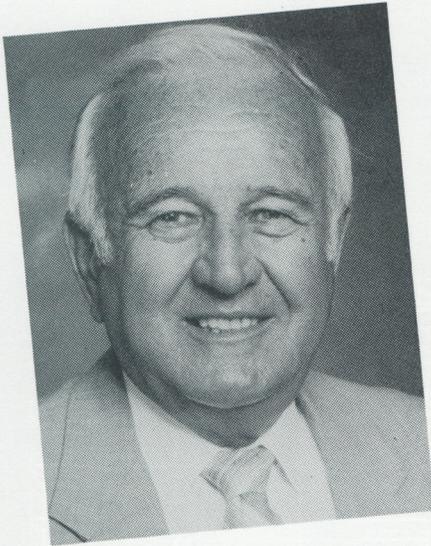


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Director's Message



There is a place in state government where one can find construction managers, real estate agents, leasing specialists, environmental planners, interior designers, and financial analysts — all in one department, the Department of General Services. This issue of the *Outlook* focuses on the two offices within our department which employ these diverse occupations, the OFFICE OF PROJECT DEVELOPMENT AND MANAGEMENT and the OFFICE OF REAL ESTATE AND DESIGN SERVICES.

The offices were created in 1986 by consolidating various functions in order to better serve our client agencies and manage state money going toward planning and construction of state buildings, leasing of state offices, and space planning for state employees. The employees of the Office of Real Estate and Design Services are renowned for the economical business arrangements they have negotiated for the State and the employees of the Office of Project Development and Management have developed expertise in areas unique to state government. Together, and working with the other offices of the Department, these people provide program-oriented, economical, and environmentally-sound facilities for today's needs. At the same time they are expertly planning for the future. I am proud they are part of the DGS Team.

Did you know....?

Sometimes it seems some projects like office leasing or remodeling take an awfully long time to complete. Understanding the activities involved may explain this perception. For example, did you know....

- *Newspaper advertisements* are required when the State is looking for leased offices?
- *Environmental documents* are prepared for every project?
- *Public transportation* must be within 1/4 mile of most offices?
- *Legislative notification* must be given 60 days before a lease can be signed?
- *Disabled accessibility, fire life safety, and seismic requirements* have to be met?
- *Asbestos-free certification* must be provided for all new leases?
- *Historic resources preservation provisions* are required for alterations to state-owned buildings older than 50 years?
- *Child Care Centers* are required to be included in all buildings with more than 700 state employees when being constructed, remodeled or leased?

Most of these provisions are legally required. Once they are satisfied, the process of bidding, negotiating and interior planning can begin. Factoring in construction and the myriad of permits and approvals required in connection with that process, it is no surprise that leased facilities and other projects can take longer than 36 months to complete.

STATE OF CALIFORNIA



DEPARTMENT OF GENERAL SERVICES
State of California
GEORGE DEUKMEJIAN, Governor
State and Consumer Services Agency
SHIRLEY R. CHILTON, Secretary

DEPARTMENT OF
GENERAL SERVICES
William J. "Tony" Anthony, Director

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from the desk of

General Services: An Equal Opportunity Employer

Too often, when one hears the phrase "equal employment opportunity," it is viewed with an eye towards compliance to a Federal or State mandated program. We often fail to look at the results of this type of program and, consequently, often take the view that we have complied with a guideline rather than taking pride in our results.

Offering employment on an equal basis is rather easy to do if it is viewed as an opportunity to provide opportunities. I look on the results our Division is able to achieve with a great deal of pride — not because we have necessarily met all our goals, but because we expend enough effort to seek out and hire underrepresented minorities and we do it in such a way that we are able to employ well qualified people that have a high success rate.

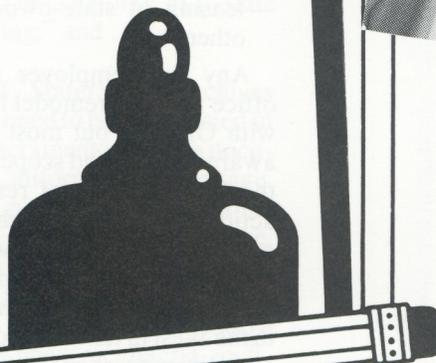
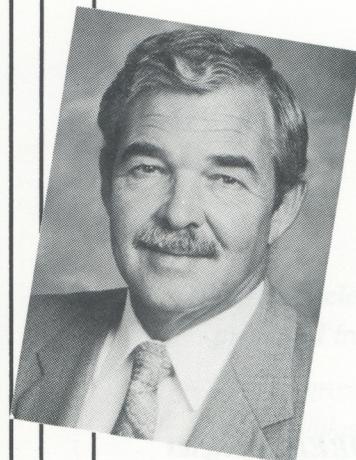
From my perspective, this is the key to our success especially in light of the fact that our professional classes are in fields that have been dominated by white males for a number of years. To make equal employment opportunity really work, the key ingredient is to expand the candidate pool from which your selection takes place. Go to college campuses, exhibit at job fairs, talk to professional organizations, advertise on a wide basis, and then reap the benefits of your hard work by hiring very talented people.

In this same context, one cannot neglect the tremendous talents that are often overlooked when they are possessed by a person with a physical disability. Can you imagine the dedication a person must possess when it takes more effort for him to get to work than some of us expend all day? Consider the routine of a friend of mine who works as a Technical Writer for a State department here in Sacramento. He was the victim of polio and, as a result, is confined to a wheelchair. Coming to work each day is a two-and-half-hour process and the drive home is equally time consuming. He also happens to be one of their best writers, gets to work on time, and requires far less supervision with a higher degree of expertise than most of his fellow workers. All he needed was the opportunity to demonstrate his talents and his ability, and dedication did the rest.

I could provide a dozen or so examples similar to the one I just described, and I'm able to do so because our Department places a lot of emphasis on being an "equal opportunity" place to work.

Allan G. Tolman

Editor's Note: This article, written by Allan G. Tolman, Deputy Director, Telecommunications Division, is the fourth in a series of articles to be prepared by the Executive Staff sharing their thoughts and ideas on management issues.



Office of Real Estate & Design Services

What do the following have in common?

a radio vault atop Mt. Hamaker in Oregon

an office in Tokyo, Japan

a ghost town in the high desert of Mono County

a laboratory in Hawaii

Give up? ...All of these facilities were either leased or purchased by the Department of General Services' Office of Real Estate and Design Services (OREDS) for use by California state agencies.

The radio vault in Oregon is one of many such mountaintop sites leased for the California Highway Patrol for radio communications.

The office in Tokyo was set up under a lease to house one of the Governor's new World Trade and Investment Offices.

The ghost town was purchased for the Department of Parks and Recreation and is known as Bodie State Historic Park.

The laboratory in Hawaii was leased for the Department of Food and Agriculture in connection with the California/Hawaii Medfly Project.

These projects are examples of the diverse and integral role OREDS plays in supporting state operations. As a full-service organization, the Office serves as the State's agent in all real estate-related business, including:

- acquiring, selling, and managing real property
- planning, leasing, and altering office and warehouse space
- lease and property management
- relocation assistance
- transaction review
- leasing of state-owned property to others

Any state employee involved in an office move or remodel has had contact with OREDS, but most people are not aware of the broad scope of services and the large number of real estate transactions processed by the Office. If it could be compared with privately-owned real estate companies, OREDS would probably rank among the largest in the West in terms of the volume, value, and diversity of real estate projects. A 1981 survey of the leasing activities of 37 state governments placed the State of California at the top of the list based on

the number of leases, the total square footage leased, and the dollar amount of annual rents.

Under the leadership of Paul Savona, 146 employees work for OREDS. The credentials of the staff are varied and impressive, including several licensed architects and many more with degrees in architecture and related fields, licensed realtors and brokers, members in professional organizations (such as the National Council for Interior Design Qualifications, the American Society of Interior Designers, the International Right of Way Association, the Society of Real Estate Appraisers, and the American Institute of Real Estate Appraisal), and people with many years of experience in the private sector.

STATE'S REAL ESTATE AGENT

OREDS buys, manages, and sells real property for the State, including state parks, college sites, office buildings, and prison sites. Over the last ten years, staff has acquired nearly half a billion dollars worth of property. Recently, most of the acquisitions have been for prison sites; earlier in the decade they were for the State Park System. The highest valued single parcel ever purchased was 1,800 acres of ocean frontage and coastal

(Continued on page 14)

State agencies maintain offices in other countries and states. OREDS has hired space and manages leases in New York, Illinois, Washinton D.C., Arizona, Hawaii, Texas, Louisiana, and Nevada. California state agencies also lease space in France, Japan, Germany, England, and Italy. Because of the distances, language barriers, and differing business practices in far away places, these projects offer a variety of challenges for OREDS' negotiators.

OREDS Articles prepared by:

JoAnn Blandford
Steve Savage
George Dutra
Chuck Clark

Creative

When you decide to make a major purchase — like a new house to replace the one you've outgrown — what's the first thing that you consider? Right...the financing. You want the best deal available at the lowest possible cost, don't you? Well, here's a story about some creative financing that resulted in savings to the taxpayers of over \$7 million!!

In the late 1970's, the Franchise Tax Board (FTB) realized it had outgrown its Aerojet facility and also needed to consolidate its other leased facilities throughout Sacramento at one location. Capital outlay funds were scarce and the demand for these limited funds was great.

Lane Richmond of OREDS had been researching alternate ways of financing facilities and determined that it was possible to construct a facility using a seldom-used funding vehicle known as Certificates of Participation. Authority

Office of Project Development & Management

What do the people of OPDM do?

Keeping track of the 90,000 California state employees and the space they occupy in 70 different planning areas of California is a tough job, but that is exactly what the staff of the **Office of Project Development and Management (OPDM)** do in order to plan for the facility needs of the State, including office space, warehouses and laboratories.

