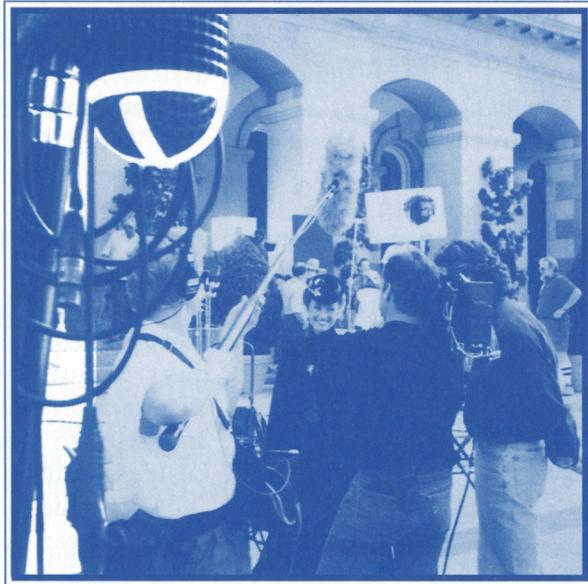


Side-by-Side



California Department of General Services — a newsletter for employees by employees — Issue #10 • June 1997



Actress Jane Seymour flashes a smile for the camera during 1994 filming at the state Capitol.

TAKE ONE: DGS COOPERATES WITH FILM INDUSTRY ON LOCATIONS

State buildings are hot properties for the film industry. Whether it's the imposing Capitol Building or a concrete parking garage, filmmakers are anxious to use state facilities as locations for movies and television.

The office handling such requests is often the Office of Buildings and Grounds, which goes out of its way to eliminate red tape for film companies.

"We implement a state statute which provides that state property can be used for filming at no rental cost, other than staff time" said Tom

Thompson, OB&G's supervisor of building trades at the Capitol.

Added Mel Gilliard, OB&G's Los Angeles regional manager, "We're aware the film industry is an important contributor to California's economy, and we do everything we can to accommodate it."

Los Angeles' role as the film capital means a fairly



THE DIVISION OF THE STATE ARCHITECT

(See pages 6 & 7)

steady flow of requests for state buildings as locations. Gilliard often acts as the point person on such projects, "We have probably had three film crews a year since I became involved in building management in LA in 1981," he said. Actor Brian Dennehy once used Gilliard's own office as a set for a police interrogation office.

Gilliard recently got a letter of appreciation from the California Film Commission for his assistance in obtaining permits for the NBC series *Profiler* to shoot film in the Broadway Building, now under renovation for state offices.

In Sacramento, a double episode of the television series, *Dr. Quinn, Medicine Woman*, was filmed on the Capitol grounds in 1994. The series used tight shots of the exterior of the state Capitol—the north side changed with portable fences and shrubbery to look like the White House and the west side,

Continued Page 9



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...

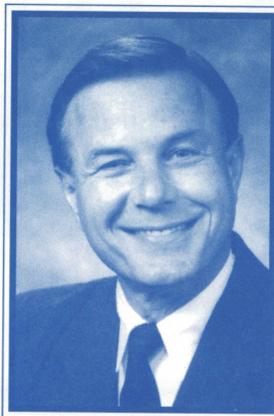
The word is out.

I flew to Orange County recently and sat next to a state employee who was attending the conference where I was scheduled to be a speaker. I didn't identify myself, saying only that I worked for DGS.

"Oh?" she said. "DGS. They've really changed."

"How so?" I asked.

She spent the next 15 minutes telling me about a colleague of hers at the Department of Corrections who had called Chuck Grady



Peter G. Stamison,
Director

at the Procurement Division, made a suggestion for improvement in the acquisition process and gotten a change within a week. The suggestion cut acquisition time by 60 days.

The colleague was so impressed she spent the next six months talking about what a progressive, customer-oriented place DGS is.

As a result of her colleague's praise about the Procurement Division, a total quality management publication picked up the story. It circulated to 2,000 government employees.

My fellow traveler then said she had received excellent service from DGS herself and extolled the great assistance of the State Garage and the State Printer.

