

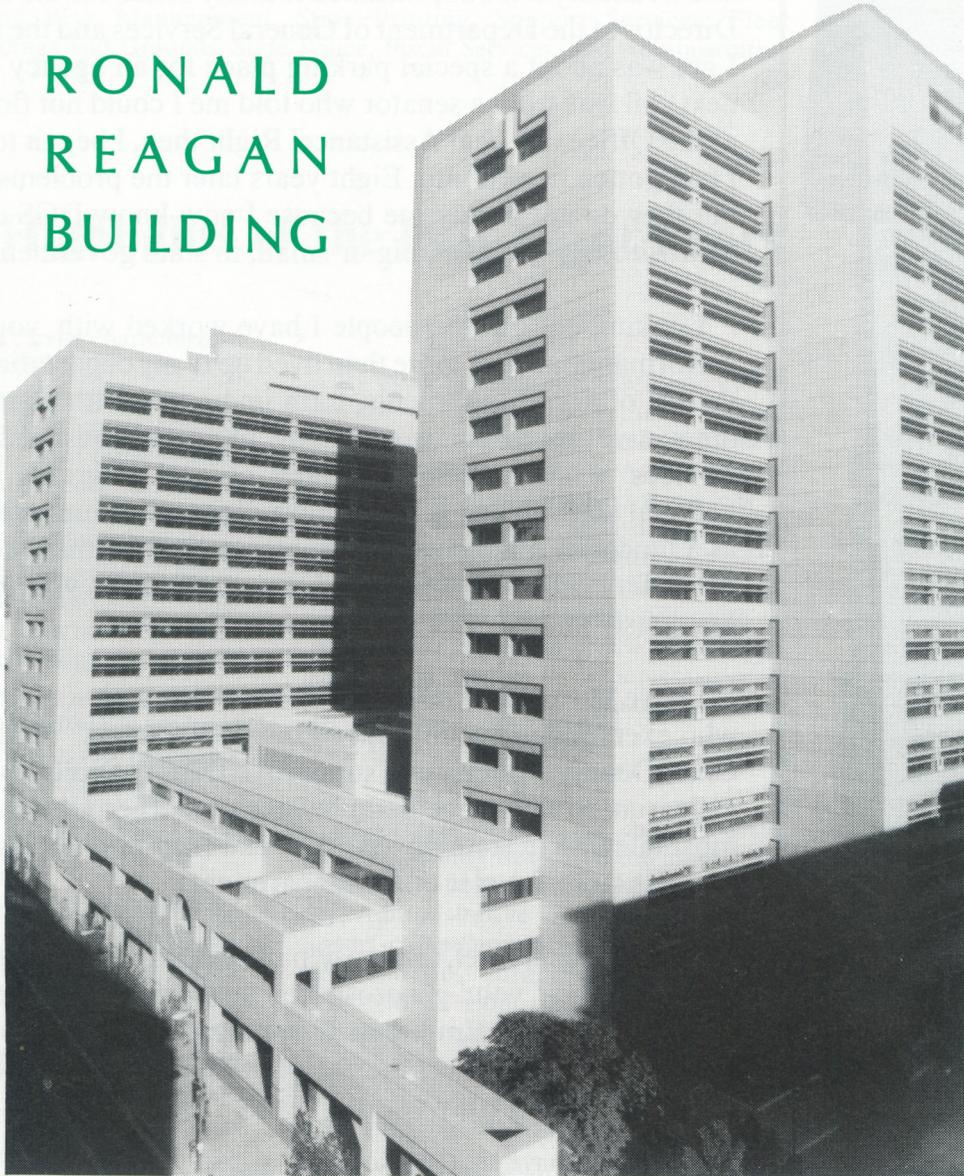


STATE OF CALIFORNIA

OUTLOOK

DECEMBER 1990

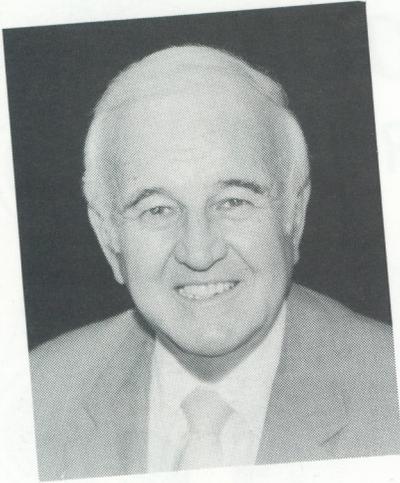
**RONALD
REAGAN
BUILDING**



SEE STORY ON PAGE 5

Happy Holidays

Director's Message



On January 3, 1983, I walked into my office for the first time as the Director of the Department of General Services and the first phone call I got was about a special parking place for an agency secretary! The next call was from a senator who told me I could not fire an employee at the Office of Local Assistance! Right then, I began to wonder what I had gotten myself into. Eight years later the problems keep coming, but they do not bother me because I now know DGS employees can deal with any problem, big or small, in state government.

Looking back at the people I have worked with, your attitude and performance always more than lived up to my expectations. Reviewing the list of accomplishments, I am impressed with your initiative and innovative approach to providing important business management services to state agencies. Many of our programs have received national acclaim and it is not unusual for one of our efforts to be used as a model by other state governments. Even in the face of legislative or media criticism, you have always carried out your responsibilities graciously and professionally.

I have been extremely fortunate to work with a management team who exemplifies the concept of the word "team." With a committed Chief Deputy Director and supportive Deputy Directors, it was always a pleasure to work together. I believe our Office Chiefs are among the most talented in state government and they provide a great source of motivation to the rest of the Department.

On a personal level, this is a department where every year employees set records for your generosity in the Holiday Food Drive and the United California Employee Campaign. You are also there to rally behind your co-workers in time of personal crisis, demonstrating that DGS does in fact truly care.

You are a great group of state employees and I will miss all of you!

STATE OF CALIFORNIA
DGS
 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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DGS and the Transition Office

In true DGS style and with very little lead time, department staff assembled a fully-equipped transition office for Governor-elect Pete Wilson which was open for business on Friday, November 9, 1990.

A variety of DGS offices went "above and beyond" as part of a massive coordinated effort to create a beautiful and functional office in little more than one week. There were numerous complications, major and minor modifications and last-minute changes right up to move-in day. The office, located at 1201 K Street in downtown Sacramento, will be operational until the inauguration when the new Governor will move to the State Capitol. The Governor-elect and his staff were most appreciative of this outstanding effort.

Many thanks to the employees of the following offices: Executive, Real Estate and Design Services, Management Technology and Planning, Legal, Procurement, Telecommunications, Insurance and Risk Management, State Printing, Support Services, Fleet Administration, Buildings and Grounds, State Police, Fiscal Services, and Administrative Services. GS

Program Highlights of the Past Eight Years

The last eight years can be characterized as a time of stability of leadership. W.J. Anthony, the 11th Director of the Department, has held that position longer than any other director in the 27-year history of the Department. It has also been a time of increasing services while maintaining staff levels. One of the reasons for this increase in efficiency is office automation. One of the goals of this executive staff was to make DGS the lead agency in terms of automation and computer technology.

Several new programs were initiated during the 1980s and listed below is a brief summary of some of the program highlights of each office in the Department. This is a list of accomplishments that all DGS employees can be proud of.

• • •

A one year pilot program, managed by the Office of Management Technology and Planning, that issued American Express charge cards to traveling state employees, demonstrates that the State can potentially save \$4.4 million annually. By using this travel card, the State is able to reduce the number and amount of travel advances.

• • •

The Office of Management Technology and Planning, entered into five Master Service Agreements (MSA's) for legal and legislative services that are used by several state agencies. By consolidating the volume of many contracts into one, the State receives a volume discount up to 18%. One MSA alone will save the State \$100,000 a year.

• • •

By using three dispute resolution mechanisms (a case management system, prehearing conferences, and settlement conferences) the Office of Administrative Hearings has literally saved thousands of hours and has significantly decreased the amount of time needed to settle cases. As a result, OAH has been able to handle a much larger caseload than would otherwise be possible. Approximately 80% of the cases using a prehearing or settlement conference have been settled without the need of a hearing.

• • •

As a result of office automation, OAH has significantly decreased the amount of time needed to settle cases. As an example, the Administrative Law Judges, using laptop computers can prepare decisions that can be "turned around" almost overnight as compared to the weeks it sometimes took under the old system.

• • •

In 1989, the Office of Fiscal Services implemented the Payment/Revolving Fund System (PRF) which saves the Department a significant amount of money by preventing duplicate payment to vendors and eliminating duplicate key entries. Phase II, planned for 1991, will fully integrate the office revolving fund process (ORF) with the payment process.

• • •

(Continued on page 4)

Department of General Services Mission and Goals

MISSION

To increase the efficiency and effectiveness of state government by providing high quality business and support services to state and public agencies consistent with state law and regulations and in a manner that results in a high degree of client satisfaction.

GOALS

To provide business and support services consistent with state law and regulations.

To provide high quality services to state and public agencies in a cost effective and efficient manner consistent with the long-term interest of the state.

To increase and maintain client satisfaction with the services that the department provides to other state and public agencies.

To foster an attitude of service and innovation among department staff to be responsive to the changing needs of the department and client agencies.

To implement a departmental planning process to facilitate achievement of the department's mission and goals.

Program Highlights...

(Continued from page 3)

The Contracted Fiscal Services Unit (CFS), Office of Fiscal Services performs fiscal work for other departments, boards, and commissions. Six years ago, the CFS unit had 27 clients with an average budget of \$3.4 million and employed 40 staff members. Today the average budget for CFS's 30 clients totals over \$11 million and the unit now consists of 65 employees. One of its major clients is the Public Works Board.

• • •

The Foster Care Liability Insurance Program was added to the Office of Insurance and Risk Management in October 1986. Foster parents discovered that their homeowners insurance would not cover certain losses involving foster care. This lack of coverage created great concern for the care givers. With this new insurance program, OIRM is able to aggressively investigate and close these claims in a fair and reasonable manner, relieving the care givers' concerns.

• • •

In the early 1980's, the Office of Support Services, Office Machine Repair Services Unit (OMRS), recognized an "in-house" need for microcomputer repair services. By creating its own computer repair program, OSS has saved the State over \$850,000 in fiscal year 1989-90 alone. OSS repair charges are 25% - 50% less than the private sector charges for the same services.

• • •

The Master Service Agreement (MSA) for mail presorting services, managed by the OSS, has saved the State approximately \$10 million since the program began in 1983. The MSA for overnight courier service, developed in 1984 has saved over \$5 million.

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Through contract consolidation, the Office of Fleet Administration initiated discounted airfares statewide. The State saves over \$17 million annually.

• • •

Originally conceived as an alcohol/drug program, the departmental Employee Assistance Program (EAP), has developed into a full-fledged management tool. During its 7-year history over 1300 DGS employees have been referred, over 800 management consultations have been conducted and nearly 30 critical incidents

consultation were held on such traumatic events as murder, suicide, sudden death, and terminal diagnosis. The EAP plays a vital role in maintaining the performance and well being of DGS employees.

• • •

The Office of Program Development and Management, is actively managing the preliminary development of Site 7 — the Secretary of State/State Archives Complex. This project contains over 430,000 gross square feet — 160,000 square feet for the Archives Building and 93,000 for the Secretary of State. The project is expected to be ready for bid in July 1991 with a project value of \$92 million.

• • •

The Office of Administrative Services, Decentralized Testing Program, initiated in 1981 has enabled the department to customize testing to address the unique departmental needs. Over 1100 tests have been performed, reducing overall administrative costs and decreasing exam processing time by 50%. The Testing Unit is responsible for the testing of over 494 classifications.

