

Side-by-Side



California Department of General Services — a newsletter for employees by employees — Issue #16 • June 1998

DGS PROMOTES "SMART GOVERNMENT" AT GTC

The Department of General Services showcased how it's helping make state government operate smarter, faster and more efficiently during Sacramento's Government Technology Conference in May. More than 20,000 attendees visited the three-day trade show at the Convention Center where a DGS booth featured money- and time-saving products and services under the banner "Smart Government Starts Here."

DGS staffers from Fleet Administration, State Publishing, Telecommunications and Procurement answered questions and distributed materials about how the department

serves state and local government customers with a variety of innovations including electronic commerce, information technology services and training, transportation and energy solutions, and printing and publishing services.

In addition, the Procurement division hosted a pair of seminars showing how recent reforms in the state's \$4 billion procurement system are being put to work. Procurement's Chuck Grady led a seminar on improving government by reforming contract management. A second panel of

Continued Page 3

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Spotlight on . . .

DGS NATURAL GAS SERVICES PROGRAM

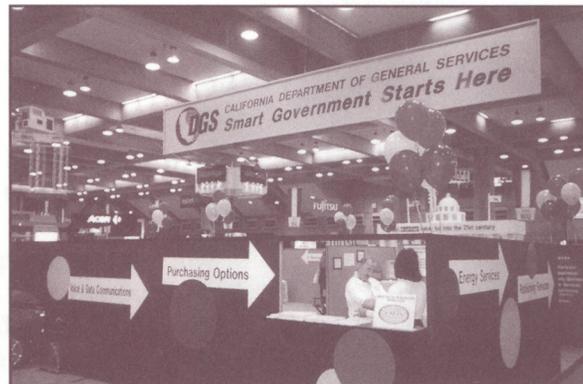
(See page 6 & 7)



DGS Director Peter Stamison inspects OFA's Electric Vehicle inside the DGS booth at GTC.



Procurement division staffers answer questions about how DGS is saving customers time and money.



A smart looking booth for DGS's "Smart Government Starts Here" theme.



To insure quality, cost-conscious, and timely assistance and support to state and other public agencies so they can efficiently deliver needed services to California citizens. With the leadership of the Governor, and in cooperation with the Legislature, we seek to provide creative business solutions and serve our customers in a responsive and flexible manner. Our mission is dedicated to servicing the customer.

DIRECTOR'S

Message...



Peter G. Stamison,
Director

TMI—TOO MUCH INFORMATION?

As DGS continues to hone its collective skills toward becoming a customer-focused, results-driven organization, the need for timely, relevant information becomes more important than ever before. Our customers want dependability and predictability. Our products and services are only as good as the information used to make those day-to-day decisions that keep our customers coming back.

In years long gone, the challenge was always having to make a timely decision with too little information. Thanks

to the technology-driven information age, it now appears that today's work force may be saddled with "TMI," too much information.

A major office products company recently surveyed 1,000 workers in large corporations and identified 12 forms of communication they experience every day. These include telephone calls, faxes, voice mail, e-mail, US mail, special deliveries, pagers, and verbal communications. If we sometimes feel overwhelmed, maybe it's because we send and receive an average of 190 messages a day and must be interrupted by such communications at least three times an

hour, according to this same study.

Forty percent of the workers in the study say they are interrupted six or more times an hour by messages while 37 percent are interrupted three to five times an hour. Since many of us are now more available by phone or fax or by pager we can't help feeling we're always on call. The speed of information exchange has gotten us to the place where clients and coworkers expect almost an instantaneous response. Add to this the explosive growth of the Internet and the inevitable, irresistible promise of electronic commerce, and you get a picture of what is in store for DGS.

We will handle the challenges with an eye toward technology, while maintaining a sense of teamwork and pride in our work that will sustain us through the changes ahead.

That is, if we stay focused, prioritize our objectives, and make sure every employee in DGS understands her or his job and how they are measured in terms of job performance. When people get their jobs done working together they work as a team. When the team wins...

everyone wins. You certainly felt the teamwork when you visited the DGS display at last month's Government Technology

Conference. I certainly took great pride in that display of your work! My congratulations to GTC, and to all of you who make up the DGS team.



CONGRATULATIONS!

Johnnie Hayward, building manager, and Ricardo Rangel, janitor, show off the 25-year state service certificates and watches presented by BPM Regional Manager Roy Gilkey during a ceremony at the state Resources building.



Peter G. Stamison



OPSC'S SCHOOL CONSTRUCTION "TRACKING SYSTEM" IS ON-LINE

The Office of Public School Construction (OPSC), which administers the funding for the State School Building Lease-Purchase program, is using the Internet to make it easier for California school districts to stay up-to-date on the status of new school construction projects. Information on over 4,800 applications for new construction and the modernization of existing school facilities in various stages of approval is stored in a master database. The database includes statistical, fiscal and approval information for each project.

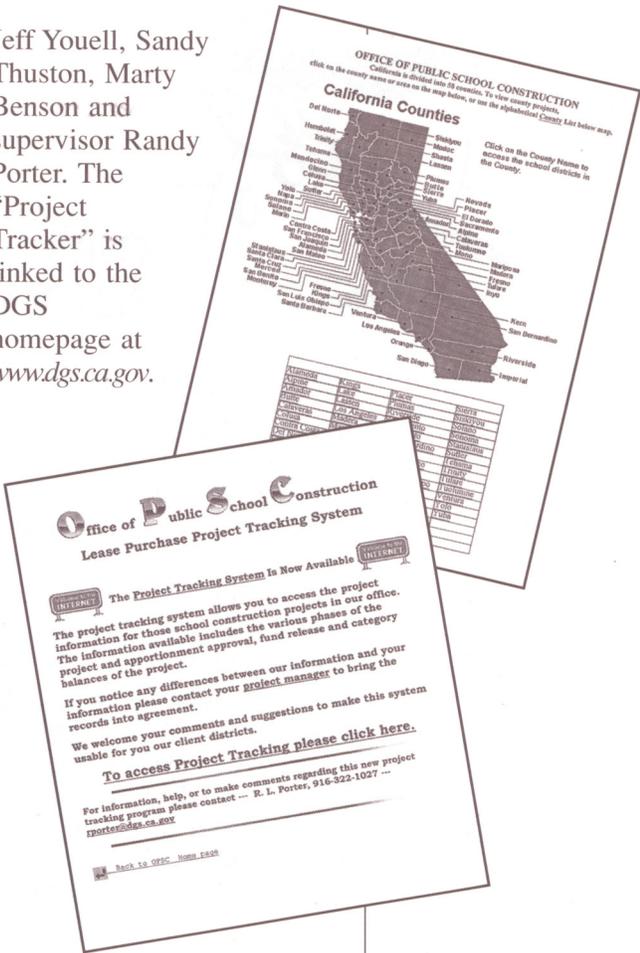
In March 1998, this database information was made available on the "net" from the OPSC web page, and billed as the new "Project Tracking."

Much of this information was previously made available via a modem "dial-up" to OPSC. This system was archaic, slow, not user friendly and required the issuance of a password for access. There were only about 300 registered users of the old system, most being architects or school facility consulting firms, whose questions took an estimated 5,000 hours of staff time to resolve. Now, anyone with access to the Internet can view specific information on any school facility project funded by the state.

Not only does "Project Tracking" provide instant information on project status to school districts, legislators, parents and anyone else involved in the public school community, it also allows OPSC to spend more time reviewing new applications, and processing existing applications.

OPSC team members responsible for the successful outcome of this project are

Jeff Youell, Sandy Thuston, Marty Benson and supervisor Randy Porter. The "Project Tracker" is linked to the DGS homepage at www.dgs.ca.gov.



