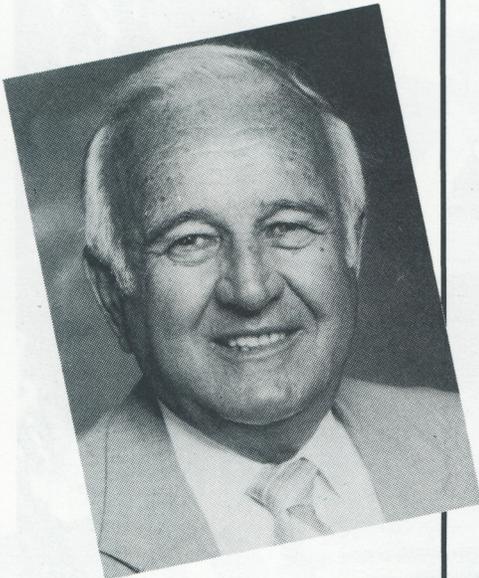




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# Director's Message



## Happy 1990!

The employees of the Department of General Services certainly ended 1989 on a very positive note. Your donation of 58,000 pounds of food in the annual State Employees' Holiday Food Drive was the second highest donation in what was a record year for the drive. We exceeded our overall drive goal of 400 tons and were able to provide 16,500 boxes of food to feed families of four in the Sacramento-Stockton area for one week. Your generosity was especially significant considering it came in the aftermath of all of the earthquake relief activities.

During this last year of my tenure as Director of the Department of General Services, I am looking forward to the culmination of some major projects in which many of you have been instrumental, including completion of the Ronald Reagan State Office Building, implementation of Calnet, full implementation of the Purchasing Information Network, adoption of AB 1933 Regulations, and development of a departmentwide plan for administrative automation needs. My best wishes to you for a prosperous and productive 1990!



STATE OF CALIFORNIA

DEPARTMENT OF GENERAL SERVICES

State of California

GEORGE DEUKMEJIAN, Governor

State and Consumer Services Agency

SHIRLEY R. CHILTON, Secretary

DEPARTMENT OF  
GENERAL SERVICES

William J. "Tony" Anthony, Director

### OUTLOOK

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## Director Announces New Task Force

In a memorandum dated December 5, 1989, W. J. Anthony, Director, announced the new DGS Task Force on Alcohol and Drug Policy and Procedures. The mission statement developed by the newly formed Task Force is:

*"A significant number of today's labor force is impaired by the use of alcohol and drugs. Drug and alcohol impairment creates or leads to great losses in dollars and human resources. Therefore, the Department of General Services commits to providing a safe, healthy work environment by providing our employees:*

1. An impairment-free work place.
2. Awareness education.

3. Confidential assessments and referrals.

4. Testing consistent with State policy."

Don Male, Chair of the Task Force, will be working with individual offices to select the remaining members of the Task Force. This group will then start working to develop programs to address the four main components of the mission statement.

As stated in Mr. Anthony's memo, "This is a complex and emotional issue. It is imperative that we address it with concern and respect for our fellow workers." We must work together to ensure that the rights of all employees are protected.

# from the desk of

**A**lthough the California State Police (CSP) has been in existence since 1887, its total professional function and responsibility has been misunderstood by both the general public and State agencies alike until the last recent few years.

W. J. "Tony" Anthony is the first Director of General Services with a professional background in law enforcement and it has been under his leadership that the CSP has emerged from a position of public uncertainty to a recognized law enforcement agency with an identifiable mission.

The basic mission of the CSP can best be simply defined in the following terms: *"To provide protection to life and property at State facilities through the delivery of a wide range of professional police services."*

Perhaps the most revolutionary improvement at the CSP is the overall quality of training. Training is one of the Department's highest priorities and this has been evident during the development of the past annual budgets.

It is professionally rewarding to know that the CSP training program is fully certified by the California Commission on Police Officers Standards and Training (POST) and in fact, the quality of the State Police recruiting and training of its police officers meet the same professional criteria as do all California law enforcement agencies.

There are many specialized functions performed by the State Police deserving of accolades, such as the Explosive Ordnance Unit, S.W.A.T. Team, Crime Prevention, Threat Analysis and the recently established Bureau of Investigation.

One of the more publicly well known units of the State Police is the Dignitary Protection Command, which was established nearly 25 years ago during the first term of Governor Ronald Reagan. This unit has subsequently gained a national reputation as a premier authority on the personal protection of public officials.

The California State Police has an authorized strength of 360 police officers. The majority of these officers are assigned to uniformed duties. They are deployed on foot beats, bicycles, automobiles, horses and airplanes to perform their responsibilities.

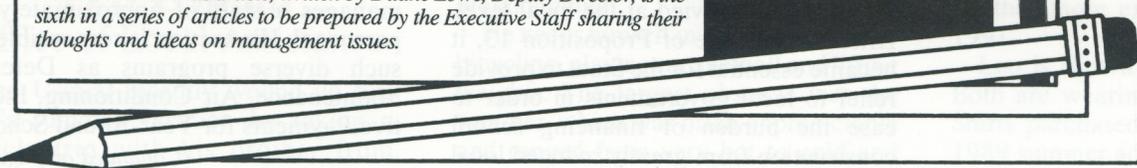
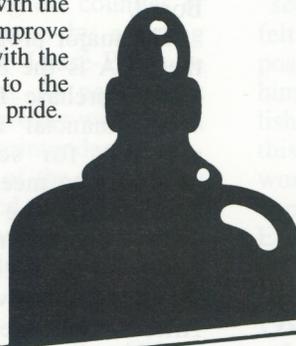
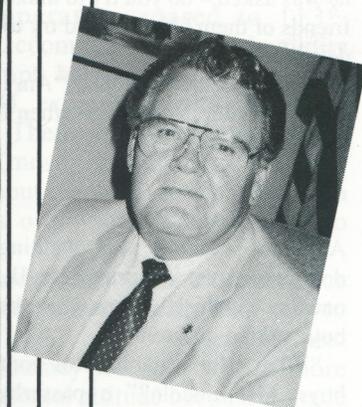
As a part of the CSP quest to enhance the effectiveness of its services, Senate Bill 1492 was signed into law this year by Governor Deukmejian. This bill requires State agencies to report crimes committed on State property to the State Police. It is anticipated these reports will be of substantial assistance to the CSP in identifying where and how its services should be improved. Of major importance to State government is the 9-1-1 emergency telephone system which was legislatively established in California and is now operational at the CSP in Sacramento and will become operational at CSP offices in other major geographical areas where State facilities are located.

While we are all very proud of the progress made by the State Police, we must resist complacency because there is a great deal more to be accomplished at every level.

We owe much gratitude to all those men and women affiliated with the CSP, both past and present, who have made a conscious effort to improve the quality of the organization. Their contributions, combined with the administration's commitment, has brought the organization to the professional forefront and for this, all California citizens can take pride.

*Duane Lowe*

**Editor's Note:** This article, written by Duane Lowe, Deputy Director, is the sixth in a series of articles to be prepared by the Executive Staff sharing their thoughts and ideas on management issues.



## The Office of Local Assistance (OLA)

### What Does it Really Do?



#### ABE'S HONEST HUMOR

Abraham Lincoln was once taken to task by an associate for his attitude toward his enemies. "Why," he was asked, "do you try to make friends of them? You should try to destroy them."

To which Lincoln replied, "Am I not destroying my enemies when I make them friends?"



Abraham Lincoln was walking down the street in Springfield, IL, one day with his two sons when the boys started quarreling.

"What's the trouble with your boys, Mr. Lincoln?" a passerby asked.

"The same things that's wrong with the rest of the world," was Lincoln's reply. "I've got three walnuts and each boy wants two."



The Office of Local Assistance (OLA) receives and evaluates applications for State-administered school facilities programs which are funded by State General Obligation Bonds and other specially designated funds. These funds are allocated to school districts by the State Allocation Board (SAB) to provide housing for California's K-12 school children. Specifically funds may be allocated for the acquisition and development of school sites, construction, modernization or reconstruction of school buildings, maintenance of existing buildings, or the provision of essential child care facilities. The programs also provide for the allocation of emergency portable classrooms for districts experiencing immediate growth, and apportion monies for asbestos abatement, air conditioning and year-round incentive payments.

The SAB is responsible for allocating whatever resources are available. The Board is made up of the Director of Finance, who acts as Chairperson, the Superintendent of Public Instruction, the Director of the Department of General Services, and two members of each house of the Legislature. The seven-person Board acts as the policy and decision-making arm of the State's School Building Aid Programs. As staff to the Board, OLA's role is to perform research and background activities, develop policies and procedures and make sound recommendations for final SAB decisions regarding school districts' requests for school facilities aid. The OLA then takes whatever steps are necessary to carry out or implement the policies and decisions made by the Board.

The major program administered by the OLA is the State School Building Lease-Purchase Program, which provides financial assistance to school districts for school construction necessary to meet growing or shifting enrollments. The facilities needs of a district are generally provided at the State level, with the assistance of developer fees levied at the local level. After the passage of Proposition 13, it became essential for the State to provide relief to local governments in order to ease the burden of financing school construction from greatly reduced local

property taxes. The bottom line is that while Proposition 13 provided considerable relief to local homeowners, it left school districts with fewer and fewer sources of revenue.

Another area of the SAB's responsibility has been to provide aid for unsafe schools. As a consequence of a major earthquake in Southern California in 1971, the State offered financial assistance to repair or replace existing unsafe schools on a "matching fund" basis. The SAB has apportioned funds to earthquake-proof school facilities throughout California by means of an Earthquake Safety Program that required all school facilities to meet the "Field Act" of 1933. The OLA is proud of the fact that during the recent earthquake in Northern California, very few school buildings and modular classrooms were severely damaged. The OLA has received only one request to replace a damaged building as a result of that earthquake.

#### A Brief Look at the People Who Manage OLA's Multi-Talented Staff

Currently in command is **D. Brent Korff**, Acting Local Assistance Officer. In addition to the Executive Staff, OLA is organizationally divided into three sections, as outlined below.