"Well, I have a confession to make," I said. "I'm the director of DGS, and those are the kinds of stories I want to hear."

I'm hearing more and more real live examples these days about the efficient, customer-oriented service we are giving to agencies who do business with us.

I continue to be impressed by the power of the satisfied customer. All our marketing and PR work doesn't hold a candle to customers who are pleased with DGS' service, spreading the good word. By the same token, one customer complaining he received poor service can have repercussions far beyond a single transaction.

It is important for us to remember each person we deal with in a day is a potential ambassador who can spread the news far and wide about the services we provide. The positive actions of the people within DGS speak with a far greater force than my words alone. Thanks for helping "Make my day."

Peter G. Stamison

PETER G. STAMISON
Director



Les Wickey, a 25-year DGS employee, flashes his plaque as he shakes the hand of OHR Chief Deborah Bouler.

25-YEAR PLAQUE GOES TO LES WICKEY OF OHR

Les Wickey, client services manager at OHR, received a plaque and a watch recently to honor his 25 years with DGS. He has held an interesting variety of positions, including press relations, newsletter editor and legislative bill analyst.

Les has worked as personnel analyst for virtually all offices, including boards and commissions. As chief of Records Management several years ago, he consolidated the records management operation and started the first Records Management Vendor Fair, which is still going.

He got his first experience in labor relations during his stint as personnel officer at the Printing Plant. Following that experience, he has been involved in labor relations and personnel work ever since.



OFA'S EARL HOWELL HONORED FOR 25 YEARS OF SERVICE

Earl Howell, assistant chief of inspection services at OFA, recently celebrated the completion of 25 years of state service. Director Peter Stamison presented Howell with a commendatory certificate signed by Governor Wilson. Family and staff members also attended the event.

Howell began his state career with the Department of Corrections in 1972. Five years later, he transferred to OFA as an inspector of automotive equipment. Prior to being appointed assistant chief, Howell was superintendent of mobile equipment.



OFA's Earl Howell receives certificates from Director Peter Stamison, left, and Office Chief Tim Bow, right.

PERSONNEL FILING GETS AN OVERHAUL

An ambitious Office of Human Resources group under the supervision of Lyn Brown recently did a massive housecleaning and upgrading of 3,500 to 5,000 DGS personnel files.

The old files had become dog eared and ragged, and some of the labels had fallen off, Brown said.

The office purchased new and more durable folders with color-coded labels which makes finding files a snap.

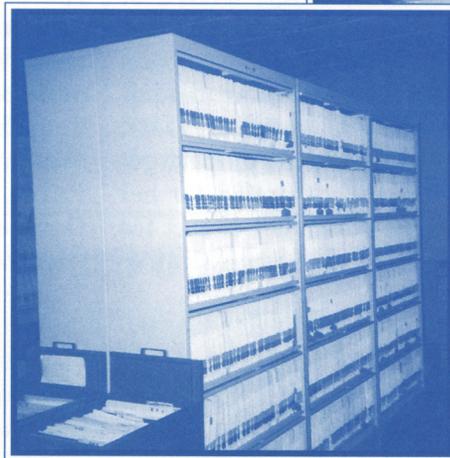
Staff in her Customer Resources Unit made new labels for every one of the files, working from November 1996 until the entire system was changed over on March 21, 1997.

"In changing over to the new files, we found paperwork that had been lost between files, but never found because the old files were packed so closely together," she said. Employees with the same name sometimes had their information placed in each others' file.

Those working on the project included Sharon Calton, Deborah Watson, Lynn Markey-Jacobs, Vanessa Geter and LaVon Gannon from Brown's unit and Mary Tequida, secretary for the Human Rescues Office.



The old, shaggy filing system for employee records recently was revamped by the Office of Human Resources for more accurate, streamlined record-keeping.





ORCHIDS: SATISFIED CLIENTS COMPLIMENT GENERAL SERVICES

Procurement specialist **Sandi Russell** received a letter of thanks from the Stephen P. Teale Data Center. Her assistance on a General Signal Networks procurement saved \$77,000. "Whenever Sandi has been given a last-minute rush by Teale her attitude is one as if she just won the lottery," a Teale senior staffer said.

The Telecommunications Division got a pair of letters concerning outstanding work by employees. The Department of Parks and Recreation commended the Radio Maintenance Shop and singled out **William Dunbar** for his thoroughness, neatness and professional attitude. A battalion chief at the Department of Forestry's Santa Clara Ranger Unit complimented DGS microwave technician **Jim Lohr** of the Salinas area for his troubleshooting abilities that solved a long-term problem with a microwave system.

Another Telecomm kudo came from the Employment Development Department, where the data processing chief thanked **Telecomm** for its help with EDD's call routing network project. And at the 9-1-1 Program, **Julie Runyan** was

singled out by Peninsula Paramedic Services of Marina in Monterey County.

Runyan walked the firm through the process to become a secondary public safety

answering point and was supportive and helpful in her site visits.

Jim Hanacek, deputy chief information officer, received kudos from Director Karl Engeman at the Office of Administrative Hearings for his assistance in setting up OAH's wide area network.

An OSMB customer gave Small Business Officer **Perry Duncan** a compliment for his "kind and knowledgeable help" in assisting with small business certification. In another OSMB letter, a satisfied customer applying for small business certification said Certification Officer **Tay Higashi** went beyond the call of duty.

Karen Lucas, Kathy Miras and Jinny Munro of the Office of Human Resources got a congratulatory letter from Jerry Birchfield, chief, Office of Construction Services for their help on the construction supervisor series job specifications. Another OHR employee, **Bertha Lopez**, got a letter full of praise for her work on personnel exams for the Office of Administrative Hearings.

Matthew Garcia at the Fullerton branch of OIS' Office Machine Repair unit got a thank you letter from the Department of Insurance for professionalism and enthusiasm in computer programming assistance.

Kam Langham of the Office of Energy Assessments got a gold star for follow-through from an Ontario man

who, 18 months ago, made a request for an announcement and application for the Energy Resources Specialist I exam. The applicant commented on Kam's diligence in notifying him a test was being given.

Janitorial supervisor **Robert Castaneda** of the Office of Buildings and Grounds won the appreciation of the Department of Corrections for agreeing, on short notice, to serve on a panel for the janitorial exam at the Correctional Training Facility. OB&G's staff at the Resources Building under building manager **Johnnie Hayward** got high praise from the Department of Forestry and Fire Protection.

Office of State Printing staff got a letter from Sen. Quentin L. Kopp for prompt attention in printing the Judicial Review of Agency Action. A second letter, this time from the State Lottery, praised the flexibility and dedication of OSP's **Kai Wong, Larry Azvedo, Dahya Patel, Peggy Robinson, Denise Brown, Jam Hezar and Melodee Bagdazian**.

OHR's **Roberta Sutherland** and **Kyle Freeman** got laudatory e-mail messages for getting prompt payroll information to Division of the State Architect's office in San Francisco.

Anne Richards of the Executive Office received a letter from State Printer Celeste Cron praising her for her "outstanding efforts" in



ORCHIDS

Continued From Page 4



coordinating the DGS booth at the 1997 Government Technology Conference.

The Business, Transportation and Housing Agency sent kudos to **Al Kitay** and **Ray Gibson** of the Office of Fiscal Services and **Reiko Yamamoto** of DSA for assisting the agency in reconciling financial records.

The Department of Parks and Recreation sent a memo of thanks to OB&G regarding an all-hands health and safety meeting at the Resources Building in Sacramento arranged by Industrial Health and Safety Manager **Marilee Courtright**. OB&G employees **Johnnie Hayward**, **Craig Navratil**, **Wes Hubbart**, and their col-leagues received a glowing letter from the Department of Forestry and Fire Protection praising the excellent customer service.

Telephone receptionist **Carol Mufich** of the Office of Legal Services received not

one, but two calls complimenting her on her pleasant and helpful manner. The Employment and Training Panel and the Governor's Office both took time from their day to praise her work.

The Office of Risk and Insurance Management received letters from the California National Guard thanking Risk Analyst **Alecia Chasten** and Risk Manager **Richard Beck** for help in settling property claims.

The Sacramento Public Relations Association bestowed a CAPPIE award, the area's highest public relations award, on the Cellular 9-1-1 Education Task Force, a joint effort that includes **Leah Senitte** and **Rosalie Ingle** from the Telecommunications Division, the CHP and the Cellular Carriers Association.

Lyn Brown, customer resources supervisor at OHR, and her staff member, **Sharon Calton**, got a note from a facilities coordinator at Cal State, Sacramento who thanked them for locating a

slide projector he had lost last fall during a meeting at 1325 J Street in Sacramento.

Ray Lands, OB&G building manager in Region 3, received a letter from the Department of Motor Vehicles for his responsiveness in maintaining the DMV's Sacramento Headquarters Building. Lands spearheaded the building's roofing, asbestos removal, message system update and painting upgrades.

Cecilia Deleon at OB&G in Oakland sent a "thank you" by cc:Mail to **Linda Masteller** in OHR. Masteller won the hearts of the permanent intermittent employees at the Oakland Caltrans office when she processed their checks so quickly they arrived earlier than expected.



TELECOMM HONORED BY REHAB INDUSTRY



Janice Kuykendall, second from right, contracts administrator with the Telecommunications Division, holds a Government Recognition Award from the California Alliance of Rehabilitation Industries. The division was honored for its outstanding record in contracting with firms that hire the disabled. Others representing Telecomm include, from left, Systems Manager Gene Sapnaro, Contracts Administrator Carolyn Brown, Deputy Director Wendell McCullough and Public Safety Radio Chief Pete Wanzanried.





CHILDREN GET SAFER SCHOOLS DUE TO DSA PLAN CHECK

Governor Wilson's class size reduction initiative and the passage of a \$2 billion school bond measure in 1996 has put the spotlight on the successes of the Office of Regulation Services in speeding and streamlining the plan check process for school construction.

ORS is responsible for review of school construction plans for accessibility, seismic safety and fire and life safety.

One of the busiest offices in the Department of General Services, ORS reviews over 2,000 school construction projects a year with a total construction cost in excess of \$1.7 billion. An average school project costs \$800,000 and takes 32 hours of review.

"That's almost eight school projects a day," said Office Chief Vilas Mujumdar. The office employs a staff of 110, most of whom are structural engineers, architects and fire and life safety officers.

Fortunately, ORS had cut its review time by 40 percent over the last four years, allowing the bond measure and the class size reduction initiative to move forward rapidly.

The \$300 million for class size reduction authorized by the Legislature in 1996 created a rush. Schools were anxious to get extra classrooms constructed for the 1996-97 school year.

"We changed the review procedure to a check list process that simplified approvals," Mujumdar said. School districts describe the location of the school on the site, check off the completed requirements and affirm that the list is accurate. The application can be mailed in.

"We told the districts exactly what they needed to do. If they followed the streamlined procedure, the plan check could be completed in a week," he said.

ORS also initiated a

"concurrent plan review" method of approving school design work. Architects now can bring plans in to ORS during the design process rather than waiting until all the design work has been done. This avoids substantial redesign if regulations are not met.

"We give the districts feedback at specific intervals, so when they come in for the next approvals, they already have incorporated the state's requirements into the design," Mujumdar said.

Concurrent plan review first was started three years ago as a pilot project for the state community college system. ORS completed plan review for \$400 million in community college construction projects in just three months. The concept was so successful, that it now has been extended to K-12 schools.



THE DIVISION OF THE STATE ARCHITECT

STATE ARCHITECT IS A LEADER IN HISTORIC PRESERVATION

A crumbling adobe building has friends at the Division of the State Architect. DSA provides staff to the board that determines building code modifications for historic buildings and provides construction workers to agencies that undertake restoration work on state structures.

The two groups within DSA, the staff for State Historical Building Safety Board and the Direct Construction Unit, Office of Construction Services, are poles apart in duties but united in their purpose: to preserve the historic buildings that are part of our heritage.

"The actions of the State Historical Building Safety Board provide alternatives to the California Building Code," said Richard Conrad, the board's executive director.

"The board allows us a mechanism for granting alternatives," Conrad said. "Then we don't have to face a dilemma such as this: Do we tear down the State Capitol because it doesn't meet the current building code?"



The main street of Bodie, California is preserved in a state of "arrested decay" with the look of the old but the underlying construction of the modern day.

The board assures the building is safe enough to be used by the public while retaining its historical significance.

On the other end of the spectrum, Mark Humphries, head of the Direct Construction Unit, uses a group of highly trained experts who do the actual work of preserving buildings.

"We've got experts on adobe, leaded glass windows, brick work and foundations," Humphries said. His team has worked on projects as diverse as the mining town of Bodie and the elegant Hearst Castle, from the gold rush community of Columbia to the Victorian home at the Empire Mine State Park in Grass Valley. Humphries himself spent five years at the state park.

In Bodie, Humphries and his crew literally rebuilt each structure so that the half-tumbled, weathered boards are backed up by concrete and



Inset: Fred Hummel, left, Richard Conrad and Mark Humphries review photos of historic Bodie, CA.

rebar. "The town is supposed to be preserved in a state of arrested decay," he said.

State Architect Fred Hummel said historic preservation has a tremendous positive impact on the citizens' pride in their heritage and on the state's economy. "I was out in Bodie during the off season not too long ago. Hundreds of foreign visitors lined up waiting to see the Gold Rush era recreated."



SPOTLIGHT

Continued

DSA PLAN CHECK

Continued From Page 6

Mujumdar pointed out that ORS is a fee-for-service agency. "We live on what we get paid. Over the last four years, our income has consistently exceeded our expenses, and that included the years when school bonds did not pass."

State Architect Fred Hummel said the Office of Regulation Services gets high marks from the state's most respected school architects. "What we're emphasizing is consistency. We want professional architects to know exactly what the standards are when they are designing a school," Hummel said.



SEEP CHANGES ITS NAME TO REFLECT TECH CHANGES

By Deborah Ray-Sims

The State EDP Education Program, better known as SEEP, is moving with the times. SEEP has changed its name to the Statewide Educational Enhancement Program to keep pace with the information technology industry.

"In the late 1980s the computer industry began using the phrase 'information technology' in place of EDP (Electronic Data Processing)," said SEEP's new manager, Beverly Morris.

For more than 20 years SEEP has been the premier technology training resource for state and local government. Beverly Morris (better known as Bev) comes to SEEP as former program manager for the California State Computer Store. She spent several years with the Procurement Division in the EDP Acquisition Unit. She also worked for many

years with Xerox in training and marketing.

Morris expects to identify the special needs of SEEP customers and to focus on programs that could work more efficiently and effectively. "Expect to see satellite downlinks from major manufacturers in SEEP's classrooms and coordinated efforts with the Department of Information Technology and the State Training Center," said Morris.

SEEP will teach both advanced training and basic courses such as Word, Excel and other computer software programs.

This fall look for SEEP's seventh annual Data Processing Managers' Academy. And sign up for SEEP's January 1998 Executive Institute. For more information and a new course schedule, call (916) 445-0397.



HIGH SCHOOL STUDENTS LEARN ABOUT CAREERS

Two OREDS staffers, Real Estate Officer Lewis Dean and Project Manager Norton Chapman, recently spoke to students at Thurgood Marshall Continuing Education High School concerning their respective careers.

"I've been doing this twice a year for four years," Chapman said. "It's the second year for Lewis." Chapman first became involved with the program through his fraternity.

The two men were invited by Principal James Rucker, also a fraternity member, for the school's twice-yearly career day that also includes law enforcement officers, air force personnel and other professionals.

"We let kids know there are people out there who have a big variety of jobs besides professional sports. We try to impress on the students that high school and college are important," Chapman said.



ADMINISTRATIVE HEARINGS OFFICE FOCUSES ON SERVICE

The Office of Administrative Hearings has launched several changes to improve customer service and efficiency.

In an outreach effort titled "Up Close and Personal," the management team is meeting with client agencies to get feedback on how OAH can better serve them. The team is scheduled to meet with 14 agencies before the end of the year. In response to agency input, OAH is compiling an information pamphlet containing general information and frequently asked questions.

OAH also has conducted an Administrative Law Judge (ALJ) Evaluation Survey. It was mailed to attorneys and agencies that had appeared before the ALJs within the previous year to obtain both positive feedback and areas needing improvement. The form for the survey has been designed to provide an overall rating of all OAH services. OAH also developed a Scantron form that will enable the results to be tabulated electronically rather than manually.

OAH presently is producing five different packages of regulations. The most important



package is procedural regulations for the conduct of administrative hearings, which are particularly timely coinciding with the "New Administrative Procedure Act (APA)" which goes into effect in

July 1997.

The "New APA" also required OAH to draft model regulations for agency alternative dispute resolution and declaratory decisions. The fifth package specifies the appeal procedure for agency forms affecting businesses.

Installing a wide-area network (WAN) is another important project. The WAN will improve OAH's service to the public and client agencies and provide a Case Tracking/Case Management Data Base with centralization of statewide information, internal timekeeping and client agency billing and invoicing, statewide communication among the four OAH offices, remote access from the field, and CD ROM and Internet research capability from the desktop and/or field. OAH had the new system up and running in April.

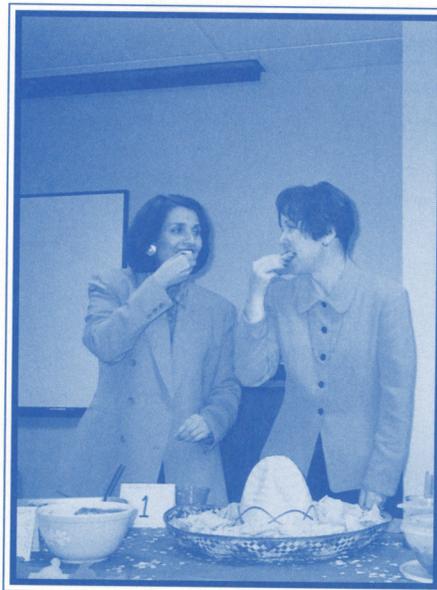
TAKE ONE

Continued From Page 1

the US Capitol. OB&G personnel approved any temporary changes made in the Capitol grounds and oversaw the return of the Capitol to its original condition.

More recently, filming took place for the *Second Civil War*, a dark comedy that ran recently on HBO. "We built a crane up on the roof to light and film the scene in which Beau Bridges tried to commit suicide off the dome," Thompson said.

The movie companies that do their homework and make contact with both OB&G and the Legislature have a great relationship with the state. "We're here to help them get their job done," Thompson said.



SALSA SAMPLED FOR CINCO DE MAYO CONTEST

Executive Office staffers Nancy Galindo, left, and Jerri Dale judge the salsa entries at a Cinco De Mayo potluck luncheon sponsored by the Office of Human Resources in Sacramento. Bobbie Flanders won first place, Mary LaCasse, second, and Jim Evans, third.



DGS PROMOTES PRODUCTS AND SERVICES AT JOINT GTC BOOTH



Booth entrance has a modern, streamlined look.

For the first time, several DGS offices joined together for a single display area at Sacramento's Government Technology Conference.

The joint booth featured displays from the offices of Information Services, Fleet Administration, Real Estate and Design Services, State Printing and Small and Minority Business and the Telecommunications and Procurement Divisions.

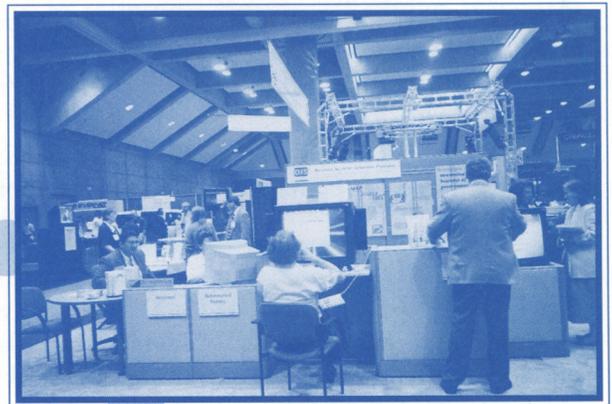
The Government Technology Conference this year drew an estimated 20,000 attendees to its three-day trade show at the Sacramento Convention Center.

