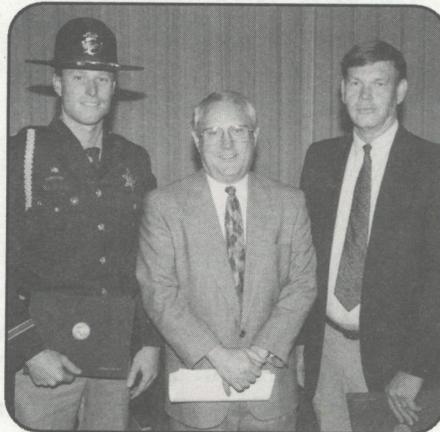


ELEVENTH ANNUAL GOVERNOR'S EMPLOYEE SAFETY AWARDS CEREMONY

by Judy Esola, Office of Risk and Insurance Management

For the eleventh year in a row, the Office of Risk and Insurance Management (ORIM) was responsible for the annual Governor's Employee Safety Awards Ceremony (GESA) which was held on June 28, 1991. One hundred and two state employees from 25 different departments were honored at the Sacramento Community Center for their individual contributions to safety in the workplace. The ceremony also recognized individual agencies that significantly reduced the number of vehicular accidents.

In attendance for the Governor was Larry Goldzband, Deputy Cabinet Secretary who awarded the certificates of commendation. The 102 award recipients of GESA demonstrated outstanding involvement in and improvement of safety programs. This year's accomplishments were in areas such as care for the disabled, chemical and hazardous substances handling, education, accident prevention, emergency preparedness, fire prevention, highway maintenance, law enforcement, and motor vehicle operation.



(Leonard Ferguson, John Lockwood, and Richard Dahlgren)



Office of Risk & Insurance Management staff who participated in GESA Ceremony

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STATE OF CALIFORNIA DEPARTMENT OF GENERAL SERVICES

Pete Wilson, Governor

Bonnie Guiton, Secretary State and Consumer Services Agency

John Lockwood, Director Department of General Services

James Morgan, Chief, Office of Administrative Services

Karen Abbe, Interim Editor-in-Chief

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Director's Message



John Lockwood

In this issue of the OUTLOOK you are introduced to some recent additions to the Department of General Services staff. Some of these individuals are new to the Department, some are new to State government, some are returning to the Department and others have worked closely with DGS in previous jobs. With their varied work histories, skills, and experiences, we are fortunate to have these people as part of our team. I appreciate their commitment to the Department of General Services. I know their contributions will be significant and innovative. Please join me in welcoming them.

We are starting to gear up for this year's United California State Employees Campaign and the State Employees' Holiday Food Drive. Although we will not be in full swing until Fall, please

keep in mind as you hear about these programs that your generosity will be critical this year more than ever. I am hopeful we will all pull together in the famous DGS team spirit fashion so that our efforts can benefit as many people as possible. Thank you in advance for all of your hard work and enthusiasm with these programs.

(cont. from Page 1)

Three departmental awards were presented at the ceremony for the most improved record in safe driving. The Department of Industrial Relations (with more than 6 million miles driven), the Public Utilities Commission (1-6 million miles driven), and the Department of Veteran's Affairs (less than 1 million miles driven) were presented with plaques designating this achievement.

Five plaques were also presented for reducing the costs of work related injuries. The Department of Corrections, Department of Consumer Affairs, State Teachers' Retirement System, Health and Welfare Agency Data Center, and Department of Boating and Waterways received these departmental awards.

Two Department of General Services employees were honored at the GESA ceremony -- Richard Dahlgren, Office of Telecommunications, and Leonard Ferguson, California State Police.

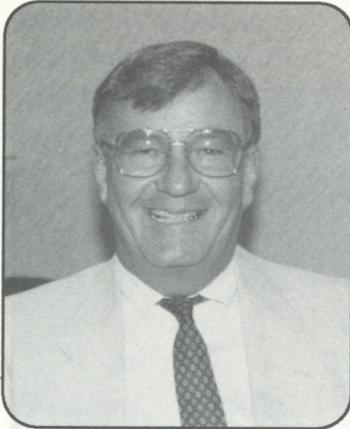
Richard Dahlgren has been instrumental in the development, implementation and maintenance of the Technician Climbing Safety Program. As part of their job, Telecommunications Technicians must climb various antenna support structures. Both safety and liability for these technicians have been an increasing concern. Richard's initial program consists of identifying appropriate safety equipment and a training program focused on safe climbing procedures and techniques.

Officer Leonard Ferguson, Field Training Officer and the local office's Rangemaster, has been successful in certifying all of the local field office's personnel in handling and safety procedures with firearms. Through his efforts, accidental firearm discharges have been reduced by over 75% in the last two years. He has also been instrumental in identifying and correcting several safety problems with the issued service revolver. Officer Ferguson was also recognized for saving the life of a robbery victim who had been knifed.



NEW KEY MEMBERS JOIN DGS TEAM

The recent change in Administration has provided the addition of new faces and talent to DGS. Meet our new appointees and learn more about their backgrounds and experiences.



John Waraas

John P. Waraas, Chief Deputy Director

John Waraas comes to DGS with an extensive state government background and has expertly served many agencies.

As the Budget and Systems Officer for the California Department of Conservation for more than four years, John Waraas was responsible for the Budget, EDP Systems and Management Analysis Units. Following that assignment, he served the California Department of Finance for nine years as a Principal Program Budget Analyst III and was responsible for three major budgets within the Health and Welfare area.

A move to Washington, D.C. was then in store for John when he represented Governor Deukmejian and various state departments. During this assignment, he made recommendations to the Governor on federal legislation regarding issues such as tax reform, Gramm-Rudman-Hollings, and the federal budget. After this assignment, John was chosen as Deputy Secretary for the State and Consumer Services Agency and implemented the Agency-wide Strategic Planning Process.