• • •

By employing a seldom used funding vehicle, the Office of Real Estate and Design Services, was able to finance the Franchise Tax Building by selling Certificates of Participation. This creative financing method saved the State over \$7 million as compared to the cost of conventional financing.

• • •

High on the list of accomplishments of the Office of Records Management is the construction and opening of the new State Record Center in 1989. The new 100,000 square-foot facility, consolidating three existing leased facilities into one centralized location, allows for better utilization of the State's resources and increases DGS's ability to respond to client agency needs. Included in the Record Center is a specially designed Document Destruction Center. During fiscal year 1989-90 the center processed 6.5 million pounds of paper. The destroyed documents were then baled and sold to recycle vendors to help offset the cost of the destruction services.

• • •

Concerned with the health and safety of state employees and possible damage to the environment, the Office of the State Architect, Special Programs Section, is

(Continued on page 8)

State travel credit cards will save \$4.4 million annually.

"In house" microcomputer repair services by OSS saved \$850,000 annually.

Ronald Reagan Building

The largest office building ever undertaken by the State of California



PHOTO BY KEVORK DJANSEZIAN

Governor George Deukmejian was joined by 500 state, local and community dignitaries in honoring former President Ronald Reagan at the October 26, 1990 ceremony to dedicate the new Los Angeles state building named for the 49th president.

Governor Deukmejian and former President and Mrs. Reagan were assisted in the program by Milan Smith Jr., President of the Los Angeles State Building Authority, Jerry Epstein, Vice President of the Authority, James Woo, Secretary of the Authority, Shirley Chilton, Secretary of the State and Consumer Services Agency, W. J. Anthony, Director of the Department of General Services, and Dr. Robert Schuller, Founding Pastor of Crystal Cathedral. Music was provided by the 562nd Air National Guard Band and the Colors were posted by the California State Police.

The Ronald Reagan Building is the largest office building project ever undertaken by the State of California and the largest state office building west of the Mississippi River. Located in central downtown Los Angeles, it occupies two-thirds of a block bounded by Main, Third and Spring Streets. The 850,000 square feet of office space includes twin towers of 17 and 14 stories on a 4-story atrium base, a 272-seat auditorium, a public cafeteria, and 12,000 square feet of ground floor retail space. The building will house several thousand state employees from 13 agencies, including the Supreme Court, the Second District Appellate Court, the

Department of Justice and the Governor's Office. A day care center on the first floor will operate for children of state employees.

The Los Angeles State Building Authority, a joint powers authority, was formed between the State of California and the Community Redevelopment Agency of the City of Los Angeles to oversee the development of the project. Construction of the \$106,000,000 building was financed by the sale of bonds. The State will lease the new building from the Authority for approximately 25 years until the bonds are returned, at which time clear title will be transferred to the State.

The building was designed by the architectural firm of Welton Becket and Associates (now Ellerbe Becket) of Santa Monica and constructed by The George Hyman Construction Company of Bethesda, Maryland. Tishman Construction Corporation of Los Angeles was the construction manager for the California Department of General Services. Construction began in March 1988 and occupancy is expected for December 1990.

The development of the Ronald Reagan Building represents a cost effective move on the part of Governor Deukmejian's Administration, in terms of the method of financing and the \$175 million in savings over the life of the project brought about by consolidating state offices. It also will aid the Los Angeles Community Redevelopment Agency in its efforts to revitalize the historic Spring Street District.

GS

The development of the Ronald Reagan Building will save the State \$175 million over the life of the project by consolidating state offices.

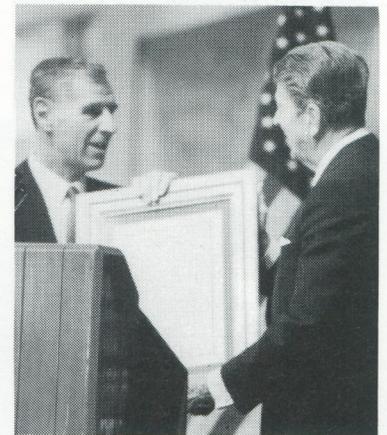
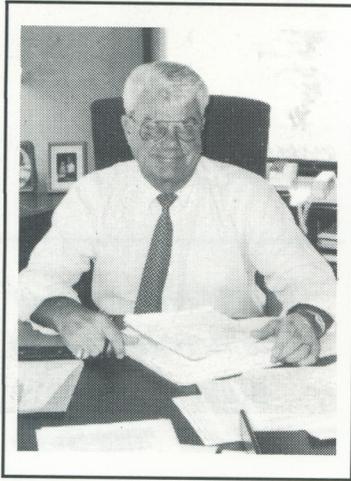


PHOTO BY KEVORK DJANSEZIAN

Meet OREDS' New Chief

Darrell Haynes



Darrell Haynes has spent most of his career involved with real estate, the last 32 years in the area of public acquisitions. Appointed to the position of Chief of the Office of Real Estate & Design Services (OREDS) on May 1, 1990, he filled the vacancy left by Paul Savona, who retired in February 1990.

Darrell began his career in his hometown of Stockton in 1958 as an Assistant Right-of-Way Agent for the Division of Highways, now known as Caltrans. In 1966 he was promoted to Senior Right-of-Way Agent when he moved to the Caltrans headquarters located in Sacramento. In 1978 Darrell became Assistant Chief of OREDS, where he was responsible for the statewide appraisal and acquisition units.

As OREDS' new chief, Darrell's great challenge is managing a full-service real estate office which includes appraisals, property acquisition and lease management, asset management, a statewide property inventory, development of capital improvements through lease purchases, and the leasing and planning of state office space. He believes in "team building through participative leadership, seeking total quality, employee satisfaction and productivity."

His dedication and commitment to his work earned him the Governor's Employee Safety Award this past June. He was one of three employees from DGS honored with this annual award, based on individual contributions to safety in the workplace. A small fire occurred in the CNA Building in Los Angeles last year and there was great concern over the possible presence of asbestos in the building, and for the safety of the approximately 600 state employees housed there. Working with the building's occupants, Darrell had air samples tested and based on data developed under his direction, the employees were relocated to another building, thus avoiding a condition that would have been injurious to their health and well-being. This time-consuming and sensitive task required a great deal of attention and direction.

Darrell enjoys spending his leisure time fishing and playing golf. A member of the Woodbridge Golf & Country Club for 20 years, he is very devoted to the sport, never missing a Saturday morning round, come rain or shine! He is a senior member of the International Right-of-Way Association and is affiliated with the Sacramento Chapter of the Building Owners & Managers Association. [GS]



Meet Lisa Brown — The New EEO Officer

WHAT I LIKE ABOUT MY JOB:

The opportunity to meet and work with a variety of people.

FAVORITE QUOTE:

"It is not fair to ask of others what you are not willing to do yourself" — Eleanor Roosevelt

FAVORITE BOOK:

Books written by Stephen King or Dean Koontz.

FAVORITE PASTIME:

Travel, cooking, outdoor activities, reading.

FAVORITE FOOD:

Seafood, Mexican, Japanese.

Lisa Brown was recently appointed Equal Employment Opportunity Officer for the Department of General Services. She is responsible for the development, implementation, and evaluation of the Department's Affirmative Action, Upward Mobility, and Equal Employment Program.

She began her civil service career with the Department of Aging in 1979. She transferred to the Department of Housing and Community Development in 1980, where she advanced to the level of Associate Governmental Program Analyst. In 1988 she transferred to the Department of Corrections as a Training Officer I. She earned her Bachelor of Science degree in Public Administration from the California State University, Sacramento in 1982 and has lived in Sacramento for 11 years. [GS]



An "Ice Cream Social" sponsored by the Office of Administrative Services, to rally support for this year's United California State Employees Campaign. Pictured are OAS employees Joann Querin, Donna Gogis and Pete Williams; and representatives from the Children's Respite Care, Inc. and the Family Services Agency.

EMPLOYEE SPOTLIGHT

GLENN FORD Office of Records Management

by Jim Novotny

So your office wants to purchase a five drawer file cabinet? Perhaps something more substantial, say a bank of TAB Products Electrical TAB-TRAC High-Density Mobile Storage files? Before either of these items or any filing systems in between can be had, the purchase documents must pass the ever astute eye of Glenn Ford, filing systems wizard and consultant for the Office of Records Management (ORM).

Now you ask "Just who is this Glenn Ford?" "Isn't he that actor?" Well, not exactly. The name's the same but let's take a closer look.

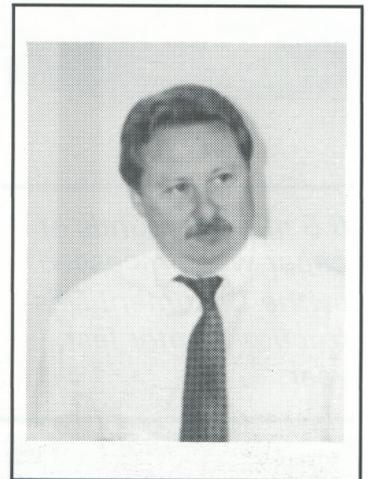
Glenn is the Statewide Records Management Consultant. In this capacity Glenn is responsible for administering the programs under the Records Systems and Analysis Unit of ORM. This responsibility includes assisting state agencies in establishing and maintaining good records management programs and practices. His primary role is to ensure that agencies have established the basic foundation needed to develop a sound records management program. To assist agencies in this effort, Glenn provides high quality training and consulting services. In addition, he reviews and approves statewide requests for the purchase of filing equipment.

It's hard to say if Glenn is one of ORM's most senior employees or one of the newest. Glenn has been a state employee since 1971 and originally came to the Department of General Services and ORM in 1972 as a Clerk 1 from the Franchise Tax Board. Glenn left ORM in 1975 and worked at Material Services until 1979 when he returned as a Material and Stores Supervisor at ORM's State Records Center. Opportunity knocked in 1986 and Glenn moved from the Record Center to ORM headquarters as a Records Management Analyst I. In 1989 Glenn decided it was time for a change and transferred to the Office of Procurement as a Buyer. It seems the call of ORM was too strong however, and Glenn again returned to ORM in April of this year as a Records Management Analyst II and to his current position as Statewide Records Management Consultant.

Away from the office we find that camping, fishing and just passing time with

his wife, son, and daughter rank high on Glenn's activity list. Weekends, more often than not, revolve around his affection for cars and racing. When we say revolve we mean he literally revolves. Glenn revolved around the race track for 3 years as the driver of his own race car. Although never having to bump fenders with the likes of Bill Elliot or Richard Petty, Glenn has collected several trophies, miles of memories and the nickname Three Axle Eddie. No one is real sure just how this name developed, but it has something to do with Glenn's affection for cars, his last name and an old Ford product named Edsel. Having seen enough of the race track from the inside of a car, Glenn now helps out as a pit crew member watching someone else do the driving. Glenn is also a classic car buff having owned several classics of various makes. They range from a 1936 Chevrolet and 1937 Oldsmobile through four 1955 Chevrolets and a 1956 Pontiac. Glenn recently built a superb 1938 Chevrolet Coupe streetrod and is currently working on a 1956 Mercury for his wife.

When asked for their impression of Glenn Ford, friends and fellow employees had a wide range of comments. His supervisor says Glenn is a "very enthusiastic, motivated, energized employee." Others say "there's a lot hiding under that quiet exterior" and "he seems like a real nice man". Some of his closer friends playfully responded with less flattering remarks but all conclude that Glenn is a well respected heck-of-a-guy. GS



Program Highlights...

(Continued from page 4)

The Delegated Testing Program, managed by OAS, decreased exam processing time by 50%.

6.5 million pounds of paper was processed by the Document Destruction Center last year.

responsible for three toxic programs — the Asbestos Abatement, Underground Storage Tanks (UST), and PCB removal programs.