Coordinating the budgetary process and the design and construction of state projects costing over \$250,000 each and totalling \$700 million is a tough job, but that is exactly what the staff of the **Office of Project Development and Management (OPDM)** do in order to manage all major capital outlay projects for the State.

Who are the People of OPDM?

The background of the staff of OPDM is mixed indeed — from civil and mechanical engineering, architecture, and construction management for project directors to economics, geography, environmental planning, business administration, and political science for planners. What is most interesting are the

outside activities of the staff. For example, OPDM has on its staff an ex-school teacher, an ex-PGA golfing pro turned law student, an underwater photographer, a pre-school director, a grower of koi fish and an aerobics instructor. The key to the success of OPDM, however, is the fact that each of these persons, no matter how diverse their background, is able to work well with their fellow staff persons, other state agencies, outside professionals and the public. Under the leadership of Office Chief Mike Smith, the staff of OPDM is well known for its initiative, creativity, and effectiveness.

OPDM As the State's Construction Manager

The project directors in OPDM are responsible for developing and monitoring project budgets, selecting the consultants to prepare architectural and engineering plans, preparing the project plans, coordinating the design with reviewing and control agencies, coordinating the bidding process, and construction of the projects. Some of the major projects currently being managed by OPDM are:

1. Department of Mental Health Hospital Remodeling Program which includes the renovation of five State hospitals over five years. Valued at \$135 million, the Program's 33 projects are necessary for the hospitals' accreditation;
2. Ronald Reagan (Los Angeles) State Office Building now under construction and scheduled for completion in 1990. You can read more about this project in "The Anatomy of a State Office Building;" and
3. Secretary of State/State Archives Complex planned to be constructed in downtown Sacramento to house documents from California's rich heritage. Preliminary plans have been completed and include exhibit space, conservation and processing laboratories, and public access research facilities, as well as the Legislative Bill Service Annex, a cafeteria, auditorium, child care center, and additional office space.

(Continued on page 15)

A facilities study currently under way is for Caltrans Headquarters operations in Sacramento.

Such projects challenge OPDM to accurately plan for the future. During the course of the Caltrans Headquarters Facility Study, many changes have occurred in staffing levels and occupied space.

Keeping track of "current conditions" at Caltrans is a challenge, but OPDM's real assignment is to look toward the future and provide Caltrans with information that will help them determine the best way to house their diverse group of over 3200 employees. Forecasts indicate that by 1997, Caltrans Headquarters will require over 1 million net square feet to adequately house their personnel.

OPDM Articles prepared by:

Jim Hargrove

Lolie Milliken

Ronna Taylor

Judy Putnam

Rick Range

Peg Hudson

Ralph Askin

Richard Teramoto

Mike Courtney

Mike Mattoch

Kevin Kaestner

Cher Daniels

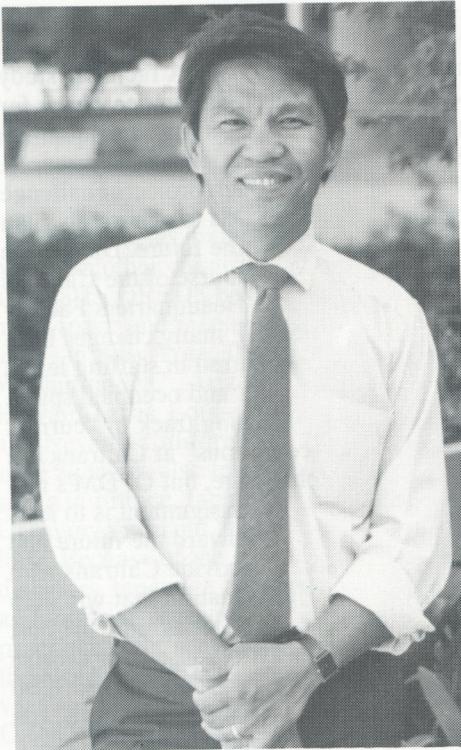
Financing

was received to proceed, and a State first was achieved: A major State facility was constructed utilizing a competitive bid process wherein tax-exempt Certificates of Participation were sold to finance construction. The developer designed and constructed the facility to State specifications under the terms of a 20-year lease/purchase agreement with the State.

Certificates in the amount of approximately \$44 million were sold. The 466,000 square foot facility on 37 acres of land was completed four months ahead of schedule and \$500,000 under budget. Not too bad for a first attempt!

In July 1989, the Certificates were terminated and new Certificates were issued to take advantage of reduced interest rates, representing an estimated \$2.6 million savings over the remaining life of the lease. *After the Certificates are retired, the State will own the facility free and clear of any encumbrances.*

OPDM EMPLOYEE SPOTLIGHTS



TAK BODHIPRASART

*Project Director
Office of Project Development
and Management*

What has 12 letters, 12 projects, and 12 years of service? It's Bodhiprasart or, as his friends and co-workers know him, Tak.

Born in Thailand, Tak, whose last name is pronounced "Po-Tee-Prah-Sart" (with the accent on the second syllable) and translated means "Enlightened Mind," came to the U.S. in 1964. One of nine children of a family physician, he graduated from Davis High School in 1965 and went to the University of Oregon in Eugene where he received his Bachelor of Arts degree in Architecture. After graduation, Tak worked for private architectural firms for six years before joining the State as a Space Planner with the Department of General Services' Space Management Division (since renamed the Office of Real Estate and Design Services). Tak joined OPDM as a Project Director in December, 1987. A licensed architect, he currently directs and manages a dozen major capital outlay projects.

Tak is married to Robin, who works down the hall in OREDS as a Real Estate Officer. He has two sons, ages 11 and 15.

On the lighter side, the off-duty Tak is a bona fide audiophile, with enough classical, contemporary jazz, 50's and 60's music and stereo equipment to open a small business of his own. He loves to cook (to his wife's continuing delight) making authentic Thai and Chinese-style food. He is best known — at least around Sacramento, if not the world — for his famous Thai barbecued chicken and ribs. His outdoor interests include his 2,000 gallon koi fish pond which he completed last year, landscaping, golf, and his soon-to-be-completed enclosed retreat by the pond. (The only thing missing is the "DO NOT DISTURB" sign!) GS



ROBERT A. SLEPPY

*Supervisor, Environmental
Planning Section, Office of
Project Development and Management*

What a coincidence! Two people in the same office whose names are mispronounced on a regular basis. In contrast to Tak, featured in the previous article, Bob Sleppy (that's SLEPPY, not Sleppe' [the French version], or Schleppey [the German version], is a fourth generation Californian, although he had the opportunity to spend a little time in a country *real* close to Thailand in the late 1960's thanks to the U.S. Army and Lyndon Johnson. He has been a Sacramento resident for many years.

Bob has been with OPDM since early 1985 and is currently in charge of OPDM's Environmental Planning Section. In 1975 he received a Bachelor of Arts degree in Environmental Studies from California State University, Sacramento. Prior employment included work as an Environmental Planner with the California Solid Waste Management Board and the California Mining and Geology Board. Bob says he enjoys working in OPDM since the office deals with such a wide variety of projects in practically every corner of the State, and

the job offers the opportunity to work with a diverse and capable staff.

Many of Bob's personal interests are related to the environment. Depending on the season, he has been known to run off with the slimmest of excuses to go Nordic skiing, whitewater rafting, or canoeing. However, according to Mike Courtney (OPDM Project Director), Bob needs extensive training in how to catch fish, which Mike has graciously offered to provide!!! GS



OREDS EMPLOYEE SPOTLIGHTS



RICHARD TRAVERSI

*Real Estate Officer
Office of Real Estate and Design Services
by Brenda Fong*

Richard Traversi enjoys “dealing with people and for people” and feels that a good working relationship with the public sector is essential. He prefers assignments that bring him closer to the general public than those with less people-to-people contact. Dick holds a Bachelor of Science degree in Business Administration from the University of San Francisco and also possesses a broker’s license. He is a senior member of the International Right-of-Way Association.

Dick has worked as a Real Estate Officer since 1962 and has almost gone full circle in the real estate office. He has worked in appraisals, acquisitions, relocation assistance, property management, negotiations, and now real estate sales.

Through the years Dick has developed his own philosophy of work, “I approach all phases of real estate work as though it were my own property. I make sure to keep in mind the best interest of the taxpayer while at the same time, seeing that the property owner receives all that he is entitled to.” When asked what he

would enjoy doing in the future, Dick replied that he would be very interested in rotating positions and working in the newly-merged lease section of OREDS, giving him a well-rounded and complete real estate experience.

An average workday for Dick is spent preparing a project for upcoming sales, handling telephone inquiries and responses, researching and finalizing transactions, title work, and on occasion, field work and property inspection.

Away from the office Dick’s interest are centered around his family. He and his wife, Kathy, are active members of the St. Mary’s Social Club and have enjoyed participating in outings with the Sierra Treasure Hunters Offroad Vehicle Club. Dick is the current President of the Sacramento Chapter of the International Right-of-Way Association and is involved with training classes and social activities. He will be helping the Chapter host the 1991 International Educational Seminars where 1,000 members are expected to attend. GS



NORTON CHAPMAN

*Space Planner, Office of
Real Estate and Design Services
by Brenda Fong*

The title of Anita Baker’s song, “Giving It The Best I’ve Got,” best describes how Norton Chapman feels about his job. As a graduate in Architecture and Sociology from Oklahoma State University, Norton has been a Space Planner for 12 years. He is currently working in the Southern California Leasing and Design Unit and is involved with the interior planning and design of the Court of Appeals in Santa Ana and San Diego, the Attorney General’s office in San Diego, the Caltrans office in San Bernardino, and the Office of Procurement in Fullerton.

Through the years, Norton has developed his own sense of architectural style and believes strongly in the “team” approach to work. He likes a challenge and enjoys his work — he sees a project through from beginning to end, coming up with solutions to different design problems. His main objective is to strive for quality work in a comfortable and aesthetic environment, and yet remain within the State’s budget.

