium.



W. J. Anthony, Director, DGS, congratulates Ron Miller, OSP (I); Sandy Viscaino, OFS; and Jeff Youell, OLA, on the receipt of their Merit Awards. (Susan De La Torre was sick the day the photo was taken.)

On the Cover . . .

On July 1, 1986, the California State Police in the Department of General Services added a horse-mounted patrol unit to their Capitol Park contingent. This is the first time since the days of the California Rangers in the 1860's that the State Police have utilized horses.

The patrol unit is a six-month pilot project. The officers selected for the unit are fully-trained State Police Officers. As owners of the horses in the patrol, they have volunteered for this assignment.

The horse-mounted unit will enhance the current patrol coverage in and around Capitol Park. Additionally, a horse-mounted officer can effectively patrol larger areas than an officer on foot, because of the mounted officer's greater height and mobility.

Pictured on the cover is State Police Officer Roy Sterling and his eleven-year-old horse "Oly."

Four DGS Employees Honored

On June 25, 1986, W. J. Anthony, Director, presented four DGS employees with Merit Awards. Their contributions help make state government more efficient and improve safety in the workplace.

Contratulations to the following awardees:

Susan De La Torre-Rodgers, Office Assistant II, Office of the State Architect, suggested that the "as built" drawings be filed in the vault when construction is completed so that information in the vault is up-to-date. She received a \$35 award based on Improved Procedures. This is her second merit award and she currently has three more suggestions under review at the Merit Award Board.

Ronald F. Miller, Printing Trades Assistant, Office of State Printing, recommended that the State Printing Plant print vital statistics (i.e., blood type, allergies to medication, etc.) on the reverse side of employee identification badges. This information is currently on 3" x 5" emergency cards. His suggestion allows for faster access to this vital information and he received a \$400 award based on Improved Safety.

Jeff B. Youell, Word Processing Technician, Office of Local Assistance, recommended that the Department replace the Coordination Sheet Form (GS-1024) with a reusable transparency. By implementing this suggestion the Department will save approximately \$670 annually in printing and reproduction costs. Jeff received a \$100 award based on the first year savings.

Sandra Viscaino, Account I Specialist, Office of Fiscal Services, was responsible for discovering the fact that the same accounting procedure was being performed twice in the office. Her suggestion eliminated the duplication of effort and she received a \$65 award.

New State Architect Appointed

On July 21, 1986 Governor George Deukmejian appointed Michael J. Bocchicchio Sr. of Encino, California as the State Architect. Just prior to his appointment he was the director of Planning & Facilities Support for Kaiser Permanente Medical Care Program in Pasadena. More on Mr. Bocchicchio in the next issue of *OUTLOOK*.

A NEW MANAGER FOR THE CALIFORNIA COMPUTER SOURCE

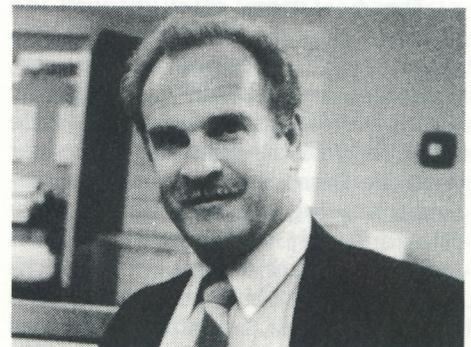
July was an eventful month for Allen Wildermuth and his family. Al and his wife celebrated twenty-three years of marriage and he started a new job as Manager, California Computer Source.

An employee of the Office of Management Technology and Planning, Al works at the Computer Store located at 660 J Street, Sacramento, CA. The store is actually owned and operated by Businessland Inc. but the exclusive clients of the store are state agencies located within a 25-mile radius of downtown Sacramento.

This first of a kind arrangement, is a one-year pilot program governed by a contract between Businessland Inc. and the Department of General Services. Acting as a liaison, it is Al's responsibility to monitor the activities and operation of the store to ensure that the provision of the one-year contract are being met. He is not involved with the retail operations of the store; but is there to advise clients (State employees) on how to use the services of the store and to answer questions on the limitations of the contract. He also advises the steering committee (John Babich, Deputy Director, Department of General Services, Steve Kolodney, Department of Finance and Jack Smith, Chief, OMT, Department of General Services,) on policy issues concerning the operations of the store.

According to Al the first three months of sales at the store have far exceeded the original expectations, thus saving the State of California a considerable sum of money. These savings are realized because of the significant discounts state agencies receive off the manufacturers' sug-

(Continued on page 8)



Allen Wildermuth, Manager, California Computer Source.

FOURTH ANNUAL

CAREER OPPORTUNITY DAY

JOIN US!

INVEST SOME TIME IN CAREER DEVELOPMENT

date : Tuesday, September 23, 1986

time : 10:00 a.m. to 2:00 p.m.

place : BATESON BUILDING - ATRIUM
1600 9th Street, Sacramento

COME SEE THE CAREER OPPORTUNITIES OFFERED BY THE DEPARTMENT OF GENERAL SERVICES. REPRESENTATIVES WILL BE AVAILABLE FROM EACH OF THE OFFICES WITHIN THE DEPARTMENT. INFORMATION REGARDING EACH OF THE OFFICE'S MISSION IN STATE SERVICE, CAREER FIELDS AND CLASSIFICATION WILL BE AVAILABLE.

sponsored by
THE DEPARTMENT OF GENERAL SERVICES
WOMEN TOGETHER



Computer Technicians, San Francisco Office; (left to right) Top Row: John Kwasnik and Michael Lockman. Bottom Row: George Robinson and John Russell.



Computer Technicians, Los Angeles Office: (left to right): Lloyd Vibert, Bob Nye, Bob Babbe, Charles Ortiz, Jed Bourquin, Barry Allen, and Pat Allen. Seated: Francis Cooper and Kay Lynch.

Personal Computer Repair, OSS

Background

It started with a study back in November 1984; followed by 8 months of intense computer training. Now one year after officially opening, the Office of Machine Repair Service, Personal Computer Repair Unit, has four offices statewide with 17 highly trained technicians servicing over 1000 computers.

Staff at the Office of Support Services, Office Machine Repair Service (OMRS), saw a need to upgrade and expand current services. Computers are here to stay and to keep up with the state-of-the-arts, OMRS decided to study the possible expansion of current repair services to include personal computer repairs.

During the first two months of the study, staff visited state offices taking an inventory of equipment being used and assessing needs and desires. Although 80% of all computers in use are IBM, agencies wanted someone who could provide repair service to several makes and models, including printers.

The next item of study was the availability of proper training. OMRS had trained electronic technicians, but they needed training on specific computer equipment. A nationwide search was conducted. Computer manufacturers were reluctant to provide training on their computers; these newly trained technicians could be potential competition. Technical Systems, a computer firm in Tampa, Florida, was discovered and after an eight-month intensive training program, the technicians are now

able to service six computer lines and all printers.

The availability of computer parts was the next item to be tackled. In several instances local vendors had to be bypassed and OSS staff had to deal directly with corporate headquarters to obtain an agreement for the direct purchase of computer parts.

Once all problems were researched and solved, the Personal Computer Repair Shop officially opened its door on July 1, 1985. The first repair service agreement was with the Department of Health Services. One year later the unit now services 44 agencies statewide with offices in Sacramento, Los Angeles, Fresno and San Francisco; with 17 highly trained technicians servicing over 1000 computers.

Program Specifics

The technicians are trained to repair six lines of computers:

IBM	SPERRY
COMPAQ	ITT
APPLE	TELEVIDEO

Guaranteed response time is 4 hours; usually a technician is at the repair site within 90 minutes.