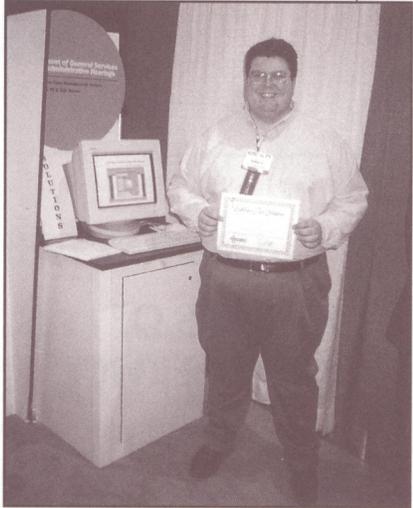
"SMART GOVERNMENT" ...

Continued From Page 1

Procurement experts gave a "how-to" presentation on the most-effective use of several business programs available through DGS including the California Multiple Awards Schedules, the CAL-Card VISA program, the award-winning G\$Mart lease purchase financing program, Master Service Agreements, and the role of Customer Account Managers.

GTC also served as the setting for DGS's Office of Administrative Hearings

(OAH) to be honored by the Microsoft Corporation with a "Solution Showcase Award." Microsoft presented the award to DGS for producing a customized version of Office 97 software, which allows OAH employees to produce legal documents quicker, saving taxpayers tens of thousands of dollars in labor costs. The award also recognizes another DGS-generated software innovation that allows more efficient scheduling of OAH judges.



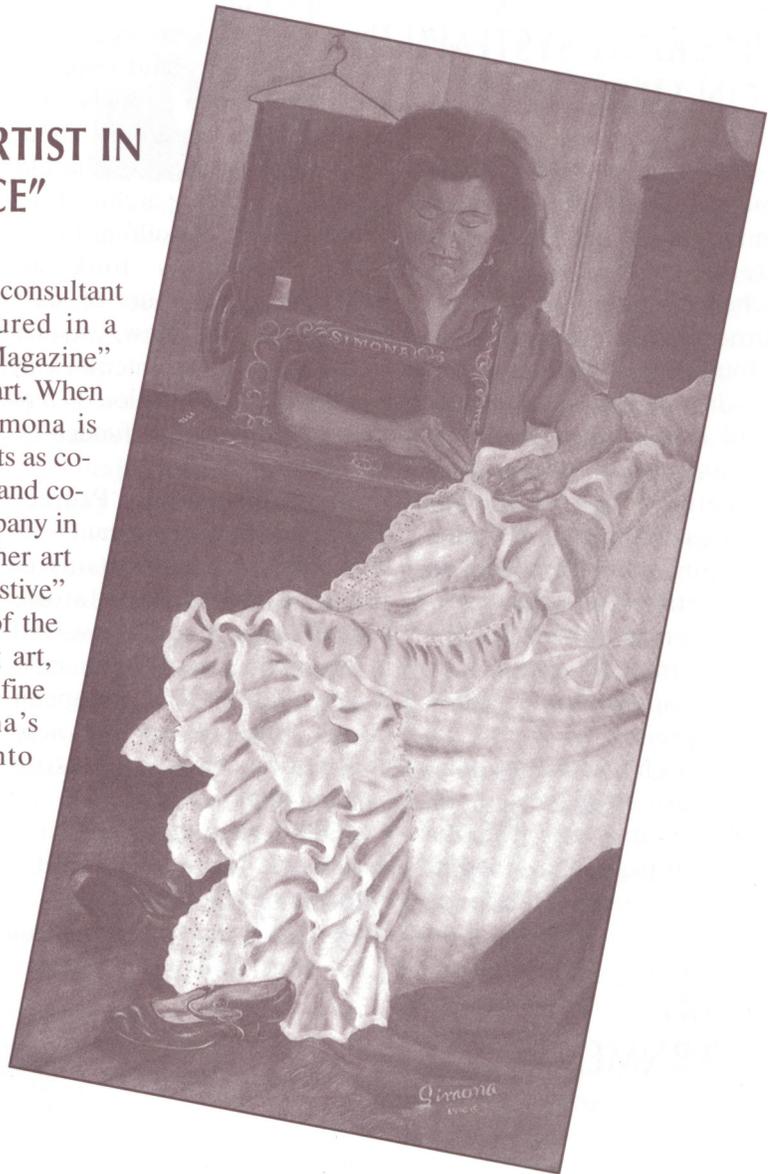
OAH's Jamie Mangrum shows off the Microsoft "Solution Showcase Award" for the customized software he helped DGS develop to more efficiently access legal documents.