Norton’s biggest challenge and the project that he is most proud of was the creation of the new Franchise Tax Board building located in Sacramento.

When asked what he likes best about his job, Norton responded that it was the people he works with and the rapport he has with client agencies and the many contractors he has come to know. He looks forward to the challenge of a new project and states that his profession is “much more than just designing modular work stations and floor plans. It’s analysis and site planning, ensuring compliance with architectural building codes, fire/life safety codes and OSHA regulations.”

Away from the office Norton enjoys a good game of basketball with friends and running with his Irish Setters. He and his wife, Evelyn, recently returned from a vacation on the island of Maui, where they “did absolutely nothing.” GS



The Anatomy of a State Office Building

Long, long ago, in a far off galaxy.... Actually, about 14 years ago, in a small office in General Services, the first steps were taken in what was to become the largest office building project ever undertaken by the State of California. At that time, a plan was being developed for downtown Los Angeles to analyze existing state employee population figures, the office space occupied by those employees, and the growth potential represented by those numbers.

Planning

Realizing that over the long term it was cheaper for the State to own its office buildings rather than pay rent, various alternatives were explored for a new state-owned building which would satisfy future demands. Several sites were evaluated and rejected, but ultimately a site at Spring, Main, 3rd and 4th Streets was determined to be the most viable for the State. This selection also assisted the Los Angeles Community Redevelopment Agency (CRA) in its efforts to revitalize the historic Spring Street District.

To comply with the California Environmental Quality Act (CEQA), an Environmental Impact Report (EIR) was prepared. Among other things that had to be considered as part of the EIR were traffic, parking, air quality, historic and prehistoric aspects, possible underground rivers which could adversely affect building foundations, and even the impact of shadows from a new building upon existing structures!

After a public hearing, the final environmental document, which was two volumes in length, determined that (to no one's surprise) traffic and air quality were the most important impacts to be considered. A transportation management plan was developed — one of the first of its kind done by the State of California.

Completion of the facilities plan and EIR were significant accomplishments in the bureaucratic maze officially called the Capital Outlay Process, but many more hurdles were still to be cleared before construction could begin.

Funding

One of the most significant phases of the process was the development of a project budget and funding source. Staff from Office of Project Development and Management (OPDM), Office of Real Estate and Design Services (OREDS), Office of State Architect (OSA) and the Department's Budget Office worked on this monumental task, which required Legislative approval. It was determined that the most effective means to finance this project was to enter into an agreement with CRA to create a Joint Powers Authority, which would then sell bonds. This proposal came to pass, the bonds were sold through the Los Angeles State Building Authority (LASBA), and, as a result, the State will lease the new building from LASBA for approximately 25 years until the bonds are retired. Clear title will then be transferred to the State.

Designing

While still working on the funding issue, a private architectural firm started work on the building's design based on a pre-architectural program developed by OREDS. The design phase is particularly important, and all parties involved had an interest in development of the concept and philosophy of the building.

During this same period of time, OREDS was involved in the "programming" of the building. This intense programming function essentially defined how the interior of the building would work, taking into consideration the functional needs of every future tenant agency and staff. Every agency identified as a tenant by OPDM was contacted by OREDS planning staff and comprehensive long-range staffing and program studies were undertaken and then reviewed and updated as the years passed.

The State Police, Office of Buildings and Grounds, and Office of Energy Assessments were all consulted during the design phase for input on security, maintenance, and energy usage.

The final plans, specifications and

estimate of costs were completed in 1987 and the project was sent out to bid.

A note about the design of the building. The building features twin office towers, containing about 850,000 square feet of space. The towers will be 17 and 14 stories respectively, with architecturally interesting stepped setbacks, all on a four story atrium base with huge skylights. The exterior of the building will have granite-faced concrete, dark glazing, and fixed metal sunshades at all north- or south-facing tower offices.

The interior of the Ronald Reagan State Office Building will be unique, with a large atrium and distinct architectural and design innovation such as an interior waterfall and fountain, a thermal storage system, and a general design allowing for generous natural daylight. Many works of art have been commissioned for the public areas of the building.

Constructing

Many hundreds of hours went into the bidding phase of the process, which is perhaps the most suspense-filled. On the day the bids came in to OSA, everyone was holding their breath hoping that the winning bid was below the State's budget for the project. As it turned out, the ultimate successful bid was about \$106 million — well within the State's estimate.

Today, the building is finally under construction. Project Directors from OPDM along with a construction management firm and inspectors from OSA are all on-site to monitor construction progress. Under the capable hands of this team, the building is progressing toward completion, which is scheduled for late fall 1990. Actual move in and occupancy will follow over a two or three month period.

If you just happen to be in the area, why not drop in for the ribbon-cutting ceremony to see the final product of many years of hard work by many hundreds of dedicated State employees?

Occupancy
1980-1991

CONSTRUCTION
1988-1990

Design 1986-1988
ARCHITECTURAL PROGRESSION
preliminary and working drawings

ENVIRONMENTAL IMPACT REPORT
1982-1985

PRE-PROGRAMMING
Space Plan 1980-1981

FACILITIES PLANNING
1975-1979

interior planning 1987-1989

DEVELOPMENT
J OINT 1986-1988
P OWERS
A GREEMENT

ECONOMIC
\$ ANALYSIS &
FUNDING
1983-1988

TENANT
PROGRAMMING
1982-1987

RONALD REAGAN * L.A. STATE BUILDING

What Happens With Discrimination Complaints?

(...inquiring minds want to know)

by O.J. Findleton, Equal Employment Opportunity (EEO) Officer

"What happens to discrimination complaints"? This question frequently is posed to EEO Office staff by employees. Confidentiality prevents answering specifics regarding a particular case, however, the question can be generally and briefly answered in one word — "plenty." Employees should be aware that what happens with a complaint varies depending on the decisions made by the complainant — the individual who has the complaint. But, be assured all complaints are given serious and full review by trained counselors, investigators, and management.

The EEO Office recently reviewed the departmental complaint process and made improvements to the processing and monitoring procedures. This includes expanding the EEO Counselor network to over 80 individuals statewide, and implementing an updated training program for Counselors and EEO Investigators.

...here's what happens...

- *The Informal Discrimination Complaint Level*

For an employee who believes he or she has been discriminated against in some aspect of their job relationship, the EEO Counselor is the first stop. These Counselors are trained to assist employees by obtaining information necessary to correct misunderstandings. Counselors provide a means for resolving EEO problems quickly, informally, and at grass roots levels. They have been specially trained to suggest action which is practicable and appropriate.

During an initial interview with an employee, the Counselor will fully explain the informal and formal complaint processes as well as identify an employee's options for complaint handling. They do not, however, recommend which process or action to be taken by an employee.

- *The Formal Discrimination Complaint Level*

If after 20 days at the informal level efforts are unsuccessful in resolving the complaint, an employee may formalize the complaint by filing it in *writing* to the departmental EEO Office. (Employees also have the option of filing complaints with the California Department of Fair Employment and Housing (DFEH) or the Federal Equal Employment Opportunity Commission (EEOC).) Formal complaints which are reviewed through the departmental process are generally concluded within 180 days. External timeframes can vary considerably.

To file a formal complaint with the Department, employees should use form GS 910, Employee Discrimination Complaint.

When formal discrimination complaints are received by the EEO Office, usually an investigator is assigned to conduct a thorough investigation. Following the investigation, the EEO Office issues a determination on the matter, which is appealable to the Director or, subsequently, the State Personnel Board.

...a bit of history...

The EEO Office has been tracking discrimination complaint activity for four years. Within that period, DGS

has received 100 discrimination complaints. The composition of the 100 complaints are as follows:

Complaint Process Utilized:

- 70% have been filed with the Department's EEO Office;
- 22% have been filed with DFEH;
- 8% have been filed with EEOC; and
- 12% were cross-filed with two or more jurisdictions

Status:

- 42% no discrimination found
- 20% discrimination found resulting in:
 - 11% change in working conditions
 - 4% informal reprimand and training required
 - 3% appointment granted
 - 2% formal adverse action sought against respondent
- 14% currently open
- 12% employee did not pursue
- 5% resolved by mutual agreement
- 4% complaint withdrawn
- 2% deferred to appeal hearing of adverse action
- 1% basis for discrimination not established

The State Personnel Board has stated that approximately 20% of all complaints result in a finding of discrimination.

Basis of discrimination:

Race	35%
Sex — sex discrimination	16%
— sexual harassment	15%
— sexual orientation	5%
National Origin	7%
Age	4%
Disability	3%
Multiple Basis	15%

The DFEH has indicated that sexual harassment has become the number one basis for complaints received under the Fair Employment and Housing Act. Previously, race discrimination was the most frequent basis.

Where complaints are filed:

Sacramento	65%
Bay Area	7%
Southern California	28%

The Department is committed to equal employment opportunity, and to the belief that discrimination has no place in our employment policies, practices or environment. Therefore, it is important that employees know there is a process available for having their concerns heard and reviewed by management of the Department.

More Information Sources:

- Office Affirmative Action Coordinator
- Office Equal Employment Opportunity Counselor
- Supervisor or Manager
- Department of General Services Affirmative Action Manual
- Departmental Equal Employment Opportunity Office
- 915 Capitol Mall, Room 402
- Sacramento, CA 95814
- 324-7108, ATSS 454-7108
- Telecommunication Device for the Deaf (TDD)
- 324-0940, ATSS 454-0940



Chief Deputy Director Ends Tenure as President of National Organization

Chief Deputy Director Elizabeth Yost completed her one-year term as President of the National Association of State Directors of Administration and General Services (NASDAGS) at the close of the 1989 Annual Meeting held in Burlington, Vermont. She is the first woman to serve in this prestigious office.