Since 1982, approximately 800 PCB units have been removed from state facilities and an additional 600 are scheduled for removal over the next two years. The Asbestos Program has surveyed some 12,000 state-owned buildings to determine the condition of asbestos. \$15 million has been spent to date on abatement and another \$31 million is scheduled for the future. Under the UST program 2800 tanks have been removed.

• • •

In spite of energy rate increases, the Office of Buildings and Grounds reports a \$62,482 savings on utilities at the Santa Ana State Building during the past fiscal year.

• • •

The Office of Procurement has successfully completed the automated statewide procurement system known as PIN (Purchasing Information Network).

• • •

The Telecommunications Division has fully implemented the 9-1-1 Emergency Telephone Program, the largest in the nation.

• • •

The Office of Insurance and Risk Management has expanded the state self-insurance program at a significant cost-savings to the state.

• • •

Through CALNET, the state's telecommunication system has moved into fiber optic technology and the state now owns and maintains all of its own telecommunications equipment instead of leasing it.

• • •

The Office of Management Technology and Planning developed and initiated the birth and growth of the "computer store" concept, the first for a state government, where client agencies can "supermarket" their EDP needs while realizing significant savings.

• • •

To improve patrol capabilities, the California State Police inaugurated horse-back patrols at the State Capitol and

bicycle patrols in the downtown Sacramento area. Both have been credited with increasing security and have become popular attractions with the public. State-wide, State Police Officers patrol in airplanes, automobiles, and on foot to respond to calls for assistance.

• • •

The Office of Small and Minority Business and the Office of Legal Services are working hard to implement the far reaching AB 1933 which requires all state contracts to have participation goals of not less than 15 percent for minority business enterprises and not less than 5 percent for women business enterprises.

• • •

Staff of the Office of Local Assistance worked to apportion \$3 billion for school construction since 1983. The Office also revised its process so that school districts have a shortened wait to receive badly-needed portable classrooms.

• • •

The voluminous 1990 primary and general election voter's pamphlet along with supplements for both were imprinted at considerable effort with a combined Office of State Printing and private sector effort. The supplement for the general election was delivered on October 16 with 30 minutes to spare. The office is currently working on the Franchise Tax Board forms, quickly followed with the 1991-92 Governor's Budget.

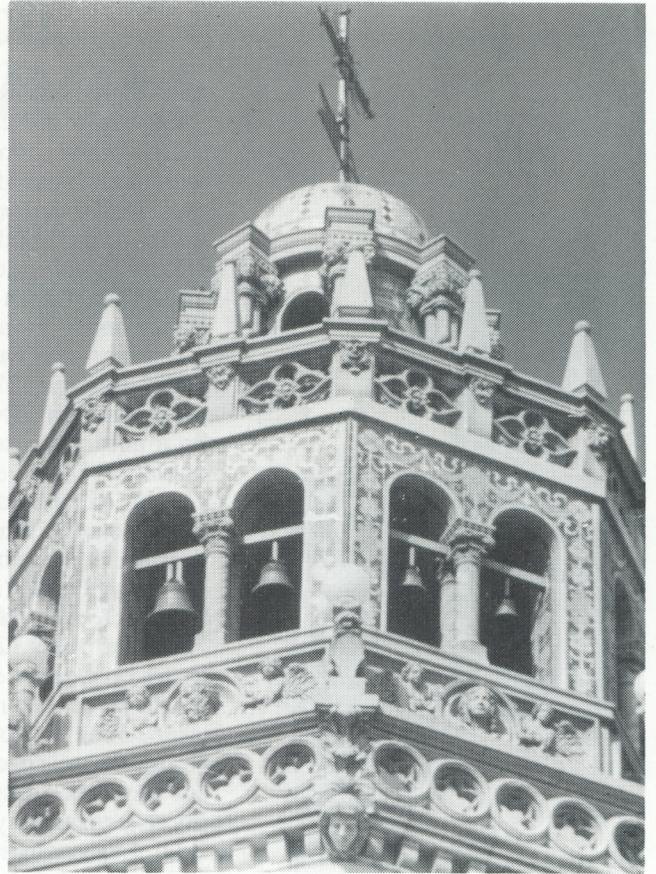
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The Energy Efficiency Revenue Bond Program administered by the Office of Energy Assessments was recently awarded the Council of State Governments 1990 Innovations Award. This national recognition is given to programs that have dealt with a significant problem in an effective and innovative manner and that have the potential to be transferred to other states. In the last eight years, the office has arranged projects worth over \$76 million which are projected to save the State nearly \$218 million over the next 20 years.

The Energy Efficiency Bond Program was given its start in 1982 when a law was passed which gave the State Public Works Board (PWB) authority to issue up to \$500 million in revenue bonds. The Office of Energy Assessments, acting as staff to the PWB, develops and manages cost-

(Continued on page 27)

Craftsmanship — Alive and Well



It is difficult to determine whether the work performed by the Office of the State Architect — Direct Construction Unit (OSA-DCU) restoration employees working at Hearst Castle should be defined as art or craft. These employees possess a high degree of dedication and commitment to the restoration philosophy as well as its processes. Restoration is the process of putting a work of art into a condition, as closely as possible, identical to its original state. Restoration is not only concerned with preventing further decay of an original, it also strives to replace missing parts with exact recreations.

Restoration employees *Bob Soto, Don Gallagher, Wayne Harrison, Alfred Fiscali*, and *David Byrd*, are ably supervised by Restoration Supervisor *Marty Zillig*. Based at Hearst Castle, these employees work there year-round on the on-going restoration program. The management of OSA-DCU believes that their job performance is almost perfect — as they rarely hear from or about them. Generally speaking, it is an ideal situation when construction/restoration work is being performed without anyone knowing it.

The work performed by these restoration workers ranges from digging utility trenches with a pick and shovel to replicat-

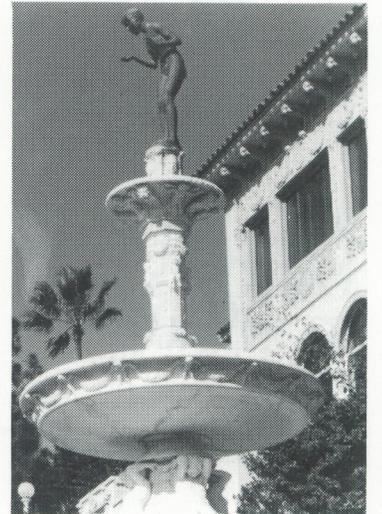
ing intricate decorative sculptures incorporating a sophisticated process using liquid rubber molds. Although digging trenches isn't a highly skilled task, mold making is a different story altogether. The technique is extremely difficult to master and is considered by many to be an art form. If anyone from the restoration staff were to leave, recruiting someone with the necessary skills would be exceedingly difficult.

Restoration is an unending process and it is not uncommon for the restoration crew to have several projects going on at the same time. Hearst Castle was acquired by the State in 1958 and OSA-DCU, working in cooperation with the Department of Parks and Recreation, has been restoring the Castle since 1964. Currently the crew is restoring patio tiles, the Venetian glass tiles in the Roman Pool and restoring some of the concrete mold work in the bell towers of the Casa Grande.

Diligent efforts by both the Department of Parks and Recreation and the Office of the State Architect have resulted in a historic monument which not only is a source of pride for both departments, but is unique in the state park system in that it provides a profit to the State each year.

Next time you visit Hearst Castle, say hello to the OSA-DCU crew working there.

GS



DGS and Operation Desert Shield



Several DGS employees have answered the call to duty. Some have already gone and others are still waiting to hear if they must answer the presidential order to mobilize 1000's of troops to the Middle East under Operation Desert Shield. According to Lt. McHenry, an 18 year veteran with the California State Police and a Naval Reservist for 10 years, any reservist, at a moments notice could be called to duty. "You must be prepared to leave your job, loved ones, children — give up a normal existence, to be sent to parts unknown."

John Kaschak, Office of the State Architect, has already seen action in the desert. A member of the 940th Air Refueling Group (Air Force Reserve) from Mather Air Force Base, he left for Saudi Arabia on Sept. 27, and returned to the States on Oct. 14. No stranger to action — he has flown 180 missions over South East Asia. "The attitude of support demonstrated by my co-workers and my supervisor was a real blessing. I wanted to support my country and my unit and that's just what I did. I was notified in early August of the possibility of going overseas and I might possibly have to go again. Everyone at OSA wished me well and was very encouraging. I really felt like people cared. I didn't have much contact with the people of Saudi Arabia but they seemed to be very accepting of the American presence there."

During October 1990, Sgt. Louis Watson, CSP, and a Naval Reservist, attended his normal two weeks of annual training and is on stand-by like all other reservists. Lt. Frank Waltersheid, CSP, and a National Guard Reservist, in a medical support group, also has been called to duty but at the time *OUTLOOK* went to print he was still in the USA.

Timothy Warren, Office of Legal Services, and a reservist in the National Guard, has also been on leave from work and according to his wife Elke, he is being trained for duty at Fort Ord, CA.

The Office of Support Services (OSS) has several employees who have been directly impacted by the on-going crisis.

James Duckens, OSS, Systems Administrator is preparing himself and his family for the possibility of being called to duty. An Air Force Reservist, James' unit is stationed at Mather Air Force Base. He is trained in the maintenance of the Flight Line. As long as there are enough volunteers from his unit, there will be no unit activation, but he has been instructed to "get ready." James could retire from the reserve at any time but he doesn't feel right about leaving his unit when things get tough. "You just don't do that," he said.

Mary Gaines, Mass Mailing Services, is still trying to get used to her son being on active duty in Saudi Arabia. "My son is a Loadmaster on C-5's. . . I get real nervous. . . he's had three or four close calls. It's really hard. You just don't know what's going on over there."

Susie Hall, Fiscal Data, misses her husband. He is in the Air Force Reserve and was called up October 9. He is the Crew Chief of an F-111 stationed near Mecca. Susie is feeling "the crunch" emotionally and economically. "There are no dependent benefits for reservists. Our eight-year-old knows where Daddy is. He's been told. But the two-year-old just knows that Daddy's bye-bye."

We wish these people the best of luck. They will remain in our thoughts and prayers during this very difficult time. **GS**



FLIGHT TO FREEDOM

(Adapted from a story by Darlene Newman, OSS)

At a time when the Middle East crisis is foremost in the minds of most Americans, we gain an insight into what life is like in that part of the world from the personal experiences of one Office of Support Services (OSS) employee, Vafa (Vic) Mostaghim.

A Printing Trades Specialist in the Reprographic Unit at OSS, Vic was born in Tehran, Iran in May, 1969. The story of this man's flight to freedom is the kind of stuff that best sellers and academy award winning movies are made of. It begins in 1983 when Vic, at the age of fourteen, living in Iran, needed a hernia operation. After a short stay in the hospital he was released to convalesce at home. When his cousin arrived at the hospital instead of his father to bring him home, Vic immediately asked of the whereabouts of his father. His cousin informed him that his father was being sought by the Iranian government because of his religious beliefs. He was not Moslem which is the only acceptable religion in Iran. With this information, Vic thought it was best to recuperate at a friend's home.

Suddenly, there was pounding on the door. Vic's friend opened it to find 21 government party members all brandishing weapons and asking for no one else but Vic. One of the 21 was the 15-year-old brother of Vic's best friend. Upon seeing the visitors, Vic immediately explained that he had just had surgery and was bedridden for four days. His "friend" replied, "What is this hernia operation?" Vic pointed to the surgery area, as the youth with the gun slammed the butt of the rifle into the newly stitched area.

Vic was then taken and interrogated as to the whereabouts of his father. He could not offer any information and subsequently was released by his captors.

When Vic was about seven, his mother had moved to Texas and later to Sacramento. With the recent situation and although it was a painful decision, Vic decided it would be best for him to come to America and live with his mother, even if it meant not seeing his father again.

Arranging her son's flight to freedom, Vic's mother hired an 18-year-old guide by the name of Khatib, (Kateeb). Since the telephone lines were monitored by the government, the guide contacted Vic and his father via telephone disguised as a tailor making a coat for Vic. He instructed the Mostaghim family to travel to Zahedan, a town located near the border of Pakistan. Upon arriving at the designated hotel, the tailor telephoned Vic's room and told him that the coat would be ready the next day at 10:00 a.m.

Vic, his father and step-mother, decided to enjoy as much as possible their last day together.

Amid many tears and anguish, the moment of departure had arrived. It was time to begin his journey to America. Vic met his guide for the first time. Khatib had two other men with him, his brother and friend. They instructed Vic to get into a truck where he sat with these strangers. Vic had heard stories about guides such as these, who would be paid to kill the very people they were hired to transport. Many terrorizing thoughts filled his mind as the truck drove away from the safety of his father.

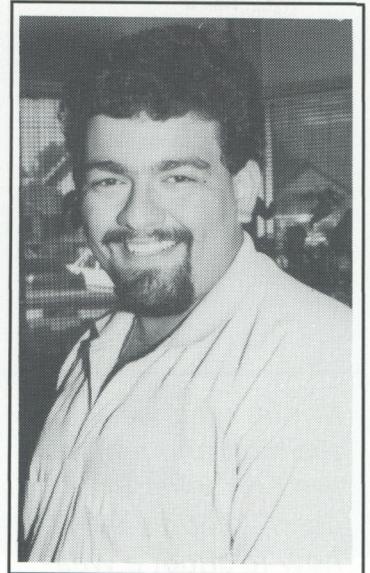
Before leaving the city, the guide purchased clothing for Vic that matched the customary dress of the Moslems. Then he asked for Vic's suit size but no explanation was given except that he would be told why later.

Darkness came and the foursome entered the truck. Vic sat next to the driver, as they drove into the desert with the headlights off, in total darkness.

A short time later Vic glanced up, in the rear view mirror he noticed headlights, maybe a half mile or so behind. "They have found us," one of the men frantically exclaimed. All at once two vehicles appeared, one at each side of the truck. The two vehicles slowed down and began firing. Several bullets hit the truck causing it to sputter and stop.

Khatib reached under the seat and pulled out four machine guns. "I don't know how

(Continued on page 12)



VIC MOSTAGNIM

**ONE
TODAY
IS WORTH
TWO
TOMORROWS.**

Flight to Freedom...

(Continued from page 11)

to shoot a weapon," screamed 14 year old Vic. "Just hold it," Khatib said, trying his best to reassure Vic. Then he instructed Vic to run for his life.

The four men ran, firing back and dodging bullets. Khatib, only ten feet behind, turned and fired at the jeep, causing it to stop dead in its' tracks. This allowed the four to gain some distance between themselves and their enemies. Khatib announced that four motorcycles would be waiting for them ahead. "When you see them, jump on," he instructed. "We will then be taken to the border of Pakistan. There, we have a 50% chance of making it, but if they discover that we are traveling illegally they will send us back."

Arriving safely in the town of Taftan, Khatib told Vic to rest for a couple of hours. There they acquired a new truck to continue their journey. They would have to pass several check points before reaching the border. At the first checkpoint, instead of stopping, the driver crashed through the barricade with only the fear and anticipation of what danger awaited them at the next stop. In between checkpoints, the driver pulled the truck over. Struck by fear again, Vic thought that these men were going to desert him, but to his amazement and relief, Khatib told Vic to put on the tuxedo which had been stashed in the back of the truck.

Pakistan, at one time, had been an English colony. The people of this country had a fearful respect for the English. Khatib told Vic, "When we arrive at the next checkpoint, they will ask you two things: 1) why didn't you stop at the last station and 2) why are you wearing a tuxedo in the middle of the desert. Tell them that you are English and that my brother and I are your servants. If you blow it, they will send us back."

At the next stop two helicopters, a squad car and soldiers with weapons were waiting for Vic and his companions. Ordered to get out of the truck, they were immediately separated for questioning. The two so called servants acted as if they could not speak any language known by the soldiers. Then Vic explained in his best English that his servants' mother had died and that he had pressing business. Because of this, they had hurried through the first checkpoint. When asked for his passport, Vic explained that it was in his luggage, which he had shipped to the airport in Karachi. The guard told Vic to wait there until he returned.

The twenty minute wait seemed like hours. Vic was convinced that in a matter of minutes he would be sent back to Tehran, when the guard returned and apologized. He told Vic that he would accept any complaints Vic might wish to file and then allowed them passage. They finally arrived in Kuwait at 8:30 a.m.

Vic stayed in his hotel room until it was time to catch a flight to Karachi where he would find safety and the opportunity to apply for a passport and a visa.

Well, Vic stayed longer than he anticipated. He developed internal bleeding in the area of the damaged surgery and once again needed medical care. The doctor, only two weeks out of medical school, sewed a nerve to the stitching around the area of the previous surgery.

Vic remained in Pakistan for one year before being granted a visa to Austria. During his flight, as they passed over Iranian air space, Vic looked down and saw something black coming through the clouds. On each side of the plane, there were F-4 Phantom fighter jets. The Iranian fighter pilots called the German pilot on the radio and told him to land the plane or they would blow him out of the air. Needless to say, the German pilot landed the plane and informed the passengers that they were having trouble with the Iranian government. The government was interested in the 27 Persian passengers on board. One of the Persian passengers told the pilot that if he opened the door, they would all be killed. The pilot told the tower that he would not let them in. Rifles and machine guns were pounded on the doors and sides of the plane. Then, without explanation, they were finally given permission to leave.

Vic eventually made it to Austria. He spent the first four months there in the hospital with Typhoid fever. Approximately one year later he left Austria bound for the U.S. Arriving in New York, he switched planes to Colorado, and finally landed at the Sacramento Metropolitan Airport. When he got off the plane, his mother grabbed him and hugged him. This was the first time that they had seen each other in nine years.

So ends the story of Vic's passage to freedom.

Vic however, is still suffering from damages that occurred from his two surgeries. Many DGS employees have donated leave credits to him and he wishes to express his sincere appreciation for their good will. Vic returned to work in September 1990. GS

Khatib reached under the seat and pulled out four machine guns. "I don't know how to shoot a weapon," screamed 14-year-old Vic. "Just hold it," Khatib said, trying to reassure Vic. Then he instructed Vic to run for his life.

Telecommuting — The Final Report

WHAT HAPPENED

In January, 1988 the first group of 150 telecommuters, representing 14 state agencies commenced the State Telecommuting Pilot Program. Although many still continue to telecommute, the pilot program officially concluded in Jan. 1990 and a final fact finding report was submitted to the Executive Office of the Department of General Services in June, 1990.

Of the 150 participants, 72% considered themselves to be professional — accountants, researchers, administrative law judges, lawyers, analysts, and appraisers. 3% were clerical support workers, another 3% were managers and 18% considered themselves to be both managers and professionals.

The average telecommuter is 41 years old, male (64%), has worked for the state for 14 years, and lives about 20 miles from the office. However, the greatest commute distance reported was 210 miles. 90% of the telecommuters owned their own home, which averaged 1756 square feet. 134 square feet of the telecommuters home was dedicated to telecommuting which means that the office size at home was comparable to the size of the office at the work site. 84% of the telecommuters owned their own computers and half of them used their own personal computer when they worked at home.



RESULTS OF THE PILOT PROGRAM

- Telecommuters work effectiveness has fulfilled or exceeded expectations.
- Telecommuting enhances the quality of work life for telecommuters, including those with disabilities.
- Results-oriented management techniques have proven to be effective tools for telecommuting — as well as for non-telecommuting.
- Telecommuting has been shown to have significant potential for reducing traffic congestion, air pollution and energy use.

CONDITIONS FOR SUCCESSFUL TELECOMMUTING

- Top management support is vital.

- Telecommuters and their supervisors must be volunteers.
- Not all employees make successful telecommuters. Screening is important.
- Training is the key.
- Major capitol investments are not necessary.

CONCLUSIONS

- Telecommuting more than pays its way.
- Telecommuters use less office and parking space downtown.
 - Telecommuting is useful for retaining the services of mothers during maternity leave, as well as attracting employees with scarce expertise or talent.
 - There are also non-recurring benefits — the PUC telecommuters were able to continue working immediately after the 1989 Loma Prieta earthquake — even

(Continued on page 21)

The California Telecommuting project was selected by the Council of State Governments to receive one of its 1991 "Innovations Award."

Telecommuting: sending the work to the worker instead of sending the worker to work.

Supervisor Performance

Awards

1990



At the October 18, 1990 Office Chief meeting, the following employees were honored for being chosen to receive the 1990 Supervisor's Performance Awards for the Department of General Services.

AUBREY HOLLOWAY
Lieutenant
California State Police

During the past year, Lieutenant Holloway has been assigned as a Watch Commander in the Sacramento District Office. In this role, he acts as the event commander for numerous demonstrations at the Capitol. Some of these events are highly sensitive and have the potential to become volatile. However, because of Lieutenant Holloway's pre-event planning the demonstrations have been peaceful. As a result of his successful efforts, the CSP received a letter from the ACLU commending the professionalism of his staff.

DONALD P. JENNINGS
Lieutenant
California State Police

Lieutenant Jennings handles many and varied jobs in the Fresno Field Office. He consistently meets his work commitments in a timely manner, is extremely well organized, follows procedures and policies and is extremely effective in planning, controlling, and delegating work. He shows initiative by continuously making improvements and identifying and correcting errors. His devotion and dedication to duty set an excellent example for his co-workers in the CSP Division. He accepts assignments without hesitation and demonstrates an ability to do an exceptional amount of work.

DWIGHT V. WEATHERS
Senior Real Estate Officer
Real Estate and Design Services

Over the past two years Dwight has been in charge of developing and maintaining an inventory of all state-owned real property structures. Dwight and his staff have worked very hard, coordinating this effort with 36 different landholding agencies. The system is now operational and contains detailed information on over 3,000 state-owned sites comprising over 2,125,500 acres of land and 156,000,000 square feet of structures. Information on the State's 2,135 leases now is being loaded into the system. Handling and managing this complex and technical assignment requires a great deal of coordination by Dwight.

R. DANIEL HOOD
Senior Architect
Office of the State Architect

Taking over the asbestos program in 1987, Dan was responsible for surveying 10,400 buildings to determine the presence of asbestos using newly refined methodology. Without Dan's consistent leadership, which involved many hours of overtime and study of frequently changing regulations and new legislative guidelines, this effort could not have been successfully completed. Information developed from the complex survey was provided to building owners so that tenants could be notified as required by law.

JOHN RAMIREZ
Automotive Pool Attendant III
Office of Fleet Administration

As supervisor of the State's Capitol Garage, John has established excellent rapport with the legislative members and their staff through his outstanding job performance. Despite a cut in staff, John has been able to maintain a seven-day-a-week, 24-hour-a-day operational service utilizing employee shift changes and overtime. John, himself, consistently works overtime on any shift to fill in as necessary, working well beyond his normal 40-hour expected work week. The Capitol Garage is always clean, neat and well organized. John and his staff have worked very hard to maintain quality service for garage clientele.

ROGER P. ZABKIE
Telecommunications
Maintenance Manager
Telecommunications Division

Roger was instrumental in the development and publication of a unique job requirement/duty statement series clarifying position requirements and allowing new hires and reassignments to be made without difficult and unrealistic expectations on the part of the employee or the supervisor. Roger also was the prominent developer of the new technician mandatory stand-by labor package which improves the maintenance service the Division provides to the public service agencies it serves. This program ensures the timely availability of a technician 24-hours a day, seven days a week. Roger spent much of his own time developing these greatly needed personnel tools and his performance has clearly made a significant contribution to state government.