After a service call comes in, within 30 minutes a technician has contacted the customer agency to further discuss and assess the problem. Once the technician determines the problem and proper parts are obtained, the technician is dispatched to the customer agency. All repairs are completed on-site.

Emergency calls are usually handled within 30 minutes. Average repair time is one hour.

(Continued on page 9)



Computer Technicians, Sacramento Office; (left to right): John Baker, Joaquin Lopez, LeRae Valencia (OA II Typist), Ron Boyce, Bob Maser, Hardeep Lal (OA II Typist), Armington Rafael (Assistant Area Supervisor). Seated: Nardo Pena.

Safety Alert

by Elmer C. Wrye
Office of Procurement

Announcements recently received in the Office of Procurement from Sylvania Lighting and General Electric Company state potential safety hazards exist with the use of metal halide and mercury vapor lamps.

The arc tube which operates under high pressure within the lamp may unexpectedly rupture. When this rupture occurs, the glass outer jacket may break and particles of hot quartz — as high as 1650° F., and glass fragments may be discharged into the environment. This occurrence may create a risk of personal injury or fire. This concern of possible hazard is not

(Continued on page 9)

A NEW FACE IN THE OFFICE OF LEGISLATION

Carol Ann August comes to the Office of Legislation, Department of General Services with 10 years of legislative experience. She officially joined the legislative staff on June 23, 1986. She works under the supervision of Walt Jones and is currently providing staff assistance to both Walt and Judy Balmain for the remainder of the legislative session. During the interim her future program responsibilities will be determined.

She transferred from the Department of Boating and Waterways with prior experience at the Board of Control.

She is a graduate of the University of California, Davis with a Bachelor of Arts Degree in Psychology.



Elizabeth Yost, Chief Deputy Director welcomes Carol Ann August to the Office of Legislation.

Sixth Annual Governor's Employee Safety Awards Ceremony

As part of National Safety in the Workplace Week, the Sixth Annual Governor's Employee Safety Awards Ceremony was held Friday, June 20, 1986, at the Capitol to honor 63 State employees for their individual accomplishments in promoting workplace safety. Five State departments were also recognized by Art Scotland, the Governor's Cabinet Secretary, for their efforts in reducing the number of occupational injuries and vehicular accidents.

The 63 awardees work throughout the State. Their department directors nominated these individuals for actions or job performance which, in many cases, resulted in substantial savings to the State because of the prevention of occupational injuries

and Recreation. Together they were credited with decreasing the number of injuries by 24%. Departments with most improved vehicle accident records were: the Department of Alcoholic Beverage Control and the Department of Corporations.

The Governor's Employee Safety Awards Ceremony is an annual event coordinated by the Office of Insurance and Risk Management in the Department of General Services.

This year two DGS employees were nominated for their safety efforts. Both employees work in the Office of the California State Police. **Al Bridges — Sacramento** — His outstanding safety achievements include the development and establishment of the Sacramento Model Emergency Plan



Allen Bridges (l) and Timothy Lynch (r), California State Police Officers, are congratulated by (l to r): Clare Bluemel, Safety and Return-to-Work Coordinator; Art Scotland, Cabinet Secretary; Elizabeth Yost, Chief Deputy Director; and Eugene Marquart, Chief, Office of Insurance and Risk Management.

or accidents. Their accomplishments represent safety improvements in many areas, including agriculture, avalanche control, aviation, care for the disabled, chemical and hazardous substance handling, education, emergency preparedness, forest fire prevention, highway maintenance, law enforcement, motor vehicle operation and park management.

The effectiveness of the State's employee safety program was illustrated in early 1986 when California was devastated by natural emergencies. California State employees successfully carried out the mission of State government, performing demanding vital services throughout the State, without suffering any disabling injuries.

The three departments awarded for improved injury and lost-day records were: the Office of Emergency Services, Hastings College of the Law, and the Department of Parks

for State facilities. Also, working closely with the Office of Telecommunications, he played a key role in placing emergency information for State employees on the cover and lead pages in the July 1985 State Telephone Directory. He was instrumental in bringing about the installation of telecommunication devices for the deaf in the State Police Communications Center.

Timothy John Lynch — San Francisco — As a Field Training Officer, he was responsible for training new and in-service officers in defensive tactics and officer safety. The direct benefits to police personnel in the State Police Central Coast Command resulting from his efforts have been improvement in self-confidence, fewer injuries while involved in arrest situations, and increased safety awareness.

Congratulations to both Al and Timothy for their efforts in the area of improving safety in the workplace.

Is a Healthy Back Worth Working For?

by Clare V. Bluemel
Safety and Return-to-Work Coordinator

If you are one of the few people who have not, at one time or another in your life, been plagued with an aching back chances are your turn will come. Two million new cases are being treated in the United States each year.

Only the common cold accounts for more lost workdays than "our aching backs." The specific problems are most often traced to the five vertebrae that comprise the lower back, or lumbar curve.

Back Pain Can Afflict Us All

The fact that we walk upright contributes to the high incidence of low back pain. After all, the low back bears the brunt of the body's weight and then to make matters worse many of us overeat, have poor posture, or allow the stresses of daily living to make us tense, which can cause back pain.

While back injuries are most common among those who perform heavy work, no one is spared because his/her job involves light production or office work. Everyone is susceptible to chronic back pain. Without a strong and flexible back, the chance for injuries are multiplied many times. Our lower back, in addition to supporting the upper body, must protect the spinal cord and allow flexibility. To do this requires proper alignment; working in partnership with strong muscles in the abdomen, hips, and back.

The Physical Examination

There are a few things that can be done to relieve chronic back pain, but before starting a program, either to correct a back problem or to avoid developing one, we should consult a doctor. After a medical evaluation, the doctor may recommend a diet, exercises, or even a course in stress management which, if practiced in conjunction, will provide a basis for maintaining a healthy back. If a problem is detected he/she may order laboratory tests and X-rays to accurately identify the problem.

Contrary to popular belief that work related accidents cause most

back pain, information from the National Safety Council provides the following contradiction:

- 10% are due to actual back injuries and miscellaneous causes.
- 20% are due to the inflammation that results from arthritis or urinary infection.
- But most surprising is the fact that 70% are the result of degeneration of the spinal discs.

Mechanics of The Spinal Column

That's right. Change brought on by aging of the spinal disc material causes the most trouble. It can cause extreme pain, even from routine body motions and can create the environment for a subsequent injury.

Each disc is a circular pad filled with a gelatinous substance under pressure. The gristle-like casing is attached to the vertebra above and below it. The combination works like a spring that provides a linkage, yet prevents any sliding of one vertebra against another.

The spinal cord is a bundle of nerves in a protected vertical passage immediately behind the disc area. Nerve roots branch out through

spaces between each vertebra and go to different parts of the body.

Branching nerve roots are in a vulnerable position. The spinal column must bend and flex without the vertebrae slipping out of alignment. If one does, a branch nerve can be pinched and cause sharp pain.

Just normal movements can cause disc casings to become worn and damaged — like a tire that is scraped too often against a curb. A "slow leak" of the gelatinous fluid may develop, and vital pressure is lost. The entire linkage becomes unstable. When someone with this condition bends or straightens up, the top vertebra may slip, the corner of it squeezes into the nerve passage and the result is "pain." At this point a visit to your doctor is necessary.

