

Proposed State Archives Complex. View of project along O Street. Banners indicate entrance to State Archives. Curved entry at 11th and O Streets is entry to the Offices of the Secretary of State.

Two New Buildings For The Capitol Area

Buildings to Boost Northern California Economy

In May, development of two new state buildings is expected to give Sacramento's construction industry a shot in the arm. The projects total close to 550,000 square feet, and will provide a variety of jobs in the Sacramento region.

In accordance with the state's Capitol Area Plan, the new Library and Courts expansion and offices of the Secretary of State/State Archives facilities will not only benefit state operations, but also provide points of interest to people visiting and working in the area. The Office of Project Development and Management is directing development.

State Library and Courts Expansion

The expansion of the State Library and Courts, referred to as Site 5 in the Capitol Area Plan, will be along the south side of N Street between 9th and 10th Streets—adjacent to the State Garage at 1416-10th Street and to the rear of the historic Blue Anchor Building at 1400 N Street. It will be constructed on the site currently used as a parking lot.

(cont.)

What's inside?

- Office of Risk & Insurance Management pg. 6
- DGS International Leader in Telecommuting pg. 8
- OAH-Balancing the Rights of the Licensee... pg. 9
- Do You Have a Famous Face? pg. 11
- Easy Access to Dept. Information pg. 18
- Holiday Wrap Up pg. 20

STATE OF CALIFORNIA DEPARTMENT OF GENERAL SERVICES

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Agency

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Director's Message



John Lockwood

Throughout this year and next I will be taking time to acknowledge the contributions being made by a variety of individuals, their offices and respective divisions within the Department. I believe in recognizing the efforts being made by those of you who are making this Department a success. As an avid sports fan I know a captain can coach a team, but that it is the team that carries the ball.

The Telecommunications Division is a testament to team spirit and what can be achieved in that environment. That Division has made several significant contributions to the Department and to our local community. Here are just a few highlights:

- At its 1991 annual meeting, the Council of State Governments conferred its "Innovations Award" upon the State of California in recognition of the outstanding development and implementation of the State's telecommuting project. This project has been spearheaded by the Department of General Services' Telecommunications Division over the last several years.
- At the request of the Legislature, the Telecommunications Division recently developed an innovative radio system which allows direct communications between the California State Police and both the Senate and Assembly Sergeants at Arms at the State Capitol. This system allows each group to retain a unique radio system while having the ability to electronically tie all three systems together in the event of a life-threatening situation or other major emergency. This new system was first used during the Governor's state-of-the-State address in January. As a result of the system's innovative design and engineering, the Department and its staff received a commendatory letter from Senator David Roberti, Senator Ken Maddy, Assemblyman Willie L. Brown, Jr., and Assemblyman Bill Jones.
- Glen Nash, Senior Telecommunications Engineer and supervisor of the Telecommunications Division's Specifications and FCC Unit, has been nominated to receive an appointment to the President's Select Committee on Emergency Broadcast Systems. Mr. Nash, who is also the President of the Northern California Chapter of the Association of Public Safety Communications Officers, would represent the interests of public safety radio users in Northern California.
- On December 1, 1991, Dorothy Moore was the first female ever to be promoted to the rank of Telecommunications Maintenance Supervisor I. Dorothy joined the Telecommunications Division in September of 1980, beginning as an MTOT in the "technician trainee" program. This program was established to provide an avenue for women and minorities to enter into the highly technical Telecommunications Technician series.

In addition to these items, a special acknowledgement to all employees in the Division is warranted for their overwhelming support to our local community. Even through economically difficult times, these employees demonstrated their charitable proclivity through many creative avenues of fund raising. Their efforts included a division-wide picnic, contributing \$800 to the State Holiday Food Drive and \$1,000 to the Toys for Tots Program; a fun-filled pancake breakfast which benefitted the State Holiday Food Drive by over \$350; and the first annual Monte Carlo Night generating \$1,600, divided equally between the State Holiday Food Drive, Big Brothers and Big Sisters of Sacramento, and Diogenes Youth Services.

Once again, a heart-felt "thank you" to all those employees in the Telecommunications Division who are making the Department of General Services a success!



Proposed State Library & Courts Building. View along N Street between 9th and 10th Streets with entry oriented toward the Capitol.

Ted Cook of the Office of Project Development and Management is the state's Project Director for this five-story, 115,000 square foot expansion of the State Library and Courts. The new annex will be connected to the existing Library and Courts Building by an underground pedestrian tunnel. The tunnel will provide a functional link tying both facilities together with telecommunications, data services, and the ability to transport valuable documents in a secure enclosure.

The two story entrance rotunda is oriented with a view toward the Capitol enclosed in a glassed colonnade. The terrazzo entry floor will include an inlaid design symbolizing the Library's mission to provide knowledge and information to a diverse population. To the west of the entrance will be a transitional Garden Courtyard tying the historic Blue Anchor Building (1400 10th Street) together with the new building.

The State Library not only contains state government research materials, but also a vast collection of rare and valuable materials on California history. A Braille and Talking Books Library will also be housed in the new facility adjacent to the Garden Courtyard. An Exhibit

Gallery and the California Reading Room will be on the second floor of the glass rotunda with a view of the Capitol.

Secretary of State's Offices and the State Archives Complex

The Secretary of State's Offices and State Archives Complex, referred to as Site 7 in the Capitol Area Plan, will be constructed on the block bounded by 10th, 11th, O and P Streets. The existing State Archives at 1020 O Street and the office building at 1025 P Street will be demolished.

Richard Teramoto of the Office of Project Development and Management is the state's Project Director for this 440,000 square foot complex. The facilities will house the office operations of the Secretary of State along with a specially designed structure to accommodate the State Archives. The complex will vary from four to six levels around a central courtyard. The entry to the offices of the Secretary of State will be at the corner of 11th and O Streets directed toward a view of the Capitol. Access to

(cont. on page 5)

DGS Discrimination Complaint Process

Employees who believe they have been discriminated against should first discuss the problem with an Equal Employment Opportunity Counselor. This contact should be made within one year of the alleged discriminatory action or decision affecting the employee, or within ninety (90) calendar days of such action or decision.

EEO Counselor - Informal Process

Day Employee contacts the EEO Counselor.

- 1 The EEO Counselor will hear the employee's complaint and later perform whatever inquiry is deemed necessary to provide the complainant with an informal assessment of the matter.

The Counselor must keep the complainant's name confidential if the complainant so desires, but should make it clear that in order to bring the complaint to the appropriate authority for remedy, confidentiality cannot be guaranteed.

2 - 15 EEO Counselor has 15 calendar days to informally try to resolve the complaint.

- 16 If the complaint cannot be resolved by the 15th calendar day after the first contact with the employee, and the Counselor has not given the employee a notice of final interview, he or she must, on the 16th day, advise the employee in writing of the right to file a formal complaint of discrimination. If the employee does not elect to file a formal complaint at this time, the counseling may continue if the employee believes informal resolution of the problem is still possible. As soon as the Counselor is reasonably certain the matter cannot be resolved to the satisfaction of the employee, he or she should terminate counseling, hold a final interview with the employee and advise the employee, in writing, of the formal complaint process if he or she wishes to file a formal complaint.

Note: During the final interview, the EEO Counselor does not make a finding on the issue of discrimination, nor implies an interpretation of the merits of the case.

EEO Investigator - Formal Level

Day The complainant files a formal complaint with the EEO Office. The complaint must be in writing.

- 1 The EEO Office has 10 days in which to assign an EEO Investigator to the case.

11 - 41 An EEO Investigator is assigned to the case. At this point, confidentiality is not guaranteed. The EEO Investigator must gather the facts from the complainant, respondent and any other witnesses the Investigator feels will be able to provide the information needed to make a determination. The EEO Investigator has 30 days to complete the investigation and prepare an investigative report to be submitted to the EEO Office. The 30 days begin when the Investigator has the first interview with the complainant. If the Investigator needs an extension on the 30 days he/she should contact the EEO Officer and request an extension in writing. The Investigator should also request concurrence from the complainant.