Among her accomplishments during her tenure as President of NASDAGS, Mrs. Yost was instrumental in enlarging and broadening the committee structure of the organization to enhance activity involvement of the membership. Also, under her leadership, a policy committee was activated to establish a forum to provide input to the federal government on procedures and proposals of national interest.

Mrs. Yost will continue to serve on the Executive Committees of both NASDAGS and its umbrella organization, the Council of State Governments (CSG), which coordinates state, local and interstate cooperative efforts. As the Past President of NASDAGS, she will also serve on the Executive Board for the next year.

For the past two years, Mrs. Yost has served as Chair of an advisory committee established to advise the Council of State Governments on the performance of CSG's Center for Management and

Administration. The role of this advisory committee has continually expanded to become a vehicle for exploration of common areas of interest and action across organizational lines. Potentially, this committee may become a mechanism to fundamentally affect the functioning of administration on a national level. In addition, she serves on CSG's Private Sector Liaison Subcommittee and is Chair of a subcommittee which reviews levels of activities by private sector organizations and makes recommendations to the Executive Committee of the Council on categories of membership.

Last December, Chief Deputy Yost played a central role in developing the curriculum for a training program for newly-elected statewide officials conducted by CSG and taught one segment of the training program during its initial presentation.

The membership of NASDAGS is comprised of the General Services Director or Director of Administration from each of the 50 states. The purpose of the Association is to provide a continuing mechanism through which agencies providing general services can exchange information of common interest thereby increasing the effectiveness and efficiency of individual state efforts. GS

IN MEMORIAM

Sergeant Leonard E. "Len" Delaney of the California State Police (CSP) passed away on August 16, 1989. Len suffered a heart attack while visiting his mother on Peak's Island near Portland, Maine.

Len served with the State Police for 17 years. He was promoted to sergeant in 1976, and spent his career in the San Francisco/Oakland area. Most recently, he had been the Detective Sergeant for the Bay Area.

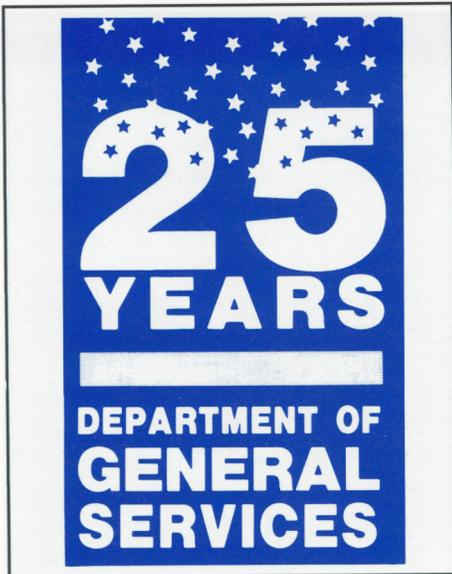
Len was well known throughout the State, both in and out of state service. He was a past president of the California State Police Association, C.A.U.S.E., and the Peace Officers Research Association of California. He was an appointed member of the multi-agency commission to study the feasibility of a State Department of Public Safety. Prior to joining the State Police, Delaney completed a 20-year career with the U.S. Navy.

The memorial service, held August 21, 1989, was attended by a large contingent of State Police and other law enforcement co-workers.

Lt. Governor McCarthy and CSP Chief Duane Lowe were the first of several to speak at the memorial service. They characterized Len as a man who took on every project or cause with every ounce of energy he had. "He wasn't a spark; he was a bolt of lightning," commented Lt. Governor McCarthy.

Len is survived by his mother, Mary; his wife, Cecile; six children; and six grandchildren.

Len will be missed but always remembered by those that knew him. GS



Todd Wilson

Todd Wilson, Senior Planner with the Office of Project Development and Management (OPDM), completed 25 years of State service this July. Todd has been with OPDM since its inception playing a major role in the development of the State's facilities planning process. He began work with the State in 1964 as a land agent for the Reclamation Board. In 1971, Todd went to work as a leasing officer for the division that became the Office of Real Estate and Design Services (OREDS). He was responsible for leasing buildings in the Sacramento, San Francisco and Monterey Bay areas.

In 1974, Todd transferred to the newly formed Long Range Facilities Planning Office which later became the Office of Project Development and Management (OPDM). Todd is a graduate of U.C. Davis with a degree in Political Science and Economics.

He has a fascination with basketball and is a diehard Kings fan (he missed only seven of their last 42 home games). Todd also enjoys hunting and fishing and is active in a bible study group.

Todd admits to being a very fortunate man. He and his wife of 22 years, Gwen, have 2 beautiful daughters, Michelle and Tiffany who followed in their father's footsteps and are students at U.C. Davis.

Abram Miller, Jr.

September was a memorable month for Abram Miller, Jr., Associate Printing Plant Superintendent with the Office of State Printing, in that he completed 25 years of State service. Abram is currently on a special assignment in the Bindery.

Abram is a firm believer that attitude

SERVICE AWARDS

MAY

Allen Wildermuth
Office of Management Technology
and planning

JULY

James Anderson
Office of Buildings and Grounds
Todd Wilson
Office of Project Development
and Management

SEPTEMBER

Abram Miller, Jr.
Office of State Printing
Wanda G. Kovazovick
Office of Real Estate and
Design Services

OCTOBER

Jerry Lee Webster
Office of Telecommunications
Nancy M. Nakahara
Office of State Printing
Gale B. Francois
Office of State Printing
Robert Carol Thacker, Jr.
Office of the State Architect
Barbara Ann Price
Office of the State Architect
Calvin M. Miller
Office of Buildings and Grounds
Francisco Valerio, Jr.
Office of State Printing

has a great deal to do with getting a job done. His motto is, "Never say it can't be done!" A dedicated employee, Abram received the Sustained Superior Accomplishment Award in 1985, and Employee of the Month in June 1987. He is Tournament Director the the Office of State Printing Golf Club, coach of a Coed softball team, and member of a mixed league bowling team.

He and his wife enjoy traveling and have planned a trip to Jamaica this November. He plans to retire around the year 2005 and will devote much of his time to playing golf and traveling.

Allen Wildermuth

Allen Wildermuth, Data Processing Manager II with the Office of Management Technology and Planning (OMTP) celebrated 25 years of State service in May. Allen started with the State in 1964 with the Department of Transportation in Engineering Design. He moved to DGS in 1973 as a State EDP Education Program Instructor. Since 1986, he has

been a contract manager for the California Computer Store.

Allen received a Doctorate of Jurisprudence at the McGeorge School of Law. He and his wife Kathy (who also works for DGS) have three children, one is a U.C. Davis graduate, and the other two are attending Cal Poly - San Luis Obispo and Consumnes River College.

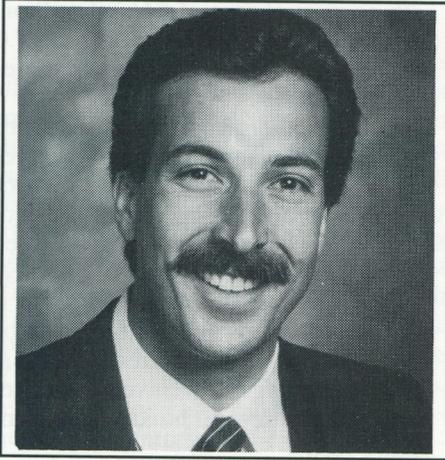
Nancy Nakahara

During October, Nancy Nakahara, Office of State Printing (OSP), celebrated 25 years of State service. Nancy has worked at the Office of State Printing in the Computer Operations Unit for ten years, supervising the day shift for the past six years.

An excellent employee, Nancy has been nominated twice for the Sustained Superior Accomplishment Award. Prior to working at the OSP, Nancy worked for 15 years at the Department of Agriculture as an OA II. Outside of work, Nancy enjoys golfing, gardening and oil painting.

RETIREMENTS		
<i>NAME</i>	<i>OFFICE</i>	<i>STATE SERVICE</i>
Opal L. Perry	Office of Buildings & Grounds 11 years, 1 month
Elmer Kornchuck	Office of Local Assistance 34 years, 5 months
Mabel Turner	Office of Buildings & Grounds 27 years, 6 months
Phyllis Day	Office of Telecommunications 30 years, 11 months
Richard C. Ansman	Office of Local Assistance 5 years, 1 month
Albert R. Smith	Office of Local Assistance 6 years
Robert H. Albrecht	Office of State Printing 22 years, 5 months
Belle E. Knight	Office of State Printing 17 years, 5 months
James C. Fletcher	Office of State Printing 25 years, 1 month

Doug Grandy, Chief, Office of Energy Assessments



FAVORITE BOOKS:

Illusions, Richard Back
One Minute Manager, Ken Blanchard

FAVORITE SONG:

"Angie," an instrumental by
Davy Graham

FAVORITE FOOD:

Anything hot and spicy.

FAVORITE QUOTE:

"You can't always get what you want, but if you try sometime, you just might find you get what you need."

Mick Jagger, circa 1968

What I like most about my job is...

...the freedom to be creative; the lack of unnecessary restrictions; the idea that the only limits are those I set for myself. That kind of responsibility and challenge is exciting. Of course, meeting these challenges can only be an enjoyable experience when shared with a hard working, competent, and motivated staff, and personally, I think I have one of the best!

Work History

Doug Grandy never planned to be Chief of the Office of Energy Assessments. In fact, when the job came up, he turned it down. For the past five years, Doug had been working as manager of the engineering section at OEA and had been witness to the daily stress and "surprises" faced by his boss Mike Garland. Mike sometimes described the job as "a wild ride" and Doug had no desire to jump aboard. He did, however, agree to act as Office Chief until someone could be found. In the seven

months that followed, Doug changed his mind: "This job is so unpredictable. Every day is new and I never know what to expect. It's sometimes frightening, but never dull. It's great!"