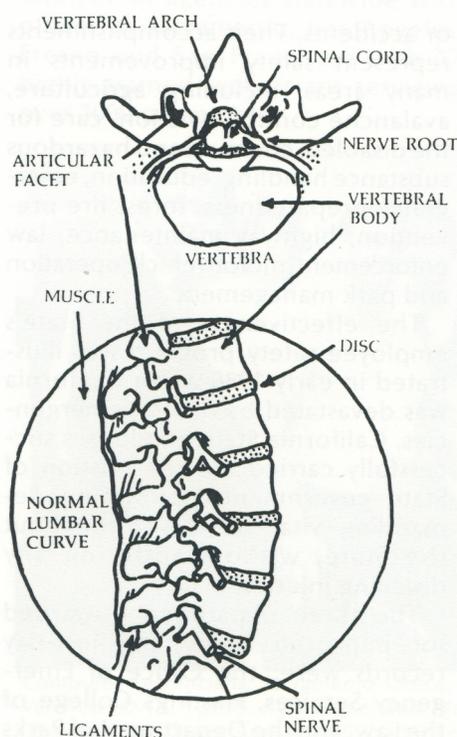
How to Pamper Your Back

- Remember good posture produces proper spine curvature.
- Control your weight and pursue an exercise program approved by your doctor on a regular basis.
- When lifting — squat down, hold the object close to your body, avoid twisting and lift with your legs, not your back! And most importantly...if it feels too heavy chances are it is, so get help!
- When standing for a period of time elevate one foot.
- Avoid bending forward or slouching when sitting or driving.

Remember back pain is a common complaint, so do all you can to avoid and if you experience back pain, have it diagnosed and follow your doctors instructions. When properly managed, a painful condition is usually corrected and a return to normal activities, both at work and at home, is possible.

Pamphlets providing greater detail are available, so if additional information would be helpful you may contact me at 323-8031, ATSS 8-473-8031.

(Next article will address slips and falls — a source of severe accidents in General Services.)





THE EXAMINATION APPEAL PROCESS

By Dennis Jackson

Numerous State Personnel Board (SPB) rules and policies require that State employees and applicants be evaluated in a fair, equitable and job-related fashion and that appropriate procedures and criteria be applied.

Any applicant/candidate for a State civil service position has the right of appeal at any of the four phases of the exam process — the application, the written exam, the oral interview and/or when the results have been published.

Appeals are usually granted for one of three basic reasons: 1) the stated rating standards and procedures were not followed; 2) the minimum qualifications for the class have, in some fashion, been misinterpreted; and 3) the Qualifications Appraisal Panel/Rating Committee took fraudulent, discriminatory, or improper action against the competitor.

Time frames for filing an appeal at any of the four stages of the exam must not exceed thirty (30) days after the alleged occurrence; however, the time frame may be extended at the discretion of the State Personnel Board.

Any appeal filed should specify the title of the exam; the approximate date of the exam (or the deadline for filing the application); the location of where the exam was given; and the specific reason(s) of why you believe the exam was improperly administered. To insure an acceptable appeal, you must base your argument on exam-related issues only. Arguing that you were not informed in advance that the interview would be taped; or that the supervisor of one

or more exam candidates served on the interview are not grounds for appeal. (Examples of good and bad appeals are listed on the front of the State Personnel Board Appeals Form.)

You may also request a copy of your disqualification sheet and/or your interview tape. The reproduction of the interview tape costs \$10.00, payable by check or money order to the State Personnel Board. Should you not wish to purchase a copy of your interview tape, you may make arrangements to listen to the tape at the SPB Appeals Division. If the exam was administered by the Department of General Services or another State department, you may

make a similar request directly to the Testing Unit of the appropriate department.

All appeals for the four phases of the exam process must be made in writing to the Appeals Division, State Personnel Board, 801 Capitol Mall, Sacramento, CA 95814. A written statement may be submitted or you may use the State Personnel Board Appeals Form. Copies of that form may be secured by writing the Appeals Division or by calling (916) 445-8762, or ATSS (916) 445-8762.

The informational handbook entitled "Appeal Procedure for State Employees & Applicants" is also available by contacting the State Personnel Board.

Walk America — Final Figures

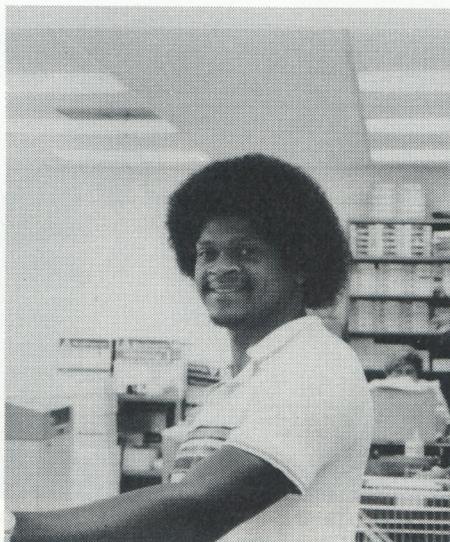
In the last issue of OUTLOOK we reported that 72 Department of General Services' employees representing 18 offices participated in the March of Dimes Walk America. At that time final statistics were not available. Well, now all the money has been collected, counted and delivered to the March of Dimes. In the final tally DGS collected \$9,647.09 in pledges, enabling us to place fourth among the other State departments that participated. The top three DGS producers are as follows:

Employee	Office	Pledge Amount
Bob Davalos	Office of State Printing	\$600.00
Thomas Fairgood	Office of Support Services	\$506.90
Dave Fong	Office of State Printing	\$403.65

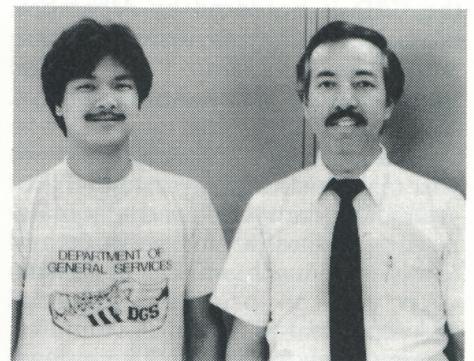
The top three offices are as follows:

Office of State Printing	\$2,216.93
Office of Support Services	\$1,169.90
Office of Fiscal Services	\$1,156.60

Congratulations and thank you to all who participated. See you next year!

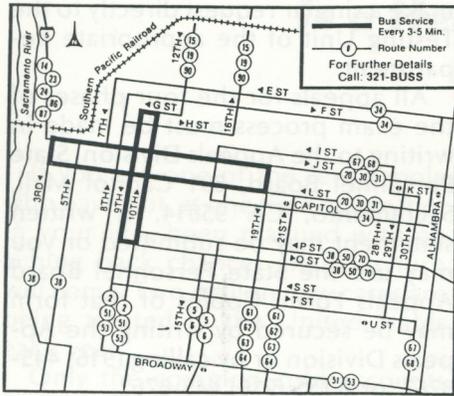


Thomas Fairgood, Office of Support Services.



Dave Fong (l) and Bob Davalos (r), Office of State printing.

Have a story idea? Contact the editor at 324-6462.



A Special Message to Downtown State Workers

You can now go shopping, to lunch, and run those quick errands without the hassles (and expense) of Downtown parking, or the frustration of mid-day traffic janes — and all for only 25¢.

As of July 1st, Regional Transit (RT) lowered its bus fare within the Downtown area to only a quarter. RT buses can now be your personal "Downtown Limo" with quick, convenient transportation to most businesses, restaurants and stores in Downtown Sacramento. And since buses on many Downtown streets run every three to five minutes, there's no need to worry about getting to your destination and back to the office on time.

The new 25¢ fare is effective Mondays through Fridays (including holidays), from 9:00 a.m. to 3:30 p.m. for all trips that begin and end within the Downtown Central Business District (CBD). As shown in the map above, the CBD is bordered by Alhambra Blvd. on the East, Broadway on the South, the Sacramento River on the West and the S.P. Railroad on the North.