Most recently John served as the Chief of the Bureau of Automotive Repair for the Department of Consumer Affairs from 1989 until his current assignment with DGS.

Darlene Ayers-Johnson, Deputy Director for Interagency Support Division

Darlene Ayers-Johnson joins DGS with considerable business management experience in the private sector. A long time resident of Oakland, Darlene worked for The Standard Register Company for twelve years then spent almost four years in the Islands of Bermuda serving as a system media sales manager for Bermuda Business Machines.

Upon her return to the United States in 1989, Darlene founded AM BER PRINTING CO., INC., a business forms distributorship. Major clients of her corporation included Ford Aerospace, General Foods, AT&T, and the Pacific Gas & Electric Company.

Darlene has proven to be a prominent fund raiser working for many organizations including the Oakland Museum, the Marcus Foster Institute, the Oakland Symphony, the Oakland YWCA, and the Black Filmmakers Hall of Fame, Inc.



Darlene Ayers-Johnson

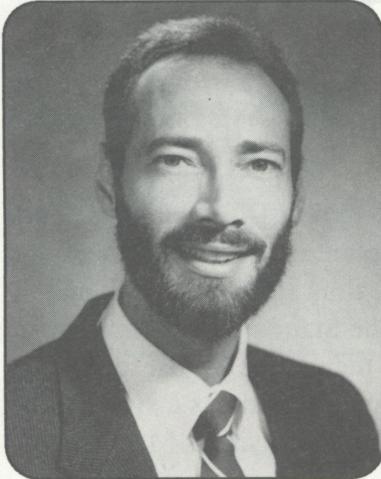
Mark K. Phigler, Deputy Director, Telecommunications Division

Mark Phigler has joined the DGS team and brings with him a very impressive list of credentials.

(cont.)

After earning his MBA from the University of the Redlands, California, Mark worked for Pacific Bell for more than six years as a Communications Consultant and Account Executive. He then spent more than four years serving AT&T in the capacities of Market Manager, Sales Manager, and

finally National Account Manager.



Mark Phigler

Most recently, Mark held the position of Director of University Communication Network at USC. During his tenure he had strategic planning responsibility and managed a \$31 million communications

system installation. Mark delivered the system on time and under budget.

Virginia M.S. Douglas, Assistant Director of Legislation

On June 20, 1991, Governor Pete Wilson announced the appointment of Virginia M.S. Douglas as Assistant Director of Legislation for DGS. In this position, she is responsible for developing and managing the Department's legislative program, along with representing the Department to the Legislature, State and Consumer Services Agency, and Governor's Office.



Virginia Douglas

Virginia, or Ginny as many know her, is not a newcomer to the legislative arena. Prior to

this appointment, Ginny was appointed by Governor Deukmejian to the position of Assistant Secretary of Legislation for the State and Consumer Services Agency. In this post she was responsible at the cabinet level for managing the Agency's legislative activities. She has also worked for U.S. Senator Robert Taft, Jr. and President Bush when he was a U.S. Congressman in the late '60s.

Margaret Hudson, Chief, Office of Project Development and Management



Margaret Hudson

Margaret Peg Hudson is now "back home" at the Office of Project Development and Management (OPDM). Margaret served OPDM for more than twelve years and then in 1990 CALTRANS made her an offer she simply could not refuse! She became the Chief of the CALTRANS Division of Transportation Planning and had responsibility for the statewide transportation planning program.

During Margaret's tenure with DGS she served as Associate Environmental Planner, Senior Planner, and finally Supervising Environmental Planner. She managed the Department's facilities and environmental planning programs within OPDM. She also represented the Department during the course of an Auditor General's review of the capital facilities policies and decision making process.

Margaret prepared for her career in state service by working for seven years as a school teacher then earning two Masters Degrees, one of which focuses on environmental planning. Her return to DGS is just in time for OPDM's move to their new facilities at 400 "R" Street, Suite 5100.

Harry C. Hallenbeck, State Architect

Starting out in the construction industry, Harry Hallenbeck worked his way from Trainee Estimator to head of building design for the Soule Steel Company in San Francisco. After mastering the fundamentals of construction design, Harry began his career in architecture and earned his post as managing partner of Goetz, Hallenbeck, & Goetze in Alameda.



Harry Hallenbeck

Harry is highly regarded as a professional within the architectural field having been elected to every major position within the American Institute of Architect's national hierarchy. While serving as president of the California Council of the American Institute of Architects (CCAIA) he moved their offices to Sacramento, hired their chief executive officer, and initiated an active and successful governmental relations program.

In addition, he developed a new "programmatic" budgeting and prioritizing system resulting in reduced cost overruns and better asset management.



Sue Coyle

Susan Albert Coyle, Administrative Assistant, Executive Office

Sue Coyle has a varied background ranging from advertising, public relations, and arranging tours of the White House. She began preparing for her career by first earning a B.A. degree from CSUS in the field

of Journalism. Sue worked in La Jolla, California in the fields of restaurant management and advertising and public relations.

In 1981 Sue relocated to Washington, D.C. to serve as Administrative Assistant for the American Association of Advertising Agencies. In this capacity she assisted in industry lobbying efforts regarding the advertising industry. Additionally, Sue served as Communications Specialist and Special Assistant to (then) Senator Pete Wilson. In these capacities, she directed the communications branch of the Senator's public relations office and assisted the Chief of Staff in arranging office functions. **CS**

Equal Employment Opportunity (EEO) News

We welcome Nancy Galindo as the new EEO Officer and Women's Program Officer for DGS. Nancy arrives at DGS with almost ten years of state service. Prior to her employment with state government, she held very interesting and challenging positions.