JACK H. WAKAYAMA
Supervising Structural Engineer
Office of the State Architect

As a result of Jack's tenacious work in the contract checking process, the time backlog for having a contract checked has been reduced from ten weeks to four weeks. This time reduction ultimately represents a cost savings to the always anxious applicants and thus provides better client services. During the last fiscal year, over 25 hospitals and 75 school projects with a total cost of \$625 million dollars were processed through 18 different consultant checkers. In addition to his regular duties, Jack devoted great effort to researching and developing criteria for dynamic analysis and restoration of pre-1973 hospital buildings.

FREDA SLACK
Business Services Officer II
Office of Support Services

In addition to her regular duties, Freda has been actively involved in the preparation of budget change proposals (BCPs) impacting her direct area of supervision and has acted as a consultant on other Office of Support Services BCPs. She willingly accepts additional work for the benefit of the Office. As a supervisor, Freda has had an exceptional year for managing sensitive personnel issues. She has been the calming force in handling a sensitive adverse action that has involved legal issues and executive concerns. Freda has effectively managed her program notwithstanding recruitment and employment difficulties. She always takes time in her busy schedule to assist other employees.

ROBERT SLEPPY
Senior Environmental Planner
Office of Project Development
and Management

Bob supervises three environmental planners and systematically has found a way to hire 100% affirmative action hires over the past three years. He has demonstrated initiative and creativity as well as a personal commitment to finding qualified candidates in a highly professional area. The caliber of employees he has attracted to state service has enabled the office to bring them on board quickly. Bob has carried out his supervisory responsibilities well.

RANDY L. PORTER
School Facilities Program Administrator
Office of Local Assistance

When efforts began to create a Southern California branch of OLA and to create a new region to encompass two of the most active counties, Randy was promoted to fill the position of Area Supervisor for the region. Although he was responsible for processing all the new construction and reconstruction applications for the region, he immediately assumed the leadership role in the formation of the newly proposed office. He worked closely with OREDS and personally visited more than a dozen proposed sites. He coordinated the office's automation system and interviewed over 30 candidates, recommending nine people who were ultimately hired. Coordinating the move required many hours of overtime, without compensation. His attention to detail brought considerable credit to the office for its commitment to improve services in Southern California.

LILY HITOMI
Office Services Supervisor III
Legislative Bill Room

As supervisor of the Legislative Bill Room operations for over two years, Lily is noted for her ability to handle crises in a calm and productive manner. The Bill Room, a significant link in the legislative process, coordinates the printing needs of the Legislature with the Office of State Printing and at the same time provides the public with legislative information. On many occasions, Lily works long hours to ensure that the Legislature receives the necessary services within the appropriate time frames. Legislative staff depend on her to provide service, oftentimes within a moment's notice.

ANNIE CARTER
Janitor Supervisor III
Office of Buildings and Grounds

Annie is one of two Janitor Supervisor III's employed in Region II which supervises nine Janitor Supervisor II's and eighty Janitors. In 1989, when one Janitor Supervisor II was promoted to a Building Manager II under a limited-term position, Annie volunteered to assume these responsibilities in addition to her own for a total of nine months. The effort to manage two positions for an extended period of time is not only difficult but emotionally and physically exhausting. Because of Annie's efforts, management had sufficient time to select the most qualified individual to fill the vacant position.

ROY W. GILKEY
Office Building Manager III
Office of Buildings and Grounds

Roy is the Building Manager responsible for the overall maintenance and operation of the State Capitol Building which encompasses a floor area of 500,000 square feet and a staff of 120 people. In this role, he must establish and maintain excellent rapport with members of the Legislature and the Governor's staff. Because of the Capitol's high visibility, Roy works many long hours and weekends to ensure that the building meets and/or exceeds all expected standards of maintenance and cleanliness. Roy works diligently and because of his dedication and sincere efforts, his performance is always outstanding.

TODD WILSON
Senior Planner
Office of
Project Development & Management

In addition to his responsibility as a section head, Todd voluntarily assumed the responsibilities of an employee in the administrative unit during her recent illness. He has taken care of all office problems, resolved difficulties related to the telephones, arranged space for new employees and has made major contributions to the office budget. By taking on these administrative responsibilities, Todd has put the best interests of the State ahead of his own program. In so doing, he increased his workload by 30% and still managed to make significant progress in his planning program. As a result of Todd's personal initiative, the State has benefited from higher productivity and improved morale.

(Continued on page 16)



Supervisor Awards...

(Continued from page 15)



STAN STANDARD
Staff Services Manager I
Office of Small and Minority Business
 (Now at OSS)

When resources from the California State Contracts Register were lost through the transfer of a position, Stan became responsible for processing all of the sole source and exemption from advertising requests submitted to OSMB. He worked overtime for approximately six months processing these requests to prevent state contracting from being halted. When the legislative bill analyst assignment was transferred to Stan's section, he again took on the additional responsibility until someone could be trained. Stan has put in his own personal time to meet the needs of the office.



SALLY THIBODEAUX
Data Processing Manager I
Office of Management Technology
and Planning
 (Now at Dept. of Water Resources)

As Data Processing Services Section Account Manager, Sally and her staff provide information technology services to the DGS Offices of Legal Services, Procurement and Small and Minority Business. During the past two years, the range of services provided has increased substantially to include several new areas. These services provide cost savings and increased productivity for each of the individual Office's programs. Throughout this period, Sally has been instrumental in helping to achieve the Office's Affirmative Action goals, was active in the Women's Program and was selected to attend the first DPA Manager's Academy Training Program.



DAVID E. CAVENDER
Office Building Manager I
Office of Buildings and Grounds

David was instrumental in arranging to provide the *Investment in Excellence Training Program* to the entire Bay Area region. This 10-month project allowed all OB&G employees who desired, the opportunity to attend. Savings to the State was approximately \$70,000 in travel per diem costs, not to mention the boost in morale and productivity achieved in having on-site training made available. Late in 1989, David volunteered to serve as a Building Manager I in San Francisco, Site II for an ill co-worker. During the earthquake recovery period, Dave's knowledge proved to be an invaluable asset. His relationship with tenants and knowledge of construction techniques greatly expedited the repair of the building and relocation of the tenants.

ELEANOR WINNER
Office Services Supervisor II
Office of Administrative Services

An exceptional supervisor, Eleanor supervises ten persons assigned to the clerical support roles in OAS. She must constantly weigh priorities of various work assignments and assign staff to work on the highest priority items. Frequently, particularly during the budget development cycle, Eleanor must devote substantial effort to meet the extremely heavy budget workload, while continuing to provide necessary service to the other operations of her staff. Because of her unique ability, the real needs are met and most of



the desired workload is completed on time or very close to it. Eleanor is extremely dedicated to her clients, is sensitive to staff's needs for development and guidance, while always maintaining an "up", "can do" attitude. She sets an excellent example for all to follow.

DARRELL WONG
Telecommunications Systems Manager I
Telecommunications Division

Darrell's performance from the beginning of the CALNET project to its present stage has been outstanding. Coordinating the many and varied work activities for this project has been a tremendous undertaking. As supervisor of a staff of 25 employees, Darrell is highly respected and maximizes the talents of his staff. His strong leadership commands respect and inspires others to achieve results even in critical and difficult situations. Without his superior performance, the CALNET project could have been seriously delayed or could have experienced severe work backlogs. To accomplish this feat, Darrell has worked numerous hours of overtime, without compensation, after hours and on the weekends. **GS**

Hispanic Task Force Recruiting New Members

The Department of General Services Hispanic Task Force (HTF) was established in 1987. The purpose of this advisory group is to assist the Department in meeting its affirmative action goals and objectives for Hispanics. The HTF is composed of twenty-six members and meets monthly. It submits an annual report to the director of its activities and recommendations.

The 1990-91 HTF is in the process of recruiting new members. The newly elected officers are: Chairperson, Conrad Lara of the Office of Records Management; Vice-Chairperson, Richard Vasquez of the Office of Management Technology & Planning; and, Secretary, Cynthia Castillo of the Office of the State Architect. The HTF is seeking new members to represent all units within the department. Membership is open to all DGS employees who are interested in issues affecting Hispanics. If you would like to be a member and are willing to contribute up to twelve hours a month working in the HTF, please contact the Affirmative Action Hispanic Employment Coordinator at 324-7108 or ATSS 454-7108. **GS**

Good Ideas Translate into \$ \$ \$

The following DGS employees have successfully participated in the Employee Suggestion Program:

Nancy L. Venable, and Anna Hernandez of the Office of Fleet Administration shared a \$100 award for an Improved Procedure.

The co-suggesters recommended that a new form be created and used to return incomplete parking forms to transportation coordinators instead of writing individual notes. This form contains a list of reasons for the return of the parking document and staff now only has to put a check in front of the appropriate box.

Nancy L. Venable, Office Assistant, Office of Fleet Administration received \$50 for an Improved Procedure.

Nancy recommended revising the parking space cancellation form to include a person's social security number. This allows the parking office staff to easily identify a permittee who has submitted a cancellation form with an illegible name or who has a name change since the original form was processed.

Helen D. Bandzuis, Office Technician, Office of Buildings and Grounds received \$50 for an Improved Procedure.

As a result of Helen's suggestion, the Office of Procurement will list all agency forms coordinators and their telephone numbers in the DGS Material Services Inventory, so that the coordinators can be contacted directly regarding the most up-to-date information regarding forms, their use and the amount of stock on hand.

Scott A. Eaton, State Police Officer, California State Police, was awarded \$120 based on 10% of the first years savings of \$1200 by recommending that the State Police obtain donated syringe storage containers from Northbay Medical Center or use by the CSP. Since the medical facility is willing to donate the containers the state no longer has to purchase them.

If you would like to participate, contact the Departmental Merit Award Administrator, Mary Anne Riehl-Campos at 324-6462 ATSS 454-6462. GS

ON SITE COLLEGE TRAINING AVAILABLE TO DGS EMPLOYEES

The Los Rios Colleges' Training Source is a valuable training resource for the Sacramento area. The Training Source utilizes the resources and faculty, both part-time and full-time, of American River, Cosumnes River and Sacramento City Colleges.

Classes are provided on site at the client's convenience on any day of the week at any time of the day. The training can be for credit or not-for-credit depending on the client's specific needs. The credit courses can be accelerated so that a regular 18 week course can be set up to be completed in 7 weeks, both the 18 week and the 7 week course would have 54 hours of instruction. Also, the credit classes would not need to start at the beginning of the regular campus semester. This custom-designed training is developed with the client's input and can be configured into any time frame desired. Fees are scaled to the scope and content of training requested and courses are very economical and competitively priced.

If you would like more information about programs, seminars and courses offered by the Training Source, please contact Richard Cristofani at 646-9784. GS

Is your name a common one?

According to the Department of Motor Vehicles the most common first names in California are:

Robert	(560,000)
John	(540,000)
James	(462,738)
Maria	(460,323)
Mary	(460,000)
Michael	(414,149)
David	(398,966)
William	(381,,858)
Richard	(330,859)
Patricia	(297,407)

The most common last name is Smith (almost 260,000), but according to the DMV, Garcia trails by only 17,000.



W.J. Anthony, Director (l), presents a Certificate of Commendation to Anna Hernandez and Nancy Venable, OFA, who successfully participated in the Employee Suggestion Program. Fred Gustin, Deputy Director and Casey Randall, Chief, OFA (r), are also pictured.



CREATIVE ALTERNATIVES

DGS/PERS SECOND ANNUAL TRANSPORTATION FAIRE

by Marianne Arenas,
Commute Management Officer



This year's Transportation Faire, held on September 26th, was the best ever thanks to the Transportation Faire Committee. This Committee consisted of Judy Putman (OPDM), Elizabeth Null (Procurement), Earl Erickson (OMPT), Janel Hernandez (OB&G), Cynthia Castillo (OSA), Gail Condon (OFA, Parking Office) as well as Rod Chiu and Terry Doring from PERS. Activities at the transportation faire included the appearance of Commander Bill of KFBK, over 25 participating vendors, 75 prizes, food catered by PERS' cafeteria vendor, and music by Ziggy's Fingers. Many employees came to see the featured transportation mode which was a prototype of an aircraft that flies 403 miles per hour and hovers over the ground or flies at altitudes of over 18,000 feet.



Approximately 1500 employees attended and Channel 40 interviewed several people including the two most creative commuters, Geraldine Jimenez, from PERS, the Grand Prize winner, who received three days and two nights at the Olympic Village Inn at Squaw Valley, and second prize winner, Jodie Hope, DGS, who won a leaf blower. Geraldine carpooled to Light Rail, rode to the end of the line and then rode her skatebike to the office. Jodie



Marianne Arenas, OAS, introduces "Commander Bill" of KFBK, the airborne traffic reporter who reports the morning and afternoon commutes.

walked to Light Rail with her rollerblades and then used them to complete her commute.

Fun at the Faires

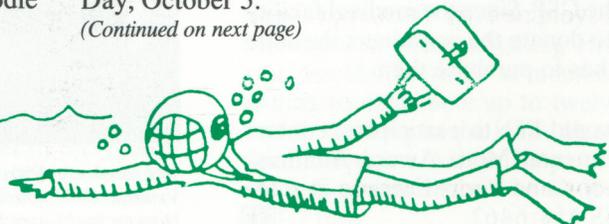
DGS turned in over 300 rideshare pledges for the Sacramento area which represents approximately 10% of all Sacramento DGS employees. Thanks for doing your part to keep California moving and cleaning up the air!

More than 11,000 rideshare applications were submitted to Sacramento Rideshare from transportation faires before and during **RIDESHARE WEEK** — October 1-5. This was a 25% increase over last year.

On Keep California Moving Day, the traffic count on Highway 50 was 3% less than the count 30 days before.

Eight hundred people brought their bicycles to the Capitol to watch the celebrity bike relay race on Bike to Work Day, October 5.

(Continued on next page)





Doing his part for cleaner air, Earl Howell, OFA, converted his private vehicle from gasoline to propane. It costs from \$800 - \$1300 to convert vehicles to this cleaner burning fuel and propane sells for \$1.03 a gallon.

Monthly Costs of Commuting Alone vs. Carpooling or Vanpooling

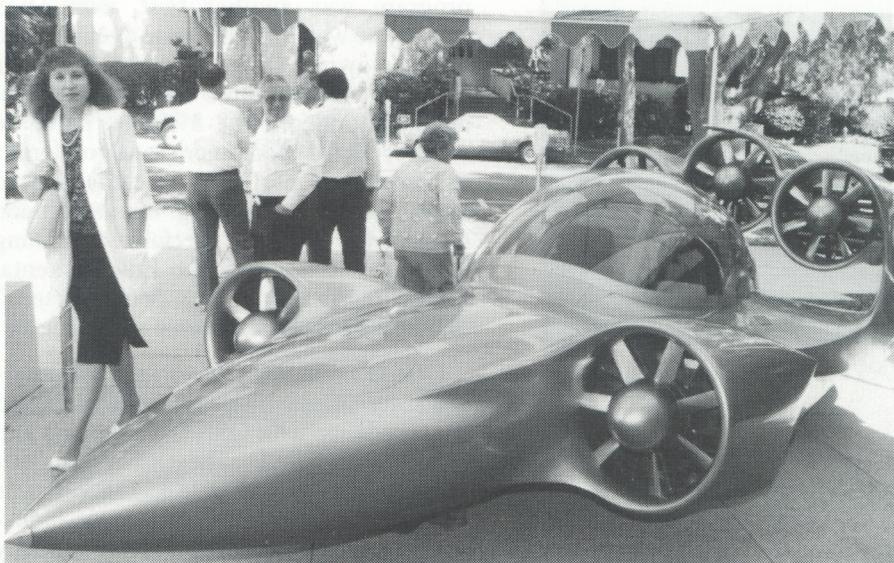
Round Trip Miles	Cost For 1 Person* To Commute	Cost For 2 Persons To Commute	Cost For 3 Persons To Commute	Cost For 4 Persons** To Commute
10	\$ 73.00	\$ 36.00	\$ 24.00	\$ 18.00
30	218.00	109.00	73.00	54.00
50	363.00	182.00	121.00	91.00
70	508.00	254.00	169.00	127.00
100	726.00	363.00	242.00	181.00

*Data based on 22 work day per month and the 1990 AAA estimate of 33 cents per mile to operate the average car. Cost includes fuel, oil, maintenance tires, insurance, registratin, depreciation and finance charges.

**Vanpool drivers usually ride for free.

Third Annual Commute Management Survey

During the second week of December the Commute Management Office will be sending out a survey that will be used to determine the commute patterns of DGS employees which will be used in the 1991 Transportation Management Plan. This survey will assist us in determining the percentage of single occupant vehicles in 1990 and the percentage of change over the last 12 months. Our goal is to reduce single occupant vehicles by 10% per year. Perhaps now is the time for you to consider alternative modes of transportation or to look into telecommuting or compressed workweek schedules. Contact your Office Transportation Coordinator for more details on the options available in your office. [GS]



—Transportation in the 1990s — Merlin 200 - an aircraft by Moller, International hovers over the road or flies at altitudes of 18,000 feet and travels 403 miles per hour. Look out George Jetson!

RT Ridership Increases

Mike Wiley at Regional Transit says ridership on RT buses and light rail increased 18% from July 1, 1989 to June 30, 1990. A weekday count in mid-September registered ridership 16% higher than a year earlier. Continuing the trend, October 1990 cash receipts are 16.5% higher than last October.

Another First For DGS

A rapid response to handling asbestos

In Memoriam

Lupe Hernandez, an employee of the Office of Management Technology & Planning (OMTP), died suddenly on October 19, 1990. Lupe worked for OMTP as a Key Data Operator for the last 15 years. She is survived by her husband Santiago Hernandez, her daughters, Millie Gannon, Tina Bauch, Lorraine Rennert and her sons Vince and Joseph Hernandez. Lupe will be deeply missed for her warm personality and her professional manner she demonstrated throughout the many years at OMTP. But most of all she will be missed by her many friends and co-workers.

In 1986, in response to the growing concern about exposure to asbestos, the Department of General Services was the first state agency to contract for professional consultants to survey state office buildings for the purpose of identifying Asbestos Containing Materials (ACM). Buildings in which ACM were found were categorized to reflect the condition and potential hazard for building occupants. An Asbestos Task Force was established in 1987 to provide a forum to meet, discuss and resolve problems and issues of common concern relating to DGS-owned buildings.

At the same time the Office of Buildings and Grounds developed and implemented an Asbestos Management Program, the purpose is to ensure a safe working environment for DGS tenants and the general public, and to enable the State to meet increasingly restrictive regulatory requirements for asbestos-related work. This in-house operations and maintenance program was another first, with DGS paving the way for other state agencies and building owners in the private sector. This commitment required a significant budget augmentation for 1988-89 for the purchase of specialized equipment and materials necessary to perform asbestos-related work. In 1988, building managers and supervisors received specialized training and were certified by the Environmental Protection Agency as "competent persons" to oversee asbestos abatement projects.

OB&G maintenance workers and engineers were medically evaluated and trained in accordance with OSHA regulations and became certified asbestos abatement workers. In March 1988, OB&G was registered with the Department of Industrial Relations, the first state agency approved by CAL/OSHA for asbestos abatement work. Medical evaluation,

training, and OSHA registration are renewed annually.

In 1988 asbestos awareness training was provided to over 1200 OB&G employees statewide. In 1989, OB&G received approval for an Industrial Hygiene position to manage the asbestos and hazardous materials programs. This training and organization proved to be invaluable in the aftermath of the October 1989 San Francisco earthquake. Several DGS buildings were seriously damaged by the quake which created concerns about asbestos contamination. OB&G asbestos teams were on the scene the next day, fully equipped to inspect and repair damaged ACM, and perform clearance air monitoring before tenants were allowed to re-enter the buildings.

Legislation passed in 1988, required building owners to notify occupants of the presence of asbestos in the building. DGS prepared a Management Memo which was distributed to all departments informing them of the requirement, developed a boilerplate employee notification letter, and wrote procedural requirements for the State Administrative Manual.

In 1989, OB&G completed Hazardous Materials Business Plans for each DGS owned building throughout the State. These plans deal with community right-to-know requirements, emergency preparedness, and the safe handling and storage of hazardous materials. The Business Plans have been submitted to local enforcement agencies for approval in accordance with local, state, and federal requirements.

The Office of Buildings and Grounds continues to share their expertise with other state agencies and building owners from the private sector, who request information and assistance with asbestos abatement projects, training and medical surveillance programs, employee notification, and any new legislative requirements. GS

Telecommuting...

(Continued from page 13)

though the PUC was officially shut-down for the rest of the week.

- There are societal benefits as well:
 - 1) The energy saved by 6 or 7 telecommuters in one year is equivalent to the average U.S. annual household consumption.
 - 2) Telecommuters generally experienced more positive changes in their personal and work relationships.
 - 3) Disabled telecommuters find the strain of getting to the job eased.

WHAT NOW

Governor Deukmejian gave the "go-ahead" signal for telecommuting when he signed into law in late September 1990 Assembly Bill 2963. This new law authorizes state agencies, every board and commission to include the telecommuting work option as an element of its transportation management program. It also calls for the DGS to establish a unit for overseeing state telecommuting programs. Responsibilities of this unit include the following:

- Coordinate and facilitate the interagency exchange of information and lead a multiagency telecommuting advisory group.
- Develop and update policy, procedures, and guidelines to assist agencies in the planning and implementation of programs.
- Assist agencies in requesting the siting of satellite work centers, develop procedures to track agencies needs and identify potential office locations.

Employees interested in the telecommuting work option are advised to work with their respective managers and to call upon the Department of General Services. Formal and informal orientation briefings designed to explain the program can be arranged with David Fleming, Telecommunications Division (916) 324-1739.

Steps taken to ensure a successful telecommuting program, whether establishing a prototype or agency-wide project, involve those considerations outlined under "CONDITIONS FOR SUCCESSFUL TELECOMMUTING" listed above. The Department of General Services is always available to help agencies develop and implement telecommuting programs to suit their individual needs. GS



TRIVIA

(Test your knowledge of the department — then check your answers on page 27)

- 1) How many directors has DGS had?
- 2) Current office chief who was formerly the Personnel Officer?
- 3) What does PIN stand for?
- 4) Which DGS office has the most employees?
- 5) Who served as director for the longest stretch and how long?
- 6) Which two programs developed by DGS were firsts nationwide?
- 7) Name the two previous locations of the State Printing Plant.
- 8) In what year was the first state fleet car purchased?
- 9) Name the make and model of the first state fleet car.
- 10) Which Governor drove a 1973 Plymouth?
- 11) What is the real first name of each of the following executive office staff: 1) Elizabeth Yost; 2) Mike Smith; 3) Jack Smith.
- 12) What do the initials W. J. stand for in the Director's name?
- 13) What does SAM stand for?
- 14) Identify the following acronyms: WPAC, TAC, WIT, PATH, HELP, LEAP?
- 15) What is the number of the form you fill out at the end of each pay period showing the previous month's absences?
- 16) In what year was the Department of General Services established?
- 17) What was FOCUS?
- 18) Which director served as the Commissioner of the PUC?
- 19) Which DGS function was created by the second act of the Legislature after California became a State?
- 20) Which DGS function dates back to the time when the State Capitol was under construction?

A wise man learns from the mistakes of others. Nobody lives long enough to make them all himself.

—Bits & Pieces, Sept. 20, 1990

FEEDBACK

Henry Voss, Department of Food and Agriculture, wrote to **Frank Yates**, Office Building Manager, Office of Buildings and Grounds: "...I would like to take this opportunity to thank **Richard Mirrell**, **Keith Wiggin**, **Gary Hunting** and **Ron Griffis** who worked so diligently and patiently in making the oak cabinet and installing the screen in our conference room. I know it took the cooperation of many employees and the planning and designing stages of this project but, I would especially like to acknowledge their extraordinary efforts."

Steven J. Egan, Deputy Attorney General, wrote to **Marvin Goldsmith**, Senior Assistant Attorney General: "...I have found Mr. Beck to be the most knowledgeable and intuitive claims manager that I have encountered. Mr. Beck has repeatedly demonstrated a keen sense for the value of the claim and has been most helpful in maneuvering the case that a just result could be obtained, often resulting in substantial savings to the state. (Mr. Beck is an analyst with the Office of Insurance and Risk Management.)"

Danna R. Jones, Department of Health Services, wrote to **Rick Slama**, State Garage, OFA: "...I want to take the time to say thank you for the help in exchanging my monthly car for one that would meet my needs better. Just to let you know the car is great and the service that I get from your office, your staff, and the effort you made is appreciated."

Danna R. Jones, wrote to **Casey Randall**, Chief, OFA: "...After another very pleasant experience from the staff of the State Garage, I felt that I needed to take the time to say thank you as so often the good is overlooked and only the negative is put down on paper. Over the past three years there were several times that I have had to go the Garage to pick up a "tripper" for travel. Everyone has been very efficient as well as extremely pleasant."

Randy Kellen, Department of Social Services, wrote to **Mel L. Gilliard**, Regional Manager, Office of Buildings and Grounds: "...Our division would like to commend an individual member of your staff, **Inez Johnson**, for a special job she has recently performed for our staff. Mrs. Johnson did a good job and this extra effort on her part has improved the entire appearance of our reception area. We are also grateful to **Mr. Chester Bennett**, her supervisor, for his prompt response and cooperation."

Kathleen Caudell, County of Yuba, wrote to **Beck Roller**, OFA: "...Thank you for participating as a panel guest speaker for the "Tools of the Trade" workshop. Your presentation, while being informative, was also motivational for all the people in attendance."

Thomas Simms, California State Polytechnic University in Pomona, wrote to **Robert Babbe**, Office of Support Services: "...I would like to take a moment to congratulate you on being a finalist for the Department of General Services Sustained Superior Accomplishment Award. My staff and I

heartily agree with the August issue of *OUTLOOK* which recognizes you as the departmental expert on repair and service of word processing equipment. Our office not only appreciates your expertise but also your friendly and cooperative manner."

John L. Smith, Duro-Last Roofing, Inc., wrote to **Rose A. Granados**, Office of the State Architect: "...Thank you for all the effort you put into making our lunch box seminar a success. We were pleased with the arrangements, the quality of the lunch and the turnout. You run a well organized operation."

Rene Diaz, Porterville Developmental Center, wrote to **Paul Neel**, State Architect, OSA: "...It gives me great pleasure to invite you to a recognition ceremony for **Gary Brown**, on-site Construction Supervisor. Throughout our association, Mr. Brown has been extremely cooperative, positive and a resourceful individual who has earned the loyalty and respect of our facility management team. As a small token of our appreciation we are honoring Mr. Brown with a plaque and a luncheon."

John Edelman, Business, Transportation and Housing Agency, wrote to **Paul Neel**, Office of the State Architect: "...Particular thanks go to **Wally Love**, **James Jacobson**, and **Bill Kracher**. The California Highway Patrol appreciates the extra effort made on the part of the State Architect's office in the spirit of cooperation and helpfulness."

Lorraine Lema, Office of Fleet Administration, wrote to **Rose Ann Huskinson** and **Gail Hunley**, OFS: "...Your continued optimistic and helpful working relationship with the Office of Fleet Administration statewide is very much appreciated. Both of you have gone beyond the call of duty on several occasions to assist with difficult and complex situations and we have been able to resolve these matters in a harmonious manner."

Jean Connor, Digital, wrote to Pat Jones, OP: "...I want to let you know that one of your employees, **Dennis Erickson**, is a pleasure to work with. Dennis works hard to keep commitments and is very helpful explaining what needs to be done."

Michael Pahl, TD, wrote to Casey Randall, Chief, OFA: "...I would like to take this opportunity to pass along to you my appreciation and thanks to **Earl Nowell**. It has always been a pleasure working with Earl, whether requesting vehicle replacement or just asking advice; and I look forward to many more years of association with professionals like Earl."

Christina Orwicz wrote to Alice Flissinger, OSMB: "...I recently became certified as a small business. Your employee Biggie Waller, helped me. She is very friendly, caring, efficient and overall a great help."

Randy Rossi, Department of Justice wrote to John Babich, OP: "...This memo is to commend **Carl De Verter** for his outstanding assistance and guidance. Carl's professional, helpful service has made it possible for this bureau to set a new precedent in the research and development of investigative targets."

Karl Greene, Department of Rehabilitation wrote to Will Cohn, OFA: "...I am writing to commend **Rodney Pitchford**. The characteristic that most impresses me is his initiative. We don't have to call Rodney for service — he calls us, or rather, he calls on us."

Evelyn Frontarina, Telecommunications Division wrote to **Charles Allen**: "...Thank you for your prompt and considerate attention to my problem. Your help and hospitality were greatly appreciated."

Linda L. Hartstrom, Department of Justice wrote to Richard Cookerley, OB&G: "...I wish to express my appreciation for all of the assistance we received from your staff including: **Ann Greer**, **Joe Mesa**, **Darrell Herbert**, **Art Zamora**, **Curtis Meissner**, **Eddie Albert**, **Clyde Wilder**, **Tom Tomasi**, **Adam Delph**, **Birda Johnson**. It is a pleasure to work with such a responsive group."

The employees of the Department of Industrial Relations, Long Beach wrote to **Joe Porter**, OB&G on what a superb employee he is and that their office has never looked so clean.

Marianne Arenas, OAS, wrote to Janel Hernandez, OB&G, thanking her for her efforts in helping to plan the 1990 Transportation Faire. "...It was the best ever thanks to your efforts."

Norma Crane, OAH, wrote to Bobbio Sanchez, OB&G: "...This memo is to commend **Jim Ford**, **Irene Higurashi**, **Oscar Hayden**, **Betty Williams**, **Mary Richardson**, **Marvin Stapleton**, **Edwin Carroll**, **Duane Hilden**, **Este Hesse**, **Donald Wiemer** of your LA-OB&G staff on their fine performance in preparing the offices for the newly appointed judges."

The Tax Support Division, Employment Department, wrote to Ray Lands, OB&G: "...We would like to thank **Russell Johnson** on doing his job plus the extra effort on the things we have asked him to do. We all appreciate his quality work."

PEACE
On Earth

Second Annual ORM

The Office of Records Management presented its second annual Vendor Faire on October 10 and 11. This year's highly successful event was held at the Sacramento Community Convention Center and featured displays by more than 40 image management and printing industry vendors as well as representatives from 5 state organizations and the U.S. Postal Service. Attendees from all levels of city, county and state governments, and, from as far away as Nevada found a virtual cornucopia of information and ideas for their image management and printing needs. Vendors showcased products and services ranging from self mailing forms to optical disk storage systems.



Judging from the positive feedback and interest generated by this year's participants, the next event should prove to be even bigger and better. Those of you who missed this event will want to be sure to attend the next time. Who knows, maybe you'll find the answer to that big-dollar Merit Award Suggestion that has been eluding you.

The Office of Records Management would like to extend a special thanks to the Office of State Printing and the Employment Development Department for their assistance in the presentation of this event.

GS



Vendor Faire



25 YEARS DEPARTMENT OF GENERAL SERVICES

NOVEMBER

Robert Maldonado
Real Estate & Design Services

Hiroko Saigo
Office of Fiscal Services

Marjorie A. Soto
Office of State Printing

DECEMBER

Richard E. Mocerin
Office of State Printing

Jerry Thompson
Office of State Police

RETIREMENTS

YEARS

George P. Cutter 15
Office of Support Services

Evelyn I. Holm 14
Office of Fleet Administration

Norman George Smith 32
Office of State Architect

Samuel Foster 30
Office of Buildings & Grounds

William E. Petersen 26
Office of Insurance & Risk
Mgmt

Robert I. Ichimura 33
Office of Fiscal Services

James M. Jordan 15
Office of Buildings & Grounds

Wanda Predoehl 18
Office of Fleet Adm.



Catalina (Cathie) Morales

In August 1965, Ms. Cathie Morales joined state service as a Stenographer for the Department of Social Welfare. During her tenure with the Department of Social Welfare, she performed a variety of duties, including a stint as a secretary in the Legal Unit, as well as in the Division for the Blind. In February 1972, she transferred to the Department of Mental Hygiene (now known as the Department of Health Services (DHS). Ms. Morales worked in several areas at the Division level of DHS for approximately 6 years. In 1986, she transferred to a Limited Term position as a Staff Services Analyst for the Disaster Response Unit — and in November 1986, she took a permanent position at OLA in the Agenda Control Unit.

When asked to describe her most memorable events and accomplishments, Cathie indicated that she is especially proud of her efforts (in conjunction with a friend and co-worker), to establish and activate a Toastmistress' Club for DHS employees. She further indicated her satisfaction with the accomplishments she has made as an active participant in the Golden Opportunity Club, (International Training in Communication or ITC, as it is better known). Cathie has held several different offices within the ITC and has participated and won several speech awards as part of her affiliation with the ITC.

She has plans to retire within the next ten years and is already exploring the possibility of working within the private sector in some aspect of the field of human services. Cathie's favorite quote is right in character with her people-oriented personality. It is a statement by Helen Keller which reads: "It is not what we see and touch or that which others do for us which makes us happy; it is that which we think and feel and do, first for the other fellow and then for ourselves."

Congratulations to Cathie for her 25th year of state service!

Jerry Thompson

On November 1, 1965, Jerry Thompson joined state service as a maintenance worker at the Department of Mental Health, Neuropsychiatric Institute at the University of California, Los Angeles (UCLA), Brentwood. While working at UCLA, he began attending a "Boot Strap College Program," and later attended junior college where he obtained an AA Degree in Management. Jerry continued his studies at California State University, in Dominguez Hills, where he received a Bachelor of Science Degree in Public Administration.

While attending college he began working for the CSP. During his 12 year tenure there, he has worked

various assignments including: motor patrol, foot beats, Dignitary Protection, and the Bureau of Investigation. Also, he has worked in several field offices including Expo-Park, where he presently works as a Sergeant.

Jerry considers his graduation from the Rio Hondo Police Academy as one of his major accomplishments at the CSP. He describes the academy as a real challenge and a rewarding experience.

As a certified PR-24 (side handle baton) instructor, Jerry is the Defensive Tactics Coordinator for the Office.

He is married and has a son and a daughter. His wife teaches the sixth grade in a Los Angeles area school.

Blessed with good health, Jerry has been sick only five times during the past 12 years at the CSP. Congratulations, Jerry on your completion of 25 years of state service.