After trying the "Downtown Limo" you may decide to try using RT for your daily commute, and eliminate parking and traffic hassles altogether (besides saving hundreds of dollars each year on parking fees, auto upkeep and fuel costs.) Commuter fares are only \$1.00, which includes a free transfer, or you may purchase a Monthly Pass for \$40.00 which entitles you to unlimited ridership. Pick up a copy of the "Easy Street" Route and Schedule Guide, or call 321-BUSS for a personalized route plan and a "First Time User's Guide."

Wildermuth . . .

(Continued from page 3)

gested list price. The average discount is approximately 29%.

Al has been a state employee since 1964 where he started as an Engineering Aid with the Department of Transportation. In 1972 he moved to Headquarters, accepting a data processing position. In 1973 he transferred to Department of General Services as a SEEP instructor and after a leave of absence to study for the California Bar Examination he worked for the Intergovernmental Board on Electronic Data Processing.

Most recently he worked for the Franchise Tax Board, Information System Division where he was responsible for establishing an Information Center and integrating microcomputers into the Board.

THE "LOVE" CONNECTION

June 27, 1986 was a day to celebrate in the Love family. Two brothers, Johnnie and Leonard both retired from the Office of State Police, taking advantage of the Golden Handshake.

Johnnie started working with the State Police in 1967 in San Francisco and since that time has been assigned to duty in Tracy and Sacramento. Leonard started his career in 1968 and has worked in both Stockton and Los Banos, California.

Both brothers are retired military personnel. Johnnie retired from the Army and Leonard from the Air Force with over 20 years, each, of military service.

The Love family has a history of law

enforcement careers. This tradition is being carried on by the sons and daughters of these two brothers.

Johnnie Sr. has three sons, the youngest son, Duane, is a State Police Officer in Sacramento. Johnnie Jr. is an Alameda County Sheriff Officer and son Melvin is an Operations Engineer working for the City of San Francisco.

Sons Duane and Johnnie Jr. are continuing the tradition of "sticking together" like their father and uncle. Both graduated from CSUS with a degree in Criminal Justice, entered ROTC together and are now both Captains in the U.S. Army Reserves.

Leonard has three sons and three daughters. Two of his children have careers in the area of law enforcement. One daughter works for the California Youth Authority and one son is just beginning his career as a Correctional Officer.

Johnnie Sr., although retired for the second time, doesn't plan to "retire." This time he plans to go into the restaurant business and to do as much fishing and hunting as possible. Leonard on the other hand plans to travel, in fact, he has already left on his first trip.

To celebrate their retirement from State service, approximately 100 plus friends and co-workers attended a buffet luncheon on June 27, 1986 where both Johnnie and Leonard were presented resolutions from the State Assembly commending them for their contributions to the Office of State Police as well as the State of California.

We wish them well in their retirement.



Johnnie (l) and Leonard Love (r) are congratulated by W. J. Anthony, Director and Joe Sandoval, Chief, CSP, on the receipt of a Resolution from the State Assembly upon their retirement from State Service.

Computer Repair . . .

(Continued from page 4)

An annual maintenance check is provided as part of each maintenance contract, and Maintenance Contracts cover all labor, parts and travel. Time and material repair services are also available.

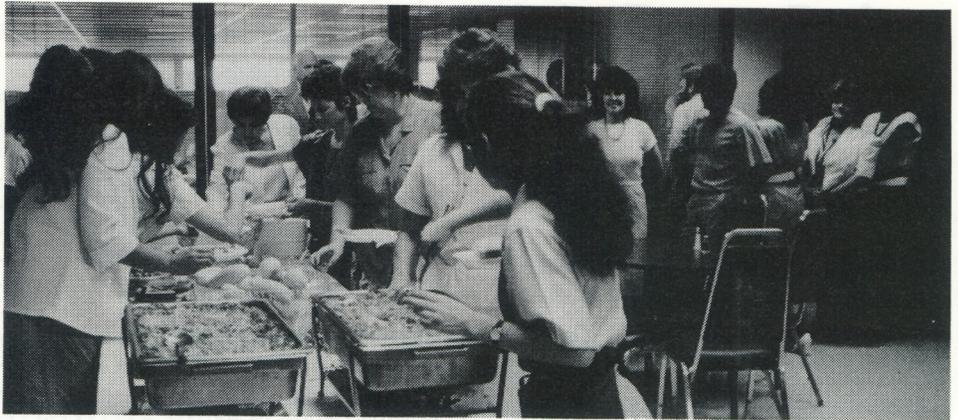
Program Future

During the 1985/86 fiscal year the technicians worked hard to earn the respect of the customer agencies. They have created a positive image for the program. According to Arming-ton Rafael, Assistant Area Supervisor, Sacramento, "The potential growth for the program is tremendous with great savings to the State of California. Our prices are 20% to 50% lower than outside rates. Our fees just cover expenses — we are not out to make a profit. Our desire is to provide a much needed service at a reduced rate." References are available.

In an effort to expand and enhance the program, OMRS has initiated a formal in-house PC training program. According to D. Brent Korff, Chief, OSS, "The Office of Support Services is firmly committed to the computer service program and considers it a priority because of the great potential for savings and the operational importance to customer agencies."

For more information on the repair services, contact OSS at the following phone numbers:

Sacramento (916) 739-2374
 San Francisco (415) 597-1913
 Fresno (209) 421-5661
 Los Angeles (213) 946-6389



Board of Control staff members line up to eat at the "stamping out the backlog" luncheon.

Stamping Out The Backlog

On June 10, 1986, the Board of Control members, W. J. Anthony, Peter Pelkofer, and Dr. Elmer Jaffe, along with Elizabeth Yost, hosted a luncheon celebration for the Board of Control staff in commendation for "stamping out the backlog." In May 1985, the backlog peaked at more than 8,000 victims of crime claims to be processed. With management's concern and guidance, the support of additional staff, streamlined procedures, and additional computer capacity, the backlog was eliminated four months ahead of schedule in February 1986.

During 1985 the Board paid victims \$29 million and is the largest program of this type in the country. This is a fine example of staff working together and achieving great results.



Surrounding the "thanks for stamping out the backlog cake" are (l to r): Lane Richmond, Executive Officer, Board of Control; Joe Radding, Program Manager, Government Claims Unit; Dr. Elmer T. Jaffe, Board Member; W. J. Anthony, Chairman; Judith Embree, Program Manager, Victims of Crime Unit; and Peter Pelkofer, Board Member.

Safety Alert . . .

(Continued from page 5)

peculiar to any one manufacturer nor is it the result of a particular defect.

Sylvania has chosen to promote maximum safety by requiring all metal arc lamps to be used in enclosed fixtures and by warning that not all plastic enclosures are safe. General Electric agreed that the "Sylvania's position does provide an extra margin of safety" but, has decided to continue to permit the use of multi-vapor lamps in vertical burning open fixtures with certain stated precautions.

The following precautions may not eliminate any and all possible risks associated with the use of these lamps but will help to reduce the risk of personal injury or property damage.

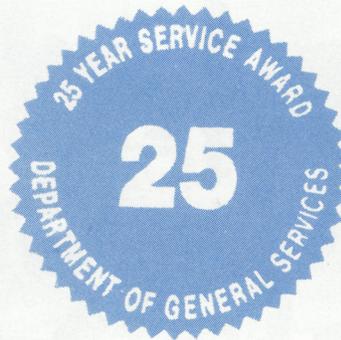
1. In continuously operating systems, turn the lamps off once per week for at least 15 minutes. If this procedure is followed, those lamps approaching the end-of-life will probably fail to restart before reaching a point where the chance for a rupture begins.