While studying atmospheric Science at UC Davis, Doug got a job as a student assistant with the Air Resources Board (ARB). In 1975, on the Monday following his graduation from college, Doug became a full-time Jr. Staff Analyst at the ARB. Over the next six years he moved through positions of increasing responsibility, working on technical and regulatory development as well as air pollution permitting and permit assistance for cogeneration projects. While at ARB he got his Professional Engineering license. Doug stayed with the ARB until 1981 when he accepted a position with the newly formed Office of Energy Assessments and became the second person hired into that organization. Until he accepted the job of OEA Office Chief in 1986, Doug worked as Engineering Manager in the position currently classified as an Energy Resource Specialist III.

Doug enjoys his job, but still thinks the best part of the day is when he goes home to his wife Joyce and their young sons Matthew and Benjamin. [GS]

Prestigious Recognition for Energy Programs

The Council on State Governments recently selected the Department of General Services' "Energy Efficient Revenue Bond Program" to be highlighted in the 1990 *Innovations* publication series. This is a national recognition in which we can take great pride. Since 1975, the Council has undertaken such an annual review and selection of innovative programs successfully implemented by individual states. In order to even be considered for the *Innovations* selection process, a state's program must meet a set of criteria designed to ensure that it has dealt with a significant problem in an effective and innovative manner and that it has the potential to be transferred to other states, at least in principle. The *Innovations* report will be issued next year, and the program will be honored during an awards ceremony at

CSG's Annual Meeting in December 1990.

The mission of the Office of Energy Assessments (OEA) is to reduce energy use and energy costs at state facilities. One way OEA is doing this is through the Energy Efficiency Revenue Bond Program. The Bond Program was recently selected for national recognition by the Council of State Governments for having "dealt with a significant problem in an effective and innovative manner."

Energy Efficiency Revenue Bonds are issued by the State Public Works Board and loaned to state agencies to finance cost-effective projects that save energy. Although Revenue Bonds must be repaid, the repayment amount is always less than the savings generated by the project. This incremental savings is split equally between the Agency and

the State General Fund. State agencies can use their share of the savings for infrastructure improvements including additional cost-effective energy improvements.

Since 1986, the Office of Energy Assessments has used revenue bonds to finance 61 energy-saving projects at a cost of more than \$70 million. The expected benefit to the State over the life of these projects is over \$200 million; \$1,705,000 has gone for DGS projects at the Sacramento Printing Plant and Van Nuys, San Diego, Oakland and Sacramento Office Buildings. OEA projects lifetime savings for DGS projects of \$3.5 million. The OEA is continuing to identify opportunities for even greater savings utilizing the successful Energy Efficiency Revenue Bond Program. [GS]

Briefly Speaking

Try a Cheese Pumpkin

Sharp cheese wedges are nice with apple pie, but cheese pumpkins may be more decorative for Halloween.

Shred 5 ounces (1 1/4 cups) cheddar cheese, cover and allow to come to room temperature. Beat until fairly smooth; add 1 tablespoon milk mixing until well blended and shape into small balls. Press in ridges to simulate the pumpkin and attach a whole clove at the top.

Magic to Open Doors?

Houdini, that great magician who was able to open locks and devices ranging from handcuffs and prison cells to straitjackets, had difficulty escaping from a little jail. Normally, he could manipulate any lock so expertly, it would open in about thirty seconds. However, this one was another matter.

He tinkered with that lock for over two hours!

Nothing...

At last, defeated and tired, Houdini leaned against the door.

It opened. It had *not* been locked!

Know anybody seeking an opportunity who could benefit from Houdini's experience?

October is National Apple Month

Ask just about anyone from Maine to Florida, from New York City to Los Angeles, to describe America in five words or less, and they reply, "Baseball, Mom, and apple pie." Deep-dish or lattice-topped, served with a wedge of cheese or a la mode, apple pie is part of this country's heritage, like the Constitution and the Statue of Liberty. And popular? The Menu Census published in *Restaurants and Institutions* rated apple pie as America's number one-selling dessert.

Apple pies can be traced back as far as 14th century England, when meat pies were the most popular varieties, but fruit pies, including apple, were also available. Pie-making skills and apple seeds came over to America with the Pilgrims, who served apple pie primarily as a breakfast food. Even today, in some parts of rural New England, apple pie remains on the breakfast menu.

What do the Following Have in Common?

(Continued from page 4)

canyon land in Orange County for \$32.6 million for Crystal Cove State Park.

Additionally, the Office develops information on surplus property and handles the sale of millions of dollars in property each year. Some notable sales include Squaw Valley, the Old State Fair Grounds in Sacramento, and the Governor's Mansion in Carmichael.

Staff provides relocation assistance to owners and tenants of property being purchased by the State and leases state-owned property to both the public and private sectors.

To allow the State to better manage its property, OREDS is developing a State-wide Property Inventory which will serve as a centralized, comprehensive inventory of all the State's real estate assets. It will serve as a springboard for a proactive assets management program. An example of assets management is the project OREDS staff is developing in Los Angeles where a tri-party agreement between the State and the City and County of Los Angeles allows for a 66-year lease to a private developer for the construction and operation of a high rise office building and commercial structure. The State will derive an annual revenue of \$460,000 from its share of the basic \$1 million ground rent; and after the office and commercial structures are constructed and leased out, the State will share in participation revenues. At the end of the 66-year lease term, the property rights, including all improvements, are retained by the original owners.

STATE'S LEASING AGENT AND SPACE DESIGNER

OREDS staff performs interior planning, leasing, and altering of office, storage, and other types of space to meet the facilities needs of state agencies.

This responsibility includes the assignment of space in state-owned buildings and the leasing of space for all but a few state agencies. About 2,000 leases are currently being managed involving nearly 16 million square feet of space with an annual rent of \$162.7 million. Staff is also responsible for over 7.6 million square feet of space in state-owned buildings.

Space planners analyze state clients' space needs, determine space requirements, estimate costs, design interior layouts and furnishings, perform inspections, and serve as coordinator between the state tenant and the building owner/lessor on all interior space matters. It is not unusual for OREDS' planners to be assigned to as many as 40-60 projects at a time, ranging from several hundred square feet to several hundred thousand square feet.

Real estate officers serve as leasing agents for state agencies. They search for suitable sites, evaluate lease proposals, negotiate with the building owners/agents on the lease terms and conditions, and prepare and execute final lease agreements.

During the past few years staff traveled to Tokyo, London, and Mexico City, to arrange for leased facilities for the Governor's new World Trade and Investment Offices. Californians working in these offices have already generated hundreds of thousands of dollars in additional trade for California's industries and businesses.

KEEPING UP WITH THE TIMES

OREDS keeps an eye on the trends in the marketplace, and works with the Office of Planning Development and Management in developing overall strategies and plans for meeting the State's facilities needs in the most effective and efficient manner possible. The activities of this one office directly affect the work environment of each and every state employee. We are fortunate to have the services of this very capable and professional organization.



What do the People of OPDM do?

(Continued from page 5)

OPDM as the State's Facility and Environmental Planner

Working on a variety of projects throughout the State for the Department of General Services and other client agencies, OPDM's planners forecast space and employee needs, conduct all necessary technical studies required by the California Environmental Quality Act, make cost comparisons of various financing methods, and provide in-depth financial analysis of proposed projects. Policy issues considered include the Capitol Area, child care, transportation, economic computer modeling, and project implementation. The Office administers the Capitol Area Plan and staffs the Capitol Area Plan Committee which advises the Director of the Department of General Services on development issues.

Environmental planning services are provided to other state agencies including:

1. Assistance to the California Tahoe Conservancy which acquires environmentally sensitive lands in the Tahoe Basin;
2. Preparation of an Environmental Impact Report for a 35-mile transmission line in the Mojave Desert, coordination of an environmental monitoring team for another new power line, and preparation of reports for new cellular telephone system licenses for the Public Utilities Commission;
3. Preparation of environmental reports for the California Railroad Museum's plans to extend the Old Sacramento steam excursion train operation to the communities of Freeport and Hood; and
4. Environmental consultation services for the Department of Health Services on the Berkeley Laboratory Expansion Project and for the California Highway Patrol for a new Sacramento Headquarters building.

Perhaps the most interesting of OPDM's environmental projects was the Super Conductor Supercollider. Even though the State of Texas won the national competition for the site of the world's largest particle accelerator, the University of California and the Department of General Services prepared all



Margie Shephard (far right) sits in on the Management Team Meeting during her day spent shadowing Chief Deputy Director Elizabeth Yost.



Pictured above with Chief Deputy Director Elizabeth Yost is Margie Shephard, a student intern who worked in the Department's EEO office this summer. Margie volunteered one full day to "shadow" the Chief Deputy to observe what happens in a typical work day in DGS. When the day finally ended, Margie was impressed (and tired!). And the Chief Deputy indicated that it had been a fairly light day!!

the necessary documentation for the two proposed sites for the State of California.

Future Planning

Using state-of-the-art computer technology, sophisticated financial analyses,

complex construction management, and skilled environmental planning techniques, OPDM will continue to meet the challenging needs of the State of California. Keeping up with all of the changes in state government is a tough job, but OPDM can do it.

Creative Alternatives — Are you doing your part?

by Marianne Arenas, Office of Fleet Administration



Am I Really Nxxdxd?*

Xvxn though my typxwritxr is an old modxl, it works wxll xxcxpt for onx of thx kxys. I'vx wishxd many timxs that it workxd prfxctly. Trux, thxrx arx 42 kxys that function, but onx kxy not working makxs thx diffxrxncx.

Somxtimxs, it sxxms to mx that our organization is somxwhat likx my typxwritxr — not all thx pxopl arx working propxrlly. You might say, "Wxll, I'm only onx pxrson. It won't makx much diffxrxncx." But you sxx, an organization to bx xffixxnt, nxxds thx activx participation of xvxy pxrson. Thx nxxt timx you think your xfforts arxn't nxxdxd, rxmxmbxr my typxwritxr, and say to yoursxlf, "I am a kxy pxrson and thxy nxxd mx vxry much."