OSP'S "ARTIST IN RESIDENCE"

Office of State Publishing consultant Simona Hernandez was featured in a recent edition of "Sacramento Magazine" where she described her love of art. When she's not working for OSP, Simona is working with other Chicana artists as co-founder of Co-Madres Artistas, and co-owns a fine art printmaking company in Sacramento. Simona describes her art as "bright, colorful, happy and festive" depicting the Mexican culture of the west. When she's not creating art, Simona is holding workshops on fine arts prints. Check-out Simona's profile in April's Sacramento Magazine.



25 YEARS OF GREAT SERVICE

Office of Fiscal Service employees Louise Montgomery, Sherry Chavez and Maria Luna (l to r) receive their 25-year state service certificates from (back row, l to r) OFS Manager of SRF Fiscal Services Gerald Martinez and OFS Chief Eugene Pieracchi.



SUPER BARGAINS AT SURPLUS PROPERTY WAREHOUSES

Do you have a student graduating from school who's in need of a new desk? Or maybe you've got a home office and need an extra filing cabinet or desk chair. If so, then be sure to check the bargains available through the Department of General Services (DGS) Property Reutilization Program which is saving California taxpayers millions of dollars each year by reusing and recycling state-owned materials:

The program returns revenue to the state by the sale of previously used computers,

desks, file cabinets and scores of other surplus office equipment to the general public at discount prices. The program generated \$10 million in sales of state surplus in 1997 alone. The program also benefits taxpayers by allowing state agencies to maintain minimal inventories and warehouse space, as well as reducing the disposal of usable materials into landfills.

Not only are taxpayers saving money, they are getting some great bargains as well. For instance, standard metal bookcases are priced at \$35,

executive wooden desks for \$125, computer task chairs at \$35, steel file cabinets for \$20 per drawer, and touch-tone telephones at \$5, and that's not counting "blow-out sale" discounts.

DGS and its Procurement Division operate two surplus property warehouses; one in Sacramento at 1421 North Market Blvd., the other in Fullerton at 701 Burning Tree Road. For more information call Hollis Thompson at (916) 928-4633 or Jim Curran at (714) 449-5928.



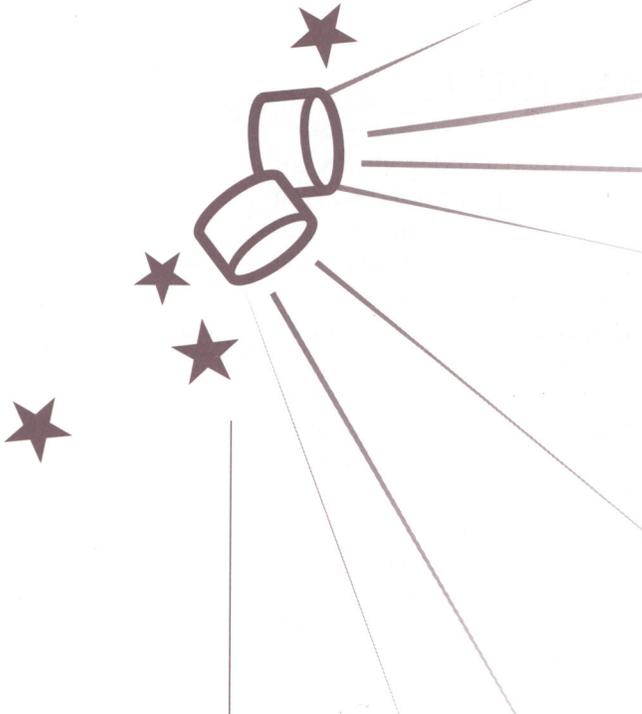
Row upon row of bargains wait to be snapped up at DGS's surplus property warehouses.



HAPPY RETIREMENT CONNIE!

On March 26, 100 coworkers, friends, and retirees gathered to celebrate and honor Connie Okino's retirement following 43 years of state service. Connie's tenure began with the Department of Parks and Recreation where she worked as a stenographer for ten years, then with DGS's Real Estate Services Division for 33 years where Connie worked as a word processing technician.





SPOTLIGHT ON...

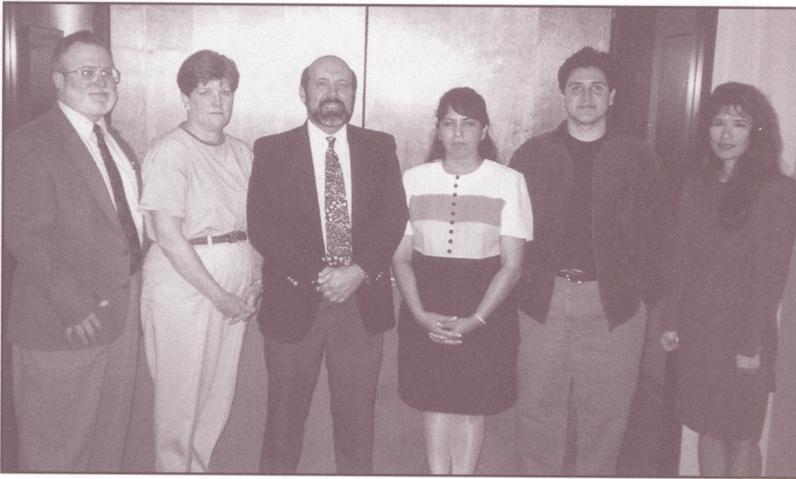
DGS NATURAL GAS SERVICES PROGRAM

In a recent letter, the director of utility management at a California State University campus wrote that when asked “What makes the DGS Natural Gas (NGS) program special?, I usually answer that working with DGS is just like finding money.” That endorsement is just one of many from customers around the state who take advantage of the service.

NGS was born from the deregulation of natural gas supply and services in California. The program is an innovative, cost-effective approach to acquiring natural gas supplies and services for the state and participating local agencies throughout California. Through a unique team effort between two DGS divisions, Procurement and Real Estate Services, the program has become one of the largest public-sector gas procurement programs in North America. NGS services include:

- Procurement and contract management for public-sector gas supplies
- Liaison with gas utility companies
- Regulatory review and consumer advocacy
- Invoice consolidation and quality control
- Clear, clean audible “paper trail” for all gas purchases
- Designed for public-sector audit processes
- Natural gas metering options and conservation consulting services





DGS Natural Gas Services team, Marshall Clark, Becki Rowland Mosley, Marty Sengo, Lydia Barron, Cyrus Sanchez, Mary Lam. Not pictured, Nita Figueroa.

is SUMMER
really here?

The program has grown significantly during the last year and now has over 100 public-sector customers, buying more than 120 million therms of natural gas this year, worth over \$36 million dollars, and saving NGS customers over \$4 million dollars in hard costs compared to previous purchasing methods. In addition, the program pays for itself through a fee charged to its customers based on actual natural gas usage. Due to the NGS's popularity, rapid growth, and cost control management, these fees have been reduced by more than half in the last three years and additional fee reductions are anticipated. The NGS team has accomplished all this even though participation in the program is entirely voluntary and unmandated. Every customer is free to leave the program and select another gas supplier at anytime. But, far from choosing another service, our customers actively work with NGS team members to recruit

new participants to share the many program benefits.

The program has been so successful that many non-state agencies including cities, counties, community colleges and special districts have joined in. Of the 120 million therms of natural gas purchased annually, more than 30 percent is now for local agencies, and this number continues to grow as people become more aware of the program benefits.

The NGS team has been able to provide continued customer service and substantial program savings for its customers in the face of a rapidly changing natural gas marketplace in California. For example, the recent "Gas Accord Settlement" has resulted in the complete restructuring of the natural gas transportation system in California. The NGS team participated in that process and helped map a successful response to it for all the NGS participants. The NGS team

attributes its success to the ability of staff from the two divisions to work together to provide high-quality, reliable customer service at a cost significantly less than it would cost its customers to provide the same service for themselves.