2. Relamp fixtures at or before the end of rated life. Metal halide and mercury lamps can have extremely long lives, and many individual lamps will operate well beyond their rated life. Allowing lamps to burn until they ultimately fail increases the possibility of a rupture.

The Office of Procurement's Quality Control Engineering staff suggest that all locations where these lamps are used should be reviewed. Where a hazard may exist, retrofit the fixture with an approved enclosure.

For further information, contact the Office of Procurement at (916) 322-1928.

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 during July and August. Best wishes to you and thank you for your contributions to our Department and the State of California.

JULY

Curtis Guinn Buildings and Grounds
 Paul Washington Fleet Administration
 John Cleary Procurement

AUGUST

Joseph Simon Buildings and Grounds
 Wayne R. Pfohl Telecommunications
 Frances Velasquez Office of State Printing

RETIREMENTS

APRIL

John T. Morgan Office of State Printing

MAY

Albert D. Manning Buildings & Grounds

JUNE

Theodore J. Combs Procurement
 Ralph C. Avila Procurement
 Melva M. Johnson Procurement
 Paul A. Gakle Procurement
 Theodore Chatoian Office of Support Services
 Joseph Catanese Fleet Administration
 Ennis Riley Fleet Administration
 Walter Page Fleet Administration
 Adeline Schwartz Office of Administrative Hearings
 Clifford C. Buttschardt Telecommunications
 Manuel L. Segunde Telecommunications
 Peter J. Hoijer Telecommunications
 Russell A. Kreager Telecommunications
 Walter C. Lockhart Telecommunications
 Bill R. Scoggins Telecommunications
 Ralph E. Thompson Telecommunications
 Mason Riegel Telecommunications
 Clyde Larsen Management Technology & Planning
 Juan Duarte Space & Real Estate Services
 Anna Garrison Buildings & Grounds
 Joseph Goncalves Buildings & Grounds
 Juan Oaxaca Vasquez Buildings & Grounds
 Edward C. Lewis Buildings & Grounds
 Francis C. Kennelly Buildings & Grounds
 Ethel M. Woods Buildings & Grounds

(Continued on page 11)



E. V. Whiteside, Regional Building Manager (l) congratulates Wayne Ferdig on the receipt of his retirement certificate. Richard Cookerly and Bill Dill, Office of Buildings and Grounds offer their congratulations as well.

Wayne Ferdig Accepts Golden Handshake

Wayne Ferdig, Chief Engineer II of Region III, Office of Buildings and Grounds, accepted the Golden Handshake Retirement on June 27, 1986.

Wayne was born in Reliance, South Dakota, completed High School in Cincinnati, Ohio, and then he moved to California and attended the Maritime Academy in Alameda, California. Shortly after completing the Maritime Academy, Wayne went to sea as a Merchant Mariner. He started as a wiper, then advanced to First Engineer.

After his tour with the Merchant Mariners, Wayne went to work for the State of California as a Refrigeration Mechanic at Stockton State Hospital. He then transferred to Office of Buildings and Grounds as a Stationary Engineer and was promoted to Chief I in San Diego. After a two-

(Continued on page 16)

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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 Casey Randall, Chief

Mary Anne Riehl-Campos, Editor
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 by Office of Support Services

Retirements . . . (Continued from page 10)

David N. Stevenson	Buildings & Grounds
William Decker	Buildings & Grounds
Ollie B. Morris	Buildings & Grounds
Harry J. Hopkins Sr.	Buildings & Grounds
Robert H. Williams	Buildings & Grounds
Lyle W. Hirshberger	Buildings & Grounds
Tadashi J. Tanaka	Buildings & Grounds
Robert A. Powell	Buildings & Grounds
Herold J. Sebo	Buildings & Grounds
Sophia Otero	Buildings & Grounds
William Lum	Buildings & Grounds
Margaret M. Tompkins	Office of State Printing
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Earl A. Klein	Office of State Printing
Irving J. Buford Jr.	Office of State Printing
Wilmer L. Horst	Office of State Printing
Lowell D. Webber	Office of State Printing
George J. Kovalik	Office of State Printing

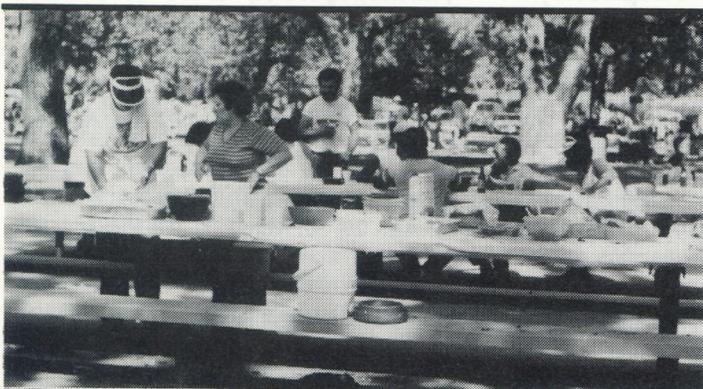
Juan Duarte Retires

A retirement gathering was held on June 26, 1986 for Juan Duarte, who is retiring after 13 years with the State of California. After working for the Employment Development Department in San Francisco as an illustrator, Juan transferred to the Office of Space and Real Estate Services in 1974.

Working as an Assistant Space Planner, Juan has been involved with the design and planning of State-owned and leased facilities.

Juan was also the office coordinator of carpet review and approvals for State agencies and the State Colleges and Universities.

Juan has been remodeling a home in Santa Cruz where he will be living and continuing his art work.



B&G Annual Picnic

On June 7, 1986, Buildings and Grounds, Region III, had its second annual picnic with approximately 325 employees, family and friends in attendance. Everyone enjoyed themselves with games, food and togetherness. Picnic committee provided hot dogs, soft drinks, and everyone brought their potluck special. To make things more exciting, a raffle was held and gifts were given to those lucky people.



Department of General Services — Training Course Schedule

September — December 1986

***Advanced Supervision** (8:00 a.m. — 4:00 p.m. each day)
Section 2: Oct. 20, 21, 22, 23, & 24 (Los Angeles)
Section 3: Dec. 15, 16, 17, 18, & 19

***Affirmative Action** (8:00 a.m. — 4:00 p.m. each day)
Section 1: Sept. 29 & 30
Section 2: Dec. 11 & 12

Career Goals: A Skills Analysis (8:00 a.m. — 4:00 p.m.)
Section 3: Sept. 19
Section 4: Oct. 14
Section 5: Dec. 8

Career Planning Workshop (8:00 a.m. — 12:00 noon each day)
Section 1: Oct. 17, Nov. 14, & Dec. 8

Civil Service Examination Workshop
(8:00 a.m. — 12:00 noon each day)
Section 1: Sept. 15, 16, 17, 18, & 19
Section 2: Oct. 20, 21, 22, 23, & 24
Section 3: Nov. 19, 20, 21, 24, & 25

Completed Staff Work (8:00 a.m. — 4:15 p.m.)
Section 1: Nov. 17

***Conflict Management** (8:00 a.m. — 4:00 p.m. each day)
Tentative offering after December 1986

Developing Your Leadership Skills
(8:00 a.m. — 4:00 p.m. day 1 & 2; 8:00 a.m. — 3:00 p.m. day 3)
Section 2: Nov. 18, 19, & 20

***Managing Communication Thru Assertion**
(8:00 a.m. — 4:00 p.m. each day)
Section 3: Oct. 15 & 16

Grammar and Punctuation (8:00 a.m. — 12:00 noon each day)
Tentative offering after December 1986

***Managing & Surviving Organization Stress**
(8:00 a.m. — 4:00 p.m. each day)
Section 4: Nov. 4 & 5
Section 5: Dec. 9 & 10

Management Briefings
(Day 1: 8:00 a.m. — 4:00 p.m.; Day 2: 8:00 a.m. — 12:30 p.m.)
Section 1: Sept. 3 & 5
Section 2: Oct. 1 & 3

Networking (1:00 p.m. — 4:00 p.m.)
Section 1: Sept. 17

New Employees Orientation
(AM Classes — 8:00 a.m. — 11:00 a.m.)
(PM Classes — 1:00 p.m. — 4:00 p.m.)
Section 2: Sept. 5 (a.m.)
Section 3: Oct. 2 (a.m.)
Section 4: Nov. 3 (p.m.)

***Supervisory Development Program (SDP)**
(8:00 a.m. — 4:00 p.m. each day)
Section 5: (Week B): Oct. 6, 7, 8, 9, & 10 (San Francisco)
Section 8: (Week B): Dec. 1, 2, 3, 4, & 5
Section 1: (Week A): Aug. 18, 19, 20, 21, & 22 (Los Angeles)
(Week B): Feb. 23, 24, 25, 26, & 27, 1987 (Los Angeles)
Section 2: (Week A): Sept. 8, 9, 19, 11, & 12
(Week B): Apr. 6, 7, 8, 9, & 10, 1987
Section 3: (Week A): Oct. 29, 30, 31, Nov. 6 & 7
(Week B): Apr. 29, 30, May 1, 7, & 8 1987
Section 4: (Week A): Nov. 17, 18, 19, 20, & 21 (San Francisco)
(Week B): Apr. 20, 21, 22, 23, & 24, 1987 (S.F.)

Time Management (8:00 a.m. — 12:00 noon)
Section 1: Sept. 17

Your Telephone Personality (8:00 a.m. — 4:00 p.m.)
Section 1: Oct. 27

For further information contact your Office Training Coordinator. All classes are in Sacramento unless otherwise noted.
*Courses which are acceptable for required Supervisor/Manager training.

TELECOMMUNICATIONS DIVISION

Telecommunications Education and Training Program

COURSE SCHEDULE

September 8 - 12, 1986	Office Automation
October 20 - 24, 1986	Office Automation
October 20 - November 31, 1986	Telecommunications Technology
November 12 - 14, 1986	Telecommunication Development
November 17 - 21, 1986	Introduction to Information Systems
November 24 - 26, 1986	Office Automation
December 1 - 12, 1986	Data Networks
December 1 - 12, 1986	Inside and Outside Plant

Courses are open to all interested employees. For more information contact Fred MacRae, Training Coordinator, Telecommunications Division, (916) 322-9739 or ATSS 492-9739.

CSP Officer

Marries Co-Workers

It's not unusual for a State employee to get married, and occasionally two state employees marry each other. But it is unusual when the three principal participants in a wedding are all CSP Officers. Officer Sam Morgan of the Oakland Field Office officiated at the wedding of S.F. Field Office Officers Rick Devoll and Ginger Jeffery. Sam is a licensed minister in addition to being a police officer. The Devolls were married at a picturesque point on Stowe Lake's shoreline in Golden Gate Park, with family and CSP friends looking on. Boaters on the lake also stopped and cheered the couple as they were pronounced husband and wife.

DGS and CALTRANS Work Together to Develop an Innovative Energy System

At the request of the Department of Transportation, the Department of General Services, Office of Energy Assessments (OEA) administered the development of a new power system for the Caltrans Caples Lake Maintenance Station. No conventional utility power is available at this remote facility located one hour south of Lake Tahoe. Power to the station has historically been supplied by diesel generators.

The new power system designed by Photron, Inc. in conjunction with OEA and Caltrans uses photovoltaic arrays, a generator and battery storage system, called a "photocogenset."¹ The first of its kind, the Photocogenset consists of 14 photovoltaic panels, a 100 Kilowatt cogeneration system, eighty 600-pound batteries, a power inverter and a microprocessor. The system produces all of the site's electricity and 90% of the domestic heat supply.

Financing for the Caltrans project was provided by the California Energy Investment Corporation (CEIC), requiring no capital outlay by the State of California. CEIC sells electricity produced by the Photocogenset to Caltrans at a rate that is 12.5% less than the maintenance station's previous diesel generation costs. Caltrans also buys cogenerated heat from CEIC at a 2% discount. The energy savings to the State over the life of the system will total approximately \$100,000.

The Photocogenset was designed and developed by Photron, Inc., per specifications composed by Caltrans' Engineering Service Section and the Department of General Services' Office of Energy Assessments. The

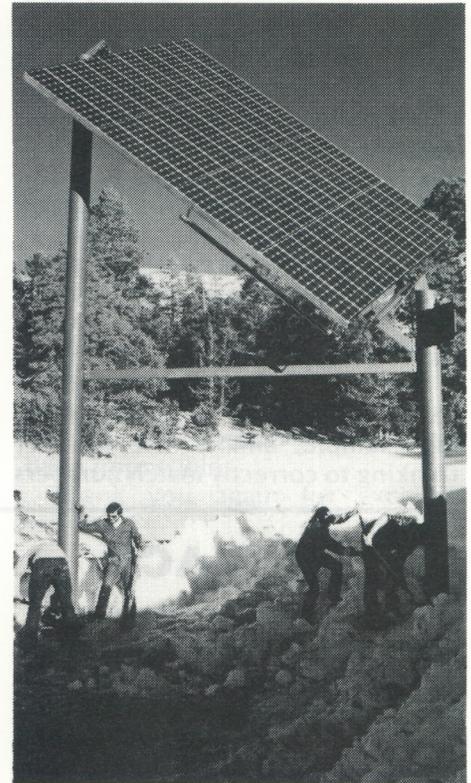
cogeneration system was designed by the Charles E. Smith Company. The Toshiba Corporation custom-made the power inverter, which is the largest stand-alone inverter in this country.

The Photocogenset works as follows: hundreds of micro-thin solar cells that make up the photovoltaic panels convert sunlight into electricity. This electricity is converted from Direct Current (DC), to Alternating Current (AC), by a 75 KVA power inverter for use by the maintenance station. Any electrical output not used directly by the facility is stored in the battery bank for future consumption.

The photovoltaic panels rely upon passive tracking mechanisms to follow the sun throughout the day. Freon-fitted tubes are mounted on either side of each photovoltaic panel. When the sun hits one of these tubes, the freon is driven against a piston, which moves the panel.

When the photovoltaic system is not meeting the full electrical load, the diesel-powered cogeneration system kicks in, powering the maintenance station directly and recharging the battery bank. This generator/engine set always operates at its full rated load, maximizing its efficiency and longevity. Energy not used by the facility is sent to the battery bank by computer-controlled battery chargers.

A stack/jacket heat recovery system on the cogeneration system reclaims exhaust heat for space and water heating. If the Photocogenset should fail, the original diesel generators will assume the full electrical load while an emergency propane heater meets the thermal needs of the facility.