*An article gleaned from Ann Lander's column which illustrates how important each one of us is.

LOUIS ROSS, with the Office of Buildings and Grounds, rides in to work over the Mexican border to San Diego every day and commutes 60 miles one way. He drives his car to the rail station and takes the trolley two or three times per week. The rail ride is much more pleasant all around and only takes one hour, compared to two hours by car.

JIM PERTIL, State Police Officer, finds riding Sacramento light rail the way to go. He drops his car off at the Watt Avenue Station and rides to work in a stress-free environment with no parking hassles. Jim made the switch to light rail about one and a half months ago, and saves about \$50 a month on parking costs.

ROGER BROWN with the Office of Project Development and Management prefers to let someone else do the driving by taking the bus. In fact, he has taken the bus to work since 1972. He now takes the bus and light rail to get to work and saves almost \$250 per year.

JIM DEMAREST of the Office of Procurement started his owner/operated van in 1979. He comes to Sacramento from the Galt/Herald area, about 40 miles away. He likes knowing that he has taken 15 cars off the road by operating the vanpool. In addition, there is a camaraderie among the van riders that makes commuting extremely pleasant. Three persons have been riding in his van since 1980. Jim figures he saves almost \$900 per year on gasoline costs, and \$600 per year on parking costs. Besides having extra money for more pleasurable activities, Jim also benefits by paying off his van without taxing his budget.

The Office of Energy Assessments is doing its part: ten of the twelve permanent employees take an alternative mode of transportation to work. Four employees bike in, three take the bus or train, one walks, and two carpool to work. **LINDA JIMENEZ** carpools to the parking lot under the freeway and works a 4-10-40-hour work week. She likes a three-day weekend, plus she avoids the rush hour commute and one day of transportation costs. **SUE BURG**, also of the Office of Energy Assessments, started taking light rail to work three months ago. It is very convenient for her as light rail goes right by the office.

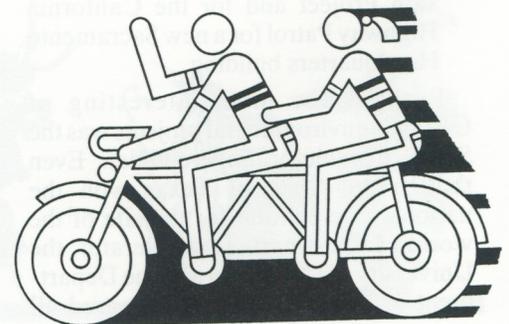
SCOTT SIMMONS with the Office of Fleet Administration has been riding in a vanpool for four months from Fairfield to San Francisco, a 50-mile commute. Scott says driving his own car would be very expensive and pooling keeps his sanity. Vanpooling also reduces Scott's commute time by at least 20 minutes a day, as poolers use the HOV lanes to cross the Bay Bridge.

BARBARA CARICO of the Office of Project Development and Management rides to work on ParaTransit with door-to-door service. The cost is \$80 per month or \$2 per trip. If it were not for this service, Barbara would have a difficult time traveling to work. To qualify for rides on ParaTransit, a rider must have a physical disability or be 75 years of age or older.

WALT PAULKMAN with the Office of Telecommunications commutes from Placerville to Sacramento, a 50-mile trip. He has the added advantage of a reduced monthly vanpool cost as he drives one way. It is an easy way to go to work and the vanpoolers are a great group of people. Walt saves wear and tear on his car with a cost savings of \$1500 per year in gas, time and parking.

JEFF MARTINEZ of the Office of Project Development and Management telecommutes three days per week from Nevada City. He schedules all meetings and research for environmental reports on Mondays and Tuesdays in Sacramento. He also has a computer, printer and modem which keep him connected to his office where he can communicate with his supervisor throughout the day. He saves about \$2100 per year on transportation costs.

Thanks for doing your part DGS Employees and for keeping California Moving!!!!



FEEDBACK

Patricia Hitchcock, Gold Country Fair, wrote to Mr. Chuck Gilbert, OP:

"I would like to thank you for expediting shipment of our backordered F-26 entry forms. Once again thank you for your prompt attention to our request. We appreciate the efforts of yourself and your staff. Also, thanks to Gus Angelides in Customer Service."

Bill Honig, Superintendent of Public Instruction, Department of Education, wrote to Paul Hynarowski, OSA:

"As you know, the recent explosion of the PCB bearing electrical switch at the State Department of Education created an extremely sensitive and difficult situation. I have been told of the care you took to ensure that the safety of the members of my staff was your primary concern. I am well aware also that in helping us to resolve the matter quickly it required an exceptional commitment of your time. Please accept my thanks and those of the people at the Department of Education for a difficult job done extremely well."

Editor's Note: Shirley Chilton, Secretary, State and Consumer Services Agency, also wrote to Mr. Hynarowski commending him for his excellent work and praising him for the letter he had received from Mr. Bill Honig.

Bill Cornelison, Coalition for Adequate School Housing, wrote to Pat Campbell, OSA:

"Thank you for the generous amount of time and effort you devoted to CASH'S 10th Annual Conference. The quality of this year's conference is directly related to the quality of the workshop's which were "uniformly outstanding." Thank you for your continued participation and support."

The Planning and Construction Division, Department of Corrections, wrote to Larry D. Guthrie, OSA:

"As you are aware, we mutually revised the monthly status report and meeting format to provide a better project management tool for both organizations. The actual report format appears to be stabilizing and the meeting format appears to be successful. Although the need and pressure in both organizations to continue to improve performance and the quality of information to be delivered remains, the changes to date have been positive steps. This and other efforts to provide better management tools and being responsive to them is perceived by us to ultimately result in better projects at lower cost to the State."

Marc R. Forgy, Los Angeles, Office of Education, wrote to Ed Chandler, OSA:

"As was expected, we had another very successful CASH Conference. On behalf of the organization and the conference attendees, I would like to thank you for your time, effort and expertise."

Editor's Note: Mr. Forgy also wrote to express his appreciation to Marv Shulman, OSA who also participated in the conference.

Robert W. Johnson, Advancement of Construction Technology, wrote to Donald G. Clark, OSA:

"As Secretary it is my pleasure to formally advise you of your election to the Office of West Region Director. I look forward to your contributions to the direction, welfare and growth of CSI through your active participation on the board."

Earle C. Ipsen wrote to James Murray, OSA:

"The purpose of this letter is to thank you for the tremendous job you and your plan checkers did for us during February. LUKE CHANG, TOM HULL, JOHN CHIU and yourself went beyond the call of duty to help us complete the backchecks. Everyone at your office understood the situation and was very accommodating and helpful. The level of professionalism exhibited by you and your staff was greatly appreciated."

Robert J. McCarthy, Chula Vista City School District, wrote to John P. McCourt, OSA:

"This is just a brief note to let you know how pleased our district is with the professional services of Mr. Shatquat Ulla. In working with him, our staff has found him to be meticulous in his operations and as a result we have received quality inspections that have been used for a basis for planning for now as well as the future."

Leo Esposito, Neighbors of the Project, wrote to Norm Smith, OSA:

"This letter is to commend California State employees who worked so diligently on the restoration of the Neary-Rodriguez adobe project on the School Street in Santa Cruz, California. I wish to commend every person on this project. Some we learned to call by name: HENRY WILSON and BOBBY JOHNSON. These men and all of their crew worked in tight circumstances on a dead end street. No matter how many times a big rig had to back up so we could leave our street to go to work or whatever, we never experienced an angry word or glance. President Bush said 'I will try to bring a kinder and gentler country' — but designated each of us to do our part. Completing the old adobe restoration is a beginning."

Andres Ortiz, Department of Youth Authority, wrote to Larry Guthrie, OSA:

This letter of appreciation is presented to JOHN SHELTON and FRANK CHAN in recognition of their remarkable performance in the structural evaluation and design of the proposed security tower at Preston School of Industry. I appreciate the opportunity to work with them in an experience which has been both pleasant and rewarding."

Les McCargo, Department of Parks and Recreation, wrote to Michael Bocchicchio, OSA:

"Thank you for your help in getting the PG&E lighting project expedited. Without your help and that of your staff, it probably would have been several months before we could have gotten a contract under way. Again, thanks."

Kenneth P. Simpkins, Loma Prieta Joint Union School District, wrote to Jim Murray, OSA:

"Just a note to thank you for your above and

beyond efforts on behalf of our school district crisis resolution. We appreciate the professional dedication and concern from you and hope that our future needs can be dealt with in a more normal fashion."

The American Construction Inspectors Association wrote to Pat Campbell, OSA:

"I would like to take this opportunity to thank you and your office for your participation in the Hospital Inspector's Workshop. District Structural Engineer, DENNIS BELLET's presentation and representation of your department was excellent and well received. Once again we thank you and ask for your ongoing support and participation in our ongoing program."

J. Everett Hoerner, Octagon Associates, wrote to Michael Bocchicchio, OSA:

"It is my pleasure to thank you for Mr. Jeff Enzler's lecture to my construction and inspection class of the College of the Sequoias. Mr. Enzler made a very commendable presentation which the class appreciated very much. Several class members, now inspecting school projects, told me they learned quite a few things regarding the objectives and requirements of OSA that they were not aware of previously."

Roger Richter, California Association of Hospitals and Health Systems, wrote to Marv Schulman, OSA:

"I want to thank you on behalf of the Rural Hospital Center for your thoughtful and informative comments as a panel participant at the Fourth Annual Rural Hospital symposium session on 'Establishing a Partnership with State Regulatory Agencies.' From the evaluation forms it was obvious the attendees considered the session very worthwhile."

Gaylaid Christopher, of Walt, Long, Christopher Architects, Inc. wrote to John McCourt, OSA:

"I would like to thank you and your staff for your efforts in the expeditious plan checking of A.B. Miller High School. I'm sure those who will be most thankful are the some 3,000 students and staff who'll be able to attend the A.B. Miller School rather than being housed in overcrowded facilities."

