

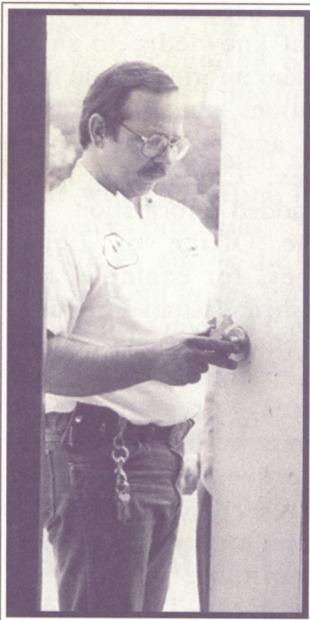
# Side-by-Side



California Department of General Services

a newsletter for employees by employees

Issue #11 • August 1997



*Kern checks the repair job.*

## LOCKSMITHS HOLD THE KEYS TO STATE OFFICES

Dan Kern and Craig Navratil scan an obscure key from somewhere in the Sacramento Region's 11 million square feet of office space. "Resources Building," they say. "Fish and Game. Probably a filing cabinet."

At the locksmith shop in the Building and Property Management Branch, Kern and Navratil have 40,000 keys, old and new, high tech and simple.

"Each key is like a person in a crowd," said Navratil. "We have different brands, different shapes

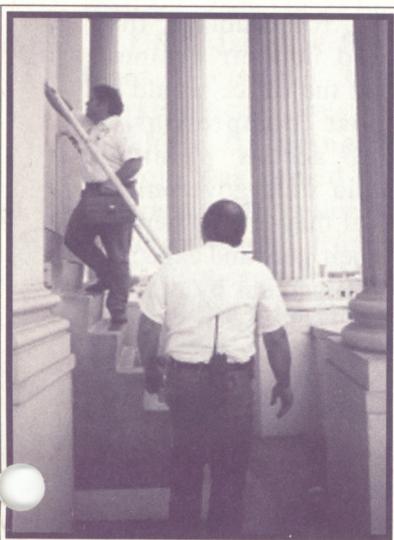
and different cuts." Each key also is numbered with a coding system that allows the locksmiths to identify it.

The locksmiths change, repair, upgrade and check security of locks on state-owned and leased buildings from the Nimbus Fish Hatchery on the east to the Yolo Bypass Wildlife Area on the west, including downtown Sacramento.

When the leadership changes at the Legislature, Kern said, virtually all of the 120 members change offices, creating a domino effect that requires the locksmiths to make over 1,000 key changes in two weeks.

Their shop contains historic keys, such as the one to the safe at Fort Ross State Park, and high-tech locking mechanisms such as the

*Continued Page 10*



*Locksmiths Craig Navratil, left, and Dan Kern climb to the Capitol dome to repair a lock.*

★  
★  
★  
*Spotlight on . . .*

THE OFFICE OF LEGISLATION  
THE OFFICE OF LEGAL SERVICES

*(See pages 6 & 7)*

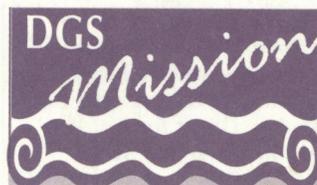
## DGS' AUTOMATED JOB INFORMATION HOTLINE



The Office of Human Resources has recently modified the departmental *Automated Job Information Hotline* making it more user friendly, efficient, and cost effective. OHR's efforts have saved the department nearly \$12,000 annually.

DGS' Automated Job Information Hotline provides open, promotional and general examination information, current job vacancies, and a brief description of various divisions and offices within the department.

To reach the hotline, please call (916) 322-5990 or CALNET (8) 492-5990.



To increase the efficiency and effectiveness of state government by providing high quality business and support services to state and public agencies consistent with state law and regulations and in a manner that results in a high degree of client satisfaction.

## DIRECTOR'S

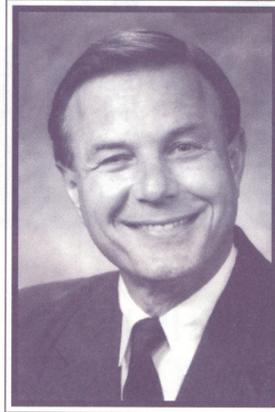
### Message...

A tripod is one of the strongest structures you can build. The three legs are solid and balanced, giving a tripod the ability to withstand a lot of weight.

DGS' transformation into a customer-focused, results-driven organization resembles a tripod in that it has three parts that make a strong whole: **teamwork, customers, results**. They are key words you have been hearing often, because they are the key to our change in culture.

**Teamwork**—The way to make change in an organization is through teams—small groups of people with complementary skills and experiences brought together to achieve specific goals.

In their book, *The Wisdom of Teams*, Jon Katzenbach and Douglas Smith tell us successful organizations, private and public, get results with teams. A team is the ideal way to pull together all the technical, decision-making and interpersonal skills that



Peter G. Stamison,  
Director

are impossible for one person to possess but that a group has in abundance.

Teams move faster than a large bureaucracy to produce results, because they can communicate quickly, provide support to each member and shift focus to meet unforeseen circumstances.

A Workplace Improvement Team at Procurement, for example, supervised the redesign of the headquarters interior, making it a more efficient place for workers and a more businesslike, professional place for customers.

**Customers**—A company that ignores its customers soon finds itself out of business. In the past, that warning has not applied to government. But California government has changed, and

at DGS we take our commitment to our customers seriously.

We must be proactive with customers, first listening carefully to what they tell us about their needs and goals. Then we need to use our vast store of knowledge to share with them information on new innovations, streamlined processes and business opportunities. Customers need value-added information.

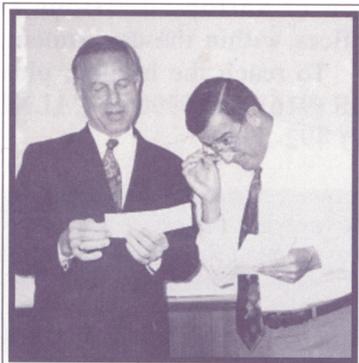
The Office of Legal Services, for example, has established customer training, conferences, forums and an Internet manual to help agencies prevent legal problems before they start. This preventive approach saves the customer and the taxpayers money in legal fees and court time.

**Results**—Throughout DGS, we are measuring how effective we are at providing quality goods and services on time and under budget. Our strategic plan included performance measures for each office to track our progress.

At the Office of State Printing, for example, they indicated in their business plan that the office would be the most comprehensive Internet access point in California state government. They feel they are 70 percent within their goal and expect to reach 100 percent by the end of the 1997-98 fiscal year.

If we keep focused on the three legs of our tripod—teamwork, customers, results—we will be well along the road to becoming a world-class organization, be it public or private.

*Peter G. Stamison*



### DOUBLE TAKE ON REFUND CHECK

Veterans Affairs Secretary Jay Vargas, right, clowns around as Director Peter Stamison presents him with checks totaling \$155,890. They represent return monies from insurance companies and excess commissions earned by the insurance broker over the cap negotiated by ORIM for Cal Vet. Total returned over two years exceeds \$250,000.



## LATEST LEAVE INFORMATION AVAILABLE WITH CLAS

By Karen Lucas, OHR Project Analyst

The Office of Human Resources (OHR), Transactions Unit recently completed the department's conversion to the California Leave Accounting System (CLAS). This is the first step in OHR's efforts to implement an automated system that will streamline human resources processes.

CLAS allows the Transactions Unit to key leave and pay at the same time, making it a one-step process. The

automatic update feature assures that the data is always current so budgetary and leave reports will reflect accurate information. It is also exciting to note that employees' leave balances will be printed on their check stubs.

Conversion of the department's Personal Leave Balance System (PLBS) to CLAS began in March 1997 with the Building and Property Management Branch. The Division of the State

Architect followed in April and the Office of State Printing in June. All other DGS offices were converted in May.

CLAS is an option that is being offered to our contracted boards and commissions and many are preparing to convert to CLAS. The conversion process went very smoothly with much work from the Transactions Unit and the attendance clerks in the various offices.

## PROCUREMENT PROGRAMS WIN NATIONAL RECOGNITION

The National Association of Directors of Administration and General Services announced in June that DGS' Procurement Division was a big winner in its 1997 Outstanding Program Award competition, garnering the first and second place awards.

GS \$Mart, the Procurement Division's Internet marketplace for lease-purchase financing information, was named the top program in the nation by the selection panel. Runner-up was Procurement's Pilot Project for Alternative IT Acquisitions, a performance-based procurement process for information technology.

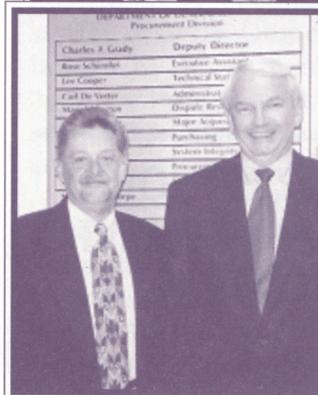
Awards will be handed out at the association's national conference in August.

"The NASDAGS awards are a huge acknowledgment of the visionary, out-of-the-box

thinking going on at Procurement. Projects like these can transform state government," said Director Peter Stamison.

Procurement Deputy Director Chuck Grady praised the extraordinary effort and can-do attitude of the employees who were responsible for the projects. "We've got a tremendous group here at Procurement. GS \$Mart and the Pilot Project for Alternative IT Acquisitions are just two examples of what we've been doing," Grady said.

Procurement's Tom Lee was the originator of GS \$Mart and did the design and initial page content. Bill Shelton administered the request for proposal, negotiated financing plans, and developed a rate update process and purchasing procedures. Patrick Mullen



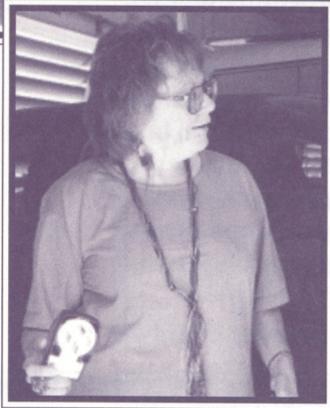
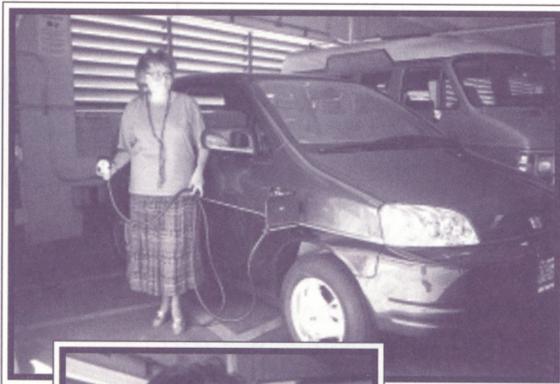
(Left) Deputy Director for Procurement Chuck Grady shares the good news with Dennis Ericson, left, involved with the IT Pilot Project, and (above) with the GS \$Mart team, from left, Bill Shelton, Tom Lee, Grady and Patrick Mullen.

currently administers the program and provides changes and process improvement.

The GS \$Mart site features 18 qualified lenders posting their interest rates weekly for two financing plans at a variety of borrowing amounts. The program

Continued Page 9





*Martha Schwartzmann prepares to plug her electric EV Plus from Honda into the electrical outlet at OFA's Sacramento State Garage at 10th and O streets. She is the first person in Sacramento to get an electric vehicle for her private use.*

## ELECTRIC VEHICLES GET FREE PARKING, RECHARGE AT GARAGES

Martha Schwartzmann, a research attorney at the Third District Court of Appeal in Sacramento, pays no parking fees at the Office of Fleet Administration's 10th Street Garage, saving as much as \$100 a month.

What's her secret? She's driving her own electric car.

OFA established 14 free parking and recharging spaces in 1995 in four downtown Sacramento state garages to encourage the use of electric vehicles. Schwartzmann, however, is the first state employee parking her private electric car, the EV Plus by Honda, in the garage rather than a state vehicle, according to OFA Commute Program Coordinator Les Chan.

Schwartzmann's experience with an electric car is an unusual one for drivers of conventional vehicles. She pays no gas or oil bills. Bumper to bumper mainte-

nance and insurance are paid by Honda. And the EV Plus is available only to screened and selected motorists.

Performance-wise, "It's like any other car," Schwartzmann, said, praising the speed and driveability of her four-passenger British racing green hatchback. "It's got air conditioning, power windows and dual air bags." She figures she gets 80 to 90 miles per charge.

The parking and other operational incentives are persuasive, Schwartzmann said, because the lease is comparable to the cost of a luxury car, over \$500 per month. The Honda EV Plus is not available for sale.

"I grew up in the desert in Arizona. The air was very clean and clear. When I saw the article in the newspaper that Honda had cars available, I decided to do my part for clean air," she said.

## GRADY HONORED BY MANAGEMENT ASSOCIATION

Procurement Deputy Director Chuck Grady was honored recently at a ceremony in Los Angeles by the National Contract Management Association.

He received the National Achievement Award at the group's West Coast National Education Conference for making notable and unique contributions at the national level.

## BPM EMPLOYEE MYRON MAGEE DIES



Myron E. Magee, 36, a Building and Property Management employee, died June 1. A seven-year state worker, Magee worked five years as a groundskeeper for BPM in San Francisco. His prior state experience was at the Department of Parks and Recreation.

"He was the nicest guy you'd ever want to meet,"

said Office Building Manager Frank Arteaga. "If I was a little down, he would come in and tell me things would work out fine. Here I was, his top boss, and he was making me feel better."

Magee was a talented player and faithful baseball fan, Arteaga said. Many BPM employees attended a memorial service at the Union Baptist Church in Vallejo. He is survived by a son, Justin, 12.



## MERCADO HONORED FOR 25-YEAR SERVICE AT CAPITOL PARK

Larry Mercado, a tree maintenance worker at the Building and Property Management Branch, received a watch and a plaque for his 25 years' service to DGS. All of Mercado's time with BPM Branch has been at Capitol Park.

Mercado joined the state after spending five years as a tree trimmer in private industry.

"I was the youngest on the crew when I started, but now I'm one of the oldest," Mercado said. He observed that the grounds are maintained with fewer groundspeople than when he arrived for work in 1972.

During his time at Capitol Park, he has watched the demise of one of the 121-year-old stone pines that mark the four corners of the area.

He hasn't had a chance to wear his watch yet. "I want to save it for special occasions," he said.



*A Capitol Park magnolia tree was the site for presentation of a 25-year plaque to Larry Mercado, center. With Mercado are Manuel Chavez, left, supervising groundskeeper, and Jim DeJournett, senior landscape architect.*

## ORCHIDS: CUSTOMERS WRITE IN TO PRAISE DGS SERVICE



DGS employees are providing outstanding customer service, according to a stack of letters and e-mail messages.

**Rochelle Idemudia** of OSMB received a thank you letter from Superior Electric of Seaside for her help in providing a list of disabled veteran businesses so the firm could include a DVBE in its bid.

At OSP, Customer Service Representative **Dave King** was "extremely responsive to every request and problem" in the printing of forms and brochures for the Paternity Opportunity Program at the Department of Social Services.

**Earl Howell** at OFA received a certificate of appreciation from the Department of Justice for providing transportation for out-of-state law enforcement representatives attending a conference on missing persons.

**Ruben Caballerro** of Building and Property Manage-

ment got a commendation from the Department of Rehabilitation for his courteous, quick and thorough janitorial services at the district administrator's office in Santa Rosa.

The Department of Corrections sent a letter of appreciation to **Roger Hearn** of the Professional Services Branch for dedication and expertise during his construction inspection of the electrified fence at Corcoran State Prison.

**Chris Wicks** of the Project Management Branch, project director of the joint Department of Fish and Game/UCSC Oiled Wildlife Rescue Center, received a first place beautification award from the Central Coast Chapter of the California Landscape Contractors Association for the facility's erosion control design.

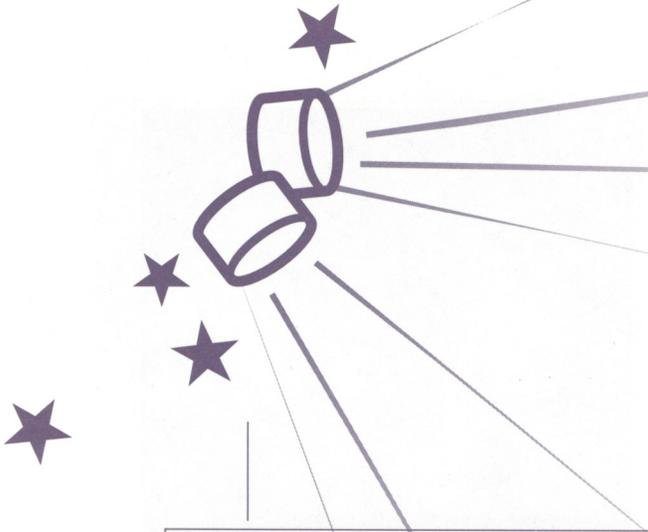
Kathleen Beasley of the

Little Hoover Commission sent an e-mail to OHR praising **Bertha Lopez**, whose "flexible, responsive and speedy" work expedited testing for two positions. A second OHR staffer, **Estella Gomez**, was lauded by Procurement for "getting Procurement's personnel work done timely and accurately."

Associate Small Business Officer **Tay Higashi** of OSMB got a thank you note from a businesswoman who praised her "diligent endeavor" in completing the firm's small business certification in time to submit a bid. Another OSMB staffer, **Debra Neisen**, got an orchid letter from a business which received expedited, courteous service in obtaining a five percent small business preference.

Procurement's **Bill Amaral** received several





# SPOTLIGHT ON...

## THE OFFICE OF LEGAL SERVICES



Legal Services staff include, front row, from left, Tony Torlai, Deby Keller, Teresa Boron-Irwin, Kathleen Yates, and Minnie Hanly. Second row, Rosemary Thiekle, Carol Mufich, Terry Mitchell, Dianna Holman, and Ron Small. Third row, Pat Whitfield, Gary Ness, John Brakke, Jeff Marschner, Al Wildermuth and David Beales. Not pictured are Carol Rader, Debbie Kerns, Deborah Cregger and Despo Charles.

### LEGAL SERVICES OFFICE USING NEW APPROACH TO SERVE CUSTOMERS

DGS Chief Counsel Jeff Marschner says it's no accident the Office of Legal Services has a "techno-wizard" on staff. OLS is employing information technology to bring 21st century legal services to state customers.

Marschner, who came to DGS in 1993 from the Fair Political Practices Commission, said customers no longer regard DGS lawyers as "bureaucrats with green eyeshades and number two pencils."

Now, OLS is going increasingly toward high tech, leading the charge toward electronic contracting. "We're trying to get away from a totally paper-based process," Marschner said.

Attorney Al Wildermuth is the computer guru among OLS' 12 lawyers and nine support staff. He is an example of the office's commitment to a change of course.

Wildermuth is heading up a pilot project with DGS' Project Management Branch

in which contract forms will be filled out electronically, approval will be electronically noted, and with a push of the button, a copy of the contract will be sent electronically to the State Controller's Office for payment.

"Not every contract will lend itself to electronic processing, but a high percentage can be transmitted that way," Marschner said.

OLS last year initiated a project to create a contracting manual for state departments using the talents of contributing writers from several state agencies. Attorney Carol Rader edited the manuscript and it was distributed in printed form and placed on OLS' Internet home page. The manual's purpose is to educate staff in other state agencies and to prevent contract problems.

That proactive prevention philosophy is evident throughout OLS. The State Contracting Advisory Network (SCAN), created by OLS, brings experienced professionals from various departments to find new approaches to state contracting. OLS attorneys also



## THE OFFICE OF LEGISLATION

### OFFICE OF LEGISLATION REPRESENTS DGS AT THE CAPITOL

The biggest challenge for DGS' Office of Legislation isn't always the bills, although they are often complex. The job that really keeps the eight-person unit hopping is communication.

"On the one hand, we're out there working with the legislators, our agency, the governor's office, and the lobbyists and interest groups," said Karen Neuwald, DGS' assistant director for legislation. "On the other hand, we work very hard to keep our own offices in the loop."

To assist the Office of Legislation in keeping everyone informed, Office Manager Carol Ferreira worked with the Office of State Printing and Al Wildermuth from the Office of Legal Services to set up an Internet home page. The page includes staff assignments, hyperlinks to other sites, a list of the bills on DGS' 1997 legislative agenda and detailed information on DGS's major legislative initiative, the California Acquisition Reform Act.

In addition to DGS' legislative agenda, the office monitors 360 other bills that may impact the department or its operations.

Neuwald came to DGS in 1996 after serving as the legislative coordinator at the Department of Personnel Administration for six years. She also worked in the policy office and legal division of DPA.

Office Manager Carol Ferreira is the institutional memory of the unit, with 11 years experience on DGS legislative issues. She spent nine years as legislative coordinator for the Department of Boating and Waterways before joining DGS.

The unit's analysts and their areas of responsibility include:

Dan Carrigg, who joined DGS in 1996. He formerly worked as a consultant to the Assembly Housing Committee for four years and for one year with the chief clerk of the Assembly. Carrigg holds a degree from Sacramento State in government and journalism. He is responsible for the Real Estate Services Division.

Happy Chastain, who worked at the state Senate for 11 years, including service as a consultant to the Appropriations Committee where she analyzed bills on local government and criminal justice. She now handles



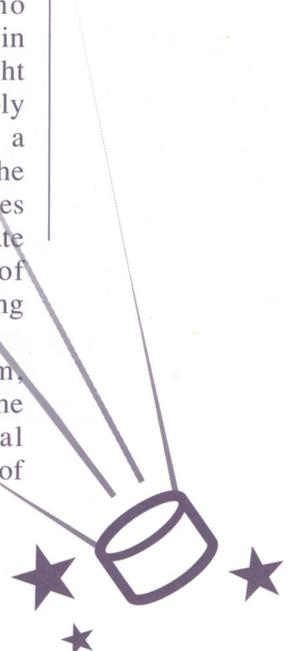
*The Capitol is a wild and crazy place, and the Leg Office fits right in. They are, from left, front row Sharon O'Keefe, Karen Neuwald and Mary Dupont. Second row, Dan Carrigg, Happy Chastain, Gary Longholm and Sherry Williams. Not pictured is Carol Ferreira.*

Procurement, Small and Minority Business, Telecommunications and information technology issues.

Sherry Williams, who was a legislative assistant in the state Assembly for eight years. Prior to her Assembly service, she worked as a paralegal at a law firm. She has the Management Services Division, the Office of State Printing and the Office of Fleet Administration, among other responsibilities.

And Gary Longholm, who formerly worked as the director of governmental relations at the Department of Education. Prior to his service there, he was the executive director of the Board of Control. His assignments are the Board of Control and the Office of Public School Construction.

Two other staffers, Sharon O'Keefe and Mary Dupont, provide administrative support in the



## SPOTLIGHT

Continued

### LEGAL ...

*Continued From Page 1*

are conducting training for customer agencies through classroom and conference-based approaches.

The office has installed a new computerized system that more efficiently tracks the 8,000 contracts it reviews each year. In addition, the contracts being reviewed are handled quicker, with over 99 percent acted upon within 10 days.

“According to the folklore of the past, a contract would come to OLS, it would disappear for a long time and then we would say no,” Marschner said. No longer. “We have an openness to new ideas and fresh approaches and we are sensitive to our clients’ need for timely review.”

The Office of Legal Services’ home page address is [dgs.ca.gov/legal](http://dgs.ca.gov/legal)

### LEGISLATIVE ...

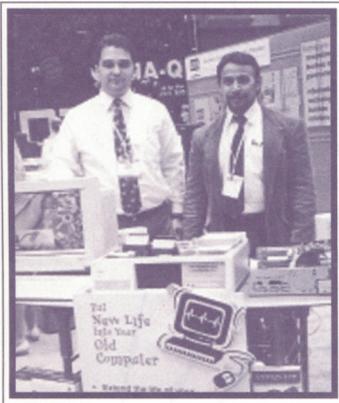
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formidable task of tracking bills, keeping up with various amendments and cataloging support and oppose positions of the administration and the interest groups.

“The rewarding thing about legislation is the ability to make changes, and do it pretty quickly. You can see the results of your actions,” said Neuwald.

The address of the Office of Legislation’s home page is [osp.ca.gov/legi](http://osp.ca.gov/legi)

## FROM HUNT AND PECK TO HIGH TECH: OMRS DOES THE REPAIRS



OMRS Technician Mike Kelly, left, and Area Supervisor Armington Rafael greet customers at the OMRS area during the Government Technology Conference.

When DGS’ Office Machine Repair Service began in the 1940s, its business was with Remingtons and Smith-Coronas. Today, the manual typewriter is virtually obsolete, but OMRS still is doing repairs, focusing mainly on personal computers, laser printers and high speed faxes.

“We started by repairing manual typewriters,” said Gene Freeman, OMRS program administrator. “Then we moved to electric typewriters. In the middle 80s, we made a big change and went into personal computers. Now our business is mainly in PCs.”

OMRS, an integral part of the Office of Information

Services, employs 73 people at 14 locations statewide. It is an outstanding example of a state office that has reinvented its mission.

On July 1, OMRS entered into a master contract with suppliers for computer parts on an as-needed basis, establishing a “just in time” rather than a “just in case” inventory. This new way of purchasing parts, involving three small business suppliers, is expected to save the state \$500,000 annually by reducing OMRS’ parts inventory. OMRS technicians now receive the parts directly from the suppliers rather than from the OMRS warehouse.

“We also expect a tremendous savings in paperwork,” said OIS Acting Office Chief Don Hallberg. “Previously, we spent \$4 million to \$5 million a year on parts, involving over

1,200 individual purchase orders to suppliers. Through the new master contract, the need for issuing purchase orders has been dramatically reduced.”

In another area, OMRS has carved out a niche in computer upgrades and software installations for the state’s far-flung offices, especially those outside metropolitan areas. OMRS also provides backup for offices with in-house staff that need additional manpower.

Clients include the state university system, DMV and EDD, but its biggest customer is the Department of Corrections. The prisons, which are major computer users, are located in remote areas such as Blythe and El Centro, where finding quick, experienced computer repair is difficult.

“The hallmark of OMRS is its service. We’re there within 24 hours,” Freeman said. “Our new inventory system will make customer service even better.”



## PROCUREMENT ...

*Continued From Page 3*

has saved agencies 60 to 70 percent in document preparation time by offering pre-approved packages.

By publicly posting the rates in one readily available location, GS \$Mart created competitive pressures that saved agencies an estimated \$3 million in interest charges during the first year. The average saving per transaction was \$70,000.

The second winner, the Pilot Project for Alternative IT Acquisitions, was established under the joint cooperation of Dennis Ericson from Procurement and the Department of Finance. The project has been used regularly by Ericson and the acquisitions specialists in Major Acquisitions.

The Pilot Project encourages the use of innovative procurement methods to streamline and improve the selection of information technology systems. It uses industry expertise to assist in solving business problems, evaluates proposals on best value rather than low bid and often pays the supplier based on the agency's increase in revenue or decrease in operating costs.

The Franchise Tax Board was the first client department awarded an information technology contract based on an alternative procurement, for a project to cut losses from uncollected taxes. It was installed within 10 months of contract award and four months later, the system reaped benefits of \$13 million.

## ON YOUR MARK... RESD STARS AT GREAT RACE

Four teams and an iron-woman from the Real Estate Services Division turned in excellent performances in Eppie's Great Race, a Sacramento triathlon run along the American River Bike Trail.

The race features team and ironman/ironwoman categories for the three-phase competition, a 5.8 mile run, 12 mile bike and kayak or canoe dash downriver to the finish.

In the team competition, standings were: Gene Spindler, Kent Smith and Chuck Watson clocked a time of 2 hours, 19 minutes; Dwight Weathers, Dave Holloway and



Ian Ekholm, 2 hours 24 minutes; Tim LaFranchi, Henry Kusaba and Bob Sleppy, 2 hours, 26 minutes; and Carmine Faro, John Dodds and Jim Drinkard, 2 hours, 37 minutes.

Christine Fitzpatrick is the first DGS woman to enter the ironwoman contest. Her time was an impressive 2 hours, 34 minutes.

This year DGS Director Peter Stamison stood in for race organizer Eppie Johnson as the official starter.

## SECOND SET OF DGS OFFICES GO UNMANDATED

Three additional DGS offices will unmandate their services with the passage of the 1997-98 state budget.

The Office of Fleet Administration, the Office of Energy Assessments and the Telecommunications Division's Office of Public Safety Radio Services will offer competitive services as part of DGS' Performance Budget Contract with the Legislature.

The three offices join the Offices of State Printing, Risk and Insurance Management and Information Services, which were unmandated in 1996-97.

With unmandating, state agencies have the option of obtaining services from DGS,

another public agency, or the private sector.

Except for those services the Governor and the Legislature choose to remain mandated, DGS plans to unmandate all the services it provides by July 1, 1998.

To assist the offices competing in this unmandated environment, a key provision is included in the Performance Budget Contract that allows additional budgetary flexibility. Provision 7 of the contract allows the director of DGS to augment the budgets of the six selected offices for the specific purpose of enhancing the competitiveness of their services.



## GET A LOAD OF THOSE SHOCKS

The Hiram Johnson State Office Building, now under construction at San Francisco Civic Center, features the latest in earthquake technology, including 292 passive dampers like the one pictured. The mechanisms perform like huge shock absorbers to dissipate earthquake energy. Construction is being overseen by DGS' Project Management Branch.

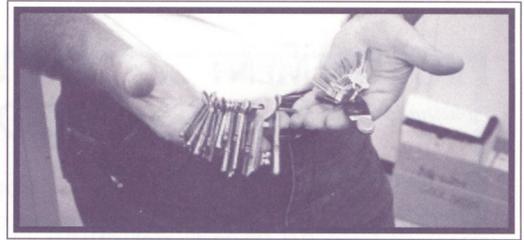
## LOCKSMITHS ...

*Continued From Page 5*

programmable chip. An employee holds the chip, fastened to a plastic holder, against the lock. With a click, a tiny computer releases the lock mechanism.

The locksmiths recently used programmable chips to re-key the rotunda and roof areas of the Capitol, where protesters had gained entry and rappelled down the outside of the building. "We can program the chips so the door only opens certain hours or certain days," Kern said.

Navratil picked up locksmithing from his father who owned a shop. Kern learned the trade in the Army, preferring to change locks on safes rather than program nuclear missiles.



*A round programmable chip is attached to the end of the key ring (right).*

Not only do the locksmiths cut keys, repair desks and filing cabinets, they also inspect to assure buildings meet fire, life safety and handicap access requirements. Both have a wall full of certificates from asbestos abatement to computerized locking systems.

The locksmiths joke that in addition to opening doors, they are unique in that they ride to the downtown jobs on Gov. Jerry Brown-era bicycles to reduce vehicle traffic. "A fleet. We've got a fleet of bicycles," Navratil grinned.

## AYERS-JOHNSON APPOINTED BOC EXECUTIVE OFFICER

The State Board of Control recently appointed as its executive director Darlene Ayers-Johnson, formerly a DGS deputy director. The announcement was made by DGS Director Peter G. Stamison, who chairs the board. She replaces Frank Zolin, who resigned.

Ayers-Johnson had served since 1991 as the deputy director, Interagency Support Division, where she managed the offices of State Printing, Fleet Administration, Public School Construction and Administrative Hearings. She also served, at Stamison's re-



*Darlene Ayers-Johnson*

quest, as his designee on the three-person Board of Control.

As executive director, she will oversee the Victims of Crime and Government Claims programs. The board is authorized for 366 employees and operates on a budget of \$109 million, including

\$107.8 million for the victims' program.

During her tenure at DGS she formed the statewide Small Business Advisory Council, a group providing a link between small firms and the state contracting process.

An Oakland resident, Ayers-Johnson recently was appointed to the Oakland Police Department's Women's Advisory Committee by Police Chief Joseph Samuels, Jr. She has served for three years as a member and as president of the Oakland State Building Authority, which is overseeing the construction of the Elihu Harris State Office Building.

"My goals for the board will be increasing use of electronic information, acting

*Continued Page 12*



## NEW AWARDS CATEGORY IS ADDED FOR TOP PERFORMANCE

By Terri Hamilton

It is proven that recognizing employees who have made a significant contribution clearly beyond ordinary job expectations will help offices to increase quality and productivity, build morale, and foster a spirit of teamwork.

With this in mind, the Department of General Services recently added Superior Accomplishment Awards, which include recognizing individuals and for the first time recognizes teams for

performance that results in an exceptional contribution to the improvement of California state government. The Superior Accomplishment Award is a perpetual award that allows offices to promptly recognize an individual employee or a team of employees among their peers for one-time accomplishments or projects.

Superior Accomplishment Awards are awarded at two levels and can be given in combination with gifts/mementos:

**Silver Award**—Recognition for performance that makes an exceptional contribution to the efficiency of state government. This award can range from a minimum of \$25 up to \$250 per individual

or team member.

**Gold Award**—Outstanding performance of such a degree that it merits recognition of the highest order. This award may range from a minimum of \$50 up to \$500 per individual or team member.

All nominations to recognize an individual or team are submitted to the Office of Human Resources, Performance Enhancement Section, using the Superior Accomplishment Award recommendation form (STD. 278). Any questions regarding the merit awards/employee recognition may be directed to Jim Evans at (916) 327-2396 or CALNET 467-2396.

## DGS PRAISE ...

Continued From Page 5

letters commending him on the airline safety class he is teaching for the State Training Center.

**Mike Ketchum**, an associate programmer/analyst at OIS, got kudos from Diana Chabino at Procurement. Ketchum took over the implementation of a new database and creation of procedures while Chabino was absent following emergency surgery.

DOIT's Dan Nguyen wrote to Director Peter Stamison with a list of DGS staffers who have created customer satisfaction and positive results. They included: **Brian Thomas, Celeste Heidler-Ramos, Becky Leung, Diane Corbet and Linda Verreaux** from Contract Fiscal Services Accounting; and **Marsha Doan, Mariam Honeycutt, Roberta Sutherland, Diana Gutierrez and Chris Castro** from OHR.

Two Building and Property Management janitors from Sacramento's Department of Education Building, **Tyrone Chin and Thurlin Pruitt**, received enthusiastic praise for their assistance from a victim who slipped and fell. They half-carried her from the pavement, gave her first aid for a broken ankle and packed her foot in ice. The physician also commended their good work, the victim said.

Laurie Pope from EEO gave a kudo to OHR's **Lyn Brown** for her good customer service. In another OHR thank you, a customer praised **Eleanor Winner** for her persistence in tracking down an errant spousal support check that had been sent to an Oakland bank.



## PROCLAMATION SETS STAGE FOR IMAGING CONFERENCE

A governor's proclamation signifies a successful Imaging and Records Management Conference put on by OIS. For the first time, the conference had two sites: one in Sacramento and one in Irvine. Viewing the proclamation are, from left, OIS Office Chief Don Hallberg, DGS Director Peter Stamison, Association of Records Managers and Administrators Linda Masquefa and James Coulson, certified records manager.





While the state doesn't have any 1938 Packards in its fleet, the ORIM Claims Unit thought the classy lines of this restored vehicle reflected the unit's classy customer service. Members are, from left on grill, Rich Beck and Gail Saruwatari; on fenders, from left, Toni St. John, Tom Alves, Mike Abbott, Helen Rogers, Alecia Chasten, Dorothy Duncanson and David Hall. (Vehicle compliments of John Woods of Carmichael.)

## MOTOR VEHICLE SELF-INSURANCE PROGRAM'S 20TH ANNIVERSARY

"The cost of commercial automobile insurance just got too expensive," recalled DGS' former State Insurance Officer Eugene Marquart. "We knew we could do it less expensively, so we decided to handle our own claims."

Such was the beginning of the state's Motor Vehicle Insurance Account and Vehicle Liability Self-Insurance Program. That was 1977. Twenty years later, the program is not only the oldest but one of the few truly self-insured programs in state government. It is a real success story for the taxpayers.

All state-owned motor vehicles (everything from sedans, Caltrans snow plows, CHP cruisers, tractors and forklifts, to electric carts and self-propelled riding lawnmowers) are insured. Both the drivers and the state agencies have unlimited liability protections.

Since the state's coverage isn't commercial insurance, there is no policy and thus no policy limits. "It's the world's best auto insurance," said Office Chief Ralph Maurer of DGS's Office of Risk and Insurance Management. "With a fleet of over 43,000 vehicles, the state's program would compare with a medium-sized California commercial company."

ORIM's four risk analysts review over 6,000 accident reports and handle over 2,000 new claims each year. Like their commercial cousins, these claims adjusters investigate, evaluate, negotiate and resolve over 90 percent of the claims. Of the few vehicle liability claims that go to litigation, 93 percent are resolved before trial, with the risk analysts working with attorneys from the Attorney General's Office or Caltrans' Legal Division.

Over the past 10 years, the staff has paid \$123 million to settle over 20,000 claims. "Everything from extremely serious accidents and injuries to a broken tail light lens—we handle it," said Liability Claims Manager Rich Beck. "One of the things I'm proudest of is that less than one percent of the claims we deny go into litigation. When we can't pay a claim, we take the time to tell the claimant why. The claimant, when confronted with the facts, understands why the claim was denied and, 99 times out of 100, agrees not to litigate," Beck said.

## AYERS-JOHNSON ...

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as an advocate to external agencies and conducting outreach to law enforcement agencies about our Victims of Crime Program," Ayers-Johnson said.

**LABOR DAY**



*September 1st*

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