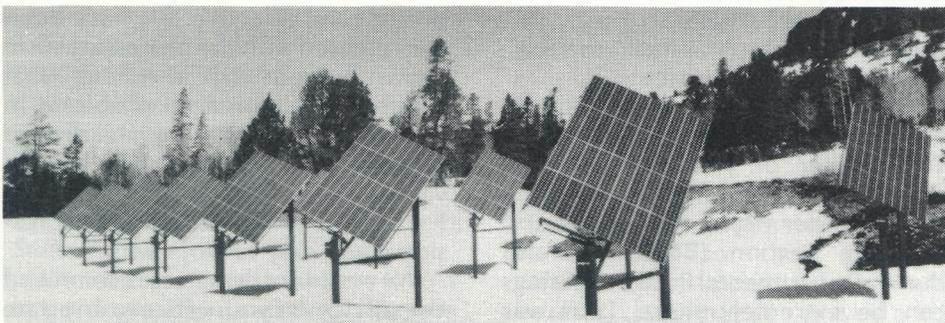


This close-up photo demonstrates the tremendous size of each mounted photovoltaic panel.

The master control for the Photocogenset is a sophisticated microprocessor which integrates input from the photovoltaic panels, cogeneration system, back-up generators and batteries, continuously selecting the most appropriate energy source or combination of sources. This computer is programmed to scan fifty different channels, making crucial decisions in less than a second about parameters such as temperature, current, voltage, and sunlight level. If necessary, the microprocessor can be controlled via modem at Photron's headquarters 300 miles away.

The beauty of the Photocogenset is that it produces enough power to satisfy both the summer and winter electric demands of the maintenance station, with significant reductions in noise and air pollution. The photovoltaic system is completely void of noise or air emissions, while the cogeneration system runs only one third of the previous generator operating time.

¹ *Photocogenset is a registered trademark of Photron, Inc.*



View of the 14 photovoltaic panels of the Caltrans Caples Lake Maintenance Station. On sunny days these panels have the capacity to fully power the Station.

Q. Can exercise improve my memory?

A. Yes, according to intriguing research into the connection between exercise and various brain functions, including memory. Researchers in Utah recently found that reaction time, short-term memory and the ability to reason all improved greatly among a group of out-of-shape people aged 55 to 70 who were put on a four-month program of brisk walking.

The walkers were better able to remember sequences of numbers, for example, and to use abstract thinking to correctly match numbers

and symbols. "I was surprised at the amount of improvement we saw," says Robert Dustman, Ph.D., of the Salt Lake City Veteran's Administration Hospital. "We expected to see some results in some people, but we didn't think it would be across the board."

One of the reasons why the brain seems to benefit from aerobic exercise is that the body gets better at transporting oxygen there, says Dr. Dustman. And oxygen appears to be good for brain functioning.

You can probably help to sharpen your memory by taking part in thrill sports like white-water canoeing and windsurfing, or any kind of exercise that provides a challenge. Why? Challenging activities stimulate your stress hormones, according to evidence from animal studies. These

hormones enhance memory storage, according to Paul Gold, Ph.D., a professor of psychology and a member of the neuroscience program at the University of Virginia.

If stress helps to enhance memory, then the kind you feel at the office when you're having a lousy day should, too. Yet, many executives would say that job stress does just the opposite—they have trouble remembering anything. What gives? "All hormones have an optimal level," Dr. Gold told *EFN*. "If you go past that level, memory impairment can occur." The bottom line for improving your memory? Get lots of the good kind of stress from exercise, and cut back on the bad kind at work.

*Executive Fitness
Rondale Press, Inc.
March 15, 1986, Vol. 17, No. 6*

FEEDBACK

Mr. Richard R. Booth
Office Repair Services

The purpose of this letter is to commendate Mr. **George S. Robinson**, typewriter repair technician, assigned to your DGS Oakland Office. Mr. Robinson has been servicing our typewriters for several years and we greatly appreciate his professional help. He is always prompt when we call for service, he performs his work cheerfully with a good sense of humor, and he gets the maintenance performed quickly and efficiently. It would cost us a lot more to have this service done by the private sector. Mr. Robinson is certainly a credit to your department and is an exemplary state employee.

Robert H. Sydner
Division of Mines and Geology
Department of Conservation

Mr. Brent Korff
Office of Support Services

This letter is to let you know of the quality of service we have received in the repair of our computer hardware since last summer.

In a word, this service has been "outstanding." Our calls to **Mr. (Armington) Rafael** and **Hardeep (Lal)** have always been handled with concern for our needs, and the maintenance personnel who have responded to these needs have always been competent and courteous.

It is good to know that we can count on this high degree of "quality" on-site service. Please thank all concerned.

Jim Hebert
Department of Health Services

Mr. W. J. Anthony, Director
Department of General Services

I wish to acknowledge the excellent work of your Office Machine Repair Division staff, and commend them on their prompt response. Their outstanding service has been invaluable in keeping up with and meeting our official duties.

I'd like to particularly acknowledge the work of both **Ron Boyce** and **Bob Maser**. It is a pleasure to work with these individuals.

Again, I would like to commend you and your staff. Keep up the good work!

Anne Delfendahl
Office of Lieutenant Governor,
Leo McCarthy

Brent Korff
Office of Support Services

I would like to express my appreciation for the outstanding job done by **Terri Miller** of your reproduction staff. As you very well know, the time frames under which the Budget and Planning Section (B&PS) operates during Departmental Budget hearings can be extremely short. Terri was always very cordial and cooperative when performing her role of printing

the hearing books, and was instrumental in allowing the B&PS to meet some very critical deadlines.

My entire staff and I would like to commend Terri for a job well done.

Curt Soderlund
DGS Budget & Planning Officer

Mr. Brent Korff
Office of Support Services

This is to express our satisfaction with the new PC repairs and maintenance service provided by your office. Over the last fiscal year the Employment Training Panel has had occasion to utilize your services many times in order to assure the effective and uninterrupted functioning of our PC based automation system.

We have found the quality of the services provided to us consistently high in all respects. We have enjoyed the convenience and security that we have become accustomed to in dealing with your repair staff. Their response to service requests is always prompt and effective. We have been very pleased with the professionalism shown by your staff in solving what are frequently unusual problems in an effective manner. They have proved to be adequately trained in a wide variety of problem solution areas. We have found them consistently professional and easy to work with.

We would not hesitate to recommend the services of your office to any state agency and we are counting on the long-term continuance of your per-

sonal computer repairs and maintenance program.

Kermit Cain
Employment Training Panel

•••••

Mr. Richard Booth
Office Machine Repair Service

This is to thank you for the services of **Bob Maser**.

Bob has handled three difficult problems for us here in the Contracts Bureau, Department of Social Services, and has in every case remedied the problems expeditiously.

When we were told that General Services would be taking care of our IBM and Toshiba equipment, we were a bit worried that your personnel had not had enough time to master the technologies needed for rendering appropriate service levels.

Bob Maser has won our Office's confidence.

He is a credit to your organization.
Ron Bernard
Department of Social Services

•••••

Ted Phillips, Janitor and **Charles Drago**, Office Building Manager II
Office of Buildings and Grounds

Recently I received a letter from a Ms. Barbara Kong-Brown commending you for your honesty and your actions in assisting in the recovery of her purse.

This purse was stolen in an office theft in another building and was recovered in the Oakland State building's men's room. Ms. Kong-Brown was able to recover most of the important contents of the purse thanks to your diligence and assistance.

Your actions are highly commendable and reflect in an excellent manner on the image of State employees.

Rosamond C. Bolden, Chief
Office of Buildings and Grounds

•••••

Paul V. Savona, Chief
Office of Space Management and Real Estate Services

As you know, Caltrans District 5 has a major project under way to eliminate the traffic signals on Highway 101 in Santa Barbara.