Marie E. Bryan, Woodland Public Library, wrote to Jud Boies, OSA:

"I am writing on behalf on the Woodland Public Library to thank you for allowing ED CHANDLER to meet with us concerning handicapped access to our newly remodeled building. We appreciate the time Mr. Chandler took to survey the building and to make recommendations. We also appreciate your cooperation."

L. Thomas Tobin, Seismic Safety Commission, wrote to Robert Thacker, OSA:

"On behalf of the Commission I would like to thank you for raising issues regarding acceptable level of risk and SEAOC provisions. Your suggestion of a new initiative makes a lot of sense to me."

(Continued)

FEEDBACK

(Continued)

Larry L. Luxton, Ontario-Montclair School District, wrote to Elaine Miller, OSA:

"Let me take this opportunity to extend my sincerest thank you for the extra effort you have expended and working into your lunch hour to improve my Emergency Portable classrooms. I want you to know that I appreciate it when I get that extra service and attention that makes my job a little easier, without a doubt I will be seeing all of you soon."

• • •

Hamilton Y. Chin, County of Santa Cruz, wrote to Jud Boies, OSA:

"On behalf of the County of Santa Cruz, I would like to express my deep appreciation for your recent seminar on access compliance. All thirty of us in attendance are greatly benefited in knowledge which you have imparted."

• • •

W.J. Anthony, Director, wrote to Anthony Pescetti, OSA:

"This letter is to commend you for your outstanding performance in conjunction with the unprecedented emergency the Department of General Services experienced with the fire and subsequent events at the NCA building in Los Angeles. I have received many positive comments from members of the agencies represented in the building about how well you communicated with them. Obviously, you spent much of your own time and effort to ameliorate the situation in which they found themselves. In dealing with this emergency situation, you obviously thought through the consequences of all the actions needed by this Department."

• • •

Kyda Sylvester, Rutherford and Smith Construction Inc., wrote to Julian Smith, OSA:

"I want to thank you for intervening on my behalf of the Contracts Administration. The escrow agreement was here on Monday just as you promised. It's nice to know where to find a man of action."

• • •

Rolondo L. Gonzelez, Edwin S. Darden Associates, Incorporated, wrote to Henry C. Reyes, OSA:

"On behalf of the Exeter Public School District and Edwin S. Darden Associates, Inc. we would like to express our appreciation for your time and assistance. Your assistance has made the timely arrival of Exeter's new relocatable buildings prior to the start of the school year a real possibility."

• • •

J.J. Ekelund, California Maritime Academy, wrote to JAMES MORGAN, Chief, OAS:

"The academy is well pleased with all the personnel services which has been provided by your staff over several years. In particular, JINNY MUNRO and PETE WILLIAMS have provided consistently outstanding advice and support."

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Sally Swanson, Swanson Associates, wrote to GOVERNOR GEORGE DEUKMEJIAN, ASSEMBLYMAN BRUCE BRONZAN, and W. J. ANTHONY, DIRECTOR, DGS:

"I would like to commend Glen Hezmalhalch of the Office of State Architect for his excellence in administering the contract for the correction of code deficiencies at the Veterans Home in Yountville. He has excellent knowledge of State Code and Procedures and has the ability to explain them carefully to both architect and contractor. He has extensive construction experience. The expertise of both the architect and contractor to expedite the construction process. Glen works well with people and I hope these qualifications will be valued by the State."

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P.K. Agarwal, Chief, OMTF, wrote to Rosamond Bolden, Chief, OB&G:

"I want to convey my gratitude to you for permitting Marilee Heldt to attend our asbestos abatement meeting. She is extremely professional and instrumental in calming the fears of many of our employees. Marilee made what could have been a very negative experience, understandable and acceptable."

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Carolyn Walker, Eagle Press, wrote to GLORIA JOACHIN, OP:

"I want to thank you for your help yesterday when I came to see about selling printing to the State. It is increasingly rare in any large organization to find someone who not only has a lot of knowledge and information but is willing to take the time to explain things. I am sure many vendors appreciate your courtesy and expertise."

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Scott Gregersen, Department of Social Services, wrote to ROSAMOND BOLDEN, Chief, OB&G:

"On behalf of the Department of Social Services, I want to express my sincere appreciation for the efforts of TONY BROOM, CHARLES EVANS, and ANTHONY OREB. During the month of April, this Department undertook a major renovation. Due to the concerns regarding asbestos, commencement on this job was delayed several times. When the job was finally started, it was through the efforts of your staff that we were able to complete the task in a reasonable period of time."

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Douglas Grandy, Chief, OEA, wrote to CHER DANIELS, OPDM:

"I want to thank you for the excellent work on the Negative Declaration and the Initial Environmental Study for Agnew Developmental Center, Cogeneration Project. A project of this scope invariably creates tremendous pressures. It is complex both in the technical perspective and in terms of the personalities involved. You showed true mastery in dealing with both aspects."

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Skip Ciampa, CUBE Company, wrote to GAYLORD MOULDS, OP:

"On behalf of our membership, the CUBE Executive Board thanks you and your organization for your presentation at our Spring conference. Gordon Flower's presentation was well-received by the attendees. The topic was well covered. We extend our thanks to you and your organization for your valuable contribution."

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Douglas Grandy, Chief, OEA, wrote to MEL SAVERY, OSP:

"Last Wednesday I travelled to the California State University Chancellor's Office to present the resolution from the Energy Advisory Committee to Mr. Choudhuri, former Chief of the Energy and Utilities Program. It was an auspicious occasion which was not diminished by the beauty of the art work which you provided. I could not have imagined a better service."

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Sofia Miranda, California Energy Commission, wrote to MARIANNE ARENAS, OFA:

"I only yesterday picked up my copy of the memo notifying me of the change of your position, and I want to sincerely thank you for your kind assistance and cooperation in our two-year association. I was a fairly new hire when I took over the job as Parking Coordinator. You and especially your staff were very kind and understanding of my lack of knowledge and training in this area. It is only because of their always being available to answer and do research to answer my endless questions that I consider myself fairly knowledgeable."

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Douglas A. Merritt, Pitney Boses, wrote to JOHN BABICH, Deputy Director, OP:

"I would like to take this opportunity to express my appreciation to you for your Department's cooperation with Pitney Bowes, and working out a resolution for the EDD inserting system. I would also like to take this moment to commend your specifications and quality control group. I feel that LEE COOPER did an excellent job to orchestrate a final outcome which was mutually acceptable to both the vendor and the agency. I would also like to express my personal thanks to TOM McCAULEY. He was always focused on the primary objectives, and never seemed to get side tracked. I want to thank you for your willingness and your Department's willingness to go the extra mile."

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James Hargrove, OPDM, wrote to EINER CHRISTENSEN, OAS:

"Too often offices accept unusually high performance by state employees as the norm. It is exactly that type of performance that MS. JOYCE GIBSON has provided to the office over the past several years. Ms. Gibson has spent many untold hours working on personnel issues for this office. In addition to that major accomplishment, Ms. Gibson continually provides effective and responsive assistance to the office in all personnel matters. Her professional manner is accompanied with a cheerful smile and the willingness to make that extra effort to help one of her client offices."

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James K. Ho, Deputy Mayor, City of San Francisco, wrote to ERIC BROOKS, OSMB:

"When we first asked you to participate as a speaker in our *"Selling to the Government Seminar,"* we expected a small informal crowd of about 50 people. We had a record crowd of 165. Thank you for taking the time to work with us to create and produce the most successful MOBED Seminar in our history. I hope we will have the opportunity to work, again, with such professionals."

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(Continued)

FEEDBACK

(Continued)

Dale Garrett, Office of Procurement, wrote to DON MALE, OSP:

"Please express our appreciation to Fred Relyea and to Rick Burke of your Planning Section, and Dick Lorge, Manager Production Control, for their efforts in delivering the Materials Services Catalog as rescheduled on a short and demanding schedule. Their cooperation with Linda Garcia and Mary Keating, to develop their recycled notation for this project and meeting extremely tight time frame was greatly appreciated.

Karen Murphy, CSEA, wrote to W.J. ANTHONY, Director:

"This is to let you know how much we appreciate the hard work and the efficiency of Robert "Ras" Snider and his crew in the Office of Buildings & Grounds. They did a great job setting up the sound equipment for the CSEA rally in April. The rally was a success and we wish to share the credit with the team who helped make it so."

Eric Seastrand, Assemblyman, Twenty-ninth District, wrote to STAN STANDARD, OSMB:

"I just wanted to express my appreciation to you for taking the time from your busy schedule to speak at my small business conference. I heard nothing but favorable comments from workshop participants. Thanks for all of your help."

Larry L. Luxton, Ontario-Montclair School District, wrote to SENATOR LEROY GREENE:

"On behalf of everyone here at the school district, I want to thank you for voting unanimously to approve our application for 29 emergency, portable classrooms. With a lot of help from both the Sacramento and Cucamonga offices of the Office of Local Assistance, Janine Schultz, Caroline Burns, Pat Prado and Randy Porter and their staffs, the housing crises in our district has become a little more manageable."

Michael Lyons, CAUSE, California Union of Safety Employees, wrote to TERRELL LINDSEY, OAS:

"As I have explained to both Chief Duane Lowe and Captain Glasser, we have nothing other than appreciation and respect for the manner in which the recent discussions regarding the soon to be implemented CSP Administrative Policy Manual were conducted. I was particularly impressed with your role in that process. I believe that the objectivity, fairness, at times assertiveness and effective humor was predominately responsible for the favorable outcome of the discussions."

Allen E. Sommer, Department of Industrial Relations, wrote to FRED LUZZI, OB&G:

"As the Presiding Workers' Compensation Judge in Oakland, I wish to take this opportunity to bring to your attention Curtis Guinn, Office of Buildings and Grounds. Mr. Guinn's aid and cooperation during our inter-office move focuses the excellent services long provided by Curtis and his fine crew, including BRUCE HOWELL, ALLEN ENDO, THOMAS GEORGE, and LEON JOHNSON."