##### Field Services

The Field Services Section is headed by **Bruce Hancock**. Mr. Hancock supervises approximately 60 personnel, including a staff of 15 persons located in a newly-formed OLA branch office in Riverside County. Mr. Hancock administers the massive Lease-Purchase Program that apportions approximately one billion dollars annually in facilities construction funds. His staff members are directly responsible for assisting school districts throughout the State to help them understand the process and apply for funding.

##### Special Services

OLA's Special Services Section is directed by **Philip Shearer**. Mr. Shearer manages a staff of approximately 70 personnel. His section is responsible for such diverse programs as Deferred Maintenance, Air Conditioning, Incentive Payments for Year-Round Schools,

(Continued on page 23)

## OLA EMPLOYEE SPOTLIGHTS



### Sharon Drago

#### Office of Local Assistance

It has often been said that ambition is the germ from which all growth proceeds. That statement certainly lends itself to the basic idea behind the movement of women into the little known School Facilities Program Analyst (SFPA) classifications which

exist within the Office of Local Assistance (OLA).

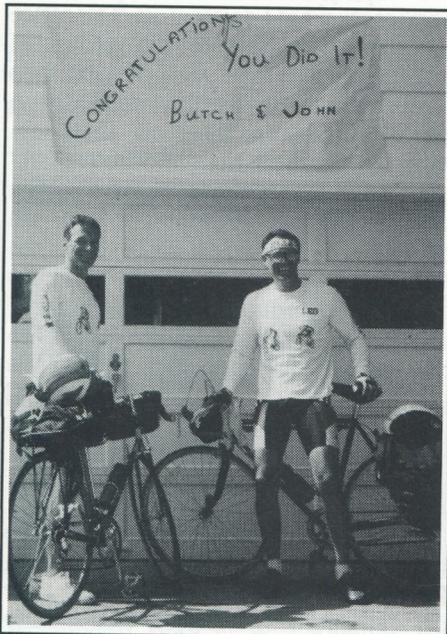
Until 1980, the SFPA (then known as a Field Representative) class had been occupied by males only. Sharon Drago was one of the first women to enter into the series via the Management Services Technician (MST) classification. Ms. Drago's appearance was followed in rapid succession by other women who were eager to excel in this field. Sharon was originally employed in the Department's Office of Building and Grounds, and her familiarity with construction terminology, as well as her ambition to seek all available promotional avenues, led her to the Office of Local Assistance. Within the past 9 years, she has promoted from MST to SFPA II.

By definition, a SFPA provides assistance to school districts to guide them through their application process, which then enables the school district to receive apportionments from the State School Building Aid Program. Typical SFPA functions may include reviewing architectural plans, working with architects and school officials, estimating building

costs, performing on-site inspections and determining a district's eligibility for available monies under several different program categories. A SFPA performs liaison functions between districts and may often provide training and informational seminars to various districts to help them with their applications, as well as to apprise them of statutory changes which often affect apportionments.

Ms. Drago's advice to a woman aspiring to such a position is as follows: She should have some knowledge of construction terminology, practices and problems. She should have the ability to learn about the laws, rules and regulations governing the apportionment and repaying of school aid funds. She must also have good writing skills and be able to effectively analyze data and form logical conclusions. (This applies equally to men!)

Sharon Drago is to be commended for the ambition she exhibited back in 1980, and for the doors she helped open for many other women now working as professionals in the Office of Local Assistance. GS



### Leo Usmial

#### Office of Local Assistance

Leo Usmial recently wound up this year's summer vacation by taking a bicycle trip with his brother from

Canton, Ohio (where his brother resides), to Muskegon, Michigan (where his parents live), a total distance of 402 miles. Leo and his brother, John, wanted to use this opportunity to spend some time together, as living so far apart makes it virtually impossible for them to see one another as often as they would prefer. Leo also attended his 25th high school class reunion, thus giving the trip a dual purpose.

Leo works as a School Facilities Program Analyst for OLA. Leo is responsible for serving the counties of Tulare, Inyo and Fresno by assisting school districts with Lease-Purchase Program Applications. As part of his duties, he regularly provides workshops, attends County Superintendent meetings and handles all of the day-to-day problems encountered by the school districts he is responsible for. He and his wife have one daughter, and one granddaughter.

He keeps himself in good condition by bicycling, playing racquetball and lifting weights. The largest obstacle was the weather, which was often unpredictable and ranged from very hot to cold and

rainy. The worst weather occurred near Lake Erie, on the third day of the trip. The temperature soared to 113°, degrees, accompanied by 86% humidity and 40 mph headwinds. Leo and John cycled 81 exceedingly difficult miles that day. There were a few other minor hazards (mostly dogs), but the trip itself was without mechanical problems with the bikes, or physical problems for Leo or John.

Leo ended his summer experience with a firm belief that the best way to "see the USA" is on a bicycle! He also felt his journey left him with a more positive mental attitude because it made him feel confident that he could accomplish any task he set out to do. Leo feels this has had a decided effect on both his work and personal development. He is currently planning to enter the Annual Eppie's Iron Man Competition this July, and he and his brother are contemplating another more extended bicycle trip in 1991.

Leo is shown here with his brother. Both are wearing the commemorative T-Shirts purchased as mementos of their 1989 summer adventure. GS

## OFFICE CHIEF PROFILE

### Eugene Pieracci Chief Office of Fiscal Services



### DGS GOLF CLUB

The Department of General Services Golf Club is ready to begin another exciting golfing season. The following 1990 schedule includes a couple of courses that have not been visited in many years: Diamond Oaks (Roseville) and the Davis Golf Course.

February 24 . . . . . Haggin: Red & Blue  
 March 24 . . . . . Dry Creek  
 April 7 . . . . . Davis  
 June 30 . . . . . Ancil Hoffman  
 July 21 . . . . . Lake-of-the-Pines  
 August 25 . . . . . El Dorado Hills  
 September 8 . . . . . Ar buckle  
 October 20 . . . . . Diamond Oaks  
 November 1 . . . . . Bing Maloney

The DGS Golf Club is encouraged by the number of staff who have been participating in the tournaments. The Club boasted a membership of 64 golfers in 1989, ten of these were women. Notable among the new golfers this year was Rosamond Bolden, Chief of Buildings & Grounds.

Congratulations to our Club Champions for the 1989 season: Fred Luzzi of Buildings & Grounds for "A Flight," and Larry Johnson of the Office of Support Services for "B Flight."

If you desire additional information about these tournaments or wish to be placed on our mailing list, please contact Guy Blair of the Office of Support Services at (916) 739-2385. GS

#### FAVORITE PASTIME:

Vacationing on the Monterey Peninsula, dining in the area's most delectable restaurants, and playing golf at any of the area's fabulous golf courses.

#### FAVORITE READING:

The sports page of any newspaper.

#### FAVORITE QUOTES:

"The team is not playing really well right now."

"It's pretty rare to watch 48 minutes of basketball and not see anything good."

"We didn't do anything well."

*Jerry Reynolds, Coach — Sacramento Kings*

#### FAVORITE FOOD:

Most any food that is served with a sauce. I also enjoy hosting dinner parties. When my family and I have guests for dinner, I will spend all morning and afternoon in the kitchen preparing all parts of the menu. The dinner will normally include some of Geno's homemade Cabernet Sauvignon or Zinfandel.

#### SHORT HISTORY:

I received a Bachelor of Arts degree in Economics from California State University — Sacramento in 1974. A few days prior to graduation, I began working in the Department of General Services Budget and Planning Office as a Staff

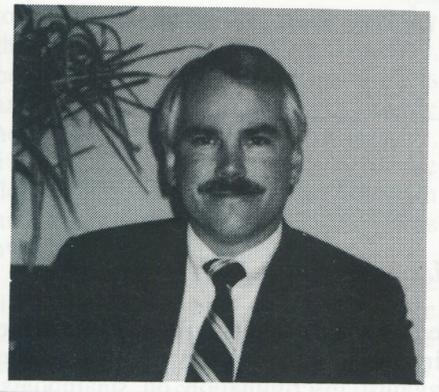
Services Analyst. During my first days in the Budget Office, I became quite concerned that I was not capable of fulfilling the responsibilities of the position. One of my first assignments was to read and understand both volumes of the State Administrative Manual (SAM). Well, I was young and naive so I took the assignment literally and sincerely tried to fully understand the SAM. After a few days I became quite frustrated and finally gave up (later I learned that most people do). Fortunately, my probationary reports did not address my knowledge of SAM. Since that initial appointment and encounter with SAM, I have held the positions of Associate Budget Analyst, Assistant Budget and Planning Officer, Acting Budget and Planning Officer, and my current position as Chief of the Office of Fiscal Services.

When I first started in the Department, I really enjoyed the number crunching that is prevalent in a Budget Office. However, as I have grown older my interests have changed. Although I still enjoy the number crunching, it is not the most important activity these days. Today, the interaction that I have with the employees of the Office of Fiscal Services is what I enjoy most. The office is primarily a fun-loving group of individuals that take pride in what they do even though their efforts normally go unnoticed because the work they perform isn't in the limelight. The Department and I are fortunate to have such a wonderful group of employees that are dedicated to do what it takes to get the job done. Although the work continues to grow without commensurate resources, I can always depend on staff to rise to the challenge and achieve its goals. GS

#### SHORT HISTORY:

I am a native Californian and have lived all but six years of my life in Roseville. My wife, Laurie, is an instructor of mathematics at Sierra Community College and we have two children, Leslie Anne and Allison Marie. We all love the coast, especially the Monterey Peninsula. Several times a year we vacation in the area and absorb as much food, drink, beach, shopping, and golf as possible. GS

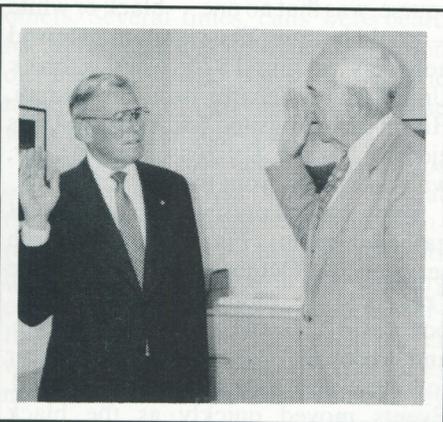
## New Appointments in DGS



On October 3, 1989, Governor Deukmejian appointed **Karl S. Engeman** as Director of the Office of Administrative Hearings. Karl is a graduate of San Jose State University and University of California, Davis, Law School.

Karl was hired as an Administrative Law Judge with OAH in 1980. He came to OAH from the Attorney General's Office where he worked as a Deputy Attorney General, representing agencies who appeared before OAH. In 1984, Karl was appointed Presiding Administrative Law Judge in the Sacramento office, and he served in that capacity until his appointment as Director.

Karl is an enthusiastic and serious golfer!! He lives in Sacramento with his wife, Charlene, and two children, Laura and Michael.



**Paul R. Neel, FAIA**, was sworn in on December 6, 1989, by W. J. Anthony, as the new State Architect of the Department.

Prior to his appointment, Paul was a Professor of Architecture, School of Architecture and Environmental Design, California Polytechnic State University, San Luis Obispo, for 27 years. He also

served as the Director of the School of Architecture and Environmental Design for 11 years; was President of the California Council, AIA in 1983; and Regional Director, Board of Directors, American Institute of Architects, from 1983-1987. He is currently the President of the California Board of Architectural Examiners.

Paul and his wife, Verla, have two grown sons, and like to spend as much time as possible at their house in Sea Ranch.

On August 31, 1989, **D. Brent Korff** joined the Office of Local Assistance as Deputy Local Assistance Officer. Brent has an extensive background in government and has worked for the Department of General Services for 17 years.

His first 11 years were spent in various capacities for the Department's Budget and Planning Section. During that period, Brent helped formulate the annual plan of financial operation for 21 diverse organizations, including the Office of Local Assistance. He gained valuable experience advising high level Executive Branch officials and Legislative Staff about budgetary and administrative matters, thus allowing him to become adept at presenting testimony to legislative fiscal committees.

For the past 6 years, Brent has served as Chief of the Office of Support Services. Support Services employs over 200 individuals and provides centralized services in Reprographics, Office Machine Repair, Mail Management and Business Equipment Management. This assignment provided him with an opportunity to develop the kind of management skills that are transferable to any organization, whether it be public or private.

He earned his Bachelor of Science degree (Computer Information Science) in Business Administration from California State University, Sacramento. His vast amount of staff and line management experience will be relied upon by OLA as he helps lead the Office into the 1990's. His presence is a welcome addition to the arena of school facilities planning and construction.

Brent is also an enthusiastic golfer!! He lives in Sacramento with his wife, Cathy, and two children, Shannon and Jason.

(Continued on page 20)

### Words Cut Both Ways...

Good things come to those who wait . . .

*BUT*

he who hesitates is lost.

Bite your tongue . . .

*BUT*

don't bite off more than you can chew.

Actions speak louder than words . . .

*BUT*

the pen is mightier than the sword.

Time marches on . . .

*BUT*

time stands still.

Spill the beans . . .

*BUT*

don't cry over spilt milk.

Have an axe to grind . . .

*BUT*

bury the hatchet.

Pass the buck . . .

*BUT*

the buck stops here.

*EDITOR'S NOTE: The following article is a condensed version written by Al Mankoff of the DGS Training Office, which was published in the National Railway Bulletin, Volume 54, Number 4, 1989. Al has an extensive knowledge of streetcars, trolleys, and other modes of transportation much like our light rail system today.*

*This particular article took Al approximately 4-5 weekends to research. Compiling the information was actually the most difficult part. It took numerous telephone calls and letters to get the information needed. Most of the facts and figures came from a source in Louisville, Kentucky.*

*Al has one book, "Glory Days," already in print and is currently working on a five-volume series called, "Trolley Treasures," as well as numerous articles for other publications such as Electric Lines Magazine and Traction Prototype and Models.*

*In honor of Black History Month, we asked Al if we could use this particular article for its historical perspective.*

## Jim Crow Traction

by A. W. Mankoff

### John Hope Franklin — Black American

Born January 2, 1915, Mr. Franklin is one of the nation's most distinguished historians. He became chairman of the Department of History, University of Chicago in 1967. In 1962-63 he was Pitt professor of American History and Institutions at Cambridge University.

### Dean Dixon — Black American

Dean Dixon was born January 10, 1915. He has guest-conducted the New York Philharmonic Orchestra, the NBC Symphony Orchestra and the Boston Symphony Orchestra. In 1949 he became conductor of the Goteborg Symphony Orchestra of Sweden.

In the early years of the 19th Century, an obscure black Louisville stable worker taught a professional dancer named Thomas Dartmouth Rice a routine known as "levee dancing," taken from a folk dance of slaves along the Mississippi levees. Rice promptly wrote a song celebrating the stableman's name and eventually took the same name for his own stage identity.

The dance step was what we now know as tap dancing and Rice's song began: "First on the heel, then on the toe, everytime I wheel about, I dance Jim Crow." Widely performed in blackface minstrel shows in U.S. music halls and showboats from 1828 on, the number immortalized "Jim Crow" Rice and also gave the world a lasting perception of black people. It also gave a name to restrictive legislation that kept blacks out of the mainstream of American life for more than a hundred years.

"Jim Crow" laws are remembered principally as barriers to equal accommodation in hotels, restaurants, waiting rooms and railroad trains, though the major accommodations breakthrough came in 1954 when a black woman, Rosa Parks, refused to take a back seat in a Montgomery city bus. Few now recall that streetcars too once segregated passengers: whites in front, blacks to the rear. Few today are aware that the protests and boycotts that followed Rosa Parks' arrest and trial were by no means a new phenomenon, but followed a long tradition that began with the predecessor of the electric trolley, the horsecar.

Some of the earliest protests came shortly after the Civil War when in many cities blacks were "allowed" limited access to public transportation, to health and welfare agencies and to business establishments, particularly in the border states — then saw these privileges withdrawn. At the first Negro statewide

educational convention held in Louisville in 1867, a voluble protest was made against discrimination on steamboats, railroads and horsecars.

Typical of the confusing patterns of local practice was the situation in that city, which authorized three horsecar operators. On one railroad line the rear seats of cars were set aside for male and female blacks, another allowed black women to sit in the car, but black men had to ride on the platform, a third permitted black women to ride in the cars, but black men were not allowed in either the cars or on the platforms. They had to walk.

Although few blacks could afford the restaurant or theaters, the streetcar was a necessity to those who lived in the outer areas and worked in the city. Further confusing the issue in Louisville was the fact that some restaurants, hotels and places of amusement extended their services to blacks. The difficulty, of course, was that no one — black or white — could be sure. The situation received notoriety in July 1870, when a black United States Senator from Mississippi Hiram Revels, visited Louisville and was ejected from a Citizens Railway car with an epithet from the driver.

Stung by this outrage, the movement gathered steam. Finally, after church services on October 30, 1870, three "respectable elderly colored men" boarded a Citizens car, paid their fare and sat down. A "disturbance" on the car followed and the men were arrested. Events moved quickly as the black community united behind the three men. Two white attorneys pled their case in City Court, but Judge J. Hop Price would hear no black testimony. He fined each defendant \$5.00 for disorderly conduct and confirmed that common carriers could regulate their passengers.

Their appeal to U.S. District Court

(Continued on page 9)

## Jim Crow...

(Continued from page 9)

took several months to work its way through the process. During that time, petitions were sent to railway officials and many blacks simply boycotted the horsecars entirely. Finally, on May 11, 1871, the District Court found for the defendants and Robert Fox, a mortician and the architect of the appeal, was awarded \$15.00 in damages.

But the court decision did not end the ill feelings. A number of black men were attacked when they chose to ride the horsecars and to sit where they wished. When railway officials proposed segregated cars, blacks rejected the idea. The officials then opened all of the horse lines, fearing a serious disruption of their business.

Ironically, members of the District Court supporting and sympathizing with the protest movement were staunch Republicans. Their influence swayed local authorities and thinking. As the boycott gained momentum, black draymen gave transportation to black people living in outlying areas. This support, plus the united efforts of the churches, gave muscle to the protest and the economic consequences were felt throughout the white establishment of the city.

By the 1880s, however, the situation had changed again: blacks encountered resistance on some lines, but were allowed to sit where they chose on others. Several times, calls were heard for an ordinance to enforce segregation on horsecars, and later on electric trolleys, but in Louisville at least these were voted down every time.

Segregation has taken many forms over the years. It was in the 1880s that the Metropolitan Street Railway Company of Atlanta chose to supplement its horse and mule cars with four dummy coal-burning locomotives of the Porter-Bell Forney type. The engine and tender were enclosed in streetcar bodies so as not to frighten the horses. Each dummy drew two trailer cars, one for white people, painted yellow, and one for black people, painted red. The dummies operated until electrification came, but there is no indication of when the awkward two-trailer, separate-but-equal policy was discontinued.

The picture nationally was one of increasing focus on separating the races. Shortly after the electrification of

horsecar lines began in earnest, the first statewide Jim Crow streetcar law was passed in Georgia in 1891. The law required segregation "as much as practicable," but left the actual implementation to the local traction companies.

A flood of similar legislation, both local and state, soon followed — and with it came a tide of protests and boycotts. In several cities, blacks formed their own streetcar companies to compete against white-owned lines, but only one of these maverick lines ever carried passengers. This was in Nashville, where a black-owned and operated company ran for several months with horse-drawn wagons — a simple refinement of the draymen's ad hoc support of the protest movements.

From 1891 to 1906, in every state and in most cities with Jim Crow laws, enforcement of segregation on streetcars triggered boycotts, with differing results.

Yet, only one account survives of American racial violence on a streetcar. One Saturday evening, September 22, 1906, a mob stopped a trolley at Marietta & Peachtree Streets in Atlanta. Newspaper reports of white women allegedly assaulted by black men had inflamed the mob. Three black men died violently on the car, ending years of harmonious — if at times touchy — accommodation in that city.

Statewide Jim Crow streetcar laws soon proliferated. In 1902, Louisiana passed the first comprehensive legislation. Mississippi followed in 1904, and in 1904 Virginia authorized — but did not require — segregation in all city streetcars. In 1905, Tennessee followed suit, and Florida as well. The Florida law was declared unconstitutional but five years later, in 1909, an amended law was passed. Pensacola and Jacksonville passed municipal ordinances that were upheld by the State Superior Court. In 1906, Virginia law went statewide, and in 1907 Texas, Oklahoma and North Carolina all jumped on the bandwagon. In South Carolina and Alabama, city ordinances and traction company regulations substituted for state action.

While the Louisville horsecar protests and boycotts against segregated seating in the 1870s were important, they were by no means the only such responses. During the Reconstruction Period, New

(Continued on page 13)

## Leontyne Price — Black American

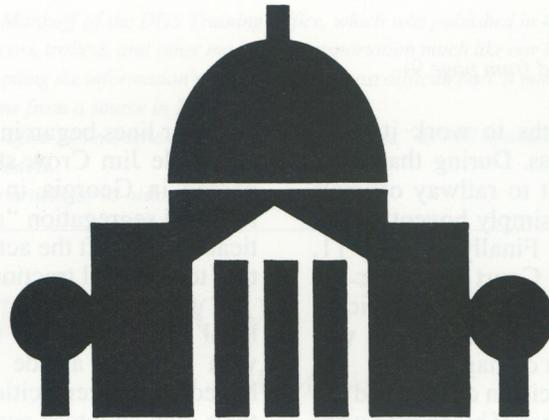
(January 27)

She made her debut as an opera singer at the Metropolitan Opera House. Under the support of the United States' State Department she sang in Vienna, Berlin, Paris, London and Yugoslavia. She also sang at La Scala in Milan 1960-61.

February 1

## National Freedom Day United States

This day is set aside to commemorate the signing by President Lincoln of the document to abolish slavery, February 1, 1965.



## Legislative Update

### New Law Requires Crime Reporting

The State Legislature passed a law during the 1989 session requiring State agencies to report crimes and criminally-caused property damage to the State Police. Concern for employee and visitor safety along with property security issues prompted the enactment of the law.

The Office of State Police is to report crime statistics by July 1 of each year to the Legislature. The purpose of gathering the crime data is to provide the Legislature with information to address safety and security issues.

For details on the crime reporting requirements, check with your supervisor. Questions about the reporting requirements and procedures can be addressed to the California State Police, Section 1492, 815 S Street, Sacramento, CA 95814 or by calling (916) 323-1440.

Even though 1989 was the first year of the two-year legislative session, there were more than 4,260 bills introduced. The Department of General Services' (DGS) Legislative Office was actively involved in the process. The Department analyzed 276 bills and followed another 395 for information purposes. Some of the important pieces of legislation to the Department which were signed into law are outlined below.

**SB 638 (Alquist)** This bill will permit the Director of General Services, as agent for the Secretary of State, to construct with bonds or certificates of participation a Secretary of State and State Archives office building complex. In addition, it will permit the Director to borrow money from the Pooled Money Investment Board in order to complete working drawings for that complex. (*Chapter 984, Statutes of 1989*)

**SB 1506 (Boatwright)** Would authorize the Director of General Services to construct the second phase of the Franchise Tax Board's Central Office project in Sacramento. It would also authorize the Public Works Board to issue revenue bonds for the purposes of financing the construction of this project. (*Chapter 1391, Statutes of 1989*)

**SB 920 (Rogers)** This bill would require the Seismic Safety Commission, in cooperation with the State Architect, to develop a state policy on acceptable levels of earthquake risk for new and existing state-owned buildings to be submitted to the Legislature by January 1, 1991. The bill would also require the State Architect to develop and adopt by January 1, 1992, regulations for the application of earthquake hazard mitigation technologies to buildings. (*Chapter 988, Statutes of 1989*)

**SB 42 (Craven)** Authorizes the Legislature to finance and construct an office building adjacent to the State Capitol on the block surrounded by 10th, 11th, N and O Streets. It also vests ownership in the existing Consumer Affairs Building to the Legislature. (*Chapter 1366, Statutes of 1989*)

**AB 1717 (Waters, M)** Under current law, state contractors are required to make a good faith effort to meet existing minority and women-owned business participation goals in state contracts. This bill would delete the requirement that the contractor show a good faith effort and instead require that the contract be awarded to the lowest responsible bidder meeting or making good faith efforts to make these goals. The bill would provide that a bidder is making efforts to meet these goals if the bidder meets the participation goals or has made a good faith effort to do so. (*Chapter 1229, Statutes of 1989*)

**SB 1517 (Dills)** This bill would require any state governmental entity that awards contracts for professional bond services to have annual statewide participation goals of not less than 3% for disabled veteran business enterprises. It would also require that all contracts awarded by State governmental entities for construction and certain related purposes, including contracts let by the Department of Corrections, have statewide participation goals of not less than 3% for disabled veteran business enterprises. (*Chapter 1207, Statutes of 1989*)

There were also a package of bills which dealt with recycling issues. These bills were AB 4, SB 1322, AB 939, AB 1570, and AB 1843. Of major impor-

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tance to the Department of General Services were AB 4 and SB 1322.

**AB 4** Establishes the State Assistance for Recycling Markets Act, which requires all State agencies and departments, including the Legislature, University of California, and California State University, as well as local agencies, set up purchasing procedures for recycled products and paper. Certain goals are set for the purchase of goods available as recycled products. A comprehensive plan for the collection of waste materials is delineated. (*Chapter 1094, Statutes of 1989*)

**SB 1322 (Bergeson)** This bill requires the State to purchase various recycled commodities, including paper, compost materials, plastics, retreaded tires, and lead-acid batteries. This bill would also

subject many specifications to the regulatory process. (*Chapter 1096, Statutes of 1989*)

Because of the diversification of issues handled by the Department's Office of Legislation, the office relies heavily on the individual programs to provide the expertise necessary to carry out an effective legislative program. This coordination between the various offices and the Office of Legislation also helps to ensure that DGS is accurately represented not only to the Legislature, but the Governor's Office, State and Consumer Services Agency, other state agencies, and the public as well. With the second half of the session starting on January 3, 1990, we look forward to your continued support and cooperation.

GS

## Hispanic Hiring, A New Perspective

by David Preciado

The Department of General Services (DGS) Hispanic Employment Program mirrors the changing attitudes toward the Hispanic in the State of California and the Nation. These changing attitudes are reflected in equal access to, and opportunity for, employment.

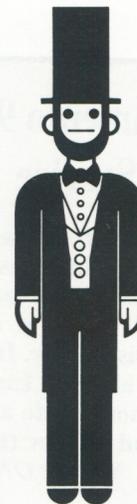
Equal employment opportunity guarantees every person the right to be considered on the basis of his or her ability to do the job. Employment equity has evolved so that merit and ability supersede prejudice and discrimination. This is not to say, however, that parity has been achieved. The current DGS Hispanic employee representation is 15.0%, or 2.2% below 1980 labor force parity. Projected 1990 Hispanic labor force parity is 23.0%.

Embracing new perspectives enables us to assess the benefits of understanding people unlike ourselves and how employment equity will enrich the workplace. For example, until recently, corporate culture was something to be embraced unilaterally by the worker. It demanded the employee be molded to fit the style of the company. Now, companies such as Apple Computer, Inc., are attempting to be more sensitive to other cultures, whether they are ethnic, regional or international. The multicultural approach fostered by Apple, addresses two significant objectives. First, multicultural sensitivity allows the company to

design and sell its products successfully in markets quite different from the mainstream American culture. Second, the corporation's increased awareness of its employees' cultural perspectives encourages those individuals to blossom, and groups to work with greater unity. This has cultivated a work environment that looks at differences as a positive value. The success of the multicultural program approach has been measured in terms of greater employee production and increased profits. The multicultural concept has also caught hold in other companies, such as Allstate Insurance, and U.S. West International, a \$22 billion telecommunications giant.

As DGS enters the 1990's, adoption of similar innovative concepts and programs can work to enhance the effectiveness and economy of our mission in state government. As the state's business manager, responsive and responsible business management is essential. Our vision should create a reaction whereby the manager and supervisor are proactive in the enhancement of creative employment programming and increased employment opportunity. Participation and measurable achievements in the DGS Hispanic Employment Program is a challenge. You can make the difference!! If you would like additional information telephone David Preciado, Hispanic Employment Coordinator, at (916) 323-6505.

GS



As a young man, Lincoln volunteered as a soldier in the Black Hawk War. He was marching his men across a field and needed to pass through a gateway. However, he could not remember the proper word of command, so he shouted: "This company is dismissed for two minutes, when it will fall in again on the other side of the gate."

Abe Lincoln was not a handsome man, certainly not in the Hollywood sense. Still, he could even joke about his homeliness, and in a very real sense, that made him handsome.

Once in a debate, Douglas, a major rival, called him "two-faced."

Lincoln turned to the crowd and said, "I leave it to my audience. If I had two faces, would I be wearing this one?"

## Sacramento 9-1-1 Service

9-1-1 calls from the majority of state facilities in the Sacramento area are now directly routed to a State Police Dispatcher. In emergencies, all State employees in the Sacramento area call 9-1-1 and ask for the State Police. **STAY ON THE LINE.**

All state facilities on the State Centrex System (phones requiring you to dial "9" for outside lines) must still dial "9" before dialing 9-1-1 (9+9-1-1).