Nancy Galindo

Nancy served as the Program Coordinator for the Mexican-American Concilio and as the Office Manager for Planned Parenthood. These positions provided an opportunity for her to increase her expertise in the areas of conflict resolution and strong interpersonal skill development. Nancy developed her analytical skills and administrative background while serving as the lead analyst and personnel liaison for the Department of Health Services Audits and Investigations (A&I) Division. Among her many assignments, she coordinated bilingual testing and was the Affirmative Action Coordinator for the A&I Division.

CALIFORNIA STATE POLICE PROVIDES SERVICES FOR RONALD REAGAN BUILDING

by Darrell L. Willis, Lieutenant, Special Services Section, CSP

In November 1990, the Ronald Reagan State Building opened in Los Angeles. The California State Police (CSP) now provides on-site police services for 2,200 occupants and visitors working and conducting business in the building.

The surrounding area of the new building is under redevelopment and has been an area noted for a high incidence of criminal activity. The CSP Crime Prevention and Emergency Preparedness Program Coordinators have provided on-going training sessions to the various agencies located in the facility. The training sessions include personal safety, office safety and security, high rise evacuation, earthquake preparedness, and fire/life safety.

The CSP has an office located in the building which deploys one Sergeant and three Police Officers. The officers provide highly visible uniformed foot patrols within and around the 800,000 square foot patrol beat. CSP Officers provide bailiff duties for the State Supreme and Appellate Courts which are located within the building. The CSP is working closely with the



CSP Officers Ed Narro, Alex Delgadillo, Mike Cervantes, and Sgt. Trujillo

Los Angeles Police Department by maintaining a working relationship with foot patrol officers in the area. Staffing of CSP personnel will increase by three additional Police Officers as building occupancy and the need for police services increase. The CSP oversees and monitors the private security guard company employees contracted by the building tenants.

The police services provided by the CSP for the Ronald Reagan Building is consistent with its mission of providing protection of life and state properties.

GS

SEEP TAKES HI-TECH ROAD TO GOVERNMENT TECHNOLOGY CONFERENCE

The State EDP Education Program (SEEP) of the Department of General Services showed off its broad Information Technology education curriculum at Sacramento's fifth annual Government Technology Conference in May. A multi-media presentation featuring the SEEP staff, comments from clients, and information pertaining to computer training, highlighted SEEP's exhibit booth. Also, the SEEP staff and a long line of contract instructors met with conference attendees to answer both technical and training questions, and to distribute the 1991-92 Class Schedule and brochures on specific courses.

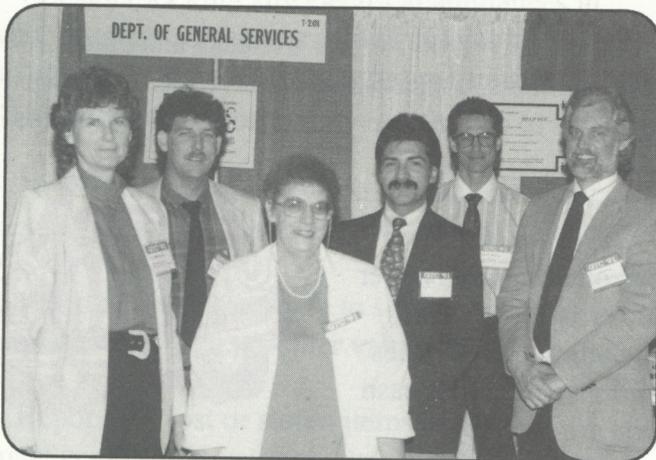
The SEEP program is not just for computer professionals. SEEP provides education for all office workers, managers, and executives doing business in this era of Information Technology. SEEP conducts training on computer software utilizing IBM, IBM compatible, and Macintosh technology. In partnership with the Teale Data Center, SEEP provides mainframe courses held either at the SEEP facility or the Data Center. For more information about training, or to arrange a customized class, call SEEP at (ATSS) 445-0397.

(cont.)

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SEEP employees who participated in Government Technology Conference: Diane Cusenza, Karen Jackson, Daniel Kiermaier, and Valerie Bothun



Government Technology Conference booth served by Chris Pommerenck, Ron Rabun, Barbara Carico, Mark Hernandez, Rick Engvall, and Jim Hanacek

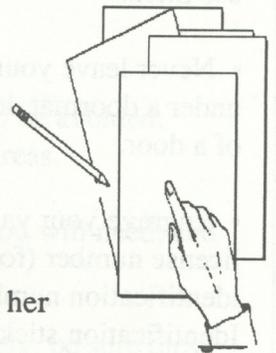
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DGS EMPLOYEE SERVES AS LITERACY TUTOR

In addition to her busy day as a Staff Services Analyst in the office of Real Estate and Design, and her role as a single mother of one son, Pat Friel serves as a volunteer tutor with the Sacramento Library Literacy Service.

Pat enjoys working with her student, who is also a DGS employee. She says her student is committed, eager to learn, and works hard to improve his reading skills. They have found lunchtime to be the most convenient time to get together for their learning sessions. Pat is enjoying her experience as a tutor as well as the enjoyment of getting to know her student on a personal level.

While she volunteers, Pat is recognizing her own growth. She says her confidence and communication skills have been enhanced. She is learning to be more creative as she works with her student.



Education is a life-long pursuit. We all work to increase our education and skills. With each lesson, Pat and her student are searching for the missing skills that will enable him to find success. While helping another employee improve his skills, Pat has discovered an improvement in her own. The department now has two individuals with improved skills as a result of one employee's efforts to help another.

For more information on how you can improve your reading skills, or help someone else improve theirs, call:

- (916) 966-7323 Sacramento Library
- (916) 661-5987 Woodland Library
- (916) 456-0437 Fremont Presbyterian Church

GS



TRAVEL SECURITY TIPS

by Douglas J. Stevenson,
Crime Prevention Coordinator,
California State Police

Use this checklist of tips to safeguard yourself and your home while you are travelling.

At home:

- Have good locks on all doors and windows, and use them.
- Never leave your house key hidden outside under a doormat, in a flower pot, or on the ledge of a door.
- Engrave your valuables with your driver's license number (followed by "CA") or other identification number and post Operation Identification stickers on entry doors and windows.
- Tell your local law enforcement agency you plan to be away. Patrol officers may be able to check your home periodically.
- Ask a neighbor to watch the house while you are away. Leave your vacation address and telephone number with a neighbor so you can be reached in case of an emergency.
- Stop all deliveries, or arrange for someone to pick up your mail and newspapers.
- Arrange for someone to mow your lawn, shovel snow, or rake leaves to give your home a lived-in look.
- Use timers to turn lights and a radio on and off at appropriate times.

• Hide garbage cans in the basement or a storage shed. Empty garbage cans when everyone else's are full can tell a burglar you are away.

• Turn down the bell on your telephone so burglars will not be alerted to your absence by its ringing.

• Close and lock garage doors and windows. Ask a neighbor to park in your driveway. If you leave your car at home, park it in the driveway rather than the garage. Have your neighbor move it occasionally so it looks like you are using it.

• Leave your blinds, shades, and curtains in a normal position. Do not close them unless that is what you do when you are at home.

On the road:

• Never carry large amounts of cash; use traveler's checks instead. If you must carry large sums of money, do not display it openly.

• Keep a record of traveler's checks and credit card numbers in a safe place. Have the telephone numbers to call in case your checks or credit cards are lost.

• Be aware of your surroundings and never advertise your plans, including travel routes and the amount of cash you are carrying.



• Do not stop to offer help to a stranded motorist. Go to the nearest telephone booth, and call for assistance.

• If you suspect someone is following you, drive to the nearest service station, restaurant, or business and call the police or sheriff's department. If you believe it is unsafe to get out of your car, honk your horn and flash your lights to draw attention.

- If your car breaks down, raise the hood. Stay in your locked car. Ask anyone who stops to call the police or a garage. If you must abandon your car, keep all passengers together.

At a hotel or motel:

- Determine the most direct route to and from your room to the fire exit stairwell, elevators, and the nearest telephone.
- Use all auxiliary locking devices on doors and windows. You may want to purchase a portable door lock for travel.
- Use the door viewer to identify anyone requesting entry. Open the door only if you are certain the person has a legitimate reason to enter your room. If in doubt, call the hotel/motel office.
- Unpack and place belongings in the closet and dresser. Arrange your things so you will know if anything is missing.
- Consider locking any electrical appliances in your luggage. Suitcases should always be locked so they cannot be used to carry your property out of your room.
- Never leave money, checks, credit cards, or car keys in the room. Take them with you.
- Use the hotel/motel safe to store extra cash, expensive jewelry, or other valuables.
- Report any lost or stolen items to the management and to the police.
- Report to the management any suspicious movements in the corridors or rooms.

Car security:

- Always lock your car.
- Always lock valuables out of sight, preferably in the trunk. Always carry wallets, checkbooks, and purses with you.

- Do not advertise that you are a tourist. Place maps and travel brochures in the glove compartment.

- Park in well lighted, busy areas.

- Check under the car and the back seat before getting into your car.

- Mark your car radio and other removable car equipment with your driver's license number (followed by "CA" for identification).

While sightseeing:



- Ask for directions at the hotel/motel to those attractions you want to visit.
- Select tour guides carefully.
- Ask if any areas in town should be avoided. Stick to main streets and public areas.
- Only carry with you the cash you will need, and carry only small denominations.
- If older children go off separately, be sure they understand the importance of keeping track of time and returning promptly at appointed hours.

If you suspect burglary when you return home:

- Do not go in. Go to a neighbor's home and call the police immediately. Wait outside for the police to arrive. Do not try to confront a burglar.
- After a burglary, do not touch anything in your home. Call the police immediately. A delay can reduce the chances of catching the criminal.

GS

SUSTAINED SUPERIOR ACCOMPLISHMENT AWARD WINNERS!

On June 6, 1991, a very special ceremony was conducted to honor 24 Department of General Services employees who were awarded a Sustained Superior Accomplishment Award. These outstanding people were nominated for the award last December and each nominee qualified for the award based on the following criteria:

- 1) Each nominee must have performed at a superior level significantly exceeding normal job requirements.
- 2) Exceptional job performance must have been sustained over a period of not less than 24 months prior to nomination.

3) All DGS employees who are designated as rank and file or confidential are eligible to be nominated for the Sustained Superior Accomplishment Award except those employees who received an SSA award within the last three years.

The State Merit Award Board allowed the approval of 24 awards to DGS based upon the total number of DGS employees. It is truly an honor to receive a Sustained Superior Accomplishment award and we salute these exemplary employees! (Photos are in alphabetical order of DGS offices.)