Milton W. Ziegler

On October 1, 1965 Milton W. Ziegler started his career with State of California, Division of Highways, District IV, as a Communications Technician. Milton promoted to Senior Communications Technician, Department of General Services, Telecommunications Division, San Francisco Radio Maintenance Shop, on October 16, 1967. He is presently working in Mill Valley.

Prior to Milton's state service, he served in the U.S. Army Signal Corps as a Specialist 4 Technician Inspector and later as a Communications Technician. He has held his FCC license since 1958.

Milton's supervisors over the past twenty-five years have always appreciated his good attitude and dedication to the job. In January 1974, he received a letter of commendation for his good judgement and quick decision to "walk in" to repair a malfunctioning emergency power plant and restore the operation of Mount Tamalpais radio vault equipment following a heavy snowfall and winds which caused the loss of Pacific General and Electric services.

When not working, Milton enjoys repairing cars and anything mechanical around the house.

Donald Nelson Retires

On November 1, 1990 Donald Nelson, Construction Supervisor II, completed an illustrious 27 year State service career. A Construction Supervisor for the Fire and Life Safety Project at the Metropolitan State Hospital, Don has been employed by the Office of the State Architect, DGS for the past 15 years. Prior to that he worked as a highway engineer for the Department of Transportation.

He and his wife, Bonnie were recently honored by local, state and national officials for his many years of public service and community involvement.

Residents of Pasadena, Ca., the Nelsons were honorary guests who rode in the S. Pasadena Annual 4th of July Parade.

Don and his wife plan to eventually reside in Santa Fe, New Mexico where they have recently purchased a new home.

Best wishes for a fruitful and healthy retirement.

(Continued)

Samuel Foster Retires

Samuel Foster was one of the original members of the janitorial staff who opened the Oakland state building in 1960 with the Department of Finance. Sam worked his entire State career in the Oakland state building. He also was the last employee of the Office of Buildings and Grounds to work in the Oakland state building. (Building was finally closed July 31, 1990, as a result of the October 17, 1989 earthquake.)

Among his guests at his retirement ceremony was Lee A. Guess, Retiree, who was also a former DGS employee, and Mr. Foster's first state supervisor in the Oakland state building.

Sam Carbone

Sam Carbone's quarter century of state service began in 1965 with the Department of Social Welfare. He started in the collating unit and then moved to the press area. In 1966, he was drafted into the army and received his basic training at Fort Ord. Subsequently he was stationed at Fort Carson, Colorado, and then spent 19 months in Germany as a Pressman. He was discharged in 1968 and returned to work at the Department of Social Welfare as a pressman. Shortly thereafter the printing/bindery/publishing units of the Department of Social Welfare were regrouped and consolidated into the Department of General Services. Sam has been with the Department of General Services, Office of Support Services, ever since. He was promoted to Senior in 1980.

Sam's most memorable event on the job occurred when his wife Flavia was pregnant with their first child and he got "the call" at work. (Sam and Flavia have two sons, Chris, 19 and David, 16 years old.)

Over the last 25 years Sam says the pay and equipment have gotten better, promotions have gotten harder, and work has gotten heavier.

Sam plans to work until the "turn of the century." He states, "I've worked with a lot of good people and made some good friends." Congratulations to another fine DGS employee, Sam Carbone, for your 25 years of state service. GS



Sam Foster, (r) OB&G, receives his 25-year service award from his supervisor, Curtis Guinn.



Mr. Gerald Smith (r) manager, Surplus Property Unit, Fullerton Distribution Center, presents a plaque to Mrs. Barbara Tottleben from her co-workers, in honor of her 16 years of state service on the occasion of her retirement in August 1990.

Personnel Transactions Unit Honors Outstanding Employees

Congratulations to **Teresa Matheson**, **Marie Wright** and **Douglas Holmes** for their outstanding performances.

Supervisors in the Transactions Unit, concerned with morale among staff, developed a quarterly presentation for the "Outstanding Personnel Assistant" to recognize a job well done. . . performance consistently exceeding standard expectations. Personnel Assistants deal with problems, complaints, misconceptions and difficult situations daily. It's a rare occasion to be told "Thank You".

The selection criteria include quality of work, dependability, attitude, organization and relationships with people. Comments from client offices — written or oral — are also taken into consideration.

Teresa Matheson was the first recipient of this award in April. Her technical knowledge, organizational skills and dependability are well documented.

In September **Marie Wright** was recognized for her professional, positive outlook and service oriented attitude.

During November **Douglas Holmes** was recognized for his reliability, technical skills and sunny disposition.

So, to those outstanding PAs we say THANK YOU!!

Congratulations!!



(Left to right): Teresa Matheson, Douglas Holmes and Marie Wright were recently honored for their outstanding performance as Personnel Assistants.



*May the quiet peace
of the Season fill
your heart and home.*

The Editor



**ARRIVE ALIVE.
DON'T DRINK
AND DRIVE.**

Recipes reprinted with permission from ALCOHOL FREE ENTERTAINING, a Betterway Publication, White Hall, Va. Available at local bookstores.

“Mocktails” Are the Rage

For holiday get-togethers try “Mocktails,” good-tasting, non-alcoholic fun drinks that leave guests headache-free.

Faux Champagne

Ring in the New Year with this festive beverage, and drive home after the party!

Use 4 oz. champagne glass

2 oz. apple juice

2 oz. ginger ale

pour and serve. Don't be surprised when your guests comment that it actually tastes like champagne. It does, but better.

Russian Defector

A rich, delicious mocha drink. Similar to a White Russian, but without the “Russian.”

Use Manhattan or rocks glass

For two servings combine in small container:

1 teaspoon instant coffee

2 oz. boiling water

Refrigerate until cool. Combine in glass with:

2 oz. chocolate syrup

4 oz. milk

Stir to blend. Top generously with:

Sweetened whipped cream

Joe Collins

Heard of John Collins and Tom Collins? This is the brother that drives them home after a party.

Use 11 oz. Collins glass

For each serving, combine in glass:

2 rounded teaspoons confectioner's sugar

½ oz. lemon juice

Stir together and add:

3 ice cubes

6 oz. soda

Stir and serve garnished with lemon slice.

Program Highlights...

(Continued from page 8)

Answers to DGS Trivia Test

1. Eleven
2. James W. Morgan
3. Purchasing Information Network
4. Office of Buildings & Grounds
5. W. J. Anthony - 8 years
6. State Travel Program and California Computer Store
7. Archives Building and the unfinished Governor's Mansion that was located at 15th and L Streets
8. 1946, when the first state garage was located at 9th and L Streets. Actually the first cars were not purchased but donated by the Selective Service Draft Board. The pool consisted of 14 cars.
9. Henry J. Kaiser cars. (This information was provided by Tak Fujitani, a retired employee of OFA.)
10. Edmund G. Brown Jr.
11. Alpha, Loren, Jackie
12. William Joseph
13. State Administrative Manual
14. WPAC—Women's Program Advisory Committee, TAC—Training Advisory Committee, WIT—Women in Trades, PATH—Program Alternatives to Tradeswomen Hiring, HELP—Hispanic Employment Link Program, LEAP—Limited Examination and Appointment Program
15. Std. 634
16. 1963
17. First client newsletter published by DGS
18. Leonard Grimes
19. State Printing
20. Office of Buildings & Grounds

effective projects that save State facilities money on their utility bills. To date, the OEA has arranged projects worth over \$76 million which are projected to save the State nearly \$218 million over the next 20 years. Under a provision known as Benefit Sharing, half of these savings go to the General Fund and half go back to the siting institutions for further energy improvements, deferred maintenance, or other infrastructure-related improvements.

• • •

In 1984, the following section was added to the Public Resources Code:

"It is the policy of the State to encourage third party financing of energy projects, including, but not limited to, cogeneration facilities, at State-owned sites." (Cogeneration is an energy- and cost-saving method of producing electrical and thermal energy simultaneously.)

In response to this, the Office of Energy Assessments has negotiated the development and funding of nine "third-party financed" cogeneration projects at State-owned facilities. These represent savings of over \$275 million and a total electrical output enough to power a city of 150,000 people. GS

The Sustained Superior Accomplishment Awards nomination period runs 12/1/90 to 1/18/91.

For more information contact Mary Anne Riehl-Campos at 324-6462 or ATSS-454-6462

You know it's a bad day when . . .



. . . The automatic teller puts you on hold.



Holiday Safety Tips From the California State Police

As we experience the change of weather that fall and winter bring, we face some specific fire safety issues related to the incumbent seasonal cooling, such as heating, lighting and increased electrical demands. The California State Police Emergency Preparedness Program would like to remind our fellow state employees to be especially vigilant and mindful of their safety by following these "Holiday Safety Tips" provided by the Newark Fire Department.

TREE — A cut tree is like a cut flower — neither will last very long without water. A tree purchased from a lot or cut on a tree farm can remain fire resistant if you follow these simple steps:

1. Keep the fresh cut end of the trunk in water. Check the water stand daily.
2. Locate the tree away from heat sources. Don't place the tree near a heater outlet, woodstove, or fireplace. Put it in the coolest location possible. Never leave a lighted tree unattended, and turn down the room heat at night.
3. Remove the tree immediately after the holidays. Even a properly cared for cut tree will continue to dry out.
4. Never burn a cut tree in a woodstove or fireplace.
5. Dispose of tree free of charge by making sure it is cut up and is not longer than five feet. Put by garbage no later than three weeks after the holidays.

LIGHTS — Carefully check all electrical wiring before you install decorations.

- Use only UL approved *OUTDOOR* lights outdoors. Never use indoor lights outside.
- Turn off decorative lights when you leave the house or go to bed.
- Use miniature lights on a tree. Standard size lights generate heat which speeds up drying of the tree. Miniature lights produce considerably less heat and reduce drying.

CANDLES — Place candles in sturdy nonflammable holders or containers.

- Locate candles away from the tree, evergreen arrangements, and other flammable decorations.
- Keep candles out of the reach of children and where they cannot be accidentally knocked over.
- Extinguish candles before leaving the house or going to bed.

WRAPPINGS— Put discarded wrapping paper in a trash can for collection — *NEVER* throw wrapping paper into a fireplace or wood stove.

COOKING— Keep handles of pots and pans on the stove turned in, so they can't be accidentally bumped and are out of the reach of small children.

— Extinguish a cooking fire by putting a lid on the pot or pan — a plate will also do the job. If the fire is in the oven, close the door and turn off the heat.

— Turn off all cooking appliances before leaving the house or going to bed. *NEVER* leave food cooking unattended on the stove.

— Purchase a fire extinguisher for your kitchen.

SMOKING— Empty ashtrays into a metal container — such as a can — before leaving the house or going to bed. *NEVER* empty ashtrays into a wastebasket or paper bag.

— Check upholstered furniture for fallen cigarettes immediately after a party and before going to bed. Smoldering cigarettes in upholstered furniture are a leading cause of home fires.

FIREPLACES— Control the size of the fire so it doesn't exceed the safe capacity of the firebox.

— Keep the screen closed at all times (except when tending the fire, of course). Sparks from fireplaces are a common cause of home fires.

— Dispose of ashes in a metal container. *NEVER* put ashes from a fireplace directly into a paper bag, cardboard box, or other flammable container.

— Keep flammable decorations away from the fireplace opening. This includes stockings hanging from the mantle.

— Clean fireplace chimneys regularly. Tar buildup is a major cause of chimney and roof fires. Consult a professional chimney sweep.

BE PREPARED— Have two ways out of every room — especially sleeping areas.

— Acquaint overnight guests with your emergency escape plan.

— Be sure that everyone in your home knows to dial 9-1-1 to call the fire department, police department, or ambulance.

— Install smoke detectors on each level of your home — they're lifesavers!