Whenever you telephone for emergency help, remember to give the nature of the emergency, your location, and most importantly, **STAY ON THE LINE UNTIL THE DISPATCHER ADVISES YOU TO HANG UP.**

## Do You Really Count?

According to the U.S. Department of Commerce, Bureau of the Census, "everybody counts." Scheduled to take place April 1990, this Census will be the 21st in our nation's history, and will be the largest and most complex ever undertaken.

Questionnaires will be mailed out on March 23, 1990, to more than 106 million housing units and living quarters in the country. More than 300,000 census takers and support personnel will help conduct the Census and add up the final results. The Census expects to count 250 million people.

Two forms will be used — a short form and a long form. Questions asked on the form are basic: race, national ancestry, age, marital status, etc. The long form asks additional questions on ancestry, employment, education, income and so on. Once the Census receives your completed questionnaire, the answers are combined with those from other questionnaires to produce statistical totals for various geographic areas. It is these combined numbers, not your personal answers, that are published and put to thousands of uses. The Census does not ask for an individual's Social Security Number. The only reason names and addresses are requested is to make sure that no one is missed, or that anyone is counted more than once.

### Confidentiality

The information gathered in the Census will be absolutely confidential. Census personnel take an oath to uphold this confidence and failure to do so can mean five years in prison and \$5,000 in fines. Title 13 of the United States Code prevents any agency — Immigration, the FBI, and IRS, the courts, the military, welfare agencies — from getting any specific information about you. In fact, information taken in this Census will be locked up until the year 2062!

### Facts and Figures

Information taken in this Census will be put to many uses. Some selected examples of the ways these statistics are used are: provide population counts to determine how many seats California will have in the U.S. House of Representatives; determine number of seats allocated to the State Legislature; identify

where to locate hospitals, schools, day care and senior citizen centers; assess transportation systems and improve commuting patterns; identify areas needing bilingual education; develop programs to reduce unemployment; develop social services programs, including programs for the elderly and handicapped; identify areas for low-cost housing programs; plan school district boundaries and school construction programs.

Many communities throughout the country used the previous census information in a number of ways:

- A suburban Chicago hospital used census statistics on working mothers and their marital status in proposing a program to provide care for sick children.
- During a severe heat wave, public health officials in St. Louis used census facts to locate neighborhoods with large numbers of the elderly; city workers went door-to-door, convincing many of the elderly to go to "cooling centers."
- Using census facts and figures, residents of a western city were able to win a redistricting case that allowed voters to choose additional minority council members.
- In San Francisco, transportation planners used census information to select bus routes and subway stops, and highways that needed widening.

### Accuracy

The accuracy of this Census will depend on how well you cooperate by filling out and returning the questionnaire. An undercount (people not counted) can result in flawed decisions. Inaccurate counts can curtail projects and cause lower funding for community programs and services. Often, those who could benefit most are those who are shortchanged when there's an undercount. So don't cut yourself short. Answer the Census — we all benefit!

For more information about the 1990 Census, you may contact the Los Angeles Regional Census Center in Van Nuys at (818) 892-6674, or the San Francisco Regional Census Center at (415) 243-8913. **GS**

## Jim Crow...

(Continued from page 8)

Orleans, Charleston and Savannah also witnessed cooperative black protest action against segregated public transportation.

As electric traction boomed and cities grew, the ability and the will to fight back nonviolently also grew.

Protests occurred in all of the former Confederate states. Said the *Mobile Daily Register* in 1905: "In every city where it has been found advisable to separate the races in the streetcars, the experience has been the same. The negroes (sic) ...have invariably declared a boycott."

What came into being in the 19th Century stayed firmly locked in place until the 1950s. In 1920, a Jim Crow appeal reached the United States Supreme Court, which issued a decision that helped to maintain the statute quo for the next 30 years.

With no mention of the word "segregation" and with no reference to the underlying issue of the intent of the law, the Court permitted the divided cars to operate.

Caught in the middle of such legalistic maneuvering, traction operators were between a rock and a hard place. Nearly everywhere, they opposed the enactment of Jim Crow laws, not necessarily out of any higher ideals of the brotherhood of man, but more often out of the pure need

to stay in business. The fact of the matter was that the laws were expensive and difficult to enforce, and black ridership in a great many marginal operations meant the difference between a modest profit and survival, or significant loss and disaster. It was as simple as that.

Later, as the century progressed and the nation passed through World War I, the 1920s and into the Depression years, traction systems met with hard times; maintaining exclusive policies became next to impossible.

Thus, an engineering and design solution was thought to drive away the demons which the law had created. Companies fashioned equipment modifications to the streetcars to meet the strict requirements of the laws.

They designed an operating system where a conductor or a motorman placed a movable placard insert on a seat back to mark off the "colored" from the "white" section. Most observers who see the shiny brass fittings on the wooden seat backs of the St. Charles line cars in New Orleans, have no idea that those bits of bright brass are the last physical evidence of a practice that once divided our nation and pitted race against race.

The brackets are still there, riding through a world vastly changed. They will likely remain where they are for as long as this marvelous historic line stays with us, reminders of a past that most of us would rather forget. GS



## OLA's Loss is State Energy Resources Conservation and Development Commissions Gain

On January 5, 1990, Governor George Deukmejian appointed Ardavast (Art) Kevorkian of Fresno as a member of the *State Energy Resources Conservation and Development Commission*.

Kevorkian, 67, replaces Warren D. Noteware of Stockton, whose term expired. Effective immediately, D. Brent Korff will be the Acting Local Assistance Officer until further notice. GS

## Sgt. Chester Fong Award Recipient

On October 21, 1989, Sergeant Chester Fong, the Employee Protection Coordinator for North State Command, received an award from the American Society for Industrial Security. The award was for Sergeant Fong's outstanding service in training state em-

ployees in emergency preparedness and his interactions with the Office of Emergency Services.

Sergeant Fong and the other honorees received the awards during the Society's 5th Annual Law Enforcement Appreciation Night. GS



## The Creative Alternatives Incentive Program

This new program was started six months ago to recognize employees who are doing an outstanding job commuting to and from work or who are participating in the compressed work week or telecommuting programs. During the first quarter (from July-September 1989), ten employees received recognition certificates from the Director, Tony Anthony.

On December 20, 1989 at the Office Chiefs' meeting, five employees were present to receive the certificates. These employees were Mary Denny, Uday Agnihotri, and Betty Crachy from the Office of the State Architect; Richard Beck from the Office of Insurance and Risk Management, and Marie Wright from the Office of Administrative Services. Marie Wright carpooled every day of the quarter for a total of 63 days. Uday Agnihotri reduced vehicle trips by 20 percent by participating in a 4/10/40 work-week program. Betty Crachy vanpooled 53 days during the quarter, and Richard Beck bicycled 720 miles during the quarter over 24 days and rode the train 36 days. Five employees who were unable to attend the ceremony but received certificates were, Shashikant Ambegaober, Office of the State Architect; Paul Hogen and Victoria Ruchman, Office of Administrative Hearings; and Cathy Wood and Dorothy Duncanson, Office of Insurance and Risk Management. **THANK YOU FOR DOING YOUR PART TO KEEP CALIFORNIA MOVING.**

Nominations for this program are made quarterly and can be made by an employee and/or the transportation coordinator. Please contact your transportation coordinator for the forms to submit to the Office of Fleet Administration. Only top performers will receive certificates.

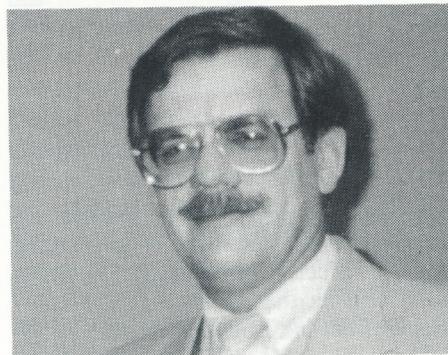
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**BETTY CRACHY**



**MARIE WRIGHT**



**RICHARD BECK**



**MARY DENNY**



**UDAY AGNIHOTRI**



(Continued)

Departmental Transportation Coordinators are as follows:

### SACRAMENTO AREA

Administrative Hearings	Dee Parker	323-0630
Administrative Services	Jan Dietz	445-3487
Buildings & Grounds	Janel Hernandez	323-0757
Energy Assessments	Linda Jimenez	323-8777
Executive Office	Renee Prince	445-2100
Fiscal Services	Barbara Tremble	323-6268
Fleet Administration	Marianne Arenas	322-0253
Insurance	Barbara Leashore	322-5289
Legal Services	Debra Hamilton	322-5923
Local Assistance	Tony Zarbano	322-1047
Management Tech. & Plan.	Earl Erickson	323-3075
Procurement	Judy Hansen	322-7035
Project Develop. & Mgmt.	Judith Putman	322-6944
Real Estate & Des. Svc.	Randy Nelson	322-8696
Records Management	Carmen Rodriguez	322-9483
Small Minority Business	Charmain Sonnier	322-6906
Telecommunications	Stephanie Paddock	322-7660
State Printing	Rose Pesendiz	322-1000
State Police	Lt. Windt	445-1150
State Architect	Laurie Duval	445-7152
Support Services	Anna Neves	739-2371

### FIELD AREA

Los Angeles	Bobbio Sanchez	8-640-4680
Van Nuys	Richard Steuber	8-733-5425
Long Beach	Jim Miller	8-635-5427
San Bernardino	Diana Teeter	8-670-4277
San Diego	John Evans	8-631-7741
Santa Ana	Ray Camacho	8-657-4657
San Francisco	Billie Curry	8-597-1477
Santa Rosa	David Cavender	8-590-2424
Stockton	Gary Alexander	8-423-7730
Fresno	Fred Enel	8-421-5084
Redding	John Molitoris	8-442-2175

GS

## Love Your Own Heart

February is Heart Month. That is, it's the month devoted to matters of the heart, love, Valentine's Day, and that important muscle called the heart.

Can you count the ways you love your valentine? Is taking care of your *own* heart one of them?

The American Heart Association reminds everyone of these un-love-ly truths:

- 54,246 Americans died in the Korean War; 58,012 in Vietnam; 116,708 in World War I; and 407,316 in World War II. *BUT* 991,332 Americans died of cardiovascular disease in one year (1985).

- Five Los Angeles police officers died from gunshots between 1983 and 1987. *BUT* 165 of them died from heart disease.

Take care of your heart with these suggestions:

1 — Try not to worry. Nerves and emotional stress tend to build high blood pressure.

2 — Get enough rest. That means sleep at night as well as some periods of quiet and relaxation during the day.

3 — Avoid fatigue. (See No. 2 above.) Tension builds up when you are tired and prolonged tension can lead to heart problems.

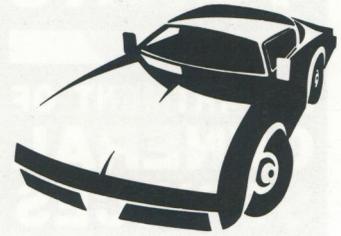
4 — Exercise daily. Arteries clog when you are sluggish. Check with your doctor as to how much and what kind of exercise is best for you.

5 — Keep a normal weight. Too many pounds make your heart work too hard.

6 — Avoid alcohol and tobacco.

7 — Eat a low-cholesterol, high-fiber diet as you (and your heart) *are* what you eat.

Count the ways you love your heart. GS



**25  
YEARS**  
**DEPARTMENT OF  
GENERAL  
SERVICES**

**OCTOBER 1989**

Tony Valdez  
Office of Procurement

**NOVEMBER 1989**

Gary E. Muenk  
Office of the State Architect

**DECEMBER 1989**

Claudia L. Cullen  
Office of State Printing

**JANUARY 1990**

Robert B. Kelly  
Office of State Printing

Johnny Turner, Jr  
Office of Buildings & Grounds

Daniel A. Nevis,  
Office of the State Architect

Laurie J. Allman  
Office of the State Architect

Adam J. Delph  
Office of Buildings & Grounds

Odell Patton  
Office of State Printing

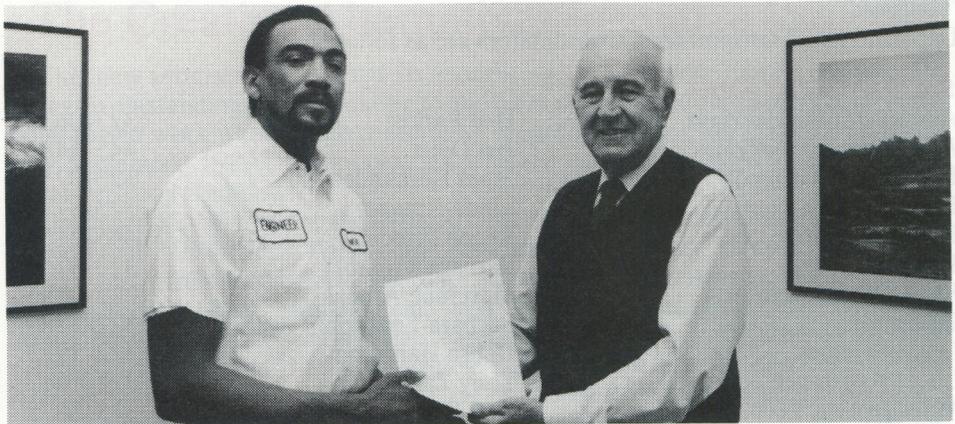
**FEBRUARY 1990**

Arlo Blankenship  
Office of Buildings & Grounds

Jesse Chico  
Office of Buildings & Grounds

Richard J. Lopez  
Office of Administrative Hearings

Charles F. Young  
Office of Buildings & Grounds



**Johnny Turner, Jr.**

John Turner began his state service as a Janitor in the Office of Buildings & Grounds. On February 1, 1974, prior to our present apprenticeship program, John was given a Training and Development assignment as a Stationary Engineer. He completed his assignment and after taking and passing the written and oral exam, was promoted to Stationary

Engineer on September 1, 1975. John now works at the central plant as top watch Sunday through Thursday. One of his primary duties besides the normal equipment operation on the day shift is to train all new personnel and the Stationary Engineer Apprentices. John has been doing this for quite some time and does an excellent job. **GS**



**Adam J. Delph**

In January, Adam J. Delph, a Janitor Supervisor II with the Office of Buildings and Grounds celebrated 25 years of State service. A 25-year certificate and a gold tie bar were presented to him at a

ceremony held in January at the Department of Justice building where he works. In attendance were his supervisors, coworkers, and his beautiful wife, Doris. Congratulations Adam! **GS**

**Tony Valdez**

Tony Valdez, Warehouse Worker with the Office of Procurement, in the Fullerton warehouse, began working for the State of California on October 22, 1964 as a Laborer at the Food Department for the Department of Education.

He and his wife, Olga, have been married 37 years and have two sons, a daughter, and eight grandchildren. He looks forward to the day he retires and can spend more time with his wife and their grandchildren. **GS**

## RETIREMENTS

NAME	OFFICE	STATE SERVICE
Tyrone Smith . . . . .	Office of Buildings & Grounds	. . . . . 12 years, 6 months
Robert A. Hawkins . . . . .	Office of Buildings & Grounds	. . . . . 24 years, 7 months
Julius Singerman . . . . .	Office of Buildings & Grounds	. . . . . 34 years, 7 months
Stephen H. Shih . . . . .	Office of Buildings & Grounds	. . . . . 8 years, 6 months
Buddy Rodgers . . . . .	Office of State Printing	. . . . . 28 years, 1 month
Dwight L. Gilmore . . . . .	Office of Buildings & Grounds	. . . . . 6 years, 4 months
Ada Panebianco . . . . .	Office of Procurement	. . . . . 10 years, 1 month
Taeko Sasaki . . . . .	Office of Procurement	. . . . . 10 years, 10 months
Robert L. Bowmer . . . . .	Telecommunications	. . . . . 24 years, 2 months
Consuelo J. Bertrand . . . . .	Telecommunications	. . . . . 15 years, 3 months
William G. Gregory . . . . .	Office of State Printing	. . . . . 23 years, 0 months
Vincent Palazzotto . . . . .	Office of State Printing	. . . . . 15 years, 5 months
Marian E. Clark . . . . .	Office of State Printing	. . . . . 35 years, 2 months
Pauline H. Schroeder . . . . .	Office of State Printing	. . . . . 23 years, 2 months
Muriel D. Casserly . . . . .	Office of Buildings & Grounds	. . . . . 11 years, 8 months
Ray P. Vance . . . . .	Office of State Printing	. . . . . 40 years, 1 months
Armand W. Smith . . . . .	Office of State Printing	. . . . . 18 years, 11 months



### Bill Gregori Retires

**Bill Gregori**, Superintendent of Printing Production at the Office of State Printing since 1978, is calling it quits this year after 23 years of state service, and, 45 years after starting his first job in the printing trade. "I have always enjoyed working at OSP," he says in parting. "It has certainly been good for me. It has fulfilled all my needs and wants; helped me raise a family and get them off on the right foot. It has been a very rewarding job and not always in terms of money. I've always been proud to have worked at OSP, particularly because of the people I have been associated with."

Born and raised in San Francisco, Bill worked for his stepfather as a printer's devil (a printer's apprentice or errand boy) in 1945 at Mount Vernon Press in San Francisco. After a four-year stint in the United States Navy, during the Korean War, he began a six-year apprenticeship in the printing trade in 1955, which he completed in only 4½ years. In 1961, after working in the trade for a few years, he became a working partner, with his stepfather, at Mount Vernon Press.

Hiring on at OSP as a Linotype Operator in 1967, Bill worked whenever asked, in the Proofroom, on the floor, in the Job Room, and as a Linotype Machinist. He attained permanent status in 1970 and has been there ever since;

working his way up through the Composing Room, first as a Supervisor, then Assistant Composing Room Superintendent, and finally Composing Room Superintendent, before assuming his present position. "For young employees deciding to make the printing trades a career, the Printing Plant is a good place to work; it offers good earning power and security."

When asked to comment on some of his fondest memories of the plant, Bill mentioned first, the conversion from hot metal to cold metal to computerized phototypesetting. "After being a printer's devil from the start, it was thrilling to see this (modernization) happen." His other fond memories include working with all the good people over the years, particularly those in the Composing Room. "The camaraderie, the good times, the hard work will never be forgotten."

What are Bill's retirement plans? "Well, first I am going to take care of the 'Honey Do' list around the house. Then I'm going to just kick back for a while and savor the moment. Oh yes, of course, there is also golf. For the long term, I plan to get involved in community projects in Rocklin; specifically working with abused and abandoned children. Also, after my wife Nancy retires in 1991, we hope to take a trip a year starting with Europe." GS



## FEEDBACK

*Editor's Note: The following DGS employees received letters of appreciation from satisfied clients. Their desire to do the job well was greatly appreciated. In consideration of available space, instead of including excerpts from each letter, we will include the name of the employee, the office, and the name of the satisfied client and agency.*