42 - 180 Upon receipt of the investigation file the EEO Officer will review the file and make a recommendation to the Director. The Director will review the recommendation and make a written determination.

The employee may appeal the Director's decision within 30 days from receipt to the State Personnel Board, Appeals Division. At any time during the informal or formal process the complainant may exercise their right and file a complaint with the Department of Fair Employment and Housing (DFEH) and/or Equal Employment Opportunity Commission (EEOC) or file in civil court.

Note: All references to time are intended as calendar days. The EEO Officer and/or the complainant may extend the time allowed for that particular action depending on the circumstances.

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the State Archives will be on O Street near 10th Street through a two-story glass entry. The existing archives collection will be moved to an interim site until the new complex is completed. The six story "stack" portion of the complex is designed to meet the unique specifications for storing the archives collection.

This complex will not only add architectural interest to the Capitol Area, but will provide exhibit space for a changing variety of archival collections which will be open for public viewing. Such exhibits will provide an additional point of interest for visitors to the State Capitol, as well as for state employees, residents of Sacramento and the Capitol Area neighborhood. Special facilities to access the state's archive collections will be available to researchers.

Impacts of Construction

Construction of the two projects will be taking place at the same time and in the same area. The primary streets which will be affected are 9th, 10th, 11th and N, O, P. This means that traffic circulation will be disrupted for approximately three years while demolition of existing structures and phases of the construction process are completed. The streets will not be closed, but the number of lanes will be reduced. To reduce congestion, for those employees working near the construction sites who are not already using public transit, this would be a good time to consider transit alternatives for commuting to work.

New Face at the California State Police

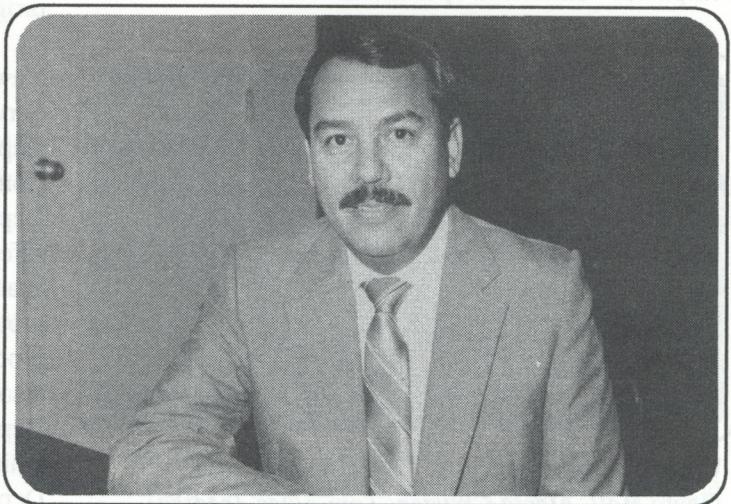
Mr. Michael Vega began his law enforcement career in 1970 with the police department in San Diego. While working as a police officer, he completed criminal justice studies and earned a bachelors degree. After graduation he moved to Sacramento, to pursue graduate studies and worked with the Sacramento Sheriff's Department while attending school.

In 1975, he was hired as an Investigator Assistant with the Department of Motor Vehicles (DMV). He served in various positions as Investigator, District Supervising Investigator and Chief of Staff in headquarters. As Chief of Staff, he managed budget, personnel, training, legislative, labor relations and internal affairs units.

In 1983, he left DMV to serve as Deputy Chief of Investigations for the Department of Consumer Affairs.

Mr. Vega returned to DMV in 1986, after he was appointed as Chief, Division of Investigation. He directed investigators and support staff in the statewide enforcement of laws, including major frauds, questioned documents and vehicle/vessel theft. He was the first Chief to have been promoted through the ranks. On October 31, 1991 he was appointed as Deputy Chief, California State Police.

Mr. Vega is a native of Arizona, and attended high school in Fresno. He is a Vietnam veteran and a licensed pilot. He holds a Masters Degree in Public Administration and will receive a Master of Science Degree in Management, at the end of this semester. He is a graduate of the FBI National Academy and the Peace Officers Command College. He holds the law enforcement Executive Certificate which is the highest professional certificate awarded by the Commission on Peace Officer Standards and Training. Welcome to the Department Mr. Vega!



Michael Vega, Deputy Chief of the California State Police

Office of Risk and Insurance Management

by Barbara Leashore

The Office of Risk and Insurance Management (ORIM), under the leadership of Ralph Maurer, employs 23 people to provide a wide range of services.

The State's Motor Vehicle Insurance Account

Since 1977, the state has been self-insured for its motor vehicle liability. ORIM has four Vehicle Claims Adjusters performing most of the functions usually performed by automobile insurers, maintains the self-insurance funds and administers third-party claims and lawsuits. With more than 42,000 state-owned vehicles, 7,000 vehicle accident reports and 2,000 claims each year, this self-insurance program and its claims volume is comparable in size to many commercial insurance companies' California operations.



Vehicle Claims Analysts: Dorothy Duncanson, David Hall, Alecia Chasten, Tom Alves, (seated) Richard Beck and Helen Rogers

The Foster Care Liability Insurance Program was added to ORIM in October 1986. With this self-insurance program, ORIM investigates, settles or defends claims against foster parents in a fair and reasonable manner for the Department of Social Services. The office also handles third-party liability claims arising from the operation of dormitories and parking lots at the 20 State University campuses.

Your Safety is Important

The Safety and Training staff members at ORIM promote on-the-job safety for all state agencies by



Safety and Training Coordinators: Trudy Yuke, Craig Pape and Judy Isola

teaching Basic Safety Training, Defensive Driver Training and First Aid/CPR Training. This unit also, for the past eleven years, has been responsible for the annual Governor's Employee Safety Awards Ceremony. The recipients of these awards demonstrate outstanding involvement in and improvement of safety programs within their department.

New safety issues arise daily. To keep abreast, General Services has established specific committees within the Department such as, the Hazardous Materials Committee, the Asbestos Task Force, and the Departmental Safety Committee. The departmental safety coordinator is a member of the ORIM staff and is actively involved in these safety committees. These groups address issues in a timely manner, establish procedures when needed, or serve as a departmental resource. The most recent accomplishment was the Departmental Injury and Illness Prevention Program which was developed over a six month period by the Departmental Safety Committee.

The Department Safety Program continually offers a variety of safety training and services such as Injury and Illness Prevention Program (SB 198), inspections and surveys (upon request), consultation on safety issues/problems, and development of safety training programs.

The State's Underwriters

The four staff members in the Insurance Services Unit at ORIM provide a wide variety of services. State government needs Commercial Insurance Services provided by ORIM as there are certain risks for which commercial insurance is suitable. As consultants,

(cont. from page 6)



Insurance Services Analysts: Cathy Wood, Gail Surrawatari and Gary Estrada

ORIM provides analysis and advice in a wide range of topics related to insurance, self-insurance, safety, and other risk management matters. Those drafting requests for proposals and contracts refer to the Contracts Services ORIM provides for questions concerning insurance for independent contractors. ORIM then reviews and approves insurance certificates submitted by contractors.

ORIM offers Self-Insurance Services for the state by analyzing self-insurance opportunities, developing self-insurance and risk pooling programs, and administering these programs once they have been established.

ORIM's role in Employee Benefits Services includes administering health benefit programs for the Business Enterprise Program of the Department of Rehabilitation, and assisting with life and health insurance programs for the California Conservation Corps and the California State University Auxiliary Organization Association.



Support Staff: Denise Duffek, Teresa Fagan, Irene McLaughlin, Toni St. John and Susan Brodovsky (not pictured: Joan Evans and Dottie Perkins)

General Claim Services provided by ORIM assure that general claims such as insured losses from fires occurring in state buildings to insured legal liability for accidents injuring members of the public or damaging their property, are resolved as promptly and fairly as possible. Uninsured liability claims are handled by the Board of Control.

Keeping the Pace

For a small office to provide such a variety of services, ORIM is always developing new strategies and plans to meet the state's needs more effectively. It's a challenge every day, and with a dedicated staff, ORIM meets it successfully.