Our success on this project is to a large degree attributed to the fine appraisal work performed by the General Services Staff. Without the

individual efforts on the following people, we could not have come near to keeping the project on schedule. Caltrans did not have appraisers available to do the work. The appraisal personnel that assisted us were **Ron Crooks, Joe Gatewood, Larry Thomas, Mike Bancroft, Les Morris, and Leo Brady. Fred Grassle and Darrell Haynes** provided review, supervision, and coordination functions in addition to direct appraisal services. The clerical support was provided by **Donna Taggart, Janet King, Janet Lemley, and June Schlager**.

It was a pleasure to work with all. Kindly convey our thanks to the above people and anyone else that helped. We regret possible omissions. If we can reciprocate sometime in the future, please let us know.

Howard L. Bentzinger
Caltrans Right of Way

•••••

Mr. John Babich, Deputy Director
DGS Procurement Division

The purpose of this memorandum is to notify you of the exceptional assistance we have been receiving from **Austin Eaton** on your staff. His help has been extremely beneficial to us over the last year and we look forward to working with him in the year ahead. His cheerful assistance in helping us overcome major obstacles in providing equipment and programs for our new institutions has been a credit to your organization.

Again, we thank you for the cooperation of your whole department in general and, particularly, Austin Eaton.

David H. Craig
Prison Industry Authority

•••••

Mr. Stim Suzuki, Chief
Office of Small & Minority Business

I would like to take this opportunity to express my warmest appreciation for your participation in my Conference on Women for 1986. This year's event was our most successful ever. That achievement is due, in no small part, to the high quality of speakers such as yourself.

The speakers at this year's Conference have been generously praised by attendees for their expertise, candor and support of women's issues. I know that you played a key role in those areas.

This Conference has set the standard

nationally, and I hope you share my pride in being a part of it.

Senator William Campbell
California State Legislature

•••••

Paul Savona
Office of Real Estate Services

I am writing to express the Department's appreciation for the excellent service provided to us over the last several months while we were negotiating the lease of the Skilled Nursing Facility at Metropolitan State Hospital to Los Angeles County.

I wish to specifically thank **Mr. Ronald Throp** for his prompt attention to our daily and sometimes hourly requests for assistance on a "difficult" transaction. His assistance made it possible for us to make our project deadline which otherwise would have been impossible.

Thank you again for excellent service.

Douglas G. Arnold
Deputy Director
Department of Mental Health

•••••

Robert Hoover, Chief
EDP Acquisition Unit
Office of Procurement

We would like to bring to your attention the *outstanding work* **Bev Novy** has done on the CPUC's acquisition of an office automation system (CPUC RFP-4080). Over the last 16 months we have had the pleasure of working with Bev on virtually a daily (and sometimes hourly) basis in the process of acquiring the most complicated and sophisticated computer system ever purchased by the CPUC.

Bev's strongest assets are her impressive inter-personal skills. She was always the caring voice on the phone to an over-worked and harried CPUC task force. She did more to maintain our morale than we had any right to ask. The task of managing the human resources in a project as large and complex as ours was formidable. Bev did her role with exceptional grace and skill.

In sum, we wished to bring the dedication and skill of Ms. Novy to your attention. In our experience Ms. Novy has demonstrated truly exceptional knowledge, professionalism, and concern for the client agency throughout the acquisition process.

Dick Hieta, Project manager
Public Utilities Commission
Office Automation Task Force

Ferdig . . .

(Continued from page 10)

year stay in San Diego, Wayne was promoted again to a Chief Stationary Engineer II position in Sacramento, Region III. Wayne served in that capacity from July 1, 1974 until his retirement. Many of Wayne's friends and co-workers were on hand to wish him Good Luck and Farewell.

BUCHANAN RECEIVES 25-YEAR AWARD

H. F. "Buck" Buchanan began his State career on May 16, 1961 working for the Department of Finance, Building Maintenance and Protection Division as a Stationary Engineer. He worked as an Engineer until 1969 when he was promoted to Chief Engineer, with the Office of Buildings and Grounds. In 1973 he became a Building Manager I and continued to promote in the Building Managers series to his current classification of Building Manager IV, Regional Manager of Region II in Sacramento.

Region II is one of five regions statewide in the Office of Buildings and Grounds. Under his leadership, Region II is assured of innovative management plans and efficient operations.

Buck is an R.P.A. (Real Property Administrator) and is a member of S.O.R.P. (Society of Real Property Administrators) and A.P.E.M. (Association of Professional Energy Managers).

Buck plays and sings country music and is an avid bagpipe enthusiast. Buck completed 25 years of State service in June 1986. Congratulations and thanks for your years of service.

Police Notes:

CSP NABS DMV REGISTRATION FRAUD SUSPECTS

In the San Jose Field Office, a theft of DMV registration materials was reported to Officer Janet Jacobson-Green. Some leads were uncovered, but the icing on the cake came when a package of stolen license tabs was delivered to wrong address by a San Pablo, CA, mailman. The citizen to whom the package was mistakenly delivered reported the tabs to the police. Officer Jacobson-Green investigated this lead and two suspects were identified, one working in DMV and one a former DMV employee.

Two \$100,000 felony warrants were

obtained, and Sgt. Robert Best and Officer Ronald Lenatti assisted Officer Jacobson-Green with the arrests.

The CSP personnel noted that DMV personnel, especially the DMV Investigators in San Jose, were very helpful in this case.

STATE POLICE & OFFICE OF PROCUREMENT UNITE TO MAKE ARREST

On April 25th the State Police, Oakland Field Office received a telephone call from Gerrard Esker, Office of Procurement that set the wheels of justice in motion.

On April 18th an individual ordered nearly \$10,000 worth of computer equipment from Micro Tech International, a computer supply firm in Berkeley, CA. The suspect identified himself as a State Procurement Officer (Kevin McTierenan) working with the Department of Fish and Game in San Francisco. He provided the firm with a properly completed Contact Delegation Purchase Order (STD 65) and the suspect appeared to know his business.

During the following week several order changes were made by the individual known as McTierenan and the supplier became concerned. When Micro Tech attempted to contact the Department of Fish and Game Office in San Francisco on April 25th and found there was no such office, they contacted the Office of Procurement and Mr. Esker. When Mr. Esker determined a Kevin McTierenan did not work for the Office of Procurement or the Department of

Fish and Game he contacted the State Police Oakland Field Office.

The suspect was due to pick-up the equipment that day so while Officer James Lachney took a report from Mr. Esker via the telephone, Detective Mike Herman and Officer Ignacio Barraza responded to Micro Tech in Berkeley. Detective Herman posed as an employee of Micro Tech and stayed in the office while Officer Barraza remained in the general area. Nearly four hours later the suspect arrived at the business to complete the transaction. He signed for the property and was allowed to leave the establishment with three pieces of equipment to clearly demonstrate his intent. Detective Herman followed the suspect to his automobile and took him into custody with backup by Officer Barraza for forgery, grand theft and burglary.

Subsequent investigation revealed the suspect was on parole from San Quentin and stated he had been trained as a computer operator. It is also understood that the suspect may have worked in the prison administration section and became familiar with State Procurement Forms and practices at that time. The suspect is currently assigned to the State Parole Office in Santa Rosa and upon being contacted by the State Police his parole agent commenced the parole revocation process. On May 12th the suspect plead guilty to burglary and grand theft charges and was returned to San Quentin for a period of 18 months. It is hoped this time he not only learns a trade but how to apply it within the law.



Pictured here are (l to r): Joe Sandoval, Chief, CSP; A. W. Ullner, Commander; Sylvia Suarez, OA II; Sgt. Ron Davidson, Awardee; Joyce Smart, Communications Operator; and W. J. Anthony, Director. All were on hand in Fresno to congratulate Sgt. Davidson on the receipt of his 25-year Award.