Gary Rains, David Eshelman & Gerald Smith, Office of Procurement	Kenneth D. Williams, Advisory Council on Voc. Educ.
Sue Gutierrez, Office of Fleet Administration	Scott Gregersen, Social Services
Dee Denny, Office of Administrative Services	Terry I. MacDonald, Office of Real Estate & Design Services
Dustin Doyle, Office of Real Estate & Design Services	Earl E. Sullaway, Dept. of Fair Employment & Housing
Marilee Heldt, Ray Lands, Office of Buildings & Grounds	Robert L. Wright, Deputy Director
Marilee Heldt, Ray Lands, Office of Buildings & Grounds	Clyde B. Creel, Dept. of Water Resources
Ron Ullery, Jose Gutierrez, Katherine Curtis, Office of Fleet Administration	Ted Hawthorn, Dept. of Education
Kevin Schunke, Office of Procurement	Donna Jevens, Assemblyman Thomas McClintock's Office
Curtis Guinn, Edna Woo, Office of Buildings & Grounds	Earl E. Sullaway, Dept. of Fair Employment & Housing
Jajuan Francis, Office of Buildings & Grounds	Mel Assagai, Senator David Roberti's Office
Marianna Stevens, Office of Administrative Services	P.K. Agarwal, Office of Management Technology & Planning
Earl Howell, Office of Fleet Administration	A.R. Tolman, Los Molinos Unified School District
Ruth Bitterman, Office of Real Estate & Design Services	Vicki Reedy, Dept. of Water Resources
Susan Nelson, Office of Real Estate & Design Services	Vicki Reedy, Dept. of Water Resources
Rae Garner, Office of Buildings & Grounds	Cindy Caole, Civic Center Child Care Corp.
Fred Luzzi, Office of Buildings & Grounds	Rose Ann Stark-Snyder, Governor's Office
Sacramento State Garage, Office of Fleet Administration	Roy Woodward, Dept. of Parks & Recreation
Richard Booth and Scott Sequira, Office of Support Services	William M. Mede, Calif. Housing Finance Agency
Richard Booth, Ed Paul, Catherine Winter, Office of Support Services	Marge Engel, Agnews Developmental Center
Scott Law, Jud Gardner, Office of Support Services	J.B. Hefferlin, Calif. Postsecondary Education Commission
Jeff Lowe, Office of Support Services	Deanne Towers, Calif. Conservation Corps
Richard Pena, Office of Small & Minority Business	Dick Meadows, Dept. of Transportation
Jack Loftin, Mary Lou Bailey, & Tim Lange, Office of Local Assist.	Eric Davy, Eric Davy, AIA & Assoc. Architects & Planners
Sarah Jennings, Office of Local Assistance	Richard A. Schlager, Columbine School District
Becky Forsberg, Office of Local Assistance	Dorothy J. Diekmann, Los Gatos-Saratoga High School Dist.
Becky Forsberg, Office of Local Assistance	Vance Baldwin, Carmel Unified School District
Randolph Porter, Office of Local Assistance	Gaylaid Christopher & Lois Stansel, Wolff/Lang/Christopher Architects, Inc.
Randy Porter, Office of Local Assistance	Charles S. Terrell, Jr. & Janice Noreen, San Bernardino Co. Supt. of Schools
Bruce Hancock, Office of Local Assistance	Matthew F. Spies, Los Angeles County Office of Education
Art Kevorkian, Bruce Hancock, Randy Porter & OLA Staff	Rudy M. Castruita, Santa Ana Unified School Dist.
Paul Risse, Office of Local Assistance	Barney Finlay, Humboldt County Office of Education
Steve Wood, Office of Local Assistance	Mitchell A. McAllister, Agricultural Design West Inc.
George Shaw, Office of Local Assistance	Principal and Staff of Tomich, Sheehan, Van Woert Architects
Bruce Hancock, Office of Local Assistance	Donald Sato, Cloverdale Unified School District
Bill Blackburn, Office of Local Assistance	Charles S. Terrell, Jr. & Janice Noreen, San Bernardino Supt. of Schools
Elaine Miller, Dana Johnson, Natu Patel, Office of State Architect	Stanley V. Goldin, Mighetto/Goldin, Assoc., Architects
Michael Bocchicchio & Staff, Office of State Architect	David Bourne, Agnews Developmental Center
Justino Rochin, Jr., Office of State Architect	Kyle S. McKinsey, Department of Corrections
Wally Love, Office of State Architect	Norman Smith, Office of State Architect
Pat Campbell & Delores Wilson, Office of State Architect	Larry J. Johnson, Vista Unified School District
Laurie Duval, Office of State Architect	E.G. Herreras
Jeff Enzler, Office of State Architect	Scott V. Ousdahl, Modesto City Schools
Salomon Lee, Office of State Architect	Linda E. Hayes, Office of State Architect
Steve Sheffield, Office of State Architect	Linda E. Hayes, Office of State Architect
Leo Usmial & Richard Sheffield, Office of Local Assistance	Douglas E. Henderson, Oak Valley Union School Dist.
Bruce Hancock, Office of Local Assistance	Laura L. Walker, Calif. Legislature Joint Committee on School Facilities
Becky Forsberg, Office of Local Assistance	Dorothy J. Diekmann, Los Gatos-Saratoga High School District
Rod Vienna, Office of Local Assistance	Kings River-Hardwick School District
Patrick Prado, Office of Local Assistance	Concerned Parents for Kids, Colton Joint Unified School Dist.
Lea A. Truss, Office of Procurement	William F. Goins, Xerox Corporation



Director W.J. Anthony, receives his breakfast, including flowers and car model, from Steve Kessler, Deputy Director of the Department of Health Services. During California Rideshare Week, DGS challenged DHS to a contest of who could get the most rideshare pledges. DGS had a total of 300 pledges; 80 more than DHS. Good job DGS!!

## 1989 Holiday Food Drive

Congratulations to all of you for a fine effort in this season's Holiday Food Drive. Over 400 tons of food were donated and 16,500 Christmas boxes were handed out by Operation Santa Claus. The winning department this year in terms of total pounds was the Board of Equalization (BOE). The BOE becomes the first department ever to donate 100,000 pounds of food. In second place, with approximately 58,000 pounds

of food, was our Department — General Services. Although we did not exceed last year's total, we did provide more practical foodstuffs with higher quality. For example, several offices donated only baby food — a much needed item. Less emphasis on bulk foods such as rice and potatoes also may have contributed to a lower poundage total this year. The totals for individual offices should be available soon. **GS**

## Lucky Winner

Proving that devoting time to the betterment of your profession can bring personal, as well as professional rewards, was Ron Cantrell, Associate Architect with the Office of the State Architect.

Ron, a long-time Professional Member of the Construction Specifications Institute (CSI), attended the CSI Convention in New Orleans last June as a delegate of the Sacramento Chapter and was the lucky winner of the drawing for CSI's grand door prize, a 1990 Mustang convertible. Ron earned his chance, along with about 4,000 other Profes-

sional Members, by visiting hundreds of booths during a three-day exhibit by over 900 exhibitors of construction related products and services.

Unfortunately, Ron and his wife had to continue their vacation through Mississippi to Florida in a rented car because the 1990 models weren't yet available. However, upon return, they were able to select color and options and are anxiously awaiting delivery early in 1990.

*Congratulations on your good fortune, Ron!!* **GS**



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"My first wish is to see this plague to mankind — warfare — banished from off the earth, and the sons and daughters of this world employed in more pleasing and innocent amusement than in preparing implements and using them for the destruction of mankind," said George Washington.

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## New Appointments...

(Continued from page 7)

# New Chief Appointed at Office of Support Services

### It's Not Over Till It's Over

The 20th century does *not* end Dec. 31, 1999 as many people think. That would mean this century had only 99 years. It's really over Dec. 31, 2000. So the 21st century begins Jan. 1, 2001, 12 years from now.



**Alice M. Flissinger** has been involved in state government for the past 17 years and was recently selected as the Chief, Office of Support Services (OSS).

Her accomplishments during this tenure in government service include serving as a staff resource to the State CETA Council; Governor's Small Business Advisory Council; Governor's Advisory Committee on Child Development Programs; State Bar Association, Partnership Committee and several task forces and committees. While at the Department of General Services, she

managed three asbestos programs for the Office of Local Assistance and more recently the Safety and Training Unit of the Office of Insurance and Risk Management.

Alice was born in Portland, Oregon, and is looking forward to moving into her new "old" house in East Sacramento. She has three children, two sons and a daughter. To relax, Alice enjoys watching the children play football and soccer and sharing picnics in the park with them.

Alice has a deep commitment to client service and employee involvement in the work environment. She believes that employees should formulate a dream of how their work environment can be more effective and then they should participate in realizing the dream.

"I view the opportunity to serve as Chief, Office of Support Services (OSS) as very exciting and potentially the most rewarding client service opportunity in my career. It is clear from the letters received by OSS and from the department comments about OSS assistance, that the OSS continuously strives to provide the *best* of all possible client services. I am *very proud* to be a part of the team." GS



## A New Face at the Training Office

The newest face at the DGS Training Office is **Carol Gans**. Carol joined the DGS Training Office on January 8, 1990, as a replacement for Gloria Mercado who moved to the Testing Unit in the Office of Administrative Services. She looks forward to the many challenges of providing training to support the growing needs of General Services.

An Air Force brat, Carol was born in Pasadena, California, and lived in many locations including Okinawa, Germany and France. After graduation from the University of Colorado in Boulder, she taught in Fairfax County, Virginia, where she also earned a Master's degree in Education from George Mason Uni-

versity. After deciding upon a career change, she began working in human resources management in Denver, Colorado. She worked with several companies including United Airlines Services Corp. (now Flight Safety Services Corp.) where she served as Human Resources Manager while the company grew from 40 to 2,000 employees in a two-year period.

Due to poor economic conditions in Denver, Carol and her husband chose to relocate to the growing Sacramento area. After her husband obtained employment with Hewlett Packard, she joined him in Rocklin. GS

## Department of General Services — Course Summary

**\*AFFIRMATIVE ACTION** — This 2-day workshop will cover knowledge and skills necessary to incorporate Affirmative Action policies into day-to-day activities.

**BUSINESS WRITING** — This 20-hour workshop is intended for those whose jobs require writing (from short memos to more lengthy reports). To make the class more meaningful, students will be asked to help determine what direction the class will take. Some of the topics of the class may be: the "rules" of verb, noun, pronoun and adjective usage; how the elements of language (spelling, punctuation, tense and agreement) flow from these "rules"; and, how to convey the desired meaning concisely and understandably.

**CAREER GOALS: A Skills Analysis** — A successful career is one which allows you to use your abilities and talents. The more you know about yourself and what you want, the more likely you are to do well in work which you enjoy. This 4-hour workshop will help you identify your strengths and interests through a skills analysis technique.