C.A. Humphries, Department of Motor Vehicles, wrote to JOHN OLIVER, OB&G:

"I would like to extend our thanks to you and your staff for the professional and quick service we received when we recently had our lobby and restroom walls painted. The project was completed in two days, without any disruption of service. Painter Brenda Brown arrived in our office one evening to prepare for the painting and they completed the following evening. We have always found Ms. Brown to be professional, friendly, and accommodating."

Tom Shanyfelt, California Rehabilitation Center, wrote to STIM SUZUKI, OSMB:

"This memo is to express our appreciation to LINDA PAGE for working with our Business Services staff in processing of the CSCR advertisements necessary to complete the Asbestos Abatement Project. Linda's helpfulness and expedient manner in which she handled our late advertising request allowed us the additional contracting time necessary to take advantage of \$25 million in project monies."

The Management Committee, Office of the Attorney General, wrote to NORTON CHAPMAN, OREDS:

"The Management Committee of the San Diego's Attorney General's Office wishes to convey its thanks to you for the efforts you put forth on the staff's behalf. We particularly wish to thank you for the paging system recently installed at our office. It works beautifully, and is most helpful."

Michael Carter, State Teachers' Retirement System, wrote to W.J. ANTHONY, Director:

"I want to bring to your attention the excellent services provided by JOEL WILLIS of the Office of Fleet Administration. Mr. Willis unraveled a rather confusing situation. I was further impressed by the fact that Mr. Willis resolved the matter his first week on the job."

Donald S. Mitchell, OAH, wrote to ROSAMOND BOLDEN, OB&G:

"I have been informed by OAH Administrative Law Judge staff that the Office of Buildings & Grounds staff in San Diego has been most cooperative in accommodating our LAJs. I would like to thank you and your staff for the courtesy and friendliness which has been extended to the Administrative Law Judge staff of OAH."

Richard G. Lewis, Unicomp Systems, wrote to STIM SUZUKI, OSMB:

"My firm has recently begun doing business with the State of California. In the course of preparing the various applications, we recently received assistance from Mr. Eric Brooks. Our experience with Mr. Brooks has certainly been positive. He has proven to be exceptionally knowledgeable, professional, and helpful."

Ed Keeton, Department of Motor Vehicles, wrote to KATHLEEN YATES, OLS:

"Thank you for your successful representation of the DMV in the recent Board of Control protest hearing. I sincerely appreciate your help and again am surprised at how quickly and professionally you and other members of your staff are able to grasp the critical aspects of all the different projects that come your way."

Russell Bohart, Health and Welfare Agency, wrote to W.J. ANTHONY, Director, DGS:

"I would like to convey my appreciation to TOM LEE (OP) for his contribution during the bidding process. His valuable advice helped us alleviate a potential vendor protest. Please extend our appreciation to Tom for his outstanding efforts. Not only for the PBX bid, but for the many other projects he has advised us on."

Audrey L. O'Neil, wrote to ART KEVORKIAN, OLA:

"Our office would like to express our sincere appreciation for providing districts and counties opportunities to meet and talk directly with the emergency classroom facility field representatives. Our recent meeting with Janine Schultz was most helpful and productive."

Ron Davis, ADJUSTCO, wrote to RICHARD BECK, OIRM:

"This is just a short note to let you know that I personally appreciate the professional manner in which HELEN ROGERS handles claims. After 21 years in the insurance claim business, I have had occasion to deal with a wide spectrum of claim handlers. It is my opinion that Ms. Rogers stands out as having exceptional ability."

Staff of the Department of Transportation, wrote to GAIL SAUWATARI, OIRM:

"We appreciate your professional attitude, your thoroughness and your friendliness. You have made our job easier. We thank you for that and wish for you to know that you will be missed. We hope that everything will be well with you and your baby, enjoy!"

Don Green, San Diego Chamber of Commerce, wrote to STIM SUZUKI, OSMB:

"Thank you so much for participating in the April Seminar for small business entitled, *"Doing Business with the State and Local Government."* We have been receiving calls from many of the attendees and we were not surprised by their comments. No doubt, there is a continued need for this kind of education. We are pleased that you are able to support our endeavors."

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DGS Training Course Schedule

October 1989 — March 1990

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

- Section 2: Dec. 4 & 5
- Section 3: Feb. 7 & 8 (San Francisco)
- Section 4: Mar. 22 & 23

Business Writing (MWF 1:00 p.m. - 5: p.m.) (TTH 8:00 a.m. - 12 noon)

- Section 1: Oct. 2-3-4-5 & 6
- Section 2: Oct. 30-31, Nov. 1-2 & 4

Career Goals: A Skills Analysis (8:00 a.m. - 12 noon)

- Section 3: Oct. 19
- Section 4: Dec. 19
- Section 5: Nov. 17
- Section 6: Jan. 9
- Section 7: Feb. 6
- Section 8: Mar. 13

Civil Service Examination Workshop

(8:00 a.m.-12:00 noon each day)

- Section 1: Oct. 23-24-25-26 & 27
- Section 2: Mar. 12-13-14-15 & 16
- Section 3: Mar. 26-27-28-29 & 39 (San Francisco)

Completed Staff Work (8:00 a.m. - 5:00 p.m. each day)

- Section 1: Nov. 9

Developing Your Leadership Skills (Days 1 & 2, 8:00 a.m.-4: p.m.)

(Day 3, 8:00 a.m. - 4:00 p.m.)

- Section 2: Jan. 24-25 & 26

Dynamics of Change (8:00 a.m. - 4:00 p.m. each day)

*To be announced — see below**

Investment in Excellence (8:00 a.m. - 5:00 p.m. each day)

- Section 11: Oct. 4-5-6 & Nov. 7 (San Francisco)
- Section 12: Oct. 23-24-25 & Nov. 27
- Section 13: Oct. 25-26-27 & Nov. 29 (Los Angeles)
- Section 14: Nov. 1-2-3 & Dec. 6
- Section 15: Nov. 13-14-15 & Dec. 5 (*Cancelled*)
- Section 16: Nov. 15-16-17 & Dec. 13 (Fresno)
- Section 17: Nov. 20-21-22 & Dec. 18 (*Cancelled*)
- Section 18: Dec. 6-7-8 & Jan. 9 (Stockton)
- Section 19: Dec. 12-13-14 & Jan. 17 (San Bernardino)
- Section 20: Dec. 19-20-21 & Jan. 22
- Section 21: Dec. 27-28-29 & Jan. 23
- Section 22: Jan. 10-11-12 & Feb. 13
- Section 23: Jan. 17-18-19 & Feb. 20
- Section 24: Jan. 24-25-26 & Feb. 8 (Fresno)
- Section 25: Jan. 29-30-31 & Feb. 22
- Section 26: Feb. 14-15-16 & Mar. 19
- Section 27: Feb. 21-22-23 & Mar. 22 (Stockton)
- Section 28: Mar. 5-6-7 & Apr. 3
- Section 29: Mar. 14-15-16 & Apr. 19 (Santa Rosa)

Investment in Excellence - Training for Facilitators

(8:00 a.m. - 5:00 p.m. each day)

- Section 6: Nov. 13-14 & 15

Management Briefings (Day 1, 8:00 a.m. - 4:00 p.m.)

(Day 2, 8:00 a.m. - 12:30 p.m.)

*To be announced — see below**

Managing Communication Thru Assertion

(8:00 a.m.-4:00 p.m. each day)

- Section 1: Oct. 26 & 27
- Section 2: Dec. 7 & 8
- Section 3: Mar. 8 & 9

Managing & Surviving Organization Stress

(8:00 a.m. - 4:00 p.m. each day)

- Section 3: Nov. 7 & 8
- Section 4: Nov. 29 & 30
- Section 5: Feb. 1 & 2
- Section 6: Mar. 20 & 21

New Employees Orientation a.m. Classes (8:00 a.m. - 12 noon)

p.m. Classes (1:00 p.m. 5:00 p.m.)

- Section 4: Oct. 2 (p.m.)
- Section A: Oct 31 (a.m.)
- Section 5: Nov. 16 (a.m.)
- Section B: Nov. 21 (a.m.)
- Section 6: Dec. 18 (a.m.)
- Section C: Jan. 3 (a.m.)
- Section 7: Feb. 21 (a.m.)
- Section 8: Mar. 27 (p.m.) (San Francisco)

Supervisors' Forum (8:00 a.m. - 4:00 p.m. each day)

*To be announced — see below**

Supervisor Development Program (SDP)

(8:00 a.m. - 4:00 p.m. each day)

- Section 4: (Week B): Oct. 11-12-13 & 17-18
- Section 1: (Week B): Feb. 26-27-28 & Mar. 1 & 2
- Section 2: (Week A): Oct. 30-31, Nov. 1-2 & 3 (Los Angeles)
(Week B): Apr. 16-17-18-19 & 20 (Los Angeles)
- Section 3: (Week A): Dec. 11-12-13-14 & 15
(Week B): Jun. 4-5-6-7 & 8
- Section 4: (Week A): Jan. 22-23-24-25 & 26 (San Francisco)

Time Management (8:00 a.m. - 4:00 p.m.)

- Section 2: Mar. 27

Your Telephone Personality (8:00 a.m. - 12 noon)

- Section 1: Oct. 30 (*Cancelled*)
- Section 2: Mar. 28 (12 noon - 4:30 p.m.) (San Francisco)

All classes are in Sacramento unless otherwise noted. If you are interested in classes outside of Sacramento, please send a Training Request (GS 1090) to the Training Office indicating the desired location. Classes will be scheduled as needed.

*If you are interested in a "To be announced" class, please send a Training Request (GS 1090) to the Training Office even though no specific dates are shown. Classes will be scheduled as needed.