DO YOU KNOW WHO YOUR SAFETY COORDINATOR IS?

Did you know that every DGS office has its own safety officer? They are dedicated people who have been appointed by their office chiefs to make safety a top priority. They meet quarterly with the Departmental Safety Coordinator, John Jang, and discuss topics that may affect you. As part of the DGS Safety Committee, they also work very hard to bring you events such as the DGS Health and Safety Fair, the Governor's Employee Safety Awards Program, and the Annual DGS Poker Walk at Capitol Park. Their role on the Safety Committee is in addition to their regular job duties. If you have safety concerns or questions, please consult your departmental directory for your safety coordinator's phone number.



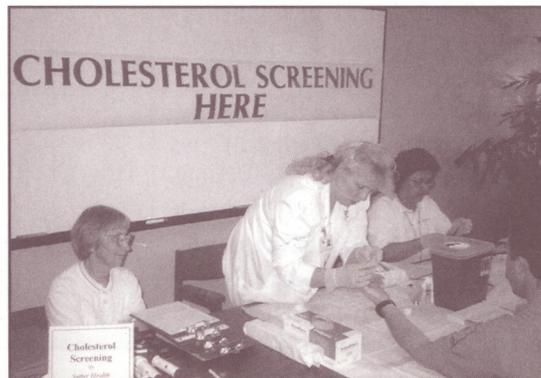
(front row, l to r) Jan Vanderbeck—OPSC, John Jang—Departmental Safety Coordinator, Trudy Holder—ORIM
(middle row, l to r) Marilee Courtright—BPM, Sherry Lynn Wood—OSP, Yolanda Jones—OSMB, Frances LaBaw—BPM
(back row, l to r) Paula Jow—RESO, Dan Howard, Mary Gentry—OFA, Janice Baker—OAH, Pat Whitfield—OLS, Barbara Brackin, OFS, Dan Thomas—OT, Manuel Fotos—PD, Gus Quintero—PD

ORIM SAFETY FAIR A SUCCESS

The Office of Risk and Insurance Management's first-ever Health and Safety Fair, held on the 18th floor at headquarters April 29th, was quite a hit. DGS employees jammed the free health screenings and presentations on safety, enjoying healthy snacks while getting a shoulder massage, having their blood pressure checked and learning about nutrition. Congrats to the grand prize winner of the ergonomic office chair, OPSC's Trish Conyers.



DGS employees found plenty of useful information on living healthier and working safely.



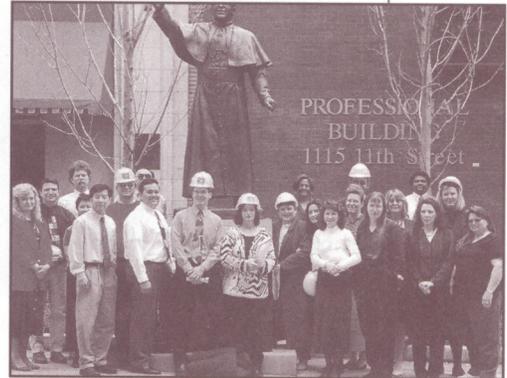
This won't hurt a bit! Sutter Health nurses provide free cholesterol screening; just one of several opportunities DGS employees had to take charge of their own health.



OPSC IS UNSHAKABLE

The month of April was proclaimed "California Earthquake Preparedness Day" by Governor Wilson. April 1st was deemed "Ride it Out" day to promote safety awareness in the event of a shaker. Office of Public School Construction (OPSC) Executive Director Ted Dutton encouraged the OPSC "Safety Team" to participate by conducting a quake drill and

mock evacuation of their new offices at 1130 K Street in Sacramento. The test gave the team the opportunity to fine tune its evacuation plans at the new address. OPSC was directly involved in aiding Northridge Earthquake victims in Southern California by supplying interim housing for school children displaced by the quake.



Members of the OPSC Safety Team gather at its pre-established, post-earthquake meeting site.

DGS EMPLOYEES WIN UCSEC AWARD

The Department of General Services has been honored with a United California State Employees Campaign Silver Award for 40 percent employee participation in 1997. The award is given for outstanding leadership and dedication. Congratulations on a job well done!

GOING FOR THE GOLD—AGAIN!

If you have a 1998 Office of State Publishing calendar hanging on your office wall, then you are in good company because it's an "award winner." The calendar is the work of Ghedeon Bere, OSP Printing Art Planner/Designer. Ghedeon designed and produced for OSP a beautiful 14" X 20" calendar in collaboration with two other very talented people, illustrator Chet Phillips and photographer Mark Renteria, OSP Lithographic Negative Assembler.

The marketing idea behind this project was to create a promotional piece that would be visible for an extended period of time, while maintaining its freshness and newness. Choos-

ing a calendar accomplished both goals. OSP also wanted to demonstrate a different type of work that it's capable of producing, contrasting with the tax forms and ballot pamphlets with which most people associate OSP.

Ghedeon customized Chet's electronic, modern-realism illustrations by using traditional photographic edges in order to obtain a more realistic, unfinished look. He colorized and manipulated the type, silhouetted different elements and placed them as icons along the main images in order to tie together the display part of the calendar with the functional part. The result was positively

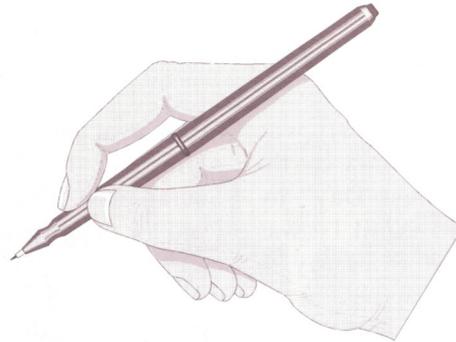
striking and resulted in an outstanding arts calendar which was honored by the Sacramento Public Relations Association with a gold award in the Self-Promotion category at the 1997 CAPPPIE awards this spring.

One of the considerations for the award, besides its appearance, was the ingenuity and marketing idea behind the project and how well the solution accomplished the marketing goals. Numerous customers have mentioned the calendars and expressed their desire to submit projects including design work to OSP because of the quality of this product.



Orchids

MORE PRAISE FOR GREAT CUSTOMER SERVICE ...



Scores of school districts from all over California have been commending **Ted Dutton** and his staff at the Office of Public School Construction for jobs well done. OPSC employees receiving praise from school officials statewide include **Rhonda Smith, Staci Self, Adrian Jimenez, Don Hartin, Lien Hoang, Marva Covington, Luisa Parks, Richard Mirrell, Edwina White, Don Littlefield, George Shaw, Bryan Breaks, Phil Shearer, Irene Oliver, Richard Gonzalez, Gary Maple, Liese Olukoya, Rashid Mir** and **Barbara Wilson**.

Real Estate Services Division Customer Account Manager **Steve Durham** got a note of thanks for the "courtesy, cooperation and prompt attention" he displayed to a customer involved with a state property acquisition in Ojai. Members of RESD's Building and Property Management team in Los Angeles got high marks from the Metropolitan Forum Project. **Melvin Gilliard, Grace Chang, Don Johnson** and **Sabin** were cited for their "generous assistance" in helping bring off a recent Joint Senate-Assembly field hearing.

RESD's **Yvonne Newton, Abbe Ramirez, and Tracy Sesso** got a letter of appreciation for their hard work on

getting an environmental document for the East End Project parking garage done on time. **Tonya Bagwill** of the Office of State Publishing's mail center at 7th and P also shared in the praise for "graciously staying late" to postmark the mail, a shining example of interagency cooperation representing what RESD's **Valerie Jenkins** called "what customer service is all about at DGS." **Sean Freitas** of the Project Management Branch was singled out by the Governor's Office of Emergency Services, Southern Region, for designing a new modular building in Los Alamitos. OES says visitors have commented on its great looking design, calling it "the Rolls Royce of modulars."

Building manager **Gene Shelton** and crew in the Building and Property Management Branch got some "high fives" from the Office of Administrative Hearings for the "outstanding job" done to coordinate improvements at the Junipero Serra office building in Los Angeles. Gene also heard from the state Air Resources Board about a project completed in a "timely manner" by **Lloyd Duronslet**. State librarian Dr. Kenneth Starr took time to write a letter of commendation for Building and Grounds employees **Arlo Blankenship** and **John Demuri** for their

cooperation and "professional attitude" when asked by a TV documentary maker to stop mowing the lawn outside Dr. Starr's office during a taped interview. BPM Janitor **Freddie Rowe** received thanks from the EDD employee March of Dimes committee for his "hard work, pleasant attitude and friendly smiles" while collecting more than \$1,100 for the 1998 Walk America.

OBG's **Roy Gilkey** heard some kind words from the Capitol Area Development Authority for quickly removing a large awning structure at a downtown warehouse that was causing concerns for employee safety and security. The Department of Social Services sends kudos to OBG staffers **Scott Goecker** and **Don Ivers** for "doing the job at its best" when maintaining the DSS building.

Norma Wood at the Office of Human Resources won praise for being "conscientious and professional" in the personnel transactions office. OHR's **Jim Crittenden**'s work as an associate programmer analyst is also appreciated for "great customer service and the ability to handle the crisis of the day."

Glenn Ford and **Scott Norton** at the Procurement division were singled-out by the Department of Mental Health



Orchids

Continued From Page 10

for their "customer-friendly approach and practical advice" for improving the purchasing process at DMH. **Bob Turk** of the Office of Fleet Administration was recognized by the Air Resources board for "invaluable assistance" in obtaining an undercover vehicle for use in criminal investigations.

David Hall and the **Office of Risk and Insurance Management** were thanked for what Caltrans described as "legendary service" for their work on reconciling claims resulting from an accident on San Diego's Coronado Bridge.

Please send your Orchid submissions to Ken Hunt, c/o: Side by Side, DGS, 1325 "J" St., Suite 1910, Sacramento, 95814, or fax them to 916/323-6567.



(left to right) Bobbio Sanchez, Rich Steuber, Jerri Dale, Joanne Kozberg, Rosamond Bolden, Ted Park and Norman Clendenin

NEW GOVERNMENT CENTER OPEN FOR BUSINESS IN SAN BERNARDINO

State and Consumer Services Agency Secretary Joanne Kozberg and DGS officials finish their tour of the newly dedicated San Bernardino Government Center, the new home for 1,300 state employees and District 8 headquarters for Caltrans. The 336,000 square foot building is the result of legislation signed by Governor Wilson to consolidate state offices.

WELCOME ABOARD !



(left to right) San Bernardino building manager Bobbio Sanchez announces the appointment of Cadie Morotta as building manager of the California Tower building in Riverside. RESD Southern Regional manager Richard Stueber joins in welcoming Cadie to her new assignment.

THANK YOU
FOR VOTING ON JUNE 2ND!!



Building and Property Management employees put the finishing touches on the Medal of Valor display.

BPM INSTALLS DISPLAY HONORING STATE EMPLOYEES AT CAPITOL

The newly refurbished California Medal of Valor display now hangs just inside the east entrance of the Capitol. The names of more than 300 state employees have been engraved on the plaques to honor workers whose acts of heroism extend above and beyond the call of duty.



JOB WELL DONE!

(Standing from left to right) BPM's Randy Mefford, Bruce Lamb, Tony Oreb II, Keith Bell, BPM Chief Rosamond Bolden, James Miller, Jim Pittman, and Everett Whiteside.



Pete Wilson
Governor

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DATES TO REMEMBER:



JUNE 24th
Wellness Poker Walk
around the Capitol

JULY 1st
ABMS goes "Live"

HAPPY FOURTH OF JULY