**CIVIL SERVICE EXAMINATION WORKSHOP** — A 20-hour workshop designed to improve skills in civil service test taking (primarily orals). Group participation and personal involvement will be emphasized with individual feedback through video-taped recordings, group critique and individual counseling as needed.

**COMPLETED STAFF WORK** — This 1-day workshop teaches how to present documented reports using the "Issue Memo Format." The class is designed for employees whose assignments include solving problems and presenting recommendations to management.

**DEVELOPING YOUR LEADERSHIP SKILLS** — This 3-day workshop will focus on the simple truth about motivation; different styles of communication and their impact on people; your unique leadership style; its strengths and weaknesses; and the difference between leading and supervising. This is not a course in How to Supervise.

**\*DYNAMICS OF CHANGE** — Getting from here to 2001 is what this 3-day video/discussion course is all about — sanely, safely and whole. Past, present, future meet; your job and career are the focus as historic precedent, demographics, technology, education, and politics act as triggers of change in your environment. A course for anyone seeking to understand — and to shape — a future as yet unmade!

**INVESTMENT IN EXCELLENCE** — Through this seminar you can, in a nonthreatening manner, acquire the techniques for controlling outcomes on your job, in your personal life and to improve your self-esteem. All

Departmental employees are encouraged to attend this program. Attendance is on a volunteer basis.

**\*MANAGING COMMUNICATION THRU ASSERTION** — This 2-day workshop will focus on the application of assertion skills. We teach assertion as a means to achieve goals while respecting the rights of others. People who are truly assertive, rather than passive or aggressive, tend to manage stress better, burnout less and have more productive relationship both on and off the job.

**\*MANAGING AND SURVIVING ORGANIZATIONAL STRESS** — This 2-day workshop will provide you with valuable information and abilities for protecting your health from the subtle and damaging effects of stress.

**MANAGEMENT BRIEFINGS** — A 1½-day workshop that teaches a clear systematic method for preparing management briefings. This is **NOT** a course in public speaking. This workshop is intended for all staff who must prepare and/or present briefings as a part of their job. It is especially useful for analysts.

**NEW EMPLOYEE ORIENTATION** — A 4-hour program designed to acquaint "NEW" employees with policies, procedures and fringe benefits which are available to them within State service and the Department of General Services.

**\*SUPERVISORY DEVELOPMENT PROGRAM (SDP)** — A fast-moving, exciting format with extensive group interaction and a minimum of lecture assures hands-on learning of time-tested skills and principles used by successful managers in state service. This 80-hour course involves two one-week segments scheduled six months apart.

**\*SUPERVISORS FORUM** — Participants in this unique 2-day advanced supervisory course set the agenda; no two Forums will be alike. Supervisors meet in mixed groups to develop solutions to typical job problems drawn from real-life experience. Emphasis is on disciplinary practices, performance appraisal, and problem-solving methods and techniques.

**TIME MANAGEMENT** — A 1-day workshop covers different concepts of time and their relationship to quantity vs. quality. Participants will learn how and when to use the traditional time tools of planning, prioritizing, etc.

**YOUR TELEPHONE PERSONALITY** — A 1-day practical workshop on the effective use of the telephone. This workshop will teach the Do's and Don't's for effective telephone use. It stresses practical application to your "real world" of work, so your new telephone skills remain useful.

# DGS Training Course Schedule

January 1990 — June 1990

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

- Section 3: February. 7 & 8 (San Francisco)
- Section 4: Mar. 22 & 23
- Section 5: Apr. 10 & 11 (Los Angeles)

## Business Writing (5 days: 4 hours/day)

To be announced - see below\*

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

- Section 7: Feb. 6
- Section 8: Mar. 13
- Section 9: Apr. 19

## Civil Service Examination Workshop

(20 hrs: MON 1-5; TU 8-5; W & TH 8-12)

- Section 2: Mar. 12-13-14 & 15 . . . . . [Changed]\*\*
- Section 3: Apr. 2-3-4 & 5 (San Francisco) . . . . . [Changed]\*\*
- Section 4: Apr. 23-24-25 & 26 (Los Angeles) . . . . . [Changed]\*\*
- Section 5: June 18-19-20 & 21 . . . . . [Changed]\*\*

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

To be announced — See Below\*

## Developing Your Leadership Skills (Days 1 & 2, 8:00 a.m. - 4:00 p.m.) (Day 3, 8:00 a.m. - 4:00 p.m.)

- Section 2: Jan. 24-25 & 26
- Section 3: Apr. 4-5 & 6
- Section 4: Apr. 17-18 & 19 (Santa Rosa)

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

To be announced - see below\*

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

- Section 24: Jan. 24-25 & 26 & Feb. 23 (Fresno)
- Section 25: Jan. 29-30-31 & Feb. 22
- Section 26: Feb. 14-15-16 & Mar 19
- Section 27: Feb. 21-22-23 & Mar. 22 (Stockton) . . . . . [Cancelled]
- Section 28: Mar. 5-6-7 & Apr. 3
- Section 29: Mar. 21-22-23 & Apr. 25 (Santa Rosa) . . . [Changed]\*\*
- Section 30: Mar. 20-21-22 & Apr. 20 (San Bernardino)
- Section 31: Apr. 11-12-13 & May 17 (San Jose)
- Section 32: Apr. 16-17-18 & May 11
- Section 33: Apr. 23-24-25 & May 24
- Section 34: May 1-2-3 & June 1
- Section 35: May 8-9-10 & June 25
- Section 36: May 22-23-24 & June 22 (Los Angeles)
- Section 37: May 29-30-31 & June 29
- Section 38: June 11-12-13 & July 9
- Section 39: June 26-27-28 & July 23

## Investment in Excellence - Training for Facilitators

To be announced - see below\* (8:00 a.m. - 5:00 p.m. each day)

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

To be announced - see below\* (Day 2, 8:00 a.m. - 12:30 p.m.)

## Managing Communication Thru Assertion

- Section 3: Mar. 8 & 9 (8:00 a.m. - 4:00 p.m. each day)
- Section 4: May 22 & 23

## Managing & Surviving Organization Stress

- Section 5: Feb. 1 & 2 (8:00 a.m. - 4:00 p.m. each day)
- Section 6: Mar. 20 & 21
- Section 7: Apr. 26 & 27
- Section 8: June 14 & 15

## New Employees Orientation

a.m. Classes (8:00 a.m. - 12 noon)  
p.m. Classes (1:00 p.m. - 5:00 p.m.)

- Section 7: Feb. 21 (a.m.)
- Section 8: Mar. 15 (p.m.) . . . . . [Changed]\*\*
- Section 9: Apr. 5 (p.m.) (San Francisco) . . . . . [Changed]\*\*
- Section 10: Apr. 10 (a.m.)
- Section 11: Apr. 25 (p.m.) (Los Angeles) . . . . . [Changed]\*\*
- Section 12: May 7 (a.m.)
- Section 13: June 22 (a.m.) . . . . . [Changed]\*\*

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

To be announced - see below\*

## Supervisory Development Program (SDP)

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

- Section 1: (Week B): Feb. 26-27-28 & Mar. 1 & 2
- Section 2: (Week B): Apr. 16-17-18-19 & 20 (L. A.) . . . [Cancelled]
- Section 3: (Week A): Mar. 26-27-28-29 & 30  
(Week B): Jun. 4-5-6-7 & 8
- Section 4: (Week A): Jan. 22-23-24-25 & 26 (S.F.) . . . [Cancelled]
- Section 5: (Week A): May 14-15-16-17 & 18

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

- Section 2: Apr. 9

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

- Section 2: Mar. 28 (12:30 p.m. - 4:30 p.m.) (S.F.) . . . . . [Cancelled]
- To be announced - see below\*

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

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

\*\*[Changed] — Indicates that the dates are different than those shown on the previous Training Course Schedule.

## OLA...

(Continued from page 4)

Change Orders, Contractor Registration, the Emergency Portable Classroom Program, Plan Review, Management Services and Asbestos Abatement. The Special Services Section administers approximately 175 million dollars annually while directing the programs mentioned above.

### Fiscal Services

The Fiscal Services Section is managed by **Kit Bonner**, who directs the activities of approximately 60 multi-skilled staff persons. The majority of Mr. Bonner's staff is made up of accountants, auditors and data processing professionals. His staff is responsible for all fiscal projects, including bonds, bond sales, loans, apportionments, as well as all audit processes. Mr. Bonner's Section also handles OLA's current and future automation activities.

### OLA — Tomorrow and Today

As OLA looks into the future, it envisions a continuing need for additional school facilities funding. It is OLA's hope that a more constant source of revenue may be found to replace the current dependence upon periodic bond sales.

Finally, it should be noted that there is probably no other General Services' Office that has such a direct impact upon the average citizen. Yet, because this contact is largely confined to local governmental entities and school district officials, the Office remains relatively invisible to the general public. Despite this invisibility, the results of the work performed by OLA can be seen in neighborhoods all over California — wherever there are children — walking or riding those yellow buses to school!

GS



"I'm collecting for a collection to start a campaign to stop collections."

## Council of State Governments Provides Consulting Services

by *Brenda Fong, OREDS*

During the week of November 27th, the Council of State Governments' Interstate Consulting Services provided OREDS with a comprehensive study and analysis of its existing space management functions. The purpose of the study was to determine and analyze the State's current system and recommend changes that will allow the State of California to more efficiently and rapidly meet their space requirements without increasing existing staff.

The study was conducted by an interstate team of highly qualified business experts: Michael T. Akridge of Florida, Carol J. Olshavsky of Ohio, Shari M. Martin of Kentucky, and George Shriner of Maryland.

While here in Sacramento, they toured our office and conducted interviews with the management staff and various office personnel. The team will return to Sacramento in February and meet with members of the Executive Office and OREDS and present their recommendations and findings.

GS



Left to right: Michael T. Akridge, Carol J. Olshavsky, Paul Savona, Sheri M. Martin, and George Shriner.

# Executive Office Open House

