

# One DGS!

The Newsletter FOR Employees BY Employees

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## Welcome to One DGS— The Newsletter

### WHAT'S IT ALL ABOUT, YOU ASK?

**!** This new publication is the result of efforts to create a new, unified department newsletter, and along with it, a new name to replace *Side-by-Side*. "OneDGS!" seemed to be, well, the one.

What is this One DGS thing, you may ask? It's a way of announcing to ourselves and others that every day, more than 4,000 DGS employees, across the state, share the same goal: To make California's state government work.

Together we comprise a small city of professionals who work together to manage the business affairs of state. We are the landscapers, the janitors, and the judges. We are the architects, the planners, and the telecommunications pros. Some of us wear hard hats, while others wear safety goggles or black robes. We buy and sell state property, manage every major state office building in California, and help the state keep the lights on. We ensure that schools are designed and constructed to be the safest in the nation. We print driver's handbooks and tax forms. We check under the hood, kick the tires, and provide insurance coverage. We teach defensive driving, first aid and CPR.

Our department's roles and responsibilities are as impressive as they are numerous. Starting with this first issue, the newsletter aims to further your understanding of the diverse functions and the many people that make up One DGS. In the following pages, you'll see a snapshot of some of the department's biggest and smallest divisions and offices. We will continue profiling various offices in future editions.

Happy reading! —The editors **!**

# Interim Director's Message

by Clothilde Hewlett, Interim Director



**Exec** It is with pleasure that I welcome you to the pages of our new departmental newsletter. The goal of this publication is to inform, and, most importantly, to keep you updated on the many ways we are working toward our goal of "One DGS."

I am a strong believer in the One DGS concept. In its simplest terms, it envisions all DGS divisions, offices and branches working together as a team to provide the best possible customer service to the many people we interact with every day.

I have worked with many of you during my tenure as Undersecretary at the State and Consumer Services Agency. And in just the few short weeks that I've been on board here at DGS, you continue to impress me with your creativity and professionalism. You are the key to making One DGS work.

I also want you to know how much your understanding of the state's current fiscal situation is deeply appreciated. Tough times don't last, but committed public servants do!

I value communication. I value employee recognition as well as training opportunities thus, I'll be checking in with you on this page, from time to time, to tell you how we are doing on working together to become One DGS. Meanwhile, you are always welcome to drop me a line, as well, to let me know how **you** feel about what we are doing. **i**

## Real Estate Services Division

### BUILDING & LEASING, PRUNING & POLISHING: THE STATE'S PROPERTY MANAGER DOES IT ALL

By Rhonda Greene, RESD

**RESD** From San Diego to Redding, employees with the Real Estate Services Division (RESD) manage, maintain and enhance the State of California's vast real estate assets. RESD employees are responsible for everything from tens of millions of square feet of state-owned office space statewide, to 40 acres of trees and plants from around the world at Capitol Park.

RESD is comprised of six branches, working closely together to deliver projects and services for our customers.

Our **Customer Account Management Branch** (CAM) serves as the division's front line staff. They're our ambassadors to other agencies, both governmental and private. They are the initial point-of-contact for RESD customers, and the single point-of-entry for requesting new services.

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Preparing for planting, RESD employees at Capitol Park unload a 200-pound tree from a truck bed. FROM LEFT TO RIGHT: Groundskeeper **Randy Hammer**, Tree Maintenance Worker **Bonifacio Sanchez**, Tree Maintenance Lead Worker **Jeff Bodde**, and on top of the truck is Groundskeeper **Manuel Torres**. (photo by Rhonda Greene)



Checking Capitol Area East End Complex blueprints are RESD on-site staffers (FROM LEFT TO RIGHT): Project Directors **Joel Griffith** and **Teresa Kaneko**, Supervising Project Director **Mike Meredith**, Tenant Improvements Project Director **Wendy Roberts**, and Project Coordinator **Kathryn Welch**. (photo by Ken Hunt)

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**RESD** **Asset Planning and Enhancement Branch (APE)** is responsible for regional planning to assess the state's long term office building needs. Portfolio managers ensure that 45 DGS-owned office buildings are fully occupied and perform to their maximum. Enhancement staff find ways to identify and increase the value of unused or underutilized state-owned properties for continued state use or sale.

The **Business Operations, Policy and Planning Branch (BOPP)** provides the necessary support and administrative services to all elements of the division, with the exception of what is provided at the department level. BOPP is the home to RESD's fiscal, human resources, contracts and other administrative staff that keep RESD up and running smoothly.

More than 1,400 **Building and Property Management (BPM)** staff provide a full range of facility management and

maintenance services to all state agencies including: janitorial, grounds keeping, window cleaning, and heating and air conditioning. BPM employees represent several trades and crafts including electricians, carpenters, plumbers, painters and locksmiths. BPM's operations are statewide, with major operations headquartered in Sacramento, the Bay Area, Los Angeles and San Diego.

**Project Management Branch (PMB)** plans and manages the development of capital outlay projects throughout the state. PMB manages the design and construction process on behalf of most state agencies and departments, and is responsible for overall project management of real estate activities. Currently, the value of projects managed by PMB totals \$3.3 billion.

**Professional Services Branch (PSB)** was established to ensure quality, cost effective, and timely professional services for client agencies. Services include architecture and engi-

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After reviewing computerized designs and blueprints, RESD Associate Architects' **Theresa Townsend, AIA** and **Chicho Ruiz** are ready for a construction site search. (photo by Rhonda Greene)

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**RESD** neering, space planning and interior design, leasing, sales, appraisals and acquisitions, construction, inspections, environmental planning, cost estimating, project scheduling and cost analysis. PSB also provides expertise in seismic retrofits, asbestos abatements, underground tank removal and hazardous waste remediation. PSB is actively involved in more than 1,900 projects valued at \$2.5 billion.

Employing more than 2,100 people, RESD employees make up roughly half of the entire Department of General Services. **!**

## Keep Flexing Your Power

**!** Thanks in great part to the efforts and commitment of DGS employees like you, the State has made impressive strides in energy conservation and efficiency. For example, energy usage at state-owned facilities is down an average of 20 percent in the past year. But more still needs to be done to help keep the lights on. Here are some tips on how you can help at the office, and at home:

**TURN UP THE THERMOSTAT:** During our warm weather months, set thermostats to 78 degrees or higher when the work place is occupied, and 85 degrees or off after business hours. You can save up to 3% for each degree the thermostat is set above 72 degrees.

**REDUCE YOUR LIGHTING:** A general rule is that a light should be off when no one is present. Turn off lights and signage not necessary for security and safety.

**BE ENERGY SMART WITH OFFICE EQUIPMENT:** Turn off office equipment or set it to "power down" when not in use, and help cut energy costs by approximately 40%. **!**



## Dates to Remember...

### START OF SUMMER, JUNE 21

**!** Summer is still the most popular time to vacation. A Gallup survey shows that 33 percent of adults say that summer is the "perfect" vacation time, followed by 27 percent who like the fall; 21 percent, the spring; and 19 percent, winter time.

### NATIONAL ICE CREAM DAY, JULY 15

According to the International Dairy Association, the United States is the world's leading ice cream producer, with the second-highest per capita consumption. New Zealand, the 10th largest producer, consumes the most per person. **!**

# Office of Fleet Administration

## THE STATE'S ON-THE-GO EXPERTS

By Mary Gentry, OFA



If you've ever needed to rent a car, book a plane flight, or secure a hotel reservation in order to conduct state business, then you have used the services of the Office of Fleet Administration.

The OFA is responsible for statewide policies and procedures related to transportation and travel requirements. Approximately 150 employees furnish a variety of services throughout the state. These services include short and long-term vehicle rentals at seven State garages, vehicle repair and replacement, travel consultation services, vehicle acquisition and disposition, parking and shuttle service, van and car pool assistance, and a public auction of surplus state vehicles.

Additionally, the OFA contracts for airline and commercial car rentals, hotel accommodations, authorized travel agents, and business travel accounts.

The OFA is leading the way in "driving green." By converting 25 percent of the state's fleet to electric, compressed natural gas, and other alternate-fuel vehicles, the OFA is a major part of the state's solution to air pollution. OFA also actively recycles motor oil, batteries, and other vehicle service by-products.

The OFA's roots date back to 1950 when it was first part of the Department of Finance. More than a half-century, and millions of miles later, the OFA has grown into a recognized leader in government transportation services for the state of California. 



**ABOVE:** Service Assistant **Nikolay Polyakh** hitches a ride on the "man-lift" to the upper levels of the Sacramento State Garage. (photo by Rhonda Greene)

**BELