

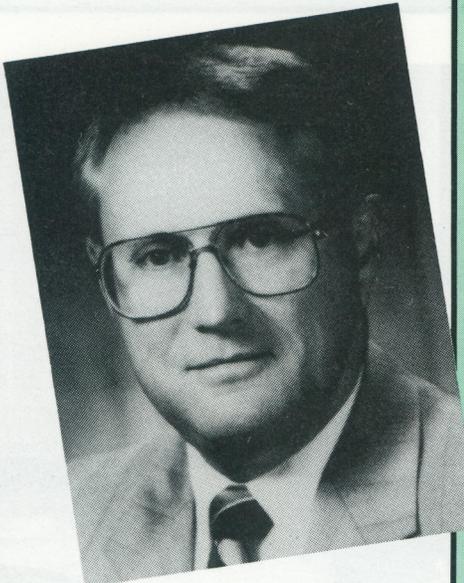


DGS Women of the Year Awards — See Story on Page 3

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Director's Message



As you are all aware, the State of California is facing an unprecedented General Fund budget deficit which is approaching \$14 billion. To remedy this financial imbalance, the Administration is considering a combination of revenue enhancements and budget cuts.

The Department of General Services' proposed 1991-92 budget is approximately \$600 million. Of this total budget, the Department receives only about \$800 thousand through a direct General Fund appropriation. This direct General Fund appropriation represents approximately one-tenth of one percent of the Department's total revenue.

As a result of the Department's very limited General Fund budget, one would assume that any General Fund budget cuts would have minimum impact on this Department. However, many of our customers that are funded from the General fund, will feel the weight of the budget axe.

As a Department we have a responsibility to assist our customers in meeting their mandates during this difficult period. As the State's business manager, we must always be sensitive to the rates we charge our customers especially in light of the State of California's budget dilemma. We must make absolutely sure that the services we are providing are the best alternatives to our customers both in price and quality. To ensure that we are effectively accomplishing our role of the State's business manager, I ask each of you to explore and develop alternatives that will improve our productivity and reduce our rates so that our customers can better absorb the budget cuts that will certainly be forced upon them.

Thank you for your support with this important effort.



STATE OF CALIFORNIA

DEPARTMENT OF GENERAL SERVICES

State of California

PETE WILSON, Governor

State and Consumer Services Agency
BONNIE GUITON, Secretary

DEPARTMENT OF
GENERAL SERVICES

John Lockwood, Director

OUTLOOK

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Outstanding Efforts During 1990 DGS Holiday Food Drive

During the Office Chiefs' meeting on April 18, 1991, recognition was made to the Office of Fleet Administration (OFA) for its generous donations to the 1990 Holiday Food Drive. OFA's donations totaled 11,289 pounds of food, which included their cash donations. Bruce Hancock, 1990 Holiday Food Drive coordinator, presented the award to Lorraine Lema on behalf of OFA. **GS**



Lorraine Lema and Bruce Hancock

DGS WOMEN OF THE YEAR AWARDS

by Eileen Harvey, WPAC Information Officer
Office of Administrative Services

Congratulations to our DGS Women of the Year for 1991! The Women's Program Advisory Committee (WPAC) was proud to sponsor the 1991 DGS Women of the Year Awards Ceremony on March 27, 1991 at the Firehouse restaurant in Old Sacramento. Six women were recognized during the luncheon ceremony (four awardees and three honorable mentions). These exemplary women have served as role models and sources of inspiration to all of us.

The awards are presented to DGS women who have shown personal concern for the advancement and needs of women. The selection criteria is as follows:

- Giving of time above and beyond normal job duties to assist others in upward mobility, career counseling or assisting others as a mentor
- Assisting others through advocacy
- Promoting communication between management and rank and file
- Serving as a role model for other women

**Rhonda King, Office of
Telecommunications
Award Category:
Supervisory/Clerical**

Rhonda King serves as a Senior Account Clerk for the Office of Telecommunications. She is always on the go, counseling and assisting others toward upward mobility. Rhonda has received a Superior Accomplishment Award for designing forms and files in order to streamline processing procedures. She assists others in the community and takes an active role in her church.

**Donica Pedroza,
Office of Buildings and Grounds
Award Category:
Nontraditional/Trades**

Donica Pedroza serves as a Building Maintenance Worker for the Office of Buildings and Grounds. She is a member of the Women in Trades Task Force, and

is the talented artist responsible for their great new logo!

Donica is working on an information packet for apprenticeship workers, and provides information to the community about nontraditional jobs for women through her work with youth groups and community forums.

**Alice Levine, Office of
Energy Assessments
Award Category:
Administrative/Managerial**

Alice Levine shares her talents with the Office of Energy Assessments (OEA) as an Energy Resources Specialist III. As Vice-President of the DGS Women's Program, she was instrumental in the development of the Networking Directory as well as the upcoming "Women Moving Ahead" workshop.

She serves as a literacy program tutor with the Sacramento County Library, a member of the Government Financial Officers Association and the American Planners Association, and assists women in entering state government through her active recruitment efforts.

**Mary L. Messenger,
Office of Records Management
Award Category:
Professional/Technical**

Mary Messenger serves the Office of Records Management as a Records Management Analyst II and she has worked in State government since 1957. Growing up during the depression era, Mary traveled with her family and attended 13 different grammar schools. She said, "College was the kind of thing I fantasized about on hot summer afternoons." Last year her dream became a reality when she graduated with a Doctor of Jurisprudence degree and passed the bar exam on the first try!

Mary condemns the use of the term "girl" in the office place, as it infers less than professional status. Mary mentors and counsels other women striving for upward mobility.

(Continued on page 4)



Alice Levine



Donica Pedroza



Mary Messenger



Rhonda King

DGS Women of the Year Awards...

(Continued from page 3)

The talented women listed below were presented with Honorable Mentions during the awards ceremony:

Lynn Catania
Staff Services Manager II
Office of Administrative Services

Georgia Lee
DGS Women's Program Officer
Executive Office

Charlene Tapia
Building Maintenance Worker
Office of Buildings and Grounds

GS

Let Your Fingers Do The Walking Through SAM

by *MaryRose M. Repine*
Office of Records Management

The users of the State Administrative Manual (SAM) will have a new product this month — the Subject Index! The index is the first step in making a more easily read and understood SAM. This effort was made possible because of the cooperative efforts of the 24 authors of SAM and the SAM unit.

Of all the retrieval tools in a manual, the Subject Index is the most important. It is the first place a user goes when searching for information. Dollar cost benefits are realized by reducing the time users spend looking for information. Equally important are the other benefits of improved service and reduced user "frustration."

For those SAM users who are holdouts for the "old green index of November 1981," we are committing that index to the history files. If you have any comments on how to improve the new Subject Index, please give us a call at 327-8910. GS

Office of Insurance and Risk Management's Open House

On April 16, 1991, the Office of Insurance and Risk Management (OIRM) held an open house to celebrate their new facilities at 1325 J Street, Suite 1800, Sacramento. OIRM provides centralized risk management, insurance purchasing and claims management services to all state agencies.

If you would like information regarding the services provided by OIRM, you can call (916) 445-2184 or ATSS 485-2184. GS



Second from right: Craig Pape, DGS Safety Coordinator — Right: Ralph Maurer, OIRM Office Chief.

Ronald Reagan Building Recognized for Energy Efficiency

The Los Angeles Business Council held its 21st Annual Urban Beautification Awards Luncheon on April 8, 1991 in Century City. The Ronald Reagan State Office Building was recognized during the luncheon and received an award for its energy efficiency.

Doug Grandy, Chief of the Office of Energy Assessments, was unable to attend the awards ceremony. The award was accepted on his behalf by Richard Steuber, Building Manager. GS



(Pictured at left) Jack Smith, Deputy Director of the Management Information Division, was presented with his 25-year service award on April 18, 1991 by Liz Yost.

Office of Small & Minority Business (OSMB) Produces Another Successful Business Fair!

by Carol Ross

An overflow crowd in Los Angeles benefited from the third State Business Opportunity Fair on April 16, 1991. Over 600 participants representing small, minority, women, and disabled veteran business enterprises, as well as private contractors and non-profit organizations took advantage of the expertise available in the field of state contracting.

The fair focused on opportunities in state contracting and what affect recent legislation has had on the contracting process. Sponsored by OSMB, the fair provided a chance for the business community to meet with contracting officials from various state agencies. More contracting officials were gathered in one place at this conference than had ever met before!

Team support within DGS was evident from the planning stages to the final closing workshops. Alice Flissinger, Chief of OSMB, and her staff took the lead in creating the conference. Anthony Pescetti, Chief of Staff for the Office of the State Architect, facilitated a workshop. Additional staff from the Office of the State Architect provided an information booth. Rosamond Bolden, Chief of the Office of Buildings and Grounds, was a workshop speaker. Rosamond also provided an additional speaker, as well as booth and registration staff.

Kathleen Yates, Senior Staff Counsel in the DGS Legal Office, gave a presentation and represented Charlie Thrasher. Ian Dey, acting chief of Office of Project Development and Management, provided booth participation and a speaker. Stim Suzuki, Chief of the Office of Support Services, and his staff made miracles happen by expediting printing orders for the Conference. The Telecommunications Division sent booth participants and Don Male, Chief of the Office of State Printing, and his staff produced last minute signs. The Office of Local Assistance, thanks to Sandy Proctor, helped with the round-table discussion.

Working closely with OSMB, the Office of Procurement assisted throughout the implementation phases of the

conference. Staff support was provided ranging from exhibit booth management, registration staffing, speakers and helping out with moving boxes and running errands.

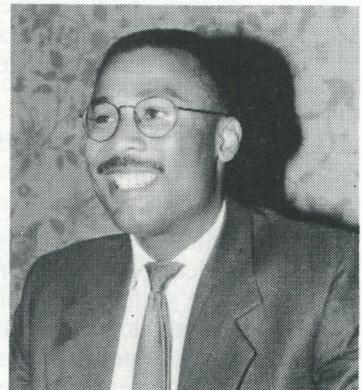
Workshops which focused on particular fields of interest of the participants were held throughout the day while an exhibit area expanded the opportunities of doing business with the State of California.

Elizabeth Yost, Chief Deputy Director, was the keynote speaker during the luncheon. She discussed the changes in policy for state contracting and gave an optimistic view of the changes that are expected in the new administration. Ms. Yost also honored Dr. Eleanor Mason Ramsey, President of Mason Tullman Associates, and Vinicio Mendez, Small Business Development Officer of UCLA, with a certificate of appreciation for their contributions to the State Business Opportunity Fair.

The Los Angeles conference was the third in a series of three conferences held this fiscal year. Earlier conferences were held in Oakland and Fresno. The team effort within General Services was remarkable and was the reason the conference was such a success. **GS**



Alice M. Flissinger, Chief, Office of Small and Minority Business welcomes participants to Business Opportunity Fair.



Tilford Patterson represents Gwen Moore, Member of the Assembly, at opening ceremonies.



Elizabeth Yost (center) Chief Deputy Director, Department of General Services, presents Certificates of Appreciation to Dr. Eleanor Mason Ramsey (left) and Vinicio Mendez (Right).

“CREAM OF THE CROP” Introducing the Female Managers of OREDS

by Brenda Fong

Met four managers from the Office of Real Estate and Design Services (OREDS). Their personalities, backgrounds, and talents are as diverse as the units they manage, but these four talented women share common beliefs and goals — they strive for the best in themselves and encourage and support their staff members. They are dedicated to providing the most professional service to their clients. These managers are hardworking and conscientious and have, to some degree, had to overcome obstacles because they are female professionals in a male-dominated field. Meet them up close and personal!

LEASE ADMINISTRATION — SHERAL GATES

Sheral Gates is a Senior Real Estate Officer who manages nine Real Estate Officers. Her unit is responsible for the lease management of more than 2,000 leases statewide, the annual and periodic asbestos notifications, the negotiating, management and review of more than 700 communication site leases, 700 by-state leases, and approximately 250 property management leases.

Sheral attended California State University earning a B.S. Degree in Business Administration with a concentration in real estate and land use development.

When asked what challenges she has faced as a manager, Sheral's response was, "...there is often more work than there is time and resources available to accomplish it. So even though the unit as a whole consistently works at a feverish pace, the work never seems to get caught up." She feels that the problems a female supervisor faces are no different than those of a male supervisor. "Generally, people do not like to be given instructions, they resent it. While most of my staff are not accustomed to a female manager, they seem to have made the adjustment easily."

Sheral feels the most enjoyable part of her job is observing the success of the staff. Seeing how it reflects on the overall effectiveness of the unit, "Our client agencies appear to really appreciate the job we do and that really feels good!"

Future goals for Sheral are to increase her expertise and broaden her experiences so that the opportunities for further advancement are enhanced. "It is important for me to do a good job...the fruits of my efforts will be sweeter if I invest my best."

Away from the office Sheral enjoys quiet times with a good mystery or novel. She enjoys a challenging game of tennis or schussing down a snow covered slope.



*Pictured Left to Right: Sheral Gates, Sharon Williams, and Jayne Rasmussen.
Not pictured: Paula McGranahan-Gutierrez.*

(continued on page 7)

OREDS...(Continued from page 6)

ADMINISTRATIVE SERVICES — SHARON WILLIAMS

As a Staff Services Manager I for the Administration Unit, Sharon is responsible for planning and supervising the activities of 5 analytical staff and 27 clerical staff that provide services to the OREDS program staff such as personnel, budgets, training, data processing, contracts, billing and clerical support.

Sharon is a good example of an upward mobility candidate. She began her career with the State as an Office Assistant, then was promoted to a Personnel Technician prior to becoming a Personnel Analyst at the State Personnel Board. She then worked at Consumer Affairs and then as a Labor Relations & Budget Analyst at General Services. To further her skills she attended college in the evenings to obtain her B.A. Degree in Business Administration and is currently working toward her second course in real estate at the end of this semester.

Her goal while at OREDS is to maximize the office's ability to run as an efficient, cost effective business. Her long term career goal is to manage a statewide program.

Sharon's most rewarding experience as a supervisor was building her professional staff team and providing them with the opportunity to develop their analytical skills. This was accomplished by having several structured off-site meetings. "The team reorganized and grouped all of the duties of the unit and selected which functions they would be responsible for — this approach has worked remarkably well!"

Sharon's personal philosophy is to always try to be a couple of steps outside of her comfort zone. She feels that it is a vivid reminder that she is learning and personally growing.

On the personal side, Sharon just bought a new house in Dixon which she shares with her daughter, Jennifer. She plays tennis, waterskis, but is happiest driving her boat full throttle up the river!

PROACTIVE ASSETS MANAGEMENT — PAULA P. MCGRANAHAN-GUTIERRES

Paula was appointed Senior Real Estate Officer in the newly created

Proactive Management (PAM) Unit in January 1990. As the San Francisco Bay Area Asset Manager, she is responsible for the Bay Area's diverse real estate portfolio, assuring optimum use for the State's operations and maximum value from the surplus.

Paula attended California State University where she earned a B.A. Degree in Liberal Arts. She began her real estate career with the State in 1976 and joined OREDS in 1977.

It has been a challenge for Paula to balance her career with her family life. She is married to Trevor Gutierrez, who also works as a Real Estate Officer in the Acquisitions Unit, and is the mother of three young children.

When asked what she likes best about her job, Paula's response was, "...the opportunity of being a pioneer involved in the creation and implementation of a statewide PAM program." Her future career goals "are to be a major player in developing the most successful State asset management program in the nation."

Her personal motto is: "To have fun at what I do and to do the best job that can be done!" A very active person who's pastime includes running and racquetball, Paula is very involved with her family and enjoys the great outdoors.

NORTHERN CALIFORNIA — PLANNING — JAYNE MURAKI RASMUSSEN

Jayne Rasmussen celebrated her first anniversary as a State Facilities Manager I this past May. Her responsibilities are to supervise seven Space Planners which include the review and approval of all work, administration and development of unit policies and implementation of office, departmental and state policies.

A graduate of San Francisco State University with a B.A. in Interior Design, Jayne worked for an architectural firm before coming to General Services in 1979. She is a licensed architect and a member of the American Institute of Architects (AIA).

Jayne is the first woman promoted to the position of manager for the Design Services of OREDS. The most difficult challenge has been to define her position as a planning manager, as it was created

when OREDS adopted linear management. The shared duties and roles were not defined at the time, and there was resistance and skepticism in regard to the change in systems and its success.

As a manager in a male-dominated office, Jayne feels that there needs to be more open lines of communication and that women in management need to be taken seriously but not as a threat.

Jayne enjoys the interaction with staff, getting to know their special needs and ways of doing their work. "I enjoy working on special and diverse projects like the Governor's Office..."

There is a lot to learn and Jayne strives to continue to grow and improve as a manager and a person. Her personal work ethic is "to strive to do it right the first time, to keep within my integrity in all of my transactions, and to expect excellence from myself and my staff. I strive to make win-win situations!"

Married to Scott Rasmussen and the mother of a two-year-old daughter, Kiri, Jayne also balances a career and family life. Her life revolves around her family and relatives, and she enjoys playing volleyball, tennis and skiing when time allows. By nature, Jayne is a very social and outgoing person who has helped organize many office social functions. She is also OREDS' official caricaturist!

GS

WANTED
by
CALIFORNIA STATE POLICE

Communications Operators operate the California State Police (CSP) Communications Network. For more information contact:

Richard Luciano
55 Santa Clara Ave., Ste 170
Oakland, CA 94610
(415) 464-4006, 8-561-4006

or

Calvin Beard
107 S. Broadway., Rm 7013
Los Angeles, CA 90012
(213) 620-2627, 8-640-2627

EMPLOYEE SPOTLIGHT

Linda Hafar Office of Energy Assessments

by Lynn Wiley

Linda Hafar feels right at home at the Office of Energy Assessments. As a female engineer, she has often found herself in the minority in the male-dominated field of mechanical engineering. In fact, at Kansas State University where she obtained her engineering degree, she was the only woman in the entire curriculum. At the Office of Energy Assessments, however, Linda is one of six engineers, three of whom are women.

Linda began her engineering education after 13 years of marriage and two children. "Money," she quickly answered when asked her motivation for entering a non-traditional field. "Well, and also because I really like math." Linda had worked a series of jobs — including account clerk, bank teller, office manager, and homemaker — before making her decision to study engineering.

Her husband, Roy, supported her decision to return to school. "But it still wasn't easy," Linda says. Because they had two young children for whom she had primary responsibility, she could not have returned to school without the help of the Kansas State University Childcare Cooperative. The cooperative, on whose Board Linda served as Treasurer, was created to serve the needs of non-traditional students like herself.

Childcare wasn't her only barrier. There were the classes! Linda remembers: "My major was Mechanical Engineering Technology which deals with applied engineering. I was in classes with kids off the farm who had



spent their lives fixing farm equipment with bandaids and bailing wire. My traditional upbringing hadn't prepared me for that."

Linda survived the rigors of her new education: She graduated from KSU in 1987 and passed her "Engineer-in-Training" (the first step towards professional engineer licensing) on the first attempt. In 1990, after a year with a private consulting firm, Linda joined the staff of the Office of Energy Assessments.

As a project manager for the development and construction of energy-savings projects at state facilities, Linda manages over \$30 million in projects. The California State University actively participates in the Energy Efficiency Revenue Bond Program managed by the

Office of Energy Assessments, and Linda is their primary contact person. Her job requires her to work with CSU staff from Administrators to Central Plant Operators. The CSU departmental Energy Manager recently complimented Linda on her dedication to the program and her success in dealing with her many responsibilities.

The Office of Energy Assessments is proud of its reputation for seeking out and employing non-traditional, well-qualified people like Linda Hafar. Linda thinks that her influence may be rubbing off: "My 14-year-old daughter, Summer, is thinking about becoming an architectural engineer," she says proudly. Tell her to give us a call in about 10 years, Linda, we may be able to use her. **[6S]**

Office of Energy Assessments: New Approaches to an Old Problem

by Lynn Wiley

The old adage, "It takes money to make money," can apply to the financing of energy conservation projects as well: it often takes money to save money. The mission of the Office of Energy Assessments (OEA), is to reduce energy use and energy costs at state facilities. This often involves exchanging the existing lighting fixtures for ones that use less energy or modifying a central plant to make it more energy efficient. All these changes take capital, but the energy — and dollar — savings generated by these changes far outweigh the initial investment. In fact, the projects financed to date by OEA have a return on investment of nearly 3 to 1. Regardless of this high return, obtaining capital outlay funding for anything in these years of fiscal drought can be difficult. That's why OEA employs a variety of innovative and non-traditional approaches to financing energy — and dollar — saving projects at state facilities.

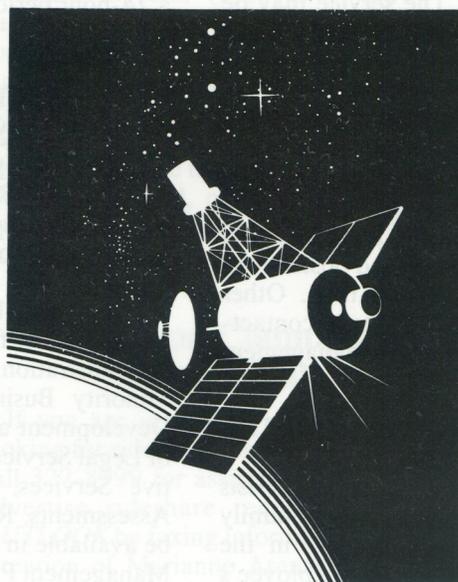
Last year, the OEA received the Council of State Government's "Innovations" award for its Energy Efficiency Revenue Bond Program. In order to be considered for this national award, a State's program must meet a strict set of criteria designed to insure that it has dealt with a significant problem in an effective and innovative manner and that it has the potential to be transferred to other states.

State facilities utilizing the Energy Efficiency Revenue Bond Program have the opportunity to borrow money to complete energy-saving projects without using scarce capital outlay funds. Because projects financed with Revenue Bonds are cost-effective on an annual basis, the savings generated by the projects are used to repay the loan. Additional savings are split equally between the siting facility and the State's General Fund. In short, the Energy Efficiency Revenue Bond Program provides California state facilities with a financing option.

Sometimes state facilities are able to save money by working with a company

or entity outside of state government. In a recent example, the Department of General Services and the University of California at Davis, working as a "joint venture," have proposed to sell over 45 megawatts of power to the Sacramento Municipal Utility District (SMUD). The power would be generated by a gas turbine cogeneration plant — an energy-saving technology producing both steam and electricity — located on the UCD campus. The cogeneration plant would provide UCD with the majority of its steam requirements and, at the same time, provide electricity to be sold to SMUD. SMUD is very interested in buying additional, locally produced energy to replace the expensive energy bought from other utility companies. OEA is acting as the lead agency on this project, drawing from OEA's experience in developing several other major cogeneration projects at state facilities.

The Office of Energy Assessments continues to seek innovative ways to finance energy-saving projects at state facilities. As capital outlay funds become harder and harder to obtain, innovative approaches to project financing will become more desirable. As in the past, OEA will continue to look for new and better ways to "get the job done." **GS**



HELP IS AVAILABLE TO IMPROVE YOUR 3 "R's"

The California Workforce Literacy Task Force has issued a report entitled *California's Workforce for the year 2000*. "The year 2000" brings to attention the crisis of a workforce lacking in basic skills. The task force has determined that it is becoming increasingly important for employers to assist their employees in acquiring the basic reading, writing and math skills needed to perform on the job safely and skillfully.

In an effort to promote workplace literacy, the Training Office formed the Literacy Awareness Committee in 1990.

The purpose of the Literacy Awareness Committee is to promote awareness that help is available for employees who need to improve their reading and writing at basic skill levels.

Reading is a skill that many of us take for granted, but many employees struggle daily to do their job with limited skills that may prevent them from realizing their full potential. Upward mobility is often not within the grasp of an employee whose reading and writing skills have not been developed.

The DGS training office has a directory of Adult Education providers in the Sacramento and surrounding areas. Contact Carol Gans at 445-6037 for more information.



CREATIVE ALTERNATIVES

GUARANTEED RETURN TRIP PROGRAM

by Marianne Arenas, Commute Management Officer



To encourage ridesharing in California, DGS has developed a two-year demonstration project entitled Guaranteed Return Trip (GRT) Program for state employees as provided in AB 4319. GRT will be implemented in June of 1991 in 12 urbanized areas — Sacramento, Rancho Cordova, San Francisco, Berkeley, Oakland, San Jose, Long Beach, Los Angeles, Van Nuys, Santa Ana, San Bernardino, and San Diego.

The program will provide state employee ridesharers and transit riders (who work in one of the identified urbanized areas) with a prearranged free ride to an emergency site and/or home using a state-owned vehicle, a rental car, or a taxi.

In order to register for the program, an employee *must be ridesharing at least three days a week*. The service may be used up to four times in a 12-month period, but no more than two times in a 30-day period.



To be eligible to participate, employees must be individually registered with the DGS Commute Management Office. Registration will begin in June through your office Transportation Coordinator. Brochures and posters will also be available at this time. Other departments may participate by contacting the DGS Commute Management Office.

VALID REASONS FOR USING THE SERVICE INCLUDE:

1) Illness or a serious problem or crisis impacting an eligible employee, a family member, or a person residing in the household, requiring the employee's immediate personal assistance and no

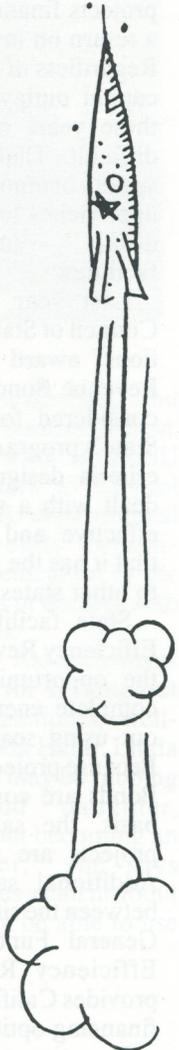
personal transportation is available. A serious problem or crisis arises, for example, when a school or day care facility notifies the employee that a problem exists requiring their immediate attendance, or when there is damage to the employee's home or property.

2) Carpool riders are stranded at work because the driver of a carpool had to leave early. All stranded riders will be able to take the GRT ride home together at the end of the day.

3) Drivers of vanpools have personal emergencies as listed in item number 1 above.

4) Participants of vanpools or carpools are stranded at work due to vehicle breakdowns, and no backup vehicle is available. A vehicle will be provided for a 24-hour period only.

Results of the March Transportation Survey



DGS survey return rate was an average of 93%. Congratulations to all offices for your high rate of participation! Thank you to top level management for your support in the program. Offices with 100% returns were the Executive Office, Office of Fleet Administration, Office of Small and Minority Business, Office of Project Development and Management, Office of Legal Services, Office of Administrative Services, and Office of Energy Assessments. Results of the survey will be available in June and Transportation Management Plans will be due in July or early August.

(Continued)

(Continued)

Transportation Management Association (TMA) News

The Sacramento Central City TMA will hold a variety of workshops for its members at the Chamber of Commerce building, 2nd floor, 927 - 7th Street, Sacramento. Call the Commute Management Office for details at 327-8999. Transportation Coordinators are encourage to attend the following workshops:

- *Marketing Your Transportation Programs.* A multi-media program from Rides for Bay Area Commuters Creative Services Director. Date to be determined.
- *Telecommuting:* Proposals, Pilot Programs, and Evaluations, with Carol Nolan from Pacific Bell. June 3rd, 10 a.m. to 3 p.m. Lunch included in cost of seminar.
- *The Commute Alternative Rule: How Will It Affect Your Transportation Programs?* Charlene McGhee from the Air Quality Management District will tell us what to expect when the Rule is finally adopted. June meeting date to be announced.
- *The Power of Persuasion.* To convert and convince others to use an alternative commute mode, you need more than just a transportation plan, you need to be a master persuader. Date, time and speaker to be announced.
- *Transportation Demand Management: Is It Really Making a Difference and How Can I Tell?* Technical assistance in converting your transportation management programs and those commute survey statistics into measurable results. Date, time and speaker to be announced.

Vanpool Seats

Four seats are available in a vanpool which leaves Rocklin at 5:35 a.m., makes stops at Antelope Road and Richards Boulevard, and arrives downtown at 6:30 a.m. For details, call Toni Eberhard at Mercy Hospital, 453-4939.

New Push For Resolving Commute Benefits Tax Problem

by Marilyn Bryant
Executive Officer,
Sacramento Central TMA

Senator Daniel Patrick Moynihan (D-NY) and Representative Robert Matsui (D-CA) have introduced legislation in Congress to increase the tax-free level of transit passes to \$60 per month and exempt vanpools from being taxed. Senator Moynihan's bill, S. 26, has been referred to the Senate Finance Committee for action. The Representative Matsui's legislation, H.R. 1145, is pending before the House Committee on Ways and Means.

The Joint Committee on Taxation claims that the federal treasury would lose up to \$80-100 million per year if the nontaxable limit on transit passes were raised to \$60. (About \$5 million of that amount is attributable to the vanpool exemption.)

The Urban Mass Transportation Administration (UMTA) surveyed the use of employer-subsidized transit passes and estimated the loss would be lower than predicted by the Joint Committee. Secretary of Transportation Skinner has repeatedly stated his intention to pursue the question of equal tax treatment for transit passes and employee parking.

Senator Spector (R-PA) has introduced S.326 establishing an energy conservation program. Spector's bill includes a provision that bars the deduction by employers on employee parking subsidies unless the employee is allowed to receive the subsidy in cash or a transit, vanpool, or carpool subsidy equal to the fair market value of the parking subsidy.

Notices on Commute Management

If you are in need of a ride or are looking for rides for commute purposes, call 327-8999 for assistance. You may advertise rideshare requests in the *OUTLOOK* by faxing information to the attention of Marianne Arenas at 327-7145.

Update on the Commute Alternatives Rule

The Sacramento Air Quality Management District has just released revisions to the proposed Commute Alternatives Rule which is slated for adoption by late summer of 1991. The main concepts are outlined below:

- *Average Vehicle Ridership (AVR)* — 1.5 AVR will be required over the long term, with incremental progress to be demonstrated annually).
- *Cumulative AVR* — Employers with multiple locations may cumulatively calculate the AVRs of the sites if that is necessary to attain their AVR goal.
- *Certificate of Compliance* — When all rule requirements have been met, an annual certificate of compliance, rather than a "permit," will be issued.
- *Clean Fuels* — It is tentatively intended that an employer may receive a credit for each clean fuel vehicle used. The vehicles may be company or privately owned and may be used for commute and/or business purposes.
- *Implementation* — Employers currently complying with existing city or county ordinances will maintain current renewal dates. In descending order by size, all other employers will be phased into compliance beginning approximately 90 days after adoption of the rule.
- *Non-attainment Fees* — Employers who do not attain their annual AVR goal will be assessed fees based on the difference between what they have accomplished and their goal.
- *Violations* — Depending on severity, a violation may incur penalties of up to \$25,000 per violation per day.

Express Bus Service

The Hub Area Transit Authority recently added another express bus that comes from Marysville/Yuba City to Downtown and East Sacramento. The cost is \$75.00 per month. See your Transportation Coordinator for more information.

EEO Update: Discrimination Complaint Process

by Teresa Amezcua

The Equal Employment Opportunity (EEO) Office has the responsibility to oversee the Department's Discrimination Complaint Process. The complaint process consists of an Informal Level and a Formal Level which employees can utilize to voice allegations of discrimination and sexual harassment. It is important that all employees be aware of the complaint process and the role of the EEO Counselor.

The first step at the informal level is contact with an EEO Counselor in the employee's unit. This individual is trained to work independently on the resolution of informal complaints. The EEO Office monitors counseling activities but must permit the Counselor independence of action.

A meeting is arranged to discuss the allegations and the remedy the complainant is seeking. At this informal level confidentiality may be maintained if the complainant requests it. The complainant will be advised that by maintaining confidentiality it may be difficult to make certain inquiries. The confidentiality issue rests solely on the complainant and needs to be addressed at the beginning of the interview.

Once a complaint has been submitted, the Counselor has 20 days to informally resolve the complaint. If after this time the complaint cannot be resolved, the Counselor conducts a final interview and advises the employee in writing of the right to file a formal complaint within 15 days after the employee's receipt of notice of final counseling interview. If a counselor feels a resolution can be obtained but needs a time extension, the complainant needs to approve the extension in writing. During the inquiry the Counselor may conclude that the complaint is not an EEO issue. In this case the counselor will advise the complainant about the other grievance processes available and who to contact.

The role of the EEO Counselor is to help resolve discrimination complaints by hearing the complaint and advising the employee of the discrimination complaint process. The Counselor will make inquiries relevant to the complaint without violating the confidentiality and will present the results of the inquiry to the complainant. With the complainant's permission, the Counselor will bring the issues to those in authority to attempt resolution.

The objective of the informal EEO counseling is to provide a means for resolving sensitive issues quickly, informally and confidentially (if possible) and at the lowest possible level. It's also a means to decrease the number of formal complaints by creating an awareness for supervisors, managers, and other employees to become sensitive to the needs of individual employees or groups. EEO counseling is a means to assist management in handling problems before they become formal EEO complaints.

If the informal process does not result in a resolution, the complainant may file a formal complaint of discrimination with the EEO Office within 15 days after the 20th day of the EEO Counseling.

The EEO Office will be providing the Affirmative Action Coordinators and Bulletin Board Coordinators in each office with bulletins listing the names and phone numbers of their assigned EEO Counselors. The bulletins are blue in color and will be posted in areas accessible to all employees.

If employees require more information they can contact the EEO Office at 324-7108, (ATSS) 454-7108. **GS**



Personnel Assistant of the Year

Teresa Matheson, Office of Administrative Services, was honored during April with the "Outstanding Personnel Assistant of the Year" award. Einer Christensenn, Personnel Manager, presented the perpetual award which will be given on a quarterly basis. We commend Teresa for her hard work and diligent efforts! **GS**

FEEDBACK FROM THE "NEW CENTURY"

You'll be reading about our progress toward the New Century in OUTLOOK. The "Feedback" letters that you read each month in OUTLOOK are a direct reflection of dedication and commitment to the objectives of the New Century Project. As our pride in superior service manifests itself, the number of letters sent for inclusion in Feedback have increased dramatically! We regret that due to space limitations, we can include only a fraction of these outstanding letters. All contributions for Feedback, however, are encouraged and greatly appreciated.

Beverly Kuykendall, Management Healthcare, wrote to **Bill Werry**, Office of Procurement: Thanks to the State of California and AB1933, we now have an opportunity to participate in large value bids. Thank you for facilitating the pre-bid meeting.

Jerry Galbreath, Compton DMV, wrote to **Casey Randall**, Office of Fleet Administration: On numerous occasions my staff has taken their vehicles to the L.A. garage for repairs. On each occasion **Mr. Herbert Kakizoe** and his staff have been courteous and efficient in their operation.

R. Margarita Recinos, Personnel Analyst, wrote to **Judy Esola**, FA/CPR Coordinator, OIRM: I would like to thank you for your attentiveness and guidance in scheduling FA/CPR training for our employees. They have been quite pleased and have given us favorable response on the sessions.

David J. Tirapelle, Director, Department of Personnel Administration, wrote to **Ralph Maurer** and **Cathy Wood**, OIRM: I want to thank you both for the excellent support given to the Department of Personnel Administration in acquiring a life insurance carrier on extremely short notice. You not only preserved our integrity as purchasers of this product, you also saved us money at a time when fiscal problems abound.

Jackie Jones, OMTP, received a letter of appreciation from the Women in Technology group at California State University, Sacramento for her presentation. She volunteered her time to help encourage others in seeking careers in the technology field.

William B. Howell, Oak Run School District, wrote to **Maria Ruiz**, a staff member assigned to OLA's Emergency Portable Classroom Program: Mr. Howell wanted to express the thanks of the entire school board, as well as the students at Oak Run Elementary School, for Ms. Ruiz's assistance and support.

Johnnie Perkins, Dept. of Justice, expressed his appreciation to **Mike Critchfield**, Telecommunications Division, for his extra effort and high quality of workmanship installing the telecommunications equipment in the Attorney General's vehicle.

Pat Dougan, Department of Education, wrote to **Howard Buchanan**, Office of Bldgs. and Grounds: I would like to pass on credit where it is due. There has been a marked improvement in the service and cleanliness of our restrooms in the past 6 months, due to the efforts of your staff member **Dave Foster**. Thank you for keeping on staff that believes in doing a good job.

Dale Buchholz wrote to Kermit Stevens, Telecommunications Division: **Ken Moser**, Mojave Radio Maintenance, you have performed over and above the call of duty in assisting restoration of communications links to aid the CHP during an emergency that involved a myriad of accidents in bad-weather driving conditions.

M. Wong, Dept. of Calif. Highway Patrol, wrote to **Mona Salas**, Office of Buildings and Grounds: Accounting Section employees would like to convey our appreciation to you. Since you started working at this location we have noticed considerable improvement in the appearance of our offices.

Louis J. Murdock, California State University, Dominguez Hills, wrote to Barry Allen, Office of Support Services: I am writing this letter to express my appreciation to your employee, **Mr. Charles E. Hill**. Mr. Hill is doing a notably remarkable job here at CSU Dominguez Hills. He is very responsive to the repair needs of our department.

Carol Bentley, Assemblywoman, 77th District, wrote to Elizabeth Yost, Executive Office: A "special thank you" to you and the Department of General Services for assisting me with the yellow ribbon project on the Capitol dome. I would like to recognize **Carol Ferreira**, Legislative Liaison and **Roy Gilkey**, Building Supervisor for their support and cooperation. They were such a delight to work with and did a tremendous job coordinating the project with my office.

Alice Flissinger, Office of Small and Minority Business, wrote to **Gene Freeman**, Office of Support Services: The involvement of the Office of Support Services made this year's "State Business Opportunity Fair" a great success. Thank you for your support.

Elizabeth Yost, Executive Office, wrote to **Paul Neel**, Office of the State Architect: I am sending a big THANKS! to the Direct Construction staff for the outstanding efforts taken to get Governor Wilson's San Diego office up and running in such a short time frame. Their efforts are most gratifying to me because it symbolizes that "can do" spirit which I like to think is pervasive in DGS.

Gil Sanchez, Gilbert Arnold Sanchez, Inc., wrote to Paul Neel, Office of the State Architect: I want to bring to your attention the fine work that **Mr. Elliot Shona** accomplished on the Santa Cruz Mission Adobe. It was awarded a CCATA Merit Award and a great deal of the credit for this goes to Elliot for his restoration skills.

Lorraine Lema, Office of Fleet Administration, wrote to **Diane Paulsen**, Office of Fiscal Services: All too frequently during the course of our busy and demanding schedules we overlook acknowledging the very people who add so much in making the day-to-day operation of our "business" run smoothly. You, Diane, are definitely one of those people!

Jesse G. Ugalde, Office of State Printing, presented an award for outstanding service for 1988-1991 to **Shirley Pike**, Printing Process Planner.

Stim Suzuki, Office of Support Services wrote to the entire OSS staff: Alice Flissinger, Chief, Office of Small and Minority Business, wanted me to convey to all of you, who were involved in producing the AB 1933 presentation brochures, their appreciation for the high quality of the product you turned out.

Mr. Dennis Byas, Bear Valley Unified School District, sent a letter of thanks to **Phil Shearer**, Manager of OLA's Special Services Section. Mr. Byas praised Mr. Shearer for the support and assistance he provided to help Bear Valley U.S.D. replace an obsolete heating system at Big Bear Elementary School.

Gary L. McGavin, HMC Group, wrote to Paul Neel, Office of the State Architect: I would like to express my appreciation for the extra help I have received from your staff recently. Specifically, **Pat Campbell** and **John McCourt** have both gone out of their way to review a manual on relocatable classrooms. Their reviews, as well as that of their staff, is greatly appreciated.

Lillie Hutton, Employment Development Dept., wrote to Mel Gilliard, Office of Bldgs. and Grounds: Thanks to your efficient staff, our "open house" went better than we hoped for. Many fine comments were made and heard about the nice appearance the office had when compared to other times in the past. Please convey my compliments to **Clete Satterwhite**, **Brenda Brown**, **Celia McDowell**, and to each one of the staff involved in beautifying our office.

Jones W. Burns, California Coastal Commission, wrote to **Hollis R. Thompson**, Office of Procurement: We wish to thank your department for allowing the transfer of donated Wang EDP equipment to our agency. Because of budget cuts over the past several years, we have had difficulty procuring additional Wang EDP equipment. The generous donation from your department certainly will help increase our productivity.

Chief Joel Haven, Dept. of Justice, wrote to **Gary Forsberg** Telecommunications Division, thanking him for his extra efforts in facilitating the development of the San Diego Traffic Operations Center.

Department of General Services - Course Summaries

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 communications 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 2-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.

INVESTMENT IN EXCELLENCE REFRESHER — A one-day seminar designed for graduates of IIE who wish to review/reinforce the basic concepts of the course and work on strategies to further apply them at work and in their personal lives.

***MANAGING COMMUNICATION THROUGH 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 tend to manage stress better, burn out less and have more productive relationships 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 appraisals, 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.

**Courses which are acceptable for required Supervisor/Manager Training*

DGS Training Course Schedule

July - December 1991

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

Section 4: June 20-21 (San Francisco)

Business Writing (5 weeks - 4 hours per week)

To be announced - see below*

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

To be announced - see below*

Civil Service Examination Workshop

(20 hours: Mon 8-12; Tu 8-4:30; W & Th 8-12)

Section 10: June 17-18-19-20

Section 1: Sept. 9-10-11-12 (Cancelled)

Section 2: Oct. 7-8-9-10

Section 3: Nov. 12-13-14-15

Completed Staff Work (8:00 a.m. - 4:30 p.m.)

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 5: June 17-18 & 19

Section 1: Aug. 19-20-21

Section 2: Nov. 18-19-20 (Los Angeles)

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. - 4:30 p.m. each day)

Section 17: June 12-13-14 & July 12 (cancelled)

Section 18: June 26-27-28 & July 26

Section 19: June 3-4-5 & July 8 (Los Angeles)

Section 1: July 22-23-24 & Aug. 22

Section 2: Sept. 24-25-26 & Oct. 29

Section 3: Oct. 7-8-9 & Nov. 8

Section 4: Oct. 21-22-23 & Nov. 22

Section 5: Nov, 18-19-20 & Dec. 20

Investment in Excellence Refresher (1 day, 8:00 a.m. - 4:30 p.m.)

Section 5: June 24

Section 1: Sept. 27

Section 2: Nov. 15

Investment in Excellence - Training for Facilitators

(8:00 a.m. - 4:30 p.m. each day)

Section 1: June 12-13-14

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

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

To be announced - see below*

Managing Communication Thru Assertion

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

Section 1: July 25 & 26

Section 2: Oct. 17 & 18

Managing & Surviving Organization Stress

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

Section 1: July 15-16

Section 2: Sept. 24-25

Section 3: Oct. 28-29 (San Francisco)

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

(p.m. Classes: 1:00 p.m. - 4:30 p.m.)

Section 12: June 11 (a.m.)

Section 1: July 9 (a.m.)

Section 2: Aug. 2 (p.m.) San Diego

Section 3: Aug. 7 (a.m.) Los Angeles

Section 4: Sept. 23 (a.m.)

Section 5: Nov. 5 (a.m.) [changed]

Section 6: Dec. 5 (a.m.)

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 4: (Week B): July 15-16-17-18-19

Section 5: (Week B): Aug. 5-6-7-8-9 (Los Angeles)

Section 1: (Week A): Sept. 16-17-18-19-20

(Week B): Jan. 6-7-8-9-10

Section 2: (Week A) Oct. 28-29-30-31 & Nov. 1

(Week B): Feb. 3-4-5-6-7

Section 3: (Week A) Dec. 9-10-11-12-13

(Week B): Mar. 2-3-4-5-6

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

To be announced - see below*

Section 1: (Week A): Oct. 18 (Fresno)

DISABLED EMPLOYEES: Should you have an impairment requiring assistance during a training class, please contact the Training Section. An effort will be made to meet your specific needs.

NOTE: 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 Section indicating the desired location. Classes will be scheduled when enough Training Requests are received.

*"To be announced" classes will be scheduled when enough Training Requests are received. If you are interested in a "to be announced" class, please send a Training Request (GS 1090) to the Training Section even though no specific dates are shown.

**[Changed] - Indicates that the dates and/or times are different than those shown on the previous Training Course Schedule.

The Office of Buildings & Grounds (OB&G) participates in “attendance” and “incentive awards.” An OB&G employee will receive an attendance award if he/she uses 24 hours or less of sick leave during the calendar year — an incentive award and \$100 if he/she uses 12 hours or less during the qualifying half-year period. We congratulate these employees who are blessed with good health!



(From top left, clockwise) Region I; Region I State Capitol Building day shift, Region I State Capitol Building night shift; Stationary Engineers.





(From bottom left, clockwise) Bay Region; Region III incentive awardees; Region II day shift; Region II night shift; Region III attendance awardees.



DGS employees who participated in the March of Dimes WalkAmerica on April 28, 1991.

IN MEMORIAM

Ruben Ken Chilson

Ruben Ken Chilson passed away on April 11, 1991. He was a Stationary Engineer for the Office of Buildings and Grounds. Ken also worked at Fairview State Hospital and had worked in state service for more than 26 years.

Ken liked his job and was dedicated to providing the building tenants of 714 and 744 "P" Street (Sacramento) the most reliable and efficient heating and cooling service possible. He liked people and one of the more enjoyable aspects of the job for him was troubleshooting problems regarding the heating, ventilating and air conditioning systems turned in by the building tenants.

Ken was also a loving husband and father. He is survived by his wife Arleen Chilson and eight children. Ken was very proud of his family and often talked about them with his friends at work.

We offer our condolences to the Chilson family during this difficult time. Their loss is also ours, "Ken's friends," from the Department of General Services.

Jerry Righter Manning

Jerry Righter Manning, Staff Counsel with the Office of Legal Services, passed away on March 7, 1991.

Jerry and his twin brother were born in South Dakota on August 16, 1940. After finishing his military duty in 1963, he went on to college and law school. Jerry joined the Department in 1971 as a graduate legal assistant and was quickly promoted to Staff Counsel. Over the years, Jerry's assignments included working with many of the offices of the Department such as assisting Buildings and Grounds with its construction contracts and reviewing personnel matters with the Personnel Office. Although Jerry had amyotrophic lateral sclerosis for many years, he maintained his pleasant disposition and sense of humor at all times.

Jerry is survived by his wife, JoAnn, and two sons, Jason and Justin. He will be missed by his co-workers and fellow employees of the Department, as well as the employees of the many state agencies he assisted over the past twenty years. **GS**

Photo by Howard Ong, OSS

25 YEARS

DEPARTMENT OF GENERAL SERVICES

Service Awards

MAY

Robert E. Byrd
California State Police

Ronald L. Neal
Office of Buildings & Grounds

JUNE

Mario D. Guzman
Office of State Printing

Andrea M. Prychun
Office of Administrative Hearings

Joe R. Ramos
Office of Fleet Administration

Lewis O. Reeder
Office of Local Assistance

Joanne E. Rhinehart
Executive Office

Mary C. Snyder
Office of Telecommunications

RETIREMENTS

Alex Hamilton 21 years
Office of Buildings & Grounds

Thomas E. McCauley 22 years
Office of Procurement

Twenty-five Year Anniversaries

Ronald Azevedo

by Darrell Willis

Ronald Azevedo joined the California State Police (CSP) on March 28, 1966. He has worked as a motor patrol officer and a foot beat officer. His first assignment as a police officer was in the CSP San Francisco Field Office where he worked for a year. In 1967 Ron was assigned to the CSP Bureau of Protective Services where he provided physical protection for Governor Ronald Reagan.

In May 1975 Ron was promoted to the rank of Sergeant and transferred to the CSP Pearblossom Field Office in Southern California where he worked as the Field Office Supervisor. In 1976 Ron transferred to the Oroville Field Office, and in 1984 he transferred to the Sacramento Field Office. Presently, Ron is assigned as the Field Office Supervisor of the Stockton Field Office.

Ron has an Associate of Arts Degree in Police Science from Sacramento City College, he continued his education at California State University Sacramento (CSUS) where he received a Bachelor of Arts degree in Criminal Justice. He then attended Post Graduate School CSUS, earning two teaching credentials.

Ron says that his most rewarding experience in state service was the opportunity to work with Governor Reagan and his wife Nancy. Equally rewarding was his teaching experience within the California community col-

lege and high school systems. Ron plans to continue with state service until he retires in beautiful South Lake Tahoe.

Aristeo Zamora

Aristeo "Art" Zamora, also known as "Pops," came from Mexico in 1949. In 1950 Art began work for Southern Pacific Railroad. March of 1966 is when "Pops" began his career with state service. He started as a custodian and after several years of janitorial work, Art endeavored to go into the trades field. Art began work as a Window Cleaner. After a few ups and downs on the seven floors at the DMV Building, Art decided the high altitude was taking effect on him and this time interviewed for a maintenance position and promoted to his present position as Building Maintenance Worker.

Art has a great love of golf and tells a story of a time when he and his partner were playing at Dry Creek Golf Club. They were at the 11th hole when his partner hit a long drive, a little too far to the left, and struck a steer in the stomach in the field next to the Golf Club. The steer made a loud noise, but luckily the animal was not injured. Art often tells this story to his fellow co-workers to get a laugh.

Art was a boxer in his youth and enjoys devoting his time to the Washington Neighborhood Center Boxing Club where he teaches boys the art of boxing.

Throughout his working years, Art

has received numerous commendations for his attendance and for his cooperation with different agencies.

Art's future plans are to travel for extended periods of time to Mexico. **CONGRATULATIONS "Pops"** for 25 years of outstanding state service!

Alex Vejar

by Sonny Miller

Alex Vejar's printing career began in high school. His first jobs were at Capitol Press and News Publishing. Along came the draft and Alex served in the U.S. Army in Korea for 16 months. Upon his discharge he returned to News Publishing. When he reached 33 years of age he started his career with the Office of State Printing. He worked as a Pressman for three years in the sheetfed department, then he became a Web Pressman working on the old Miehle and Cottrell presses. When the smaller 19 inch webs were installed in 1970, Alex volunteered to work the graveyard shift printing legislative publications. He has worked 21 years straight on the graveyard shift. He has always put his job first and planned all vacations around legislative printing. Alex has many friends and everyone enjoys working with him.

Alex Vejar is looking forward to retirement soon and plans on pursuing various activities including a lot of traveling to distant parts of the world.

GS



Ronald Azevedo receives his 25-year pin from Duane Lowe, Deputy Director of the California State Police.



Willie Allen receives his 25-year certificate from Rosamond Bolden, Chief of the Office of Buildings and Grounds.

YUKIE SMITH: An Exemplary Employee

by Maurice O'Ray

Yukie Smith, Janitor with the Office of Bldgs. and Grounds, was recently awarded the Outstanding Performance Award by the Commissioner of the California Highway Patrol (CHP), Maury Hannigan. It reads as follows: During the last four years you have maintained the facilities of the California Highway Patrol headquarters building in an impeccable manner. You have always been willing to put forth that extra effort which has allowed you to distinguish yourself as an outstanding employee. That personal touch that you give to each office, and all the "little" things you do, have not gone unnoticed. You are to be highly commended for all your efforts and hard work.

Yukie, who is a mother of four and a grandmother of three, is the proud recipient of four Attendance Awards. She has previously received three Letters of Commendation from the Commissioner, Maury Hannigan, of the California Highway Patrol. Yukie is currently assigned as a Janitor for the CHP Headquarters Complex in Sacramento. Before becoming a state employee, she worked for Pacific Bell as a cashier. We commend Yukie and thank her for her efforts! [GS]



Yukie Smith receives her special award from Maury Hannigan, CHP Commissioner.

Merit Award Suggestion Winner:

IAN EKHOLM

Ian Ekholm is a Real Estate Officer with the Office of Real Estate and Design (OREDS) and this is his first state service position. Ian has had many suggestions about how our state government could operate more efficiently, but two of his ideas have proven to be "award winning" ideas. Both of his merit award suggestions relate to the department's real estate advertising policy and procedures. He suggested that OREDS reduce expenses for newspaper advertisements for leased State space by publishing ads on the same day in all newspapers throughout the State and only running the ads once a week. Additionally, Ian suggested that all the ads be run as one ad with standard State verbiage at the top and the individual ads listed underneath.

When a merit award suggestion has been adopted and implemented, the suggestor is entitled to receive 10% of the first year's cost savings. It is estimated that Ian's suggestions have resulted in a cost savings of over \$70,000 per year. Ian has recently received an award check in the amount of \$3,000 and the remaining award amount will be included in the 1991 Concurrent Resolution. [GS]



John Lockwood, Director, presents Merit Award to Ian Ekholm.