Customers who stopped by the booth commented on the easy accessibility, one-stop service and friendly atmosphere.

Continued on Next Page



At the Procurement Division area, Paul Warner, left, Steve Lower, Camille Daily and Pat Bailey stand ready for the conventioners' arrival.



Customers view computer presentations at the Office of Information Services' area. At left is Ray Roa of OSMB and, at far right, Mary Purvis of OIS.



Eric Scott, right, a data engineer with CALNET and Director Peter Stamison, left, discuss DGS services with customers at the CALNET area.





Kathleen Brower of OFA waves from the office-in-a-van as a GTC worker guides it into place on the convention floor.



Charlotte Fassett and Sandy Adams of OSP offer the free color posters printed on the plant's full-color press.

"It sure beats having DGS spread all over the floor," said one conventioner. Attendees were able to get free color posters from State Printing and information on Procurement's CMAS, CAL-Card and GS \$Mart, Fleet's office in a van, OREDS' computer-aided design service, CALNET's data and voice services, ITEC's State Computer Store Contract, SEEP's educational classes, Machine Repair's computer upgrades and OSMB's enhancements to the Electronic State Contracts Register, among other features.

The Prison Industry Authority and Western Contract Furnishers loaned panels, counters and furniture to the booth space.



PRAISE FOR THE DGS HOME PAGE

DGS' Office of Information Services hosts the page on its server and maintains the material that appears on it. *Capitol Weekly*, the Sacramento publication that covers state government, said the DGS Web Page was well linked to various offices and services. The paper acknowledged the

page for "not bothering with flashy Web design," but placing emphasis on accessibility, including icons for new and updated information.

"To me, the importance of the article was the acknowledgment that the most important factors for home pages are content and readability," said Vera Fernandez, DGS' webmaster.

A recent *Capitol Weekly* series on the Web sites of various state agencies gave DGS high marks for the simplicity, organization and timeliness of its site.



CAPITOL BUILDING TRADES SUPE IS HONORED

Tom Thompson was unaware, when he recently organized a ceremony for the opening of the Vietnam Veterans Memorial Wall, he also was organizing a recognition program for himself.

The surprise came from Assemblyman Dick Floyd, who took time out from introducing a long list of public officials to enumerate the outstanding accomplishments of an unnamed veteran. "I was thinking it sounded a lot like me," Thompson remembers. Sure enough, when the assemblyman reached the heroic rescue of a neighbor from a burning building, Thompson

realized he was the honoree.

Floyd presented Thompson with a Joint Resolution commending his outstanding service to the public in his role in the rescue and as a member of the light infantry in Vietnam. Floyd especially noted Thompson's work as supervisor of building trades at the Capitol, where he

oversees the building's maintenance and oversees the preservation of its historic beauty, coordinates 300 rallies a year and maintains the permanent California Vietnam Veteran's Memorial.

Floyd worked secretly with Thompson's staff and family to gather information for the formal member's resolution.

NEW STRUCTURE FOR REAL ESTATE AND ARCHITECTURAL SERVICES

The kickoff date for the new DGS real estate operation is scheduled for July 1. The revised organizational structure has been many months in the planning stage, with dozens of meetings by working teams from throughout the Real Estate and Building Division and the Division of the State Architect. Employees were kept updated on the new structure via a series of brown bag lunches, newsletters and electronic mail

The merger began in September 1996 when DGS retained the consulting firm of Arthur Anderson to review its real estate and architecture operations. The consultant recommended melding the various aspects of the two divisions.

Some of the innovative elements include a single point of contact for customers, consolidation of project management functions and

administration of all common professional services. Services will be provided to customers by teams gathered from throughout the organization.

Recently, the new leadership group was announced. They include: Gene Spindler, deputy director; Mike Courtney, assistant deputy director; Rich Sturman, chief, customer account management; John Brooks, chief, asset management; Peg Hudson, chief, project management; Jack Barr, chief, professional services; and Rosamond Bolden, chief, building and property management.

Many individuals have participated in work groups focusing on infrastructure and technology needs. Process teams currently are working on work flow, project decisions and business operations.



Pete Wilson
Governor

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