

DGS Outlook

Published for employees of the Department of General Services

June 1992

Women's Program Advisory Committee Women of the Year Awards



Joyce Brown, Sondra Wilson, Director John Lockwood, Sue Griffiths, and Ree McLaughlan

The Fourth Annual Department of General Services Women of the Year Awards was held March 24, 1992, at the Firehouse Restaurant in Old Sacramento. Awards are given in four categories - Clerical/Janitorial, Technical/Analytical, Nontraditional/Trades, and Managerial/Supervisory. These outstanding women are excellent role models for other women. They unselfishly give their time to assist others in upward mobility, career counseling, as a mentor, or promoting communication between management and rank and file. They also assist others through community service. The following honorees were presented with engraved plaques by Director John Lockwood.

Sondra Wilson, Janitor Office of Buildings and Grounds Clerical/Janitorial Award

Sondra Wilson is a role model to her coworkers and is always willing to help others without being asked. She does an excellent job organizing and planning her workload, and serving as backup to her supervisor. Her strong communications skills and understanding of the needs of others, together with her desire to take an active role to assure that those needs are fulfilled are a strong asset in the workplace. She takes an active role in promoting

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State of California Department of General Services

Pete Wilson, Governor

Bonnie Guiton, Secretary,
State and Consumer Services
Agency

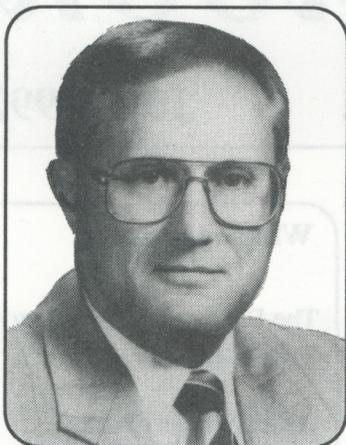
John Lockwood, Director,
Department of General
Services

James Morgan, Chief, Office
of Administrative Services

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Director's Message



John Lockwood

One of the interesting things about being part of the Department of General Services is the fact that its offices span nearly every industry imaginable. In this column, I want to acknowledge some of the customer focus efforts happening at our public school link, the Office of Local Assistance (OLA).

Responsiveness is a key factor if our Department's services are to be the ones of choice by our customers. To that end, during 1991-92, OLA improved the release of bond fund proceeds to school districts from an average of eight weeks to an average of four weeks. Further, this process may be halved again once automation efforts currently under way are completed. Thus far, 1,800 projects have been input into an automated system.

Communication with customers must be thorough and clear for the customer/supplier relationship to flourish. In February 1992, OLA published an applicant handbook for school districts interested in state assistance for construction projects of K-12 facilities. This professional guide was accomplished over a two-year period by dedicated teams of technical experts and a skilled publishing staff. Feedback from school district customers was solicited along the way and OLA has received glowing reports from all stakeholders in the public school construction business.

Teamwork is a necessity for accomplishing more with less resources. One activity that requires coordination, precision and consistency is the weekly or bi-weekly preparation of an agenda for the State Allocation Board. I serve on this Board along with the Departments of Finance and Education, two members of the Senate and two members of the Assembly. These agendas are laden with complex policy issues, as well as politically sensitive funding decisions. I appreciate the continuing effort of staff to make these agendas professional in content and appearance.

Since 1982, OLA has apportioned nearly five billion dollars. Yes, that's spelled with a big "B" for billion. California is facing a school facilities shortage in many of its 1,000+ districts. A June 1992 bond issue may provide an additional \$1.9 billion in state assistance, that could further fund new school construction, emergency portable classrooms, air conditioning and insulation projects, asbestos abatement projects and modernization projects.

I'm confident that the Department of General Services will be part of the school facilities solution because OLA is customer focused and its employees are dedicated to continuous improvement.

(cont. from cover)

good working conditions and boosting the morale of her coworkers. Outside of work, Sondra spends much of her time giving to the community. She works with young mothers who are receiving Aid to Families with Dependent Children, stressing the need to finish school and to learn how to read. She is also a volunteer through her church to help the homeless and hungry in our community. Throughout the year, she works to collect food and clothing for families in need. Sondra is an exemplary DGS woman.

Ree McLaughlan, Associate Systems Analyst Office of Procurement Technical/Analytical Award

Ree McLaughlan has been an active member of the Women's Program Advisory Committee (WPAC) for six years, serving as Vice President and President. Her energy has vitalized the WPAC. She is an active Affirmative Action Coordinator and EEO Counselor. Ree conducts mock oral interviews to help others in upward mobility. She was instrumental in compiling the

(cont.)

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WPAC's Network Directory. Ree's community service list is equally as long. She is currently working on her master's degree in business, volunteered to teach judo to women and children, chaired one of the first childcare co-ops in downtown Sacramento, and founded the North Highlands co-op for working mothers. She has promoted blood drives, food drives, sponsored an exchange student, and now serves meals through the "Feed the Hungry" program. She has also recently pledged to become a Big Sister to mentor a teenage girl. What an energetic role model!

**Sue Griffiths, Lieutenant
California State Police**

Nontraditional/Trades Award

Lieutenant Sue Griffiths was hired in 1979 as the first female Police Officer in San Francisco. Sue has given time to recruit and retain other women as State Police Officers. After four years with the WPAC directing all kinds of activities, Sue is now starting a California State Police Women's Program. Her community service is especially interesting. Over the past eleven years, while raising her own four children, she has had single mothers living in her home, trading child care for room, board and a salary. She has encouraged many young single mothers to finish high school, start college and take proper care of their families and homes. She's helped some mothers regain custody of their children by providing a fit environment for the children. Her creative problem solving ability and her pioneering spirit shine through!

**Joyce Brown, Assistant Personnel Manager
Office of Administrative Services**

Managerial/Supervisory Award

Joyce Brown has served as a role model for other women by taking on and meeting challenges in the workplace, in her community and at home. She has provided career counseling for many women, and as she says, "I was a mentor before the word 'mentor' became a fad!" For the Weaving Rich Lives Workshop held in February, Joyce took on tasks ranging from typing labels and sorting brochures, to sewing quilt squares and writing advertising blurbs. She is also a leader in her church's Women's Ministry, gathering gifts and distributing them at convalescent homes on Christmas Day. Promoting communication between management and rank and file, she says, "is my primary role in life." Her career in personnel has given her the opportunity to shine in this area, certainly taking on issues important to women.



MaryRose Repine, Olive Findleton, Melissa Andrews, Director John Lockwood, Rosaline Lau, Yukie Smith, and Valerie Weir

The following nominees received Honorable Mention Awards:

Clerical/Janitorial:

**Melissa Andrews, Office Technician
Office of Information Services**

Yukie Smith, Janitor

Office of Buildings and Grounds

Nontraditional/Trades:

**Valerie Weir, Electronic Technician
Office of Buildings and Grounds**

Managerial/Supervisory:

**Olive Findleton, Staff Services Manager
Office of Small and Minority Business**

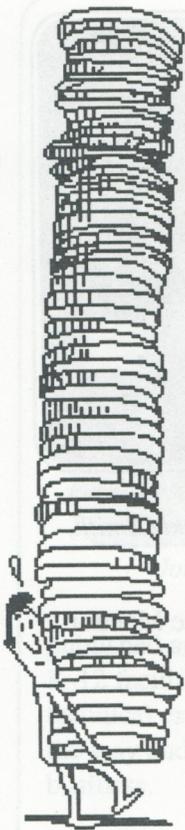
Analytical/Professional:

**MaryRose Repine, Image Management Consultant
Office of Information Services**

Rosaline Lau, Associate Telecommunications

**Consultant
Office of Telecommunications**

Our congratulations to all of these well-deserving women!



The Departmental Money Managers

The mission of the Office of Fiscal Services (OFS) is to provide accurate and timely accounting and reporting of financial activities for both the Department and client agencies, and to provide timely and concise financial advice on budgeting issues so that departmental managers and client agencies have the financial management information necessary to effectively carry out program responsibilities.

OFS has 155 employees engaged in the above activities under the leadership of Eugene Pieracci. The Office consists of four major sections: Budget and Planning, Contracted Fiscal Services, Service Revolving Fund Fiscal Services Section, and Special Accounting Services.

Budget and Planning Section

Just like people, state government, including the Department of General Services (DGS), needs money to operate. The departmental budget cycle begins in February with the distribution of budget instructions and is completed in December with the submission of all technical schedules that support the Governor's Budget which is published January 10th.

During the budget cycle, a package is assembled which includes equipment requests, contract listings, out-of-state travel requests, fund condition statements, line item budgets, income/workload projections, special repair requests, working capital analysis, Budget Change Proposals (BCPs), and summaries of proposed Price Book service rates.

Departmental budget hearings are conducted during June. At these hearings, each office's budget is discussed and assessed. After hearings, the budget is presented to the State and Consumer Services Agency and the Department of Finance.

Once the Governor's Budget is submitted in January, budget staff respond to questions from the Legislative

Analyst's Office and prepare for Legislative Hearings where the Governor's Budget is addressed by the Legislature.

Contracted Fiscal Services (CFS)

The CFS Section performs accounting and budgeting work for other state departments, boards, and commissions. Currently, CFS has a staff of 27 employees which perform the fiscal work for 30 different state organizations.

The Public Works Board is one of CFS's major clients. Over the last several years, CFS has become deeply involved with bond accounting because of the state's increased use of revenue bonds as a means to finance new state facilities. CFS has accounting responsibility for over \$4 billion in bond funds for the construction of eight prisons; 60 buildings on various higher education campuses; 80 different energy efficiency projects; and five state buildings.

Service Revolving Fund (SRF) Fiscal Services Section

The SRF is the largest section within OFS and provides accounting and financial services to the majority of the Department's programs. Various automated systems are utilized, including those resident at the Teale Data Center, microcomputer networks, and stand-alone programs. The following five units make up this section of 68 people.

The Payments Unit is responsible for paying an average of 130,000 invoices and 11,000 travel expense claims annually.

The Cashiers Unit distributes over 10,000 payroll warrants monthly for the Department and various boards and commissions; deposits and records over 5,000 cash receipts monthly; and prepares and distributes checks and claim schedules.

The Receivables Unit prepares over 34,000 invoices annually and performs the collection function for the Department.

The Support Accounting Unit maintains the accounting records for the Department, and prepares financial statements for inclusion in the State of California Annual Report that is published by the State Controller's Office.

(cont. from page 4)

The Management Reports Unit maintains the General and Subsidiary Ledgers for the Department's 18 special funds, as well as preparing the quarterly and year-end financial statements. The staff also prepares the monthly Income and Expense Statement for 22 programs; releases the monthly Budget Report; and acts as account representatives to DGS offices.

Special Accounting Services

The Special Accounting Services Section consists of three units. The Office of State Printing (OSP) Accounting Unit, the Capital Outlay Unit, and the Fiscal Systems Unit.

The Capital Outlay Accounting (COA) Unit's primary mission is to account for the capital outlay program activities expended from the Architecture Revolving Fund (ARF). The COA Unit provides fiscal services to the capital outlay program activities conducted by the Offices of Project Development and Management (OPDM), State Architect (OSA) and Real Estate and Design (OREDS). Years ago, the COA Unit (which was called OSA Accounting) only maintained the capital outlay projects for OSA. We changed the name from OSA Accounting to COA to reflect the establishment of OPDM which assumed active management for all new major capital outlay projects on July 1, 1987, and to recognize the accounting for minor capital outlay projects managed by OREDS.

Each of these three offices require different financial information and have separate project accounting systems. These differences require special coordination when processing changes are planned and implemented, especially with automation projects.

The COA Section also accounts for eight additional funds and approximately 18 different appropriations (both continuously appropriated and annually appropriated). The COA Unit pays out in excess of \$150 million per year while maintaining the accountability of approximately 2,700 capital outlay projects.

In the early part of 1986, the Fiscal Systems (FS) Unit was created within OFS. In the early years, the main function of this unit was to develop and maintain the Department's manual accounting systems and develop new manual accounting systems.

It was not long after the creation of the FS Unit that its function began to shift away from maintaining and developing manual accounting systems to maintaining and developing automated accounting systems. In June 1986, OFS purchased 16 microcomputers. This was just the beginning of the microcomputer revolution for us.

Today, OFS has over 88 microcomputers and three Local Area Networks and has implemented a pilot project to allow DGS offices to have access to the Payment Revolving Fund/Office Revolving Fund data. To date, the Offices of Risk and Insurance Management and Telecommunications have been attached.

The OSP Accounting Unit provides a full range of accounting services to OSP including invoicing plant customers, paying vendors, and preparing monthly financial reports. While still part of OFS, the fifteen staff members (plus three students) are located at the Printing Plant. This arrangement helps the accounting unit provide the best possible service to OSP.

And what, you may ask, do all these number crunchers and fiscal types do to lessen the strain and add a little pizzazz to their otherwise routine work life? After attending Darryl Jones' Stress Reduction class, various employees can be found occupying the beaches and restaurants of Carmel, cruising to the outer reaches of the Caribbean, and cheering for the Sacramento Kings.

"It's tough to climb the ladder of success, especially if you're trying to keep your nose to the grindstone, your shoulder to the wheel, your eye on the ball, and your ear to the ground."

Bits & Pieces, Vol. M/No. 1E

Meet the Hispanic Task Force



HTF Members: Hiram Ortega, Yolanda Villa Senor, Harrison Bucknor, David Flores, Frank Arteaga, Sgt. Lisa Malone, Joaquin A. Lopez, Robert Lopez, Ricardo Guzman, Benjamin A. Damian, Richard Gonzalez, Larry Montez, Conrad Lara, Bernice Falls, Cynthia Castillo, Laurie Duval, Irma Lerma Barboza, Dianne Cardona, and Jose Damian. Not shown: Reuben Morales, Saul Rodriguez, Randolph Trasvina, Alicia Heywood, and Cruz Naranjo

The Department of General Services (DGS) established the Hispanic Task Force (HTF) in July 1987 to advise the Equal Employment Opportunity Officer and the Director on matters related to the recruitment, testing, training, retention and upward mobility of Hispanics in the Department.

Current activities of the HTF to enhance the status of Hispanics in DGS include:

- Analyze the Affirmative Action (AA) and Equal Employment policies and procedures within DGS.
- Research statistics on progress in the representation of Hispanics within all DGS offices.
- Meet with DGS executive personnel, Office Chiefs and managers to discuss AA issues of interest to Hispanics.
- Organize and participate in various public events such as the Cinco de Mayo Open House, career fairs and Que Pasa presentations.
- Planning for a DGS Hispanic Employee of the Year.
- Participating in an upcoming departmentwide AA survey. All Hispanics in DGS are strongly encouraged to participate to insure that issues of interest to them are appropriately considered.

For additional information, contact Cynthia Castillo, Hispanic Employment Coordinator, Equal Employment Opportunity Office, at (916) 323-6505, ATSS 8-473-6505 or any of the HTF officers listed below:

Ricardo Guzman, Chairperson	(415) 396-9509 ATSS 8-531-9509
Frank Arteaga, Vice Chairperson	(408) 277-1761 ATSS 8-522-1761
Laurie Duval, Secretary	(916) 445-7152 ATSS 8-485-7152

Open the Door to Opportunity

The Skills Enhancement Awareness Committee (SEAC) held their first Brown Bag presentation in January of this year. It was a great success.

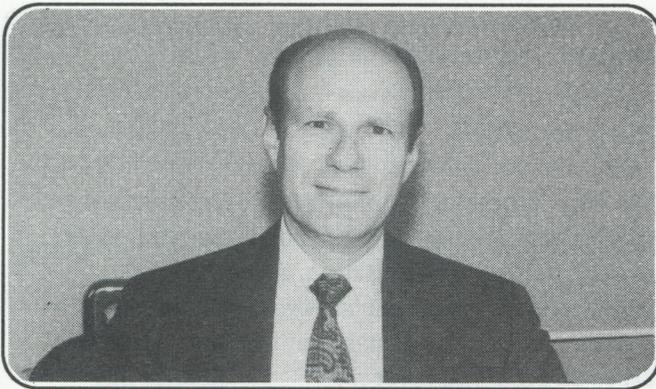
Mary Buehler, Director of the Sacramento Literacy Program, was the guest speaker. Mrs. Buehler is a recipient of the "Coors Literacy Luminaries" award. The award is presented to individuals who have exhibited exemplary strength and determination in fighting illiteracy in their own communities.

Mrs. Buehler informed those present that adults are entitled, as taxpayers, to attend adult basic education classes in any school district. Sacramento City Unified School District, Adult Education Division, offers classes in basic reading, writing, math, and other subjects at the Fremont School for Adults. Courses are designed to teach basic skills through the eighth grade level. For further information, contact the Fremont School for Adults at (916) 454-6620.

The Sacramento Literacy Program offers one on one tutoring in basic reading and writing skills. Mrs. Buehler shared stories of tutors and students who have benefited from the enhanced skills acquired through this program. For more information about the Sacramento Literacy Program, call (916) 456-0437.

For information outside of the Sacramento area, call 1-800-233-7323. If you are interested in promoting literacy, please join us in future presentations. The information you receive may benefit a co-worker. To set up a brown bag meeting at your Sacramento location, please contact Carol Gans at the Training Office at (916) 445-0637.

Office of Real Estate and Design Under New Management



Timothy Hefler

The staff of the Office of Real Estate and Design Services (OREDS) welcomes Timothy Hefler, their new Chief. He will be greatly challenged running OREDS, a multimillion dollar operation that provides real estate and design services to state agencies.

Mr. Hefler and his wife Karen have been married for 23 years. They have a 22 year old daughter currently enrolled at CSU Sacramento, and a 17 year old son. Mr. Hefler enjoys snow skiing, cooking, gardening, and especially traveling. One of his more exciting excursions was sailing throughout the Caribbean (he would rather do that than anything -- even work).

He graduated in 1969 from CSU Hayward with a degree in Business Administration/Accounting. He is a California trained Certified Public Accountant and has worked in the real estate development field in various capacities over the last several years. Prior to coming to DGS, he was a partner with Townsend Partners, a small Sacramento development and consulting firm.

Mr. Hefler is new to state service. When asked about his philosophy, his reply was: "People are our most valuable resource. A manager's job is to empower and encourage them to creatively and effectively perform. If the goal is attained it will enrich the organization and the individual workers' lives. The same forces at work in the private sector which are resulting in corporate downsizing are impacting government. We must make the resources we have go farther. The challenge is to increase our effectiveness and output, while dealing with the real limits and resources we face."

Mr. Hefler's areas of expertise are varied and rich, and

his experience will no doubt contribute to the success of OREDS.

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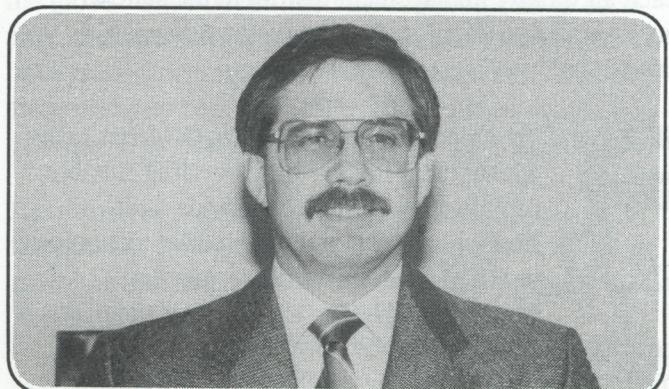
The staff at OREDS also welcomes Richard (Rick) Rusk as he joins the ranks to become the new Deputy Chief over the Pro-Active Assets Management (PAM), Real Estate and Administration Sections.

Mr. Rusk earned a bachelor's degree at UC Davis, and did graduate work at CSU Sacramento. He studied math, psychology, and business. He is married with two sons and a daughter. He is devoted to his family and considers them his number one priority. In his free time, he enjoys fishing, golfing, and bicycling.

Mr. Rusk has been in state service for approximately twenty years. His career includes work at the Department of Education and the California Conservation Corps. Just prior to coming to OREDS he was at the Department of Finance where he was responsible for all budget development and administration for DGS, the Museum of Science and Industry, the State and Consumer Services Agency, and the Seismic Safety Commission.

Such a background would benefit any establishment. His global vision is better illustrated in his own words: "I believe that asset management is the responsibility of everyone at OREDS and we can better serve our client agencies, as well as the people of California, through careful administration of our programs."

The Department of General Services extends a hearty welcome to Timothy Hefler and Rick Rusk!



Rick Rusk

Office of Fleet Administration - A Year In Review

The Office of Fleet Administration (OFA) is responsible for the establishment, implementation and maintenance of policies and procedures governing state-owned mobile equipment. The transportation related services provided to all state agencies and departments include:

- Short and long term rental of passenger vehicles from seven garages located in the major metropolitan areas of the State.
- Automotive inspection service to ensure the efficient operation and maintenance of the State's mobile equipment.
- Automotive preventive maintenance services.
- Disposition of surplus mobile equipment through periodic auctions.
- Consultation regarding the purchase and utilization of mobile equipment.
- Parking for employees and state vehicles.
- Administration of the State's discount air fare and commercial car rental contracts.
- Administration of the State's Travel Card Program.

Flexible Fuel Vehicles

California has adopted goals and measures to address the citizens' environmental and energy concerns. Additionally, the California Clean Air Act requires each air quality management district in the state to achieve an annual 5% reduction in hazardous air emissions.



To support these objectives, OFA has taken a leadership role by incorporating flexible fuel vehicles into the statewide fleet. Endorsing clean, alternative fuel technology to fulfill a responsibility in meeting healthier and better air quality standards is a priority for OFA. These vehicles, which run on methanol, gasoline, or any combination of the two, have been purchased in concert in an effort to reduce

air pollution, and to decrease dependence on foreign oil.

GSAC and SCAT

Two very important committees have been created to instill greater communication, consistency of effort, enhance statewide cooperation, and in keeping with OFA's mission to provide statewide transportation services of the highest quality at the lowest possible cost to all state employees.

Specifically, the two committees are composed of statewide supervisors/managers in their respective garage operations and inspection services program areas. The members and the geographical areas of representation are:

Garage Systems Amalgamation Committee (GSAC)

Charles Allen	Oakland State Garage
Mike Green	San Diego State Garage
Ramon Gutierrez	Van Nuys State Garage
Saul Rodriguez	San Francisco State Garage
William Ross	Sacramento State Garage
Herman Showers	Los Angeles State Garage
Larry Williams	Fresno State Garage

Senior Committee Acting Together (SCAT)

Will Cohn	North Coast
Richard Hargrove	San Bernardino, Imperial, & San Diego
Fred Haynes	Northern Sacramento
John Kumpulainen	Southern Sacramento & San Joaquin Valley
Vacant	South Coast & Los Angeles

Mobile Equipment Auctions

Throughout each fiscal year, OFA looks ahead to determine what is needed in terms of resources to continue to offer services to our many clients. This involves assessing the needs of the clients, and determining what changes are necessary in terms of staffing, equipment, and operating expenses. In light of the state's budgetary crisis, many difficult decisions regarding staffing and monetary resources have been made.

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One of the major changes OFA has made is conducting the monthly auctions during the middle of the week in lieu of their historical Saturday stint. This alteration has alleviated the need for overtime by incorporating the activity within the normal 40-hour workweek. The staff at both the Los Angeles and Sacramento State Garages are to be commended for their teamwork and overall cooperation by efficiently juggling resources and staff to accomplish this objective!

Parking Facility Closures



Six parking facilities have been closed in the San Francisco and Sacramento areas due to earthquake damage to the freeway and new building construction. These closures have created a need to find new spaces for over 500 parkers, which has been addressed quite effectively by the Parking Unit staff.

Specifically, the lots that have been closed are 03, 06, and 14 in Sacramento, and 22, 23, and 25 in San Francisco.

Employee Generosity

The Office of Fleet Administration has accomplished an unprecedented goal by being the number one office in the Department of General Services for three consecutive years in terms of donating the most pounds of food to the annual State Employees' Holiday Food Drive - better known as "Operation Santa Claus".

This is quite an accomplishment in consideration of the current fiscal situation experienced by so many employees and their families. Each employee is to be commended for their generosity and thoughtfulness.

In Brief - Program Highlights

- Replacement of the fueling systems at the Sacramento and San Francisco State Garages.
- Installation of a local area computer network in the Headquarters Office, improving communication and operational efficiency.

- Implementation of the employee parking operation in the new Ronald Reagan State Building in Los Angeles.
- Successful negotiation and administration of contracts for discount air fares and commercial car rentals, thereby producing significant savings in state employee travel.
- Production of over \$1 million in cost avoidance for the State through the reutilization of surplus mobile equipment.
- Continuation of a high level of service statewide in the Garage Operations, Inspection Services and Employee Parking Programs within existing resources.

A Moving Experience

Box it, unpack it, repack it, try to figure out where this came from, where that should go. A moving experience. Something we all enjoy. The Office of Support Services had its "moving experience" in December 1991. Over a four-day period, they moved from 3301 S Street to 8583 Elder Creek Road.

Over \$2,000,000 of equipment, over \$500,000 of computer parts, and over \$250,000 of warehouse material was transported from the old 42,000 sq.ft. facility to their new 50,000 sq.ft. home. The move went smoothly with a minimum of problems.

The Employee Move Committee was a group made up of employees from all units of the office. They performed the background and legwork necessary for the move. They determined the requirements of each unit, made the decision on location, put together the floor plans (including placement of each individual piece of equipment), put together the list of equipment/items to be moved and did follow-up after the move.

The Office of Support Services would like to thank all of its clients for their patience during the time of the move, and inform everyone that they are welcome to "come on down and look us over".

Weaving Rich Lives

by Eileen Harvey

Once again, the Department of General Services (DGS) gave overwhelming support to the Women's Program Advisory Committee (WPAC) and all DGS employees by sponsoring the first day-long workshop entitled, "Weaving Rich Lives: Combining Career and Life Choices for DGS Women." The workshop was a day to explore our lives and examine the potential that lies within us all.

The idea for this workshop was born over three years ago, during a workshop for women in management positions. What struck the WPAC so clearly was that although there were capable, hardworking women, few participants were truly happy with their jobs. Some of them did incredible things off the job: sculpting, having their own business, writing, being members of highly active and visible volunteer organizations - all the things that made them know that they counted as individuals, and gave them personal empowerment (or allowed them to empower others). The WPAC felt this lack of satisfaction needed to be addressed, and that a workshop helping participants focus in on numerous aspects of their professional and personal goals would be the most effective.



Bonnie Guiton

Bonnie Guiton, Agency Secretary, State and Consumer Services Agency, led the day. Her comments directed the participants to continue to grow and move, citing her own return to school at age 30. While working



Bettina Aptheker

full time and raising her daughter, she earned three college degrees, including a doctorate in education. WE CAN DO IT!

Bettina Aptheker was the keynote speaker. She is an Associate Professor of Women's Studies at the University of California, Santa Cruz. She has written several books focusing on women, their work, and their role in history. Bettina encouraged participants to find what they loved, and do it. She asked participants to examine their goals, and ask themselves, "How much do I need to be happy?" Bettina cited histories from the 1800's up to today of how women of all cultures have done what they loved.

DGS supports employee development, as is readily seen by the classes offered by the Training Section, our educational assistance policies, and the attitudes of our managers and supervisors. Employees are able to try out new jobs by utilizing the training and development assignment process; by transferring to different job classifications to learn new skills; by volunteering for committees that expose the participant to new skills; and by networking to become aware of opportunities as they arise.

Ultimately, we are solely responsible for our career satisfaction, and knowing that these systems exist to help us interweave our jobs with what we love make the Department of General Services an excellent place to work.

New Home For The Office of Buildings and Grounds



Jack Kimmel (Contractor), Brian R. Van Camp (CADA Board Chairman), Gary Ravel (Developer), Rosamond C. Bolden (OB&G Chief), John P. Waraas (DGS Chief Deputy Director), Paul Schmidt (CADA Deputy Director), and Ron Rule (CADA Executive Director)

On March 16, 1992, ground breaking ceremonies were held at 1304 O Street, for the new, future home of the Office of Buildings and Grounds (OB&G). Construction began on the 48,000 square foot office and warehouse building at the end of March and is anticipated to be completed in early 1993.

The building's spanish revival style is architecturally similar to the neighboring historic Westminster Presbyterian Church. The Department of General Services, the Capitol Area Development Authority (CADA) and Ravel Properties, Inc., developed the project financing through the issuance of \$7.2 million in lease revenue bonds through the State Treasurer's Office. The contractor is Kimmel Construction Inc., and the architect is Niiya, Calpo, Hom, Dong, Inc., both of Sacramento. Ravel Properties was awarded the site through a competitive development bid process and selected by CADA in 1991.

When completed in 1993, this will be the first new state office building in the Capitol Area since 1983. The joint effort is part of the City of Sacramento's strategy to maintain a state presence in downtown Sacramento. This project will provide an estimated 100 new construction jobs while continuing the revitalization of the Capitol Area. The new building will house OB&G's Headquarters, Region I administrative office, and trades and crafts shops.

Ruth Astle Day

As a respected and effective Member and President of the San Francisco Rent Stabilization and Arbitration Board, Judge Ruth Astle, Office of Administrative Hearings, was recently honored by Mayor Art Agnos of San Francisco when he declared January 7, 1992 as "Ruth Astle Day". This honor was based on her "significant achievements on the rent board, her years of experience as a former hearing officer and staff supervisor, her help in providing stability and continuity in the application of laws impacting San Francisco's housing stock through her skilled and tireless efforts to fairly balance the competing interests of all parties involved..." She was also commended for her outstanding career in city and county service, where she used her great skill to effectively maintain the affordability and viability of San Francisco housing market for both tenants and landlords and to significantly further efforts to promote better communication and understanding between tenants, landlords and their representatives on the commission. This declaration was memorialized by a formal Proclamation signed by Mayor Agnos and presented to Judge Astle by the Board on January 7.

At Your Service

You may be asking yourself, is classroom training the only thing the Training Section offers? Surprise! Surprise! Surprise! We have a wide variety of services that are offered to all Department of General Services employees. These include:

- Helping offices and their employees find training to meet their needs, whether it is training provided by the Training Section or other vendors.
- Developing, arranging and/or conducting special "customized" training beyond the usual classroom training. The Training Section staff will develop special programs to meet your special training needs. Recent examples include: The Office of Risk and Insurance Management requested an outside facilitator for their New Century project action teams. The Office of Local Assistance requested a business writing course with emphasis on their unique writing style, using their materials.

So how does this "New Century" thing work?

Well, I work at OREDS and this is what we're doing...



The Department of General Services has always been identified with providing service - our name itself defines our mission. The New Century Project (NCP) is a rededication to that ideal. It emphasizes: 1) customer focus, 2) continuous improvement, and 3) employee involvement. The Office of Real Estate and Design Services (OREDS) has been one of the first offices involved in New Century. Here's some background and a progress report:

The process began when the New Century staff in the Training Section were invited by management at OREDS to help them improve their office operations. In preliminary meetings held last year, the New Century process was described, the units to be involved were decided upon, and the role of the New Century staff was defined.

With help from the New Century staff, OREDS prepared internal surveys and customer surveys with questions bearing on all aspects of the office's services. Customer perceptions were then compared with the employee/management perceptions in group feedback meetings. The differences were discussed and action teams were created to begin addressing areas that needed attention.

These action teams, consisting of six or seven employees, defined specific problems, then analyzed them using various methods, generated potential solutions, and selected and planned the implementation of the solution(s). Highlighted below are the results from four action teams within OREDS:

Form 9, (Space Action Request) Processing Action Team

Client agencies complained that Leasing Officers and Planners often were not aware of new Form 9's (Space Action Request) weeks after those agencies had submitted their requests. The action team's research found that this and other problems stemmed from the processing of the Form 9's. The process was a multi-step, time consuming activity that took an average of 32 calendar days for a Form 9 to travel from the reception desk to the Leasing Officers/Planners who are responsible for starting projects. Everyone agreed that this processing time was totally unacceptable.

After meetings to review and analyze the process and consider alternatives, eight recommendations were accepted by OREDS management. These changes will shorten the processing time from 32 to 13 calendar days. However, the goal is to reduce the processing time even further. After three months of implementation, a study will be conducted to determine to what extent the changes have shortened processing times and whether the change has increased customer/staff satisfaction.

Telephone Response Action Team

This group was formed to improve the image of the office with respect to telephone use and response. A survey of their client agencies revealed their telephone response needed improvement. The action team surveyed the office voice mail system and found several inconsistencies in the way employees utilized their voice mail systems.

The action team analyzed the data and drafted an office policy to standardize the utilization of voice mail and to set office goals for responding to their clients' information requests. The action team's goal was to create a positive, service oriented image of the office by improving timeliness and quality of telephone response to their client agencies. After three months of implementation another study will be conducted to determine the effect of changes to voice mail.

(cont. from page 12)

Service/Control Action Team

This team's task was to investigate the "service vs. control" dilemma that exists at OREDS. The team analyzed, reviewed, and condensed survey information regarding the leasing and design services section of the office. A visual fishbone diagram was also developed to clarify "cause and effect" areas for improvement in the current processes. In a report developed as a product of that information, the service vs. control team made suggestions on the issues of; 1) policy and organization, 2) timeliness and accountability, 3) communications and information sharing, and 4) staff demeanor. In conclusion, key ideas and recommendations were made to help achieve increased productivity and foster cooperative relationships with internal and external clients. Several of the recommendations from this group are being addressed more specifically in "follow-up" action teams.

Training Action Team

This team initially focused on how to educate clients about office functions on a day-to-day basis. Through surveys and interviews, it was discovered that not every staff member within OREDS was aware of how and which services they provide to clients. Therefore, with a shift in focus, this team pursued the development of new and revised guidelines for training and orientation of all new OREDS employees to better meet the clients needs. They focused on current and actual internal client needs and perceptions and developed a skeleton outline of a structured new employee orientation.

New action teams were suggested to study; 1) development of a mentor training program, and 2) updating the current OREDS policies and procedures manual. Their goal is to increasingly provide more responsive and more valuable client support.

These experiences at OREDS are just the beginning. New actions teams are now busy at work in the Offices of Local Assistance, Fleet Administration, State Printing, Buildings and Grounds and Information Services (Records Center). They all share the goal of improving their work processes to improve the service they provide to their customers.

Outreach Efforts - Historic Restoration Work

On March 25, 1992, Office of the State Architect (OSA) employees, Marty Zillig, Restoration Supervisor I, and Jim Pfluger, Restoration Specialist, were invited to the Sutterville Elementary School in Sacramento to provide a demonstration to the 4th and 5th grade classes on the origin, uses and preservation of adobe block. Adobe blocks, or bricks, have been used throughout California history in constructing various buildings, and are used today by OSA craftspersons in performing restoration work on historical sites throughout the State.

As you can imagine, Marty and Jim were met with a multitude of questions posed by bright and inquisitive students. A fifteen minute video was shown about a diversity of adobe restoration projects. However, the most exciting part of the presentation was the hands-on participation. This phase was obviously the biggest hit as the children tried their hands at making the adobe blocks which many could equate to "making mud pies".

As expressed by Marty Zillig, "It was gratifying to watch the kids' enthusiasm and to conclude our adventure leaving behind muddy hands, dirty clothes...and enriched minds." This was just one of several similar outreach efforts performed by the highly skilled staff of the Direct Construction Unit.



Office of Buildings and Grounds Incentive Award Recipients - Region III

Applaud (formerly Feedback)

Herbie Kakizoe, Office of Fleet Administration, wrote to **Willie Daniels**, Office of Buildings and Grounds: I would like to take this opportunity to thank you for the outstanding services that you have provided for us here in the Preventive Maintenance Shop in the L.A. Garage. Your conscientiousness, thoroughness, and expeditious manner in which you perform your job is commendable.

Richard Wake and Cheryl Garrett, Dept. of Water Resources, wrote to Michael McSherry, Office of Information Services: We would like to take this opportunity to express our gratitude to **Sheila Brown** for her considerable help in reconciling our inventory at the State Records Center. Sheila was very professional, courteous, friendly and more than willing to assist us in completing a very difficult and complicated task. It was indeed a pleasure to work with her.

Mark Phigler, Telecommunications Division, wrote to Ray Lands, Office of Buildings and Grounds: I would like to take this opportunity to express my gratitude to you for the assistance received during the implementation of the CALNET/CALDEX system. A project of this magnitude would not have been possible without the dedication, support and cooperation of all participants. I personally want to thank you on behalf of the Telecommunications Division and commend you for a job well done!

Bruce Kranz, Dept. of Parks and Recreation, wrote to Stim Suzuki, Office of Support Services: We can always rely on **Mike Whitten** ("Computer Mike") to immediately address and rectify any problem we encounter on the nine different computers we operate. His vast knowledge and his high work ethic and esteem speak very well of your office. Not to mention his pleasant attitude and sense of humor. We have the highest regard for him.

Gary D. Stephens, Fire Dept. Training Officer, wrote to Ralph Maurer, Office of Risk and Insurance Management: The Basic Safety Training Coordinator, **Trudy Yuke**'s abilities were manifested by her understanding of the need for leadership and personal skills in maintaining a cadre of professional students. She was quick to analyze a situation and take positive action based on sound reasoning and good judgment.

Rebecca Hanna, Dept. of Motor Vehicles, wrote to the Building Manager for their building: I would like to take this opportunity to thank you and your staff for the prompt attention you gave to the recent problems we experienced in Issuance. When Issuance flooded 2 weeks ago, your crew was there immediately helping with the clean-up. They took extra time and care making sure all areas were mopped and cleaned, and even returned on numerous occasions to clean as furniture was moved and then replaced. Again, we appreciate your staff's extra effort in our time of crisis.

A. Valentine, California Highway Patrol, wrote to Sergeant D. Waaler: I would like to commend

the personnel at the State Garage in Sacramento for their cooperation and support to our unit. They have been extremely cooperative in helping us maintain the Governor's vehicle. In particular I would like to say thanks to **Beck Roller**. She has always been willing to assist us and give priority service.

Beverly Kawamoto, Tasumi and Partners, wrote to Alice Flissinger, Office of Small and Minority Business: I would like to commend **David Smith** of your staff. Our office has been having difficulties expediting our certification renewal as a small business due to your backlog of certification applicants. When I spoke to Mr. Smith, he was very courteous and helpful.

George Valverde, Dept. of Finance, wrote to Margaret Hudson, Office of Project Development and Management: We would like to express our appreciation for the effort, coordination and response taken by your staff in the preparation of budget packages statewide. This effort is extremely important in the development of the capital outlay program.

Ron Titus, Judicial Council of California, wrote to Bernice Ng, Office of Information Services: Often in our busy schedule we do not take time to acknowledge those who deserve recognition for a job well done. We recently submitted more work to your **Data Capture Unit** than normal. The fine professional attitude of your staff turned the work out in a timely manner and with no error. We sincerely appreciate your staff's excellent work. Again, thanks for a job well done.

Rick Byrd, Jonson & Nielsen Associates, wrote to Marv Shulman, Office of the State Architect: I wanted to take this opportunity to thank you for the additional attention the project has received from your staff in the past month. Special thanks must be noted to **Roy Moreno**, who's efforts in expediting material which is critical to the project schedule and should not go unnoticed. Mr. Moreno's ability to recognize what is important and to interpret the intent of the construction documents has cast an element of assurance over the design team.

Benjamin Haddad, Washington Office of the Governor, wrote to John Lockwood, Director: We have just completed a move to new office space with the exceptional help of several people in your Office of Real Estate and Design Services. I wanted you to know of their fine service to this office during what was a difficult undertaking at best. Those of us who were privileged to work with **Dianna Nedd**, **Loren Yip**, **Norton Chapman**, and **Tim La Franchi**, greatly admire the exemplary professionalism given individually and collectively to achieve the goal at hand.

Richard Chasteen, Office of Local Assistance, wrote to Gaylord Moulds, Office of Procurement: We wish to extend our thanks to **Gordon Flowers** and **Diana Kendall** for their assistance with the recent operating system installation. The mutual exchange of ideas and support between

Excellence in action

our offices has and will continue to be a valuable benefit to both. May I also say as a personal observation, that the manner and demeanor displayed by Gordon and Diana makes working with them a pleasure.

Martin Dyer, Office of Planning and Research, wrote to Roy Gilke, Office of Buildings and Grounds: Several of our staff have commented upon the improved cleanliness and overall appearance of the Blue Anchor Building since the switch to nighttime janitorial services. It speaks highly of the dedication and conscientious ethics of the Buildings and Grounds personnel. I hope you will let your staff know that their work is appreciated.

Kathryn Winter, Volunteer Center of Napa County, Inc., wrote to Earl Howell, Office of Fleet Administration: We are very grateful for your advice about the vehicle we are purchasing and for the inspection done by **Rodney Pitchford** and **Will Cohn**. They were exceedingly thorough and probably saved us hundreds of dollars by discovering several items that needed attention. I especially enjoyed Rodney's vaulting onto the roof of the bus from the wheelchair lift to check out the top.

Jim Southerland, South Carolina Dept. of Archives and History, wrote to **MaryRose Repine**, Office of Information Services: I would like to take this opportunity to thank you for your timely response to our request for information on your micrographics program. I can tell by the information we received that a lot of time and effort went into your response.

Jerry, of ACCI, wrote to Anthony Pescetti, Office of the State Architect: This letter is to commend **Nadine O'Bannon** for the outstanding creation of the form included in current Request for Proposals. I just thought you should know the positive impact Ms. O'Bannon made, to the DVBE program and greater value to the State through more thoughtful proposal responses from primary contractors and DVBE team partners.

Christopher Strattan, Dept. of Corrections, wrote to John Babich, Procurement Division: We had the very pleasant experience of working with one of your employees on a purchase estimate transactions for some critically needed video equipment. The buyer assigned to this commodity was **Doris Hegner**. From our very first phone conversation she was thorough, professional and most pleasant to deal with. She was very responsive to our needs and worked hard to help us meet the technical specifications we so desperately needed. This exemplary employee is certainly a valuable asset to state service and the Procurement Division.

Brian McNamara, California Highway Patrol, wrote to Ray Lands, Office of Buildings and Grounds: We would like to commend your Janitorial staff for their constant dedication to the health and safety of California Highway Patrol personnel. Especially noted, are **Robert Castanedos**, **Derek Alves**, **Robert Jacobs**,

(cont. from page 14)

Maurice O'Ray and Alfred Peters. Facilities Section staff appreciate the jobs well done!

Mike Clemons, Sacramento State Football, wrote to Casey Randall, Office of Fleet Administration: I am taking the time to thank one of your employees, **Scott Simmons**. I was in a very difficult situation and Scott's kindness, consideration and organization helped relieve the problem. He has an excellent attitude, is easy to talk with, and is very thoughtful.

Lori Wilson, Church Engineering, Inc., wrote to Colleen Kearney, Office of the State Architect: It was a pleasure working with you during the RFQ/SOQ process. Your professionalism was appreciated by myself as well as the representatives of our presentation panel.

Dennis Boyle, Dept. of Social Services, wrote to John Babich, Procurement Division: Seldom have I gotten personally involved in procurements for our Department, however, I would like to share my experience. I worked with **Tom Lee, Tom Burton, and Beverly Banning** of your staff. I found them to be invariably pleasant, competent, dedicated, and helpful. I admire the professionalism you have fostered in your staff. They are a pleasure to work with!

Jo-Ann Slinkard, wrote to Roy Gilkey, Office of Buildings and Grounds: I wanted to thank you for assigning our office to **Teresa Dobbins**! She has been outstanding! I know good help is hard to find, but you have a gem in this woman. She deserves a round of applause and a raise!

William Butler, California Highway Patrol, wrote to **Anne Edwards**, Office of the State Architect: I want to thank you for your excellent work as construction inspector for the new Skid Facility. Your knowledge of concrete work, and your people skills, proved invaluable on this job. Without your skills, and all the extra effort you put into this project, my job would have been much more difficult.

Philip Gowen, Employment Development Dept., wrote to **Anna Hernandez**, Office of Fleet Administration: I would like to thank you for the time and effort you contributed to processing our semi-annual request for shuttle bus passes. You were able to process our lengthy request in less than one day, which is commendable.

Ronald Lee, CSU-Long Beach, wrote to John Babich, Procurement Division: You and your staff were extremely helpful with the successful procurement of our IBM. I really appreciate your willingness to give priority to the procurement and the help of **Tom Lee, Dennis Ericson, Judy Heringer, and R.E. Hoover**.

Fred Forslund, American Construction Inspectors Association, wrote to Pat Campbell, Office of the State Architect: I want to express our appreciation for the help and participation of your office and the individuals from the Structural Safety Section in their presentations. I also wanted to say that your representatives, **Jerry Slackman, Jack Bruce, and Manilo Roy, Mahendra Mehta, Jeff**

Enzeler, Kurt Katsumata and Mike Mankin did an excellent job of representation of your office and in the presentation of their programs.

Paulette Frazier-Matthews, Governor's Office of Community Relations, wrote to Roy Gilke, Office of Buildings and Grounds: This office would like to acknowledge the tireless efforts of your employees, **Tom Thompson, Larry Maples, Sam Vargas and Henry Collins**. On the observance of National Children's Day, these employees were not only courteous but gave us their constant attention to detail throughout the day pitching in where needed. You should take pride in knowing that these employees are a direct reflection of your office and its capabilities.

Kathleen Gortner, Hratch Kouyoumdjian & Assoc., wrote to Julian Smith, Office of the State Architect: We would like to let you know how much we appreciate the assistance of **Colleen Kearney**. We have made numerous phone calls all of which have been returned promptly. She also walked us through the forms, item by item, and clarified those issues we had trouble with. Even more appreciated is her consistently positive and helpful attitude. She has encouraged us when we thought all was lost, and has helped us every step of the way.

Don Conlee, Board of Equalization, wrote to Casey Randall, Office of Fleet Administration: For the past several years **Paul Campbell** has been working out of my office. During this time, Paul has saved us countless of thousands of dollars as he analyzes each payment invoice for our automobiles. He also has provided very quick service whenever we have had a breakdown on the road. His expertise has made life a lot easier for us. He is a true professional in the highest sense of the word.

Judy Osuna, Dept. of Corrections, wrote to **Steve Casarez and Susan Georgis**, Office of Procurement: Thank you both for your time and efforts involved in our seminar. The presentation you provided was helpful and well received.

Neal Shulman, Public Utilities Commission, wrote to Curtis Guinn, Office of Buildings and Grounds: I would like to express our appreciation and high regard for the excellent work of our Groundskeeper, **Donna Lane**. Donna does an amazing job of beautifying both the interior and exterior of our work environment. She has always performed her duties with skill, professionalism and a genuine interest in her work. We are pleased to have the benefit of the services of this valuable employee.

Amy Lovett, Seccombe Design Assoc., wrote to David Smith, Office of Small and Minority Business: I wish to express my appreciation to you and your staff for the expeditious processing of our firms' Small Business certification. In particular, I would like to acknowledge **Sherry Harm** for her immediate responsiveness and handling of my request. Sherry has made my day!

Jim Mayfield, Dept. of Health Services, wrote to Herman Showers, Office of Fleet Administration:

For the past three years **Michael Green** at the San Diego Garage has given us excellent service in the maintenance, repair and exchange of vehicles for our Investigators. He is a dedicated, caring person who really tries to keep his customers happy. We appreciate his efforts.

Marco Rodriquez, Dept. of Insurance, wrote to Mr. Williams, Office of Support Services: I would like to take a moment and commend one of your employees who has shown technical competence and provides us with prompt and courteous service. It is a pleasure to have **Fuping Huang** assigned to our account as the "technical technician".

Robert Trice, Dept. of Transportation, wrote to **Mike Davis, Noel Ranario, Tommy Deskin, Maurice Lake, Frank Ward, and John Palecek**, Office of the State Architect: On behalf of District Management, I want to thank you for your personal efforts to get in and finish the work performed at our office in a most expeditious manner. You did not let concerns deter you from your efforts to do a good job. Each of you conducted yourself in a professional manner and for this we thank you. Finally, the finished product looks good.

Thomas West, CSU-Long Beach, wrote to John Babich, Procurement Division: I wanted to personally express my appreciation to your staff's cooperation in acquiring the replacement IBM mainframe for us. In particular, I would like to thank **Dennis Ericson and Judy Heringer** for their close attention to the project during the holiday season. Their extra efforts and support insured the successful completion of this very important project within an extremely limited timeframe.

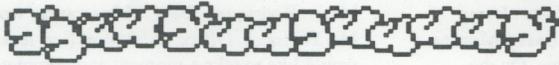
Kathleen Rose, Dept. of Motor Vehicles, wrote to **Steve Matzke**, Office of Buildings and Grounds: I just wanted to acknowledge the extra efforts you made on behalf of the 1991 Holiday Food Drive. I am extremely grateful for your fast and wonderful construction of the ticket drum. It suited our needs perfectly and will be of great value to all future fundraising efforts at DMV.

Patricia Beal, Office of the Treasurer, wrote to Rosamond Bolden, Office of Buildings and Grounds: **Ralph Ligid** was assigned the task of making our "trading desk" wiring suit our needs. As in all previous assignments with our division, he was innovative and efficient. He obviously takes great pride in his work. We appreciate Ralph and his dedication. It is state employees like Ralph who enhance the image of all state employees.

Karen Walkup, Dept. of Insurance, wrote to William Ross, Office of Fleet Administration: I want to express my appreciation to **Marianne Peacock** of your staff who returned my personal checkbook, which I had accidentally left in a state car. It was very heartwarming to know that someone cared enough to spend the time and energy to mail it to my home.

Creative Alternatives

by Marianne Arenas



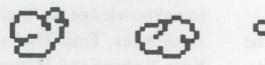
Protecting Children From Smog

The Clean Air Brown Bag Forum presented April 2, 1992, by the American Lung Association of Sacramento-Emigrant Trails, featured Dr. Otto G. Raabe, UC Davis Institute of Toxicology & Environmental Health; Helen Margolis, Research Specialist at the Air Resources Board; Bradley E. Chipps, M.D., allergist and pulmonary physician; and Assemblyman Lloyd Connelly. After reviewing the reasons why children suffer disproportionately from air pollution, Assemblyman Connelly urged that "children should be the yardstick for standards for environmental risk of all types."

Dr. Chipps emphasized the prevalence and growing problem of asthma among children, adding that 12 percent of all American children suffer from this problem. Deaths from asthma have been going up, and inaccessibility of medical care for young black inner city males is a particular problem. Air pollution is one of several triggers for asthma attacks, with viral infections being the most common trigger. Allergic problems aggravate asthma.

Ms. Margolis pointed out that the ozone is related to increased respiratory infection in children, and reviewed research findings of the chronic effects on children, including decreased lung function, lesions, and lung cell changes. She noted that children are more susceptible to damage from ozone because of the greater rate of air exchange, faster ventilatory rate, high levels of activity outdoors, and the growth process involving rapid cell division.

Dr. Raabe emphasize that the developing lung is highly vulnerable to injury from pollutants. He pointed to the combination of ozone and inhalable particulate matter as a particularly troublesome source of aggravation for those with respiratory problems such as asthma, bronchitis and emphysema.



New Vanpool Incentive Program

To encourage vanpool ridership, the Central City Transportation Management Association (TMA) introduced its vanpool incentive program. Each new vanpool formed as a result of entry forms returned to the TMA during April and May will have its vanpool parking paid by the Central City TMA for six months.

To be eligible for the incentive programs, commuters were asked to fill out an entry form at the TMA commuter fair May 7th or from their Transportation Coordinator. The TMA will then help these interested individuals form a vanpool through a private-sector vanpool program provider.

Vanpoolers can receive an employee rideshare credit on their California income tax. By filing form 3572, employees who work at least 10 hours a week and vanpool to and from work at least three days a week can claim credit for 40 percent of their vanpool subscription costs, up to a maximum of \$480.

New Metro Lines In Los Angeles

The Metro Red Line subway will connect downtown Los Angeles with North Hollywood in the San Fernando Valley, providing linkage with bus lines and the Metro Blue Line. The Red Line is electrically powered, energy efficient, and almost entirely nonpolluting. Traveling underground, beneath the congested roadways, it will carry passengers speedily to their destinations traveling at speeds up to 70 miles per hour. The Red Line's modern technology will provide riders maximum comfort, safety, and convenience. The grand opening of the maintenance yard was held in May and the project is expected to be completed by early 1993.

Two new above-ground metro lines, scheduled to be opened in October 1992, will run from Los Angeles to Burbank and from Los Angeles to San Bernardino. The 300-mile metro rail system is expected to transport 500,000 people daily by the year 2010.

Retirements

Michael O. Braun, Local Assistance
Marion Daniels, Jr., Buildings and Grounds
Stella Davis, Buildings and Grounds
Jose DeJesus, Buildings and Grounds
Gwendolyn Eaglebarger, Buildings and Grounds
John Gainer, Buildings and Grounds
Dennis Grenke, Information Services
Donald Jahnsen, State Printing
Victor Jang, State Printing
James Martin, Procurement
Carol McConnell, State Printing
Dorothy Morris, State Printing
Jack Miura, Real Estate and Design Services
Edgar O'Geese, Buildings and Grounds
Leroy H. Petersen, Telecommunications
Larry Pryor, Information Services
John Stewart, Telecommunications
Alex Vejar, State Printing
Lucille P. Wright, Real Estate and Design Services



25 Year Service Awards

Gary Alexander, Buildings and Grounds
Bennen Beede, Procurement
Refugio Cervantes, Fleet Administration
Queenell Cornelious, Buildings and Grounds
Vern Counter, Fleet Administration
Virgil Green, Fleet Administration
Richard Hamilton, State Printing
Ray Haskew, State Printing
William Heitman, Telecommunications
Josephus Meade, State Printing
Robert Melendrez, Buildings and Grounds
Lester McQuillon, State Printing
Mary Olsen, Information Services
Sharon Panell, Telecommunications
John Peters, Telecommunications
Joe Ramos, Fleet Administration
Mary Salontai, Procurement
Peter Sardelich, State Printing
Leah Senitte, Telecommunications
Kermit Stevens, Telecommunications
Dennis Williams, State Police
Edwin Wong, Buildings and Grounds

Sharon Underhill Celebrates 25 Years of State Service

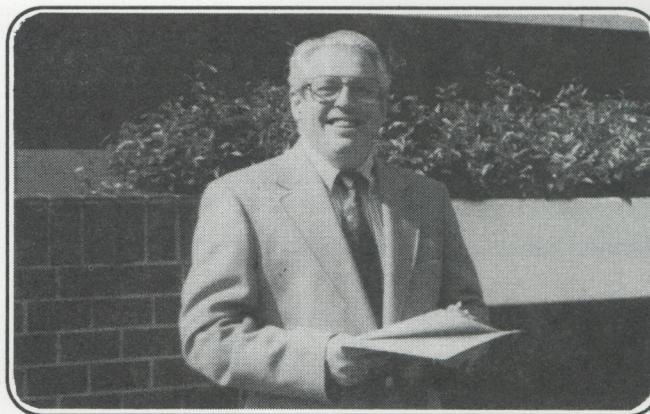


Sharon Underhill and Director John Lockwood

Sharon Underhill was recently presented with her 25 year service award certificate and charm from Director John Lockwood. Sharon is an Office Technician with the Office of State Printing, who obviously likes her work and likes people. Her area of expertise is buying all the paper and stock items for the Printing Plant. That alone could be quite a big job! All of Sharon's prior work experience was as a blue collar worker in printing until January 1985 when she went into the Office at the Printing Plant. Her printing background was extremely helpful in her present position. Prior to working at the Department of General Services, Sharon worked for Cal Central Press. Our congratulations to Sharon for completing 25 years of state service!



Office of Fleet Administration 25 Year Awardees Joe Ramos (far left), Oscar Goodrich (third from left), Virgil Green (front right), and Vern Counter (back right). Awards presented by Chief Casey Randall (second from left) and Deputy Director Darlene Ayers-Johnson (fourth from left).



Dennis Talbert, Office of Local Assistance, was presented with his 25 year award in a presentation ceremony held April 14, 1992.

Anne Greer & Dave Flint Say Farewell

On March 6, 1992, a retirement dinner was held in honor of Ann Greer, a Janitor with the Office of Buildings and Grounds (OB&G). Nearly fifty of Ann's co-workers, friends, family, and Department of Justice employees attended. The dinner was a great success, and an outstanding tribute to one of the Offices' finest.

Ann has worked in OB&G, Region III, since November 1980, both at the Cal Trans Lab Building and the Department of Justice facility in Sacramento. She has an exemplary record with OB&G and was admired by all that came into contact with her. We want to wish her many productive, joyful and healthful years ahead in her retirement.

• • • •

Dave Flint began work as a Window Cleaner in the newly opened Retirement Building (currently known as the Resources Building in Sacramento) on November 2, 1964. After 26 years of service with the State, he was disabled with a shoulder injury and, as a result, had to retire on August 30, 1991. Tests taken during the diagnosis of the injury indicated that he had leukemia. Chemotherapy and a bone marrow transplant has the disease under remission.

His goals for the future include work with other leukemia patients as he feels he can offer them perspectives from the patient's side. He has also remained active in the Boy Scouts and other projects.

Congratulations Dave on your 25 years with the state and on your retirement! We wish you the best in your endeavors.

DGS Training Schedule, June - September 1992

The DGS Training Section provides a variety of services, including: (1) classroom training (listed below), (2) special, on-site, customized training; (3) helping find training elsewhere to meet your needs; and (4) loaning videos, books, and equipment from our Training Lending Library. For more information on any of our services, call 322-6058.

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

Section 21: June 3
Section 22: June 10 (CANCELLED)
Section 23: June 17 (LA)
Section 1: September 23
Section 2: November 19

Career Goals: A Skills Analysis

(8:00 a.m. - 4:00 p.m.)
Section 10: June 10
Section 1: August 25
Section 2: October 7
Section 3: December 16

Civil Service Exam Workshop

(Day 1: 8-12; Day 2: 8-4:30; Days 3&4: 8-12)
Section 1: October 13-16
Section 2: December 8-11

Completed Staff Work (Day 1: 8-4; Day 2: 8-12)

Section 3: September 17 & 22
Section 4: October 22 & 29

Developing Your Leadership Skills

(8:00 a.m. - 4:00 p.m.)
Section 3: July 14-16
Section 4: September 30 - October 2

Investment In Excellence (8:00 a.m. - 4:30 p.m.)

Section 12: June 16-17-18 & July 19
Section 1: July 6-7-8 & August 6
Section 2: August 25-26-27 & September 24
Section 3: September 21-22-23 & October 22
Section 4: October 13-14-15 & November 18

Investment In Excellence Refresher

(8:00 a.m. - 4:30 p.m.)
Section 4: June 19

Management Briefings (Day 1: 8-4; Day 2: 8-12)

Section 2: September 9 & 11

Managing Communication Thru Assertion

(8:00 a.m. - 4:00 p.m.)
Section 3: July 23-24
Section 4: August 4-5

Managing and Surviving Organizational Stress

(8:00 a.m. - 4:00 p.m.)
Section 7: October 20-21
Section 8: November 19-20

New Employee Orientation

(a.m. classes: 8-12; p.m. classes 1-4:30)
Section 10: July 8 (a.m.)
Section 1: August 20 (LA)
Section 2: September 16 (a.m.)
Section 3: November 17 (a.m.)

Supervisory Development Program (SDP)

(8:00 a.m. - 4:00 p.m.)
Note: Completion of Week A is a prerequisite of Week B.

Section 4: (Week A) April 6-7-8-9-10
(Week B) July 20-21-22-23-24
Section 5: (Week A) May 4-5-6-7-8 (LA)**
(Week B) August 17-18-19-20-21 (LA)**
Section 6: (Week A) June 22-23-24-25-26
(Week B) October 5-6-7-8-9
Section 1: (Week A) September 14-15-16-17-18
(Week B) December 7-8-9-10-11
Section 2: (Week A) November 2-3-4-5-6
(Week B) February 1-2-3-4-5

Supervisor's Forum (8:00 a.m. - 4:00 p.m.)

Note: Completion of SDP, Weeks A & B is a prerequisite.
Section 1: August 4-5-6
Section 2: October 27-28-29

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

Section 2: June 2
Section 3: August 18 (SF)

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.

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

Note: Ask your Office Training Coordinator for the course summaries.

(cont. from page 11)

- Loaning training equipment including televisions, VCR's, overhead projectors, and easels.

- Loaning movies, VHS video tapes and books on many subjects which can be borrowed or used at the Training Section. For those of you outside of Sacramento, we will be happy to send these materials to you. Contact the Training Section at (916) 322-6058, or ATSS 8-492-6058, with topics of interest and we can let you know what is available. You can also write to us at: Department of General Services, Training Section, 1325 J Street, Suite 1815, Sacramento, CA 95814.

- Facilitating office action teams for the New Century project. The Department is focusing on employee involvement, customer focus, and continuous improvement and the Training Section is available to facilitate the implementation of the process.

Training Section courses are free of charge; all that is needed is your interest and your supervisor's approval of state time.

The OUTLOOK publishes the training course schedule (see page 19) for the courses currently being conducted. If you are interested in taking some of the courses listed, let your office training coordinator know. Also, include the courses in your annual Individual Training Plan (ITP).

In Memory

Condolences are extended to the families and friends of the following employees of the Office of Fleet Administration. . .

Carlisle (Jack) Conner , Inspector of Automotive Equipment

Verna Cornwall, Office Assistant

Phil Jones, Automobile Mechanic

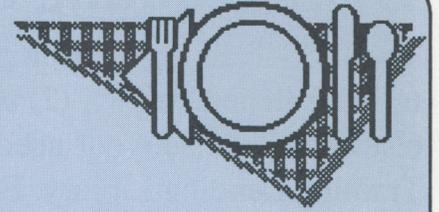
Fred Perconti, Inspector of Automotive Equipment

Doug Smith, Lead Automobile Mechanic



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Tasty Brown Bag Lunches



Bagel Sandwich

Sliced turkey breast, Gruyere cheese, spinach leaves, and tomato slices on an onion bagel, with a side of fresh strawberries, and a glass of lowfat milk.

Make Ahead Chinese Chicken Salad

Salad ingredients: 1 cabbage (chopped), 3 green onions (chopped), 3 chicken breasts (cooked and shredded), 1 package Top Ramen noodles (reserve seasoning packet), 1 package roasted almond slices, 2 Tbs. vinegar, 1/2 cup oil, Top Ramen seasoning packet, salt and pepper to taste. Refrigerate overnight to soften noodles. Serve with fresh slices of pineapple, a slice of french bread, and iced tea.

Spaghetti Salad

1 cup cooked spaghetti noodles (cooled), 1 zucchini (cubed), 1 tomato (cubed), 2 oz. turkey (cubed), 2 Tbs. vegetable oil. Mix together and sprinkle with parmesan cheese. Have a refreshing lemon mineral water to drink.

Simply Delicious

Peanut butter and sliced banana/apple on whole wheat bread with low salt chips and a lowfat milk.

Definitely Different

Spread cream cheese, sliced black olives, and sunflower seeds/chopped almonds on sour dough bread, and top with lettuce/sprouts. Serve with low salt pretzels and a big glass of ice water.

Pear/Apple Walnut Salad

Toss together 3 cups mixed greens, 1 medium apple/pear (sliced thinly), and 4 Tbs. raisins. For dressing combine 1-1/2 Tbs. honey and 1 Tbs. lemon juice. Sprinkle with 4 Tbs. chopped walnuts/crumbled blue cheese. Fruit juice to drink.