*Jan Dietz, Office of
Administrative
Services*



*Bruce Johnson, Office
of Buildings &
Grounds*



*Sgt. Dale Banda, Office
of California State
Police*



*Linda Jiminez, Office of
Energy Assessments*



*Sally Gill, Office of
Fleet Administration*



*Davida Laughlin,
Office of Fleet
Administration*



*Lori Morgan, Office of
Local Assistance*



*Barbara Terry,
Office of Local
Assistance*

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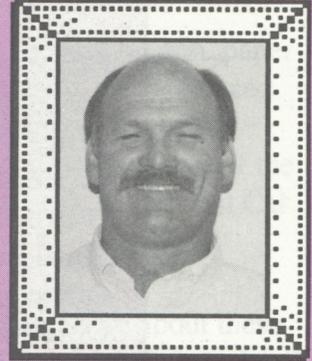
Janice King, Office of Procurement



Wendy Goff, Office of Real Estate and Design



Carolyn Momsen, Office of Real Estate and Design



Jim Novotny, Office of Records Management



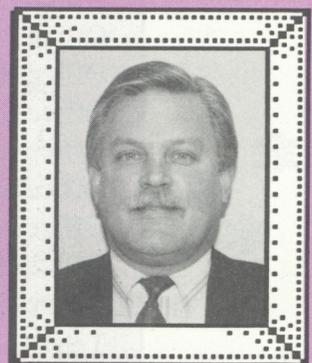
Neil Fairbanks, Office of the State Architect



Salvatore Magliocco, Office of the State Architect



Lori Kagimoto-Nelson, Office of Support Services



Chuck Walker, Office of Support Services



Albert Chin, Telecommunications Division



Mark Dermer, Telecommunications Division



Stanley Evans, Telecommunications Division

*Award winners not pictured above:
Kathy Rossow, Office of Administrative Hearings
Douglas Holmes, Office of Administrative Services
Sgt. Ron Davidson, Office of California State Police
Charmaine Sonnier, Office of Small & Minority Business
Uday Agnihotri, Office of the State Architect*



OUTLOOK REPORTERS

Office of Administrative Hearings -- Andrea Prychum 445-4926
Office of Administrative Services -- Jan Dietz 445-3487
Office of Buildings and Grounds -- Stephanie Counts 323-3001
Office of California State Police -- Lt. Willis 445-1150
Office of Energy Assessments -- Lynn Wiley 323-8777
Equal Employment Opportunity Office -- Teresa Amezcua 324-7110
Office of Fiscal Services -- Barbara Brackin 324-1354
Office of Fleet Administration -- Lorraine Lema 322-0255
Office of Insurance & Risk Management -- Barbara Leashore 322-5289
Office of Legal Services -- Debra Hamilton 322-5923
Office of Legislation -- Carol Ferreira 445-3946
Office of Local Assistance -- Carol Scotti 322-1069
Office of Mgmt. Technology & Planning -- Esther Lara 322-3313
Office of Procurement -- Kevin Schunke 323-4600
Office of Project Development & Mgmt. -- Ronna Taylor 322-6958
Office of Real Estate & Design Services -- Brenda Fong 445-1663
Office of Records Management -- Jim Novotny 445-3650
Office of Small & Minority Business -- Linda Page 324-0272
Office of the State Architect -- Laurie Duval 445-7152
Office of State Printing -- Cathy Neagle 322-1014
Office of Support Services -- Ron Lewis 739-2380
Telecommunications Division -- Patti Williams 445-8381



OB&G LEADERS HAVE "THE RIGHT STUFF"

The Office of Buildings and Grounds (OB&G) is pleased to inform you that their Chief, Rosamond Bolden, and Assistant Chief, Bill Dill, have both been elected to offices in national professional organizations.

Rosamond Bolden is now the Regional Vice President for the Pacific Southwest Region of the Building and Owners Association International. As such, she sits on the Board of Directors as the highest ranking officer representing the local associations of Hawaii, California, Utah, and Arizona. Rosamond has represented the State of California in this organization since 1977 and she is the Charter President for the Sacramento Chapter founded in 1985. Rosamond expects the next year to be an innovative time in the real estate

office building industry. Managing buildings will determine the preservation of capital and assets.

Bill Dill is now the Regional Vice President of the National Association of State Facilities Administrators (NASFA). This Association brings together state officials involved in the planning, development, construction, operations, and maintenance of state facilities. NASFA was formed in 1987 to provide a forum for the sharing of information on effective facility administration, and the opportunity to compare problems and solutions that demand the attention of the professional administrator. Bill has been a member of NASFA since 1987. As Vice President of the Western Region, Bill represents Alaska, California, Hawaii, Idaho, Nevada, Utah, and Washington. **GS**

RECYCLING EFFORTS ARE BOOSTED BY RECENT LEGISLATION

By Masood Mesbah, Office of Procurement

With the passage of Assembly Bill 939, California's management of its "waste stream" has become a priority. Cities and counties are now required to develop a waste Management plan that will utilize source reduction, recycling, and composting elements in order to achieve a waste reduction of 50% by the year 2000.

Additional legislation such as Assembly Bill 4 and Senate Bill 1322 have established the State of California's commitment to this effort. These bills have given mandates to state agencies to initiate waste audits, collection programs for recyclable materials, procurement goals for recycled products, recycle market development, and reporting requirements to monitor progress. A unified effort is critical to the successful implementation of this important legislation.

The Department of General Services has been actively involved as a member of a Governor's task force for coordinating policies for waste reduction and recycling. The department has also been extensively involved in an outreach program designed to train state agencies, boards and commissions, universities and colleges, and selected local agencies of their responsibilities under these bills.

The Office of Procurement has a major roll in achieving the established goals for the purchase of commodities containing recycled content materials. The Standards and Quality Control Section has been evaluating most of the commodities purchased by the State in order to determine the potential of recycled-content use in the commodity. The specifications for those commodities have either been revised or are currently being revised in order to remove barriers so that recycled-content can compete with virgin materials.

These revisions are done without compromising the functional requirements of the commodity.

The commodities presently focused on are: paper and paper products, glass, plastic, oil, paints and solvents, antifreeze, tires, lead acid batteries, compost and co-compost. A demonstration of the use of recycled paint may be seen this year at Cal Expo.

If you are interested in learning more about these programs, please contact Masood Mesbah at the Standards and Quality Control Section of the Office of Procurement. Masood may be reach at (916) 445-1846.

HOLIDAY FOOD DRIVE FUND-RAISING CONTINUES



by Kathleen Davenport, Office of Support Services

As we all know, actions speak much louder than words. And action is exactly what has been happening at the Office of Support Services in Sacramento. In a recent issue of OUTLOOK it was announced that Holiday Food Drive fund-raising would be going on 'year round.' This lessens the burden of doing fund raising during the holiday season only. The following OSS units have completed the following fund raising events:

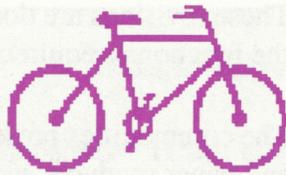
Addressing Services: \$100 (bake sale)
Administration: \$135 (pancake breakfast)
Machine Repair, Business Equipment Repair,
and Composing: \$118 (bake sale)

And a special hats off to the OBNiners (people who work in the OB-9 building) who have made a whopping contribution of \$776.05! Keep up the good work!

GS

COMMUTE ALTERNATIVES

by Marianne Arenas,
Commute Management
Officer



STATUS ON THE GUARANTEED RETURN TRIP PROGRAM

Over 30 state departments are presently participating in the Department of General Services Guaranteed Return Trip Program which was officially launched in June. The largest participating departments are Department of Motor Vehicles, Department of Transportation, and Department of General Services. Several departments will implement the program in the next several months such as the Controllers Office and the California Highway Patrol.

A management information system was developed to track registration, trip usage and cost so that changes to the program could be made from available data, and so that we could stay within budget. The data input is being completed by Leslie Stribling, a student intern, who is also assisting the Commute Management Office wherever possible.

TRANSPORTATION MANAGEMENT PLANS

Each office in the Department of General Services is presently involved in developing new transportation goals and objectives to meet the Governor's goal to reduce commute peak trips by 10% per year until a 2.0 vehicle occupancy rate is reached. This goal becomes more realistic when the working units within your organization become involved with developing the objectives. One item to be concerned with is "new hires." The annual transportation survey is like a snapshot of your office's employee commute patterns, and goals are developed from this. New employees need be factored into your objectives, understand the objectives, and be given commute options at the time we offer them a job, and especially during the new employee orientation process.

The Department reduced (reportable) commute trips statewide by 21% in the congested urban areas. In November 1989, 56% of our employees drove alone during peak periods, while in March 1991, only 35% drove alone during peak periods. Another term used for the drive alone rate is Single Occupant Vehicle rate.

OFFICE OF LOCAL ASSISTANCE ACHIEVED GOVERNOR'S TRANSPORTATION GOAL

The Office of Local Assistance deserves special recognition because they met the Governor's goal by achieving a 2.14 vehicle occupancy rate. In addition, they met the regional air quality goal of 1.5 Average Vehicle Ridership (AVR) by achieving a 2.0 AVR. After talking to the transportation coordinators, Kathryn Frost and Sherl Howell, one can see why the Office of Local Assistance was a success. Bill Van Gundy, Local Assistance Officer, rides his bike to work and carpools with his wife on occasion, several employees carpool together with some three-person carpools, four employees are in vanpools, and some bike and bus to work. Brent Korff said that managers need to be flexible in working with employees who work the compressed workweek programs, and that it will work if you plan ahead more, and not expect to assign staff work on their day off. Keep up the great work!

TRANSPORTATION FAIRE

Rideshare Week will be held from September 23-27 and DGS will challenge another department on the number of rideshare pledges turned in during the week. On September 24 the Department of General Services is holding a transportation faire in conjunction with the Sacramento Rideshare Office. This year's event will be held on the west side of the State Capitol from 11:00 a.m. to 1:00 p.m. Come join in the fun!

GS

FEEDBACK FROM "THE NEW CENTURY"

During the last two months we have had an overwhelming response to our Feedback section and have received almost 100 letters of appreciation to DGS staff. This is a reflection of "The New Century Project" (coordinated by the DGS Training Office) which encourages the feedback of DGS' clients. We regret that we can print only a few of these great letters.

Dan Quon, Kanrad Engineering, wrote to **Helen Lam**, Office of Small & Minority Business: Thanks for your help in resolving some of the MWBE issues...I especially appreciate your extra effort and follow-through after each of our many questions.

Karen Alejo, Department of Personnel Administration, wrote to Mary Messenger, Office of Records Management: We would like to thank your staff for the excellent assistance we received in revising our Flexelect form...specifically, **Jim Novotny** showed exceptional ability in the area of forms design.

Joyce Radke, Employment Development Department, wrote to **Tom Nakamura**, Office of Fiscal Services: We express our appreciation to you and your staff for the excellent service given to us in the past few months...providing financial statements to us within very tight time frames and at a time when your office was relocating.

Jane Gentry, Office of Local Assistance, wrote to Stim Suzuki, Office of Support Services: This memo commends the excellent service received from your employee, **Amy Ogata**...she researched my questions and returned my call with the clarifying information...

Pete Wanzenried, Telecommunications Division, wrote to James Morgan, Office of Administration: What an outstanding job **Bill Denny**,

Labor Relations Sections, has done for us in establishing the technician standby program...

Thomas Morrison, State Building Standards Commissions, wrote to Lynn Catania, Personnel: Over the past several months, the Commission has taken a number of involved personnel actions, requiring a strong knowledge of personnel principles and sometimes a bit of patience in working with us...each time we received excellent and timely guidance from **Colleen Kirtland**, the personnel analyst assigned to our Commission...

Ezilda Samoville, Office of Protocol and International Relations, wrote to **Doug Grandy**: ...We appreciate your willingness to explain the state's regulations on public utilities as well as financing and fund raising for construction of energy facilities to our distinguished visitor from Brazil...

Joseph Alameda, California Arts Council, wrote to Darrell Haynes, Office of Real Estate and Design: Please convey our gratitude to your staff regarding our recent move to Alhambra Boulevard...Those OREDS staff involved were **Chuck Clark**, **Manny Salcido**, **Ruth Bitterman**, **Wanda Kovazovich**, and **Chuck Crosby**.

William Ross, State Garage Manager, wrote to Fred Deberry, Office of Fleet Administration: The installation of our new gasoline/oil management system has now been completed...We especially appreciate the work done by **Anne Edwards**, Contract Supervisor, and **Howard Sacks** who acted as liaison and coordinators for the work...

Jeffrey Rudolph, California Museum of Science and Industry, wrote to **Anthony Pescetti**, Office of the State Architect: Thank you for your assistance with the Armory asbestos abatement project. I was extremely pleased to receive notification that work will begin a full month ahead of

the original schedule...

Jerry Townsley, Wang Laboratories, wrote to **John Babich**, Office of Procurement: ...thank you for the effort you put forth in making sure the Department of Social Services Disability Evaluation Division order was processed and sent to us prior to the end of the fiscal year. Your efforts in this cause saved the State of California over \$37,000 in discounts which were only available within that timeframe...

Jerry Fernandez, Department of Motor Vehicles (Clairemont), wrote to Tony Carranza, Office of Building and Grounds: I would like to commend **Inez Williams** for the excellent work she has been doing at this office...there has been a noticeable improvement in the cleanliness of the building...Inez makes good use of her time and shows a genuine desire to do a good job.

Casey Randall, Office of Fleet Administration, wrote to P.K. Agarwal, of Management Technology and Planning: ...we are reaching the successful conclusion of the initial effort of automation. While there have been all the usual as well as unanticipated glitches, **Al Cote** and his staff have maintained their sense of purpose as well as humor. Their dedication and professional approach has certainly facilitated our transition into the electronic age...

Jerry Burke, Office of State Printing (OSP), wrote to all OSP staff: As a result of a suggestion from **Bill Price** and **Connie Clark**, the Department of Parks and Recreation changed the basic size of their brochures...the result was a reduction in production costs, reduction in time to produce the job, and an increase in quality!

Jeffrey Pulverman, Caltrans Sacramento Rideshare, wrote to Stim Suzuki, Office of Support Services: I would like to compliment the excellent work of **Barbara Robinson** and

(cont.)

(Feedback cont. from Page 15)

her staff regarding the compiling and distribution of materials for the Interstate 5 American River Bridge Project...In many cases, the materials presented complex mailings and Barbara and her staff distributed this information in a timely manner...

•••

Michael Reyna, Assembly Committee on Ways and Means, wrote to Brian Thomas, Contracted Fiscal Services: Just a brief note to commend **Patty Pennington** of your staff for the prompt and professional manner in which she handled my request for information. She went above and beyond the call of duty to track down information...

•••

Susan Osborn, Osborn Transcription, wrote to John Babich, Office of Procurement: As a client of Vocational Rehabilitation in Long Beach, I am writing to commend the expertise and efficiency with which **Martin Stevenson** at your Sacramento Office has handled my case...It is due to his efficiency and extra efforts that my transcription machine is functioning properly...

•••

Frank Yates, Office of Buildings and Grounds, wrote to Casey Randall, Office of Fleet Administration: I would like you to be aware of the excellent service and cooperation I received during the OB&G roof replacement project in Building 091. **Carl Ciaffone** and **Joel Willis**, of your parking section staff, were very helpful...the project was completed in two weeks instead of the estimated three...

•••

Ronald Cross, Army National Guard, wrote to Jerry Burchfield, Office of the State Architect: OSA Day Labor performed contract work at the Stockton Army Aviation Support Facility...the work was accomplished in an extremely efficient and competent manner with minimal interruption of normal operations...noteworthy was the professionalism, attitude and competence by project supervisor, **Rick Bippus**.

GS

IN MEMORIAM

CHARLES "CHUCK" GRIFFITHS

Chuck Griffiths worked for the Office of Buildings and Grounds for 18 years as a Janitor in Sacramento, Region II. Chuck passed away on April 24, 1991. He was an active member of CSEA as a Job Steward and was hard working and dedicated. Chuck was a valuable employee and he will be sadly missed by his co-workers and building tenants.

JAMES COBB

James Cobb, an Office Assistant for the Office of Buildings and Grounds, passed away on April 26, 1991. James worked in the Los Angeles state office building and was very dedicated and caring in his handling of personnel matters. He went above and beyond the call of duty in assisting others who called or walked into the office. Although James was only with this department for a short time, his presence is sorely missed.

25 YEAR SERVICE AWARDS AND RETIREMENTS

This issue of OUTLOOK lists the 25-year service award recipients and retirees for the months of July, August, and September. If your name is listed as a service award recipient or retiree, we would be happy to include a photo and/or article about you in the next OUTLOOK. Simply notify the OUTLOOK reporter for your division. Similarly, please notify your reporter if your name has been inadvertently omitted. A list of reporters is provided for your convenience on page 12.

TRINIDAD CABALFIN

Trinidad (Trini) Cabalfin retired from state service on July 11, 1991. A retirement luncheon was held in her honor and many of her close friends and co-

workers attended. Trini was raised in the Philippines but came to the United States in 1970 with her husband, Horacio, and their young son. She worked as a nurse's aide then began her state service career in April 1978. Trini served the Office of Buildings and Grounds as a Supervising Housekeeper II and spent almost all of her 13-year state service career working in the State Capitol building.

Spending her free time doing community service and volunteer work at food shelters, Trini is very active in her community. She also sings in her church choir. In retirement she plans to spend more time volunteering her services to several organizations.

LEONARD GRIMES

After 17 years of dedicated service to the State of California, Leonard Grimes, Jr. retired from the Department of General Services on July 31. He was honored by his colleagues at the July Office Chiefs Meeting when he was presented with a letter from Governor Pete Wilson and an Assembly Resolution by Speaker Willie Brown, Jr.



Leonard's impressive career was marked by stints as Director of the Department of General Services, Secretary of the State and Consumer Services Agency, and as member and president of the California Public Utilities Commission. Most recently, as Assistant Director of Special Projects, Leonard represented the Director as a hearing officer for bid protest hearings and Board of Control Victims of Crime Program cases.

Leonard's support, expertise and commitment will be a loss to public service. His friendship will be missed by his co-workers.

25 YEARS OF SERVICE

Rosamond Bolden
Office of Buildings & Grounds

Patricia L. Boostrom
Office of Energy Assessments

Melvin P. Culver
Office of Buildings & Grounds

Ervin E. Freeman
Office of Support Services

Larry E. Gaines
Office of Support Services

Robert E. Hoover
Office of Procurement

Stewart A. Judson
Office of Administrative Hearings

Mary L. Keating
Office of Procurement

Walter W. Wooden
Office of the State Architect

Nobuo Yura
Office of Buildings & Grounds

RETIREMENTS

Joanne K. Connolly
Office of Procurement

Leonard Grimes
Executive Office

Dorothy M. Mellott
Office of Procurement

Joseph L. Mickelson, Jr.
Office of Real Estate & Design

Modesto C. Olvera
Office of Procurement

Alice M. Romitti
Office of Procurement

Jesus Ramos
Office of Procurement



(left) Lou Reeder receives his service award from Bill Van Gundy, Office of Local Assistance



Rosamond Bolden, Office of Buildings & Grounds, receives her service award from Chief Deputy Director, John Waraas



Ron Neal, Office of Buildings & Grounds, receives his service award from Chief Deputy Director, John Waraas

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 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 the year 2001 sanely, safely and whole is what this 2-day video/discussion course is all about. Past, present, and 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 employ-

ees 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 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 1 1/2-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 DGS.

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 two-day advanced supervisory course will 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 SCHEDULE, SEPTEMBER-DECEMBER 1991

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

Section 1: Sept. 17-18

Section 2: Oct. 3-4 (San Francisco)

Section 3: November 6-7

Business Writing

(5 weeks - 4 hours per week)

To be announced - see below*

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

Section 2: Sept. 5

Section 3: Oct. 17

Civil Service Examination Workshop

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

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

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 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 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

Section 6: Dec. 17-18-19 & Jan. 17

Section 7: Jan. 14-15-16 & Feb. 14

Section 8: Jan. 29-30-31 & Feb. 28

Section 9: Feb. 25-26-27 & Mar. 27

Investment in Excellence Refresher

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

Section 1: Sept. 27

Section 2: Nov. 15

Investment in Excellence - Training for Facilitators

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

To be announced - see below*

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 2: Oct. 17 & 18

Managing & Surviving Organization Stress

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

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 4: Sept. 23 (a.m.)

Section 5: Nov. 5 (a.m.)

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 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.

GS

SUPERCITIES WALK

by Jacqueline Andrade, California State Police

On Sunday, April 7, 1991 the San Francisco Field Office of the California State Police Association participated in the 1991 annual Supercities Walk to benefit multiple sclerosis research.

Appropriately named the "M.S. Arrest Team", we met at Speedway Meadow in Golden Gate Park wearing our CSP Association T-shirts. Thanks to the State Police Association (who donated the shirts to our team at cost) we looked good! Special thanks to Sergeant Mifsud and Ralph Martin for their cooperation in this effort.

The 1991 Supercities Walk began on a beautiful Sunday morning. The San Francisco Field Office representatives of Chapter 2 (and friends) arrived in force at Speedway Meadow. The M.S. Arrest Team members were Sergeant Tracey, Officers Joe Ritacco, Muriel Lagomarsino, Frank Coslahan, Eric Francies, and myself. The civilian team members were Office Assistant Juanita Crowe, Jennifer Andrade and Jeff Tracey. After signing in and a quick photo session, we were on our way!

The M.S. Society has a knack for picking interesting routes through the city and this year was no exception! As we left Golden Gate Park we walked through the beautiful neighborhood of the Richmond and Lake Street districts. We went through Presidio Terrace to Lands End and saw views of the ocean and the Golden Gate Bridge you can only imagine. Soon we reached the halfway point and decided to stop at the Cliff House for a 10-16?! Refreshed and revived we were once again on our way. We ended our walk at Speedway Meadow where the M.S. Society provided live music and lunch for everyone.

The M.S. Society holds the Supercities Walk every year. It is held nationwide in most major cities. Multiple Sclerosis is a disease with no known cause or cure and affects more than 250,000 people in the United States.

This year the San Francisco Field Office raised hundreds of dollars for the cause. The San Francisco Field Office was proud to participate and invites other chapters to walk next year!

If you would like to participate in the Supercities Walk next year, call (800) FIGHT-MS. **GS**



"Supercities" walkers from the California State Police in San Francisco

Notes from the Editor: Karen Abbe

Have you noticed a new look to OUTLOOK? We are now producing it on a desk-top publishing system and printing it on recycled paper. We are also producing OUTLOOK quarterly instead of bi-monthly. These changes result in a substantial cost savings which is critical in these very tight budget times.

It has been a pleasure serving as the Editor of OUTLOOK for the past eight months. I have, however, accepted a full-time position with another agency. Beth Townsend will now serve as the Editor and she can be reached at (ATSS) 324-6462.

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