A New Feature

As we make our way into 1993 we would like to highlight stories how service to clients has been improved. An example was relayed to me by one of our managers:

"In a remote weather station in the North Pole, the scientists were bored with nothing better to do than take weather readings. One scientist happened to notice the great number of flies they killed every day. He decided to put his findings (number of kills, attempted kills, etc.) into a report to send to the headquarters office in the States. After doing these reports for about a year, he decided to end his joke and stopped sending the fly report to headquarters. The response back from headquarters was quick and demanded attention immediately—they wanted to know where his fly report was!"

Do you do a fly report or something similar that could be eliminated? Have you helped improve a service or a process either for yourself, your office, or the Department? Have you or your Office received recognition for something done well or an award for some special project? Please submit your articles to your designated Office OUTLOOK Reporter.

DGS International Leader in Telecommuting

In 1990, California's Telecommuting Pilot Project was selected by the Council of State Governments to be highlighted in their Innovations publication series. Thanks to the telecommuting advisory group (a multiagency group) and David Fleming's hard work, California recently received the Council of State Government's 1991 Innovations Award. The awards program was designed to afford greater public visibility to the innovative and exemplary state programs selected each year, and to facilitate the transfer of those successful experiences to other states.

"I applaud the efforts of all those contributing to the success of this landmark project."

Governor Pete Wilson

Gil Gordon of Gil Gordon Associates, wrote to Governor Pete Wilson to congratulate him on behalf of the State of California in honor of being one of the first two recipients of the "Telly" award, sponsored by the Telecommuting Review newsletter. The "Telly" award was designed to recognize outstanding examples of excellence in the use of telecommuting as a solution to our traffic and air quality problems. He also congratulated David as the "champion" of telecommuting within the state and for taking a strong leadership role in demonstrating the value of this concept.

The Department of General Services has counseled representatives from countries such as Japan, Australia, Finland, England, and the Netherlands in exploring the potential for telecommuting in their own countries.

The Beginning and Beyond

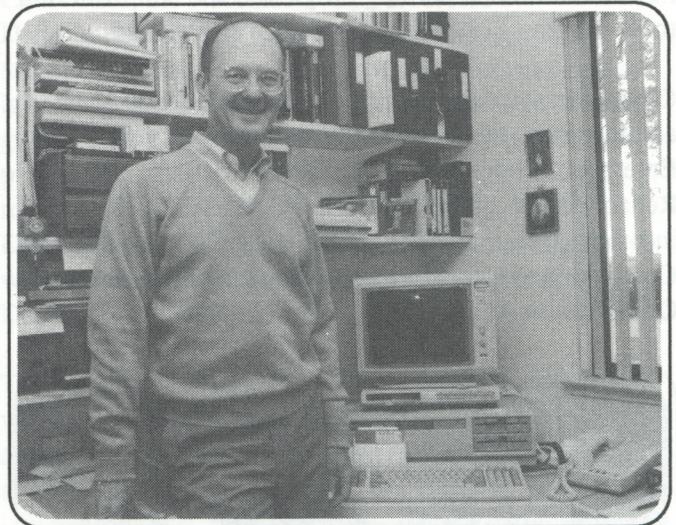
In 1983, David Fleming, a Program Manager with the Office of Telecommunications wrote a paper on the issue of employees working from their homes to reduce office space need. At the same time, Jack Nilles, futurist and physicist, and then-director of the interdisciplinary research at the University of Southern California and consultant to the California Energy Commission had prepared a report of telecommunications and energy. After reading the

report, David contacted Jack to discuss the potential of a telecommuting pilot.

The pilot program was developed in 1985 by JALA Associates, and when funds were obtained, Dave invited state agencies to participate using existing resources. The goal of the California Telecommuting Pilot Project was to demonstrate the value of telecommuting to state government managers. Potential telecommuters and their supervisors attended training sessions designed to inform both groups of their roles in the telecommuting pilot program. The Department of General Services had 54 participants during the two year (1988-1990) pilot program.

Not only does telecommuting reduce office space demand, traffic congestion, air pollution, and energy use, there is evidence that telecommuting has provided employees greater control over their schedules and opened job opportunities to many who traditionally have been underrepresented in the labor force.

General Services wasn't the only agency who participated in the program. There are over 30 state agencies presently participating in the program. According to David, there are more telecommuters



David Fleming at his home office.

every day proving this type of program does work. David is a telecommuter himself working an average of three days from his home office.

Telecommuting...the use of telecommunications technology as a substitute for the five day a week commute to work. The minimum technical requirement is a phone and the skills to use it.

OAH - Balancing the Rights of the Licensee and the Public

by M. Gayle Askren, Presiding
Administrative Law Judge



Joyce A. Wharton, Administrative Law Judge,
San Diego

The Office of Administrative Hearings (OAH) is actually four offices, the principal of which is in Sacramento and the site of the organization's Director, Karl Engeman. Other offices are located in state buildings in San Francisco, Los Angeles, and the newest location, San Diego. Each location is headed by a Presiding Administrative Law Judge. In all, there are 40 Administrative Law Judges (ALJ's), and a staff counsel who coordinates the arbitration of construction contract disputes to which the state is a party.

OAH is mainly concerned with licensing and employment cases. It furnishes impartial hearing services to state and local boards and agencies. These are called "quasi-judicial" proceedings, because the ALJ's preside over actual disputes involving administrative agencies and those they regulate. In their simplest form, the proceedings, or administrative hearings, consist of an agency executive officer, called a complainant, through counsel such as the Office of the Attorney General, presenting evidence that a licensed person or entity has committed a violation of a licensing statute or regulation. Under the Administrative Procedure Act, which is a compilation of the statutory rules pertaining to such a proceeding, the licensee, called the respondent, has certain rights. These rights include notice of what the charged is, to view all the evidence against them as well as be shown all statements others may have made concerning the

transaction, to call witnesses in their own behalf, to cross-examine the witnesses against them, and, after the hearing is over and the agency has acted, to ask for reconsideration of its decision.

Going from "quasi-judicial" to judicial relief, the respondent may ask the Superior Court to review the actions of the agency, and the court is authorized by law to conduct an independent weighing of the evidence.

OAH has reflected the growing nature of the state's regulatory business since its inception in the mid-1940's. Its ALJ's are selected carefully from State Bar members who have practiced a minimum of five years, but the average experience of ALJ's as attorneys is vastly greater than that number. The ALJs need to be versatile enough to hear cases involving nearly 70 agencies and local entities. By interpreting the administrative agency statutes in the context of contested litigation and making recommendations (proposed decisions) to the agencies, OAH assists agencies in determining whom to license and whom to discipline. This frees the agencies to perform other important functions.

Does all this sound kind of dry? Well, nothing could be further from the truth. Consider the kind of cases OAH Judges hear. They decide such issues as should a physician have his license to practice medicine temporarily suspended if he has aided and abetted another physician in dispensing a dangerous, unproven drug to AIDS patients? Should a homeowner who has had her home improvement contract abandoned by the contractor be reimbursed by him for her monetary damages, and if the contractor does not, should he have his contractor's state license revoked? Is there sufficient evidence to sustain the board's position that a pediatric dentist abuses his minor patients while they are in the chair? Is a hazardous waste treater violating its permit by storing excess amounts of toxic substances? Should a large, well-known local bistro have its license to sell alcoholic beverages revoked when there is evidence it has become a site of regular police activity due to public drunkenness? Is a child eligible for special education services? And, to complete this list of just a few examples of the cases heard by OAH, has a large urban school board proven it has a legitimate need to lay off teachers for the upcoming year, and if so, has it followed established procedures for furnishing them with notice of its

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intentions and the rules of seniority, "last hired, first fired"?



Vallera J. Johnson, Administrative Law Judge, San Diego

Administrative Hearings keep on the forefront of society's concerns for regulation of businesses and professions. The regulation of toxic substances, mentioned before, is a burgeoning area of administrative, as well as civil, litigation. The public is concerned for its safety from those who abuse drugs or alcohol, and these issues arise in a broad context of medical and alcoholic beverage control cases. Likewise, the public expects that employers will not discriminate against employees because of gender, age, ethnicity, race, or religion; that employees will not be made to undergo sexual harassment, that tenants will not be denied housing for unlawful reasons, and that if such invasions of civil rights occur, the guilty person will be made to answer by paying compensation.

In a regulated society such as ours, state-issued licenses are the equivalent of earning a living as a professional or not, in many cases. OAH is proud to share the responsibility of weighing the individual's fundamental, vested right to practice their profession against the duty to protect the public health, safety, and welfare.

Commendations For Bravery

In the Department of General Services it's normal for personnel to build or maintain buildings. It's unusual for personnel to save three major buildings from physical destruction; however, that is what members of the California State Police did last year.

The Capitol, Ronald Reagan Building in Los Angeles, and the main state building in San Francisco all came under seige late last year when thousands of demonstrators at each location attempted to gain access to those buildings.

In Los Angeles, there was vandalism by demonstrators; however, the biggest loss took place in San Francisco. At the State Building on Golden Gate Avenue, demonstrators smashed out stained glass and other street level windows.

The State Police had thirteen officers who were in the building or who could respond within the first fifteen minutes of the incident. Two more plainclothes undercover duty officers were assigned to observe the crowd from within. One squad of five San Francisco Police Officers provided additional assistance. Although police officers were able to put out the fires and keep the demonstrators from gaining control of the building, the demonstrators did cause over \$240,000 damage to the building. During the incident, three State Police Officers and their Captain were injured along with two of the San Francisco Police Officers.

No arrests could be made that night, but twelve warrants were obtained during the following week, and eleven arrests were made.

State Police Chief Duane Lowe credited his personnel with preventing further damage to the three buildings. He issued commendations for bravery to Capt. Glenn Della-Monica, Lt. John Weidinger, Sgts. John Bianchi and Dale Banda, Officers Ray Griggs, Kevin Pendergraft, Steve Howard, John West, Denise Hoyt, Gilbert Jose, Joe Rittacco, Patty Banks-MgBam, Stephen Ludlum, Leonard Furguson and Richard Woon, and Detective Harold Joines. He also issued commendations for bravery to San Francisco Police Sgt. Martin Rohrs and his squad, Officers Charles Anzore, John Madden, David Kucia and Michael Regalia, and to San Francisco Fire Department Assistant Chief Jack Hickey.

The State Police would also like to thank the San Francisco Fire Department personnel who assisted with putting out the fires in San Francisco, the California Highway Patrol, the Sacramento County Sheriff, the Sacramento Police Department, and all of the other local, state and federal agencies that assisted during the incidents.

Better Safe...

Thursday, October 24, 1991...it was 2:34 in the afternoon, clear and unseasonably warm. Myckey Park, a Messenger with the Office of Support Services, was unloading his vehicle at 744 P Street when he heard a buzzing (“...like a car door...”).

Myckey could not determine the the source of the buzzing. He continued unloading material, and picked up a box that he had just picked up at another building and realized that the buzzing was coming from this box.

The Supervisor and the Lead for Myckey’s unit were attending a meeting and couldn’t be reached. Using the knowledge he gained while in the Bomb Disposal Unit of the Army (he was a Ranger in the 1st Air Cavalry serving in the Indochina War), gently set the buzzing box on the dock. He unloaded the remaining material, isolating the box. He then contacted the security guard, Pauline Jacobs, and quietly informed her that he had isolated a suspicious package on the loading dock. Pauline called the building safety coordinator and the California State Police. The area was cleared.

When the State Police arrived, Myckey (again drawing on his Army knowledge) told them they should shut their radios down, which they did. The State Police Bomb Disposal Unit used their portable x-ray machine to determine the contents of the box.

The State Police confirmed the contents were four combustible gas meters being sent to the Midwest for recalibration. The batteries had been left in the units. One unit had fallen over onto a test button, hence the “buzzing”. The State Police praised Myckey Park for his attention and diligence in dealing with this potentially explosive situation.

The California State Police notes that there have been an increase in letters and packages containing explosives sent through the mail. Being concerned for the safety of state employees, they warn employees to use caution when receiving a suspicious letter or package. The following list shows some areas that should draw immediate attention:

- foreign mail, air mail and special delivery
- restrictive markings such as Confidential or Personal

- excessive postage
- hand written or poorly typed addresses
- incorrect titles, or titles but no names
- misspelling of common names
- oily stains or discolorations
- excessive weight/uneven distribution of weight
- rigid envelope
- protruding wires or tin foil
- excessive masking tape or string

What to do:

- do not open
- do not bend, squeeze or drop
- put in a safe place, away from other personnel
- call the State Police, or in areas not served by the State Police, call the local police or sheriff.



Do You Have a Famous Face?

Many people are told they resemble some famous person. So open your eyes and take a good look at your associates. Lets publish a collage of those famous faces! Write to the Editor or call (916) 324-6462, or ATSS 8-454-6462.

Interesting Brown Bag Lunches Possible!

Let’s face it, ham and cheese or peanut butter sandwiches for lunch every day are as exciting as watching paint dry. And that sameness is nutritionally poor too. So, I ask you, “What makes an interesting and nutritionally sound lunch?” Ask a homemaking instructor, somebody’s grandmother, a nutritionist, or send in your favorite brown bag lunch recipe. Let’s feature a series of tasty brown bag lunch suggestions.

Creative Alternatives

by Marianne Arenas

The Department of General Services has reaped several benefits from joining the Central City Transportation Management Association (TMA) and taking advantage of the programs it offers. Listed below are highlights for three of the programs:

Commuter Shuttle: A Partnership and a Solution

(courtesy of the TMA Newsletter, January 1992, Volume 3, Number 1)

When the State Department of Consumer Affairs moved from 10th and L to 4th and R Streets last spring, their sales of RT bus passes dropped to half what they had been. Commuters who were used to riding the bus and light rail now found the nearest light rail station too many blocks away to walk comfortably. Only one bus served the west end of R Street and its frequency didn't work for commuters.

To develop a solution, Stan Glaser, the employee transportation coordinator for the Department of Consumer Affairs, contacted four other state agencies (including DGS) located near the west end of R Street. Stan also called the Central City TMA. The TMA contacted Duke Development, developer of the building at 4th and R Streets. After a series of meetings with the TMA, the state agencies, and Duke Development, the group reached an agreement to share the costs of a shuttle bus. Shuttle service from the 8th and O Streets light rail stop to the state agency worksites began in September 1991.

The Offices of Project Development and Management, Real Estate and Design, and State Architect are the Department of General Services offices who benefit from this new service. During the first cold, foggy week of work this January, a record number of commuters rode the shuttle. The average of 141 people a day was the highest ridership since it began.

The state agency shuttle is an example of how a TMA can facilitate a solution to a transportation problem in a specific area. In this case, cooperation among the TMA members and the developer resulted in a benefit to the employees.

Guaranteed Ride Home Program for Unplanned Overtime

Employees who are signed up for the DGS Guaranteed Return Trip Program are automatically signed up for the TMA's Guaranteed Ride Home Program. Eligible enrolled employees can use this program for unplanned overtime. Up to four unplanned trips may be taken in a 12-month period. Contact your Office Transportation Coordinator for more information.

Chevron Bucks Sweepstakes

(courtesy TMA Newsletter, January 1992, Volume 3, Number 1)
During the I-5 construction last summer and fall, new carpoolers received a "Chevron Buck" every day they carpoled. After the construction was over, the Central City TMA and Chevron wanted to thank all the commuters who help reduce traffic congestion every day that they do not drive along to work.

In October, more than 44,000 Chevron Bucks sweepstakes applications were distributed to TMA members' employees. Applications were submitted by 5,575 employees who use an alternative commute mode at least three days a week. In the November drawing, 500 of these employees each received ten gas coupons. That was almost a one in ten chance of winning! Employee Transportation Coordinators of the participating TMA members distributed the "Bucks" personally to the winners.

Even those who ride transit, walk or bicycle to work drive a car at times. The gas coupons provided that reward with monetary value which is frequently mentioned as an incentive commuters would like to receive.



(cont. on page 16)

DGS United California State Employee Campaign



Michael McSherry and Jim Novotny, Office Coordinators (center) pictured with John Lockwood, Director (l) and Anthony Pescetti, Department Chair

Department of General Services (DGS) employees have demonstrated both compassion and generosity in past United California State Employee campaigns and 1991 was no exception. The Campaign was launched at the Director's Office Chief's Meeting when John Lockwood stated that "he considered it a condition of employment for the managers of DGS to provide an environment of informed giving for it's employees. Once employees know what the campaign is about, they can make an intelligent choice."

Through E Mail, posters, flyers and word of mouth, DGS employees spread the need for personal commitment to make a difference in our community. "This year, many of our own co-workers will be depending on the services of agencies supported by the United California State Employees Campaign, (UCSEC), now, more than ever," said Mr. Lockwood.

A kick-off breakfast for key campaigners and the DGS UCSEC Committee was hosted by Chief Deputy Director John Waraas to thank them in advance for their efforts.

DGS Loaned Executive Sally McSherry, John Waraas, Chief Deputy Director, and Department Chair Anthony Pescetti and various local UCSEC agency speakers made presentations to most Sacramento DGS Offices in September and October. "One of the most satisfying accomplishments was the ability to raise conscientiousness in fellow state employees by educating them on the abilities we have to make a

difference in our community", Sally shared.

In an effort to provide 100 percent education for the campaign, Sally chaired a State Publicity Committee, which provided dramatic facts to DGS employees on the low cost to help someone in a group like WEAVE (Women Escaping A Violent Environment). "For \$.10 a day a homebound person can be fed for a week through Meals a la Car. For \$.30 a day, a two year old can receive two weeks of day care at Grace Day Home; and for \$1.30 a day, a battered woman can receive six nights shelter through WEAVE!"

DGS employees can be proud of the new knowledge they share with other UCSEC departments: contributions are made generally to community needs, or directed to specific designated agencies; state employees choose from 502 listed agencies or any tax-exempt organization, (a choice not offered to either private industry or the federal government); any state employee is able to participate in the Volunteer Review Committee (which audits UCSEC-United Way Agencies); and most importantly, \$.86 of every dollar collected in this campaign reaches its intended local (Sacramento Area) community organization.

Jerry Reynolds of the Sacramento Kings was a special guest speaker at the closing campaign rally in front of 250 DGS employees. Jerry reiterated the great need we have in Sacramento and how each and every one of us can help fill the need.

The results of the campaign are encouraging. DGS raised \$118,840, which is an increase of over 3% in participation over last year. In these trying times of budget constraints and fiscal uncertainty, DGS continues to maintain its position in the top 30% of state departments.

Mr. Lockwood personally sponsored a Thank-You event where he surprised several employees by giving them certificates of appreciation for their participation in the campaign. The Office with the highest percentage of participation for 1991 was the Office of Records Management (ORM). They attained 86 percent participation, and the State Records Center within ORM achieved 96 percent participation. Congratulations!

We who participated in the campaign now enjoy a sense of victory, the real winners are the thousands of people whose lives will be made richer by our efforts!

Applaud (formerly Feedback)

Timothy M. Ross, California Student Aid Commission, wrote to **Fred Relyea**, Office of State Printing: On behalf of the California Association of Student Financial Aid Administrators (CASFAA) '91 Conference Program Committee, I want to offer my appreciation for your participation at this year's conference. I received many positive comments about your interesting session. Your willingness to share your expertise enables CASFAA to continue their tradition of providing conference attendees with the standard for responsive interactive workshops.

John Evans, Office of Buildings and Grounds, wrote to Rosamond Bolden, Office of Buildings and Grounds: My last day of active duty in support of Desert Storm will be November 11, 1991. I want you to know that I appreciate all that has been done for me during this time of my displacement from my family, home, and job. It is with deep gratitude that I compose this letter of thanks and appreciation reflecting on the contributions made by you, Mr. Neal and all the others involved during my absence.

Gregory L. Mathison, McDonnell Douglas System Integration Company, wrote to John Lockwood, Director: **Tom Burton**, of your staff (Office of Procurement), did excellent work on RFT-DDS9028. Even though his workload was very high with many demands, he was responsive to our questions. This procurement was a complex one. Tom ran it fairly and conscientiously, as did the whole evaluation team. I'd like to thank you and Tom for a job well done. We look forward to working with DGS again.

Judge Philip Arlen, Dept. of Industrial Relations, wrote to **Brenda Morris**, Office of Fleet Administration: I just wanted to take a moment to thank you for accommodating the volunteer workers, VIP's, and others who have come to work in our office. I know parking is tight and things sometimes get chaotic down there, but I'd say you've got it going about as smoothly as it ever will be.

Cathy Anderson, Dept. of Motor Vehicles, wrote to **Gary Brown**, Office of the State Architect: I would like to commend you and your crew for the excellent workmanship that went into the renovation of our Control Cashier room. **Larry Dickson** and **Dave Fontenot** were very personable and easy to work with. The expertise and assistance **Randy Harris** provided is very much appreciated. All three of these men did a fine job, and I hope you will let them know all of the employees at our office are grateful. Their efforts really helped to improve the working conditions for all of the employees.

Sally McSherry, 1991 UCSEC Loaned Executive, wrote to Employees of the Department of General Services: A heartfelt thanks to each and every one of you who contributed to this year's United California State Employee's Campaign. Once again, you have gone the extra mile to help make the Sacramento area a better place for all of us.

Your generous pledges helped us raise a total of \$118,840. Thank you again for your support!

Ralph Maurer, wrote to his staff at the Office of Risk and Insurance Management: Sometimes in the rush of our busy schedules, it is easy to forget to say Thank You. Well, I want each of you to know how much I appreciate you and what you bring to this office. Your enthusiasm, your desire to provide high quality service to others are trademarks of this office. It is not uncommon for our clients to tell me that they really do like the service provided by you. Thank you for all your hard work and your support.

Stella Woods, Dept. of Parks and Recreation, wrote to Gene Freeman, Office of Support Services: **Bill Kauffman** was here on 8/23/91 to service my computer. Not only was he prompt in filling our request, but he was very courteous and efficient. I especially liked that he took the time to explain about the function of the clocks in the computer. Great service is given in a friendly manner is always appreciated and certainly noticed. Thanks again.

Fredrick H. Samuels, Dept. of Corrections, wrote to **John Mason**, Office of Fleet Administration: This is the conveyance of our appreciation for service and accommodations you have shown us continuously in the past. The considerate response to our situation on 6/17/91, saved the state expensive transportation costs and diminished the mental anguish of two state patrol agents. Please place **Marie Clark** on the gold star list for her willingness to go the "extra mile" and resolve our dilemma.

Ruby Shepherd, Office of Fiscal Services, wrote to **Jim Carnine**, Office of Information Services: Just wanted to say thank you again on helping me get the download of the budget report information onto a floppy disk. It's such a great sense of accomplishment when a process that is talked about finally becomes reality.

Edwin S. Darwin, Edwin S. Darwin Associates, Inc., wrote to Pat Campbell, Office of the State Architect: **Bob Thacker** proved to be very helpful and very pleasant to work with. **Marv Shulman** was very supportive and played a key role in keeping the team focused. Please convey our appreciation to these people and to the others who were helpful including **Brent Forslin**, **Nat Chauhan Sr.**, and **Howard Smith**. As always you were there when we needed you.

John Lockwood, as Chairman, State Board of Control, wrote to Rosamond Bolden, Office of Buildings and Grounds: An applicant at a Board of Control claim did not speak English and Ms. **Rosalie Abramson**, graciously agreed to interpret for him so that the Board Members, our staff, and the applicant would all understand the issues being discussed. Ms. Abramson did an excellent job and thanks to her the hearing proceeded smoothly. Please extend my gratitude to Ms. Abramson on behalf of the entire Board for her time and effort in assisting a victim of crime to obtain compensation.

Excellence in action

Norm Kramer, Camarillo State Hospital and Developmental Center, wrote to T. Lee, Office of Procurement: **K. Jacques** reported to me that **Russ Guarna** was more than cooperative while working on the network bid for our word processing department. He was attentive to our interests right down to the deadline and put forth more effort than is normally expected. Please extend our thanks to Russ.

Wayne Pfohl, Telecommunications Division, wrote to Rich Zanni, Telecommunications Division: The performance of the remote data collection platforms used to gather weather information is running at incredibly high percentages of error-free operation ... accomplishments like this are unheard of. It has been no accident and the fact that it is a total success is due to one person: **Rich Zanni**.

Roland Skumawitz, Romoland School District, wrote to **Bruce Hancock**, Office of Local Assistance: He praised Mr. Hancock for his commitment and sensitivity when working with them to resolve an immediate housing problem within the district. He indicated that with all the comments heard about the insensitivity and inflexibility of bureaucrats, it was a good feeling to know there are times when the bureaucracy listens and responds.

Jim L. Purvis, Health Coordinator, wrote to George Curtis, Office of Risk and Insurance Management: I have communicated many times with **Judy Esola**, First Aid/CPR Coordinator. I express my appreciation for the always friendly and cooperative assistance extended to me. Thank you for providing a knowledgeable instructor, **Bob Burns**, who communicates this important information thoroughly and clearly and yet in an entertaining manner.

Carol G. Whiteside, Office of the Secretary, wrote to William Ross, Office of Fleet Administration: I want to convey to you how helpful **Keith Winstead** and **Susan Townsend** were when I found myself with a dead car battery. Especially in light of low employee morale and great difficulties on every front, I do want you to know how grateful I was for the attitude and assistance given to me by Keith and Susan during my relatively minor, but nonetheless frustrating experience.

John Ramey, The California Major Risk Medical Insurance Program, wrote to P.K. Agarwal, Office of Information Services: I want you to know that we appreciated the involvement of **Dale Morgan**, **Annette Wetklow** and **Aeileen Fell** of your staff in helping us to develop our Information Management Annual Plan and the Feasibility Study Report.

Alfred Sonnenstrahl, Telecommunications for the Deaf, wrote to **Dave Noble**, Telecommunications Division: Thank you for helping to make the Ninth International TDI Convention such a success! The responses to the panel presentations have been overwhelmingly positive. Thank you

(cont.)

for sharing your expertise as a panelist. Your viewpoint was very valuable. We appreciate your contribution.

Debra M. Hamilton, Office of Legal Services, wrote to **Stim Suzuki**, Office of Support Services: We have been very fortunate that during the past few years **Chuck Walker** has acted as our contact in regard to photocopiers. Mr. Walker is always extremely responsive, professional, courteous, and goes out of his way to be of assistance. I have never asked him a question that I did not receive a complete, prompt response. Because we know we can count on him and that he is someone who goes "above and beyond" for his clients, we look forward to continuing working with him for many years to come.

Gloria Harmon, State Personnel Board, wrote to **Karen Jackson**, Office of Information Services: I would like to express my personal thanks to all of you for the support and assistance that you gave us in preparing for the Downsizing and Outplacement Conference. The quality of the work produced, and the efficiency and enthusiasm of the staff who worked with us are to be commended. Your assistance played a key role in the success of this endeavor. You should all take a bow! We could never have succeeded without you.

Nick Dedier, Department of Justice, wrote to **Richard Cookerly**, Office of Buildings and Grounds: I would like to extend my appreciation and thanks to **Dave Santana** for his expertise and excellent service provided to the Law Enforcement Data Center. He demonstrated his knowledge and expertise in resolving electrical and air conditioning problems. Not only can I rely on his evaluation of the situation should a problem arise, but I can relax knowing he's on the job.

Jack Loftin, SMUD, wrote to **Dean Callendar** and **Jack Loftin**, Office of Local Assistance: Thanks to both of them for taking time to help him develop SMUD's new construction rebate program.

Kathryn L. Frost, Office of Local Assistance, wrote to **Reginald Banks**, Office of Procurement: On behalf of the Office, I extend my sincere appreciation to you. Your assistance in acquiring the authorization proved invaluable. Your expertise and patience in working with me to ensure prompt acquisition and installation of telephones for the Office personnel is sincerely appreciated.

Kathleen Gortner, Hratch Kouyoumdjian & Associates, 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 requested clarifications, information, and assistance in completing our proposal forms and our numerous phone calls were returned promptly. 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. Ms. Kearney is a tremendous asset to your department.

Sue I. Johnson, Claimant, wrote to **Richard Beck**, Office of Risk and Insurance Management: **Alecia Chasten's** friendly, helpful attitude was a shock from a government office. If everyone had an attitude like **Alecia's**, these things would be so much easier to handle. From the first time I spoke to her, I was no longer upset. She is a real asset to your office.

Marcia Murphy, Dept. of Toxic Substances Control, wrote to **Tom Moyer** and **Terry Miller**, Office of Support Services: I want to express my gratitude for your assistance in reproducing the **Dunsmuir** fact sheet. Your guidance and expertise allowed us to complete the job within a very tight deadline. You were patient and professional in your interactions with my staff, and your efforts allowed us to complete a difficult project with relative ease.

Bill Waroff, Dept. of Education, wrote to **Bernice L. Ng**, Office of Information Services: I wanted to let you know how much we appreciated your response to our request for key entry personnel this year, especially **Tina Brown**. Tina fit right in with our support staff. She worked steadily without supervision and quickly mastered our complex process. Her accuracy and speed contributed much to the success of our process. Again, please pass our appreciation to all concerned.

Captain C. W. Campbell, California Highway Patrol, wrote to **Lour Cockneuer**, Telecommunications Division: We often take for granted the service provided by people of exceptional skills. **Andy Sorgatz** fits this criteria. He has been working without assistance for over a year; yet, he still manages to resolve any problems or concerns we have in a timely fashion. Mr. Sorgatz's honesty and candor are refreshing and we feel we can depend on whatever he tells us. His strong work ethic causes him to strive for perfection, a goal he usually achieves.

Paul Allen, Mt. Diablo Unified School District, wrote to **Rebecca Forsberg**, Office of Local Assistance: He indicated this thanks for her assistance in helping his district obtain a grant for asbestos removal at Northgate High School.

D.P. Baizer, California Highway Patrol, wrote to **Everett Whiteside**, Office of Buildings and Grounds: **Rocky Landeros** and **Frank Landsdell** recently manufactured and mounted Emergency Evacuation Alarm signs in our headquarters. It took only four days of being ordered and both of these gentlemen exhibited a high degree of friendliness and professionalism throughout our contact with them. It is refreshing to observe Total Quality Management exhibited in your department. Please thank them both for their prompt, courteous assistance and positive attitudes.

Norman L. Hawkins, Hawkins Traffic Safety Supply, wrote to **John Babich**, Deputy Director: I want to compliment you for a crew of dedicated, reasonable and competent staff that reflects the best interest of state government. Whether it is

Dr. Cooper, **Pat Bailey**, or **Elmer Wrye**, their performance in worthy of merit. I want to speak up and shout about what a great cast of characters work for all Californians best interest. Self serving is nonsense in their case. In pursuing your goals they are champions. Congratulations on assembling a staff of beautifully competent and honest personnel.

D. O. Helmick, California Highway Patrol, wrote to **Darlene Ayers-Johnson**, Deputy Director: Over the years, your personnel at the Office of Fleet Administration Garage have received numerous compliments from my officers in reference to total cooperation, courtesy and professionalism demonstrated by **Bill Ross and his staff**. Acknowledgement and recognition is most certainly appropriate. Please extend our gratitude to Mr. Ross and his staff for their very able assistance.

Paul Chappell, Multisoft Corporation, wrote to **John Babich**, Deputy Director: The purpose of this letter is to bring to your attention the professional assistance I received from **Martin Stevenson** with the Office of Procurement, during a recent sales experience. Throughout the entire process, Martin was very easy to work with and was both understanding and helpful. Martin is a real credit to your department.

Tim Hannon, Dreyfuss & Blackford Architects, wrote to **Marv Shulman**, Office of the State Architect: **Roy Moreno**, the field supervisor for our project has not only made great efforts to make himself available for consultation, but has been instrumental in resolving issues which might otherwise have caused delay or substantial cost impact for the owner. Furthermore, his patience and pragmatic considerations has made working on this project more pleasurable. Without hesitation, I am recommending him as one who can provide leadership to any professional organization.

Jack Barr, Jr., Dept. of Motor Vehicles, wrote to **Maurice O'Ray**, Office of Buildings and Grounds: I want to express my thanks and appreciation for the outstanding work being done by **Luz Mercado and your entire staff**. She is pleasant, polite and conscientious in her performance.

Arthur M. Fong, Jr., Dept. of Parks and Recreation, wrote to **Richard Booth**, Office of Support Services: We would like to acknowledge the excellent job one member of your staff, **Ronald Boyce**, did for us during a recent service call. Mr. Boyce's commitment to making sure the repair to our computer system was done correctly, completely, and in a timely matter, is greatly appreciated. Please extend our thanks to him.

Michael I. Dorshkind, Attorney at Law, wrote to **Richard Beck**, Office of Risk and Insurance Management: It has been a pleasure dealing with you with respect to the negotiation of the resolution of these claims. Unlike so many people I deal with, you have displayed patience, an understanding of the issues, a willingness to listen and the ability to negotiate. I congratulate you on your professional approach to your position.

(cont. from page 12)

Amtrak Trains Start Up Successful

The commuter trains between Sacramento and the Bay Area began rolling in December and have attracted 12,000 riders in less than a month. The single best day was December 27, when 911 people boarded the three trains. The next best possible day was January 3, with 792 riders. Caltrans hopes to step up service to six trains daily by 1994 and ten trains by the end of the decade.

Contact your Office Transportation Coordinator or the Commute Management Office (327-8999) today to discover new, easy, safe commute habits that you will love and that are guaranteed to save you money and be good for your health!

Commitment to Excellence



Personnel Manager Einer Christensen, Kathleen Hodson, Michele Jones, Rosemary Trotter and Director John Lockwood

The Office of Administrative Services' Personnel Transactions Unit Supervisory staff honors an outstanding Personnel Services Specialist I each quarter, based on superior job performance, dedication, and commitment to excellence. These attributes are all necessary in the complex, ever-changing field of Personnel! The 1991 recipients were:

First Quarter - Michele Jones

Second Quarter - Rosemary Trotter

Third Quarter - Kathleen Hodson

In addition, one recipient is chosen as the Personnel Services Specialist I for the year. For 1991, Michele Jones was presented this honor by our Director, John Lockwood. Her professional attitude, positive outlook, thoroughness and organizational skills have contributed to her Offices receiving top quality service. Ms. Jones'

assignment includes all personnel and payroll documentation for Unit 317 employees within the Office of Buildings and Grounds. She also volunteers to help coworkers.

These outstanding employees embody the spirit of General Services . . . Service!

In Memoriam

Armand Smith

Armand Smith (Smitty), Office Assistant in the Legislative Bill Room, both at the Capitol and at the Archives Bill Room, passed away December 3, 1991, after a valiant battle with cancer.

After retiring from the Air Force, Smitty began his state employment as a temp at the Franchise Tax Board, and charmed everyone from his post at the Bill Room public counter from 1971 until his well-earned retirement in 1990. His face and wonderful personality have been missed by friends from all the state agencies we serve, as well as lobbyists and legislative staff.

Smitty's warmth and compassion made him the unofficial Bill Room confidant and counselor, which became official with his designation as EEO Counselor for many years. Smitty loved people, but his passion was music. His third, but primary career was as a drummer. His family as well as his friends the world over, from all walks of life, miss him a lot.

Nat King Cole said it best — Smitty was "unforgettable."



Walter Wooden, Office of the State Architect receives his 25 year certificate from Jerry Burchfield, Chief of Construction Services



Retirements

Yvonne Bailey, State Printing
Violet Baines, State Printing
Larry L. Bell, Buildings & Grounds
Dimitri Besirof, State Architect
Joe Blair, State Printing
Robert E. Buell, State Architect
Trinidad P. Cabalfin, Buildings & Grounds
Juan Caliz, Buildings & Grounds

John A. Carlson, State Printing
Hubert M. Castlebury, State Printing
Tony Cano, State Printing
Joe H. Chan, State Architect
Robert Chan, State Printing
Jesse Chico, Buildings & Grounds
Earl T. Clifford, Jr., Buildings & Grounds
Robert A. Cook, State Printing
Henry G. Cooper, State Printing
Fred DeBerry, Fleet Administration
Jose T. Dena, Buildings & Grounds
Thomas J. Fehr, Local Assistance
Eula Frazier, Buildings & Grounds
Armando Gallegos, State Printing
John F. Galvin, Buildings & Grounds
Richard Herguth, Administrative Services
Nancy G. Holtzman, State Printing
Richard Hosier, Telecommunications
Barbara L. Hynick, State Printing
James Jacobson, State Architect
Dan. L. Johnson, Buildings & Grounds
Richard A. Lorge, State Printing
Albert Mankoff, Administrative Services
William Marcum, State Printing
Joseph M. Mason, State Architect
Roger Albert Mason, Buildings & Grounds
Billy C. Maynard, Buildings & Grounds
Donald C. McClure, State Printing
John P. McCourt, State Architect
Richard Mocerin, State Printing
President Mosely Jr., Buildings & Grounds
Ernestine Parrott, Buildings & Grounds
James A. Reber, Local Assistance
J. Herbert Rokita, State Architect
Byron R. Routh, Local Assistance
Madeline E. Ruggles, Local Assistance
Curtis Sanders, California State Police
Alfred E. Simonette, Small & Minority Business
Louella Smith, Procurement
Roy J. Smith, State Printing
Frank Soto, State Printing

Marjorie Soto, State Printing
Frank Sparks, State Printing
Thomas J. Stellini, State Printing
Lora M. Stewart, State Printing
Itzhak Swartz, Buildings & Grounds
Jesus Tirado, State Printing
Jack H. Wakayama, State Architect
Henry Wilson, State Architect



25 Year Service Awards

Morris E. Andersen, Telecommunications
Robert L. Baker, State Printing
Bennen K. Beede, Procurement
Richard Booth, Support Services
George E. Bovee, State Printing
Carlisle Conner, Fleet Administration
Richard D. Dahlgren, Telecommunications
Rosemary C. Doud, State Printing
Clifford K. Endow, State Printing
Oscar Goodrich, Fleet Administration
Randolph C. Harris, State Architect
Barbara J. Harvey, State Printing
Ruth E. Holland, State Printing
Grace M. Hoshino, Support Services
David G. Houk, Buildings & Grounds
Joanne H. Lampi, State Printing
James Murray, State Architect
Odell Patton, Printing Plant
Dan J. Pfeifer Jr., State Printing
Allen Powers, Buildings & Grounds
William W. Ross, Fleet Administration
Phillip J. Salamy, Real Estate & Design Services
Phillip D. Smith, Support Services
Dennis E. Talbert, Local Assistance
Ronnie Tateishi, Support Services
Sharon Undershill, State Printing
Walter W. Wooden, State Architect
Wallace Williams, Buildings & Grounds
Louise Yamamoto, State Architect

40 Year Service Awards

Jim R. Amezcua, Fiscal Services
Theodore Givens, Fleet Administration
Larry D. Guthrie, State Architect
William Kirn, State Architect
Larry R. Pryor, Information Services

DGS Training Schedule, March - June 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 15: Mar. 10 Section 20: May 12
Section 16: Apr. 15 Section 21: June 3
Section 17: Apr. 21 Section 22: June 10
Section 18: Apr. 29 Section 23: June 17 (LA)
Section 19: May 6

Career Goals, A Skills Analysis (8:00 a.m. - 4:00 p.m.)

Section 7: Mar. 9 Section 9: May 8
Section 8: Apr. 16 Section 10: June 10

Civil Service Exam Workshop

(Day 1: 8-12; Day 2: 8-4:30; Days 3&4: 8-12)

Section 5: Mar. 30 - Apr. 2
Section 6: May 5-8

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

Section 1: Apr. 23 & 30
Section 2: May 21 & 28

Developing Your Leadership Skills

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

Section 1: Mar. 11-13
Section 2: Apr. 14-16 (Los Angeles)
Section 3: July 14-16

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

Section 9: Mar. 23-24-25 & Apr. 16
Section 10: Apr. 21-22-23 & May 14
Section 11: May 19-20-21 & June 11
Section 12: June 16-17-18 & July 9

Investment in Excellence Refresher

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

Section 2: Mar. 27 (changed)**
Section 3: May 5 (San Francisco)
Section 4: June 19

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

Section 1: May 5 & 7

Managing Communication Thru Assertion

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

Section 2: Mar. 26-27
Section 3: July 23-24
Section 4: Aug. 4-5

Managing & Surviving Organization Stress

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

Section 5: Apr. 6-7 (San Francisco)
Section 6: May 28-29
Section 7: Oct. 20-21

New Employees Orientation

(a.m. Classes: 8-12, p.m. classes: 1-4:30)

Section 8: Mar. 18 (a.m.)
Section 9: May 13 (a.m.)
Section 10: July 8 (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 3: (Week A) Mar. 2-3-4 (1/2 day on the 4th) and
Mar. 9-10-11 (1/2 day on the 11th)
(Week B) June 22-23-24 (1/2 day on the 24th) and
June 29-30, July 1 (1/2 day on the 1st)

Section 4: (Week A) Apr. 6-7-8-9-10
(Week B) July 20-21-22-23-24

Section 5: (Week A) May 4-5-6-7-8
(Week B) Aug. 17-18-19-20-21

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

Note: Completion of SDP (above), weeks A & B is a prerequisite.

Section 2: Aug. 4-5-6

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

Section 2: June 12
Section 3: Aug. 18 (San Francisco)

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.

DGS' Latest Heros!

On September 30, 1991, at approximately 5:45 a.m., a Department of Consumer Affairs, Division of Investigation vehicle was being burglarized while parked in the state parking lot in San Diego. The suspect had broken the vehicle's rear passenger window and had stolen various state equipment, including two of the Division's identification badges.

Three employees from the Office of Buildings and Grounds — James Yahrus, Supervising Groundskeeper; Calvin Jones, Janitor; and Kenneth Harris, Janitor, observed the burglary taking place and reacted swiftly to apprehend the suspect and recover the stolen items. They immediately called 9-1-1 and cooperated with the San Diego Police who arrested the suspect, a convicted felon. The suspect plead guilty to a burglary charge and is currently in custody awaiting sentencing.

Messrs. Yahraus, Jones and Harris received letters from the Department of Consumer Affairs describing their actions as those which "reflects a responsible citizen and State employee". They were each given a Certificate of Commendation from the Department of General Services for their courageous and heroic actions and for their willingness to get involved at the risk of personal safety. They also received letters from Rosamond Bolden, Chief, Office of Buildings and Grounds, stating, "I am very proud that you have represented the State and our Department in such a professional and responsible manner." The rest of your fellow employees join in applauding your heroic actions!

\$ \$ \$

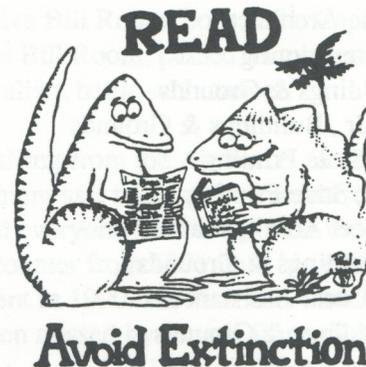
TAXES - "Form 1040 should have a warning: May be hazardous to your wealth!"

\$ \$ \$

Update Basic Skills

The Sacramento City Unified School District, Adult Education Division, offers the opportunity to update basic skills. Day and evening classes are available for high school completion, GED preparation, reading development, math, typing, and English as a second language.

Contact Fremont School for Adults at 2420 N Street, Sacramento, or call 454-6620 for more information.



Easy Access to Department Information

The Office of Administrative Services recently acquired an automated telephone system to provide a convenient means for state employees and the public to obtain information on:

- current examinations
- current job vacancies
- employee benefits
- parking program (for Department of General Services employees only)
- general information on services the Department of General Services provides

Information is updated weekly and can be accessed by calling:

Local	ATSS	Extension
(916) 322-5990	492-5990	2-5990
(916) 323-8044	473-8044	3-8044
(916) 445-8590	485-8590	5-8590

(Use local number when calling from a CALNET extension.)

Santa's Elves Disguised as State Police Officers



Officers Eric Francies (l) and Frank Coolahan (r)

The State Police assisted the San Francisco Fire Department this year with their annual Firefighters Toy Program. Volunteering dozens of hours, Officer Frank Coolahan organized and headed the effort. He, assisted by Officer Eric Francies, distributed over forty toy-collection barrels to state offices throughout San Francisco. They then collected the barrels for centralized pick-up by the firefighters.

First Lady Gayle Wilson came to San Francisco to officiate at the opening Firefighters Toy Program ceremony. The firefighters bring a barrel for the toys that are collected at the ceremony, but this year so many were donated that the barrel couldn't hold them all!

Ryder Trucks in San Francisco, donated a truck on several occasions so Frank and Eric could deliver the barrels and pick them up once they were filled. They made a special effort to see that the officers had a large enough vehicle to accommodate the huge loads the officers handled. Frank and Eric collected hundreds of toys, and their efforts made Christmas a little happier for the children who received them.

OSS Cans OSP

The first round in the annual Office of Support Services (OSS)/Office of State Printing (OSP) "food fight" was won by OSS. The Office of Support Services donated 29.72 pounds of food per person as opposed to 29.17 pounds of food per person donated by the Office of State Printing.



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As a result, OSS is the winner of the "Helping Hands" Trophy for the 1991 Food Drive. Management of OSP (Don Male and his Elves) must also make and serve breakfast to all OSS employees.

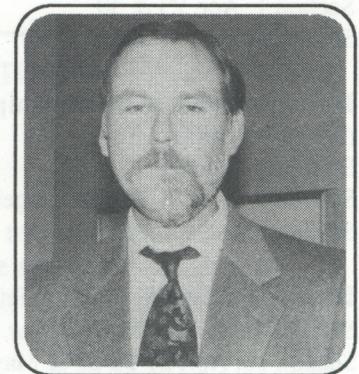
OSS started Operation Santa Claus in March 1991 with a pancake breakfast. Every month after that featured a fund raiser. There were raffles, bake sales, a roast beef sale, a BBQ, a teriyaki sandwich sale, a spaghetti lunch and Aimee Ogata's all important jar of pennies (kept on her desk all year for donations).

OSS would like to thank Katherine Mehler and Peggy Robinson, who coordinated the 1991 Food Drive. Stan Standard, Mary Gaines, Gloria Grijalva, LeRay Valencia, Michelle Carter, George Van Ausdell and Ted Price also gave their time, effort and support.

We are looking forward to "round two", the 1992 Food Drive, to make it two in a row over OSP. Don Male...keep that griddle warm!

All for A Good Cause

The State Employees' Annual Holiday Food Drive was a success for the Office of Local Assistance (OLA). A variety of fun-filled tactics were invented to encourage cash contributions in the amount of \$1,177.51.



One of the most interesting activities involved Dennis Boydstum, School Facilities Program Administrator, who agreed to do the following based on money collected from staff members:

- \$100 - he would shave his beard.
- \$150 - he would shave his beard in the Office for all to see.
- \$200 - he would shave 1/2 his beard and leave it that way for a week.

Of course his loyal staff collected \$200 and Dennis graciously posed for the picture above. Thanks to all OLA employees and special thanks to Dennis for his somewhat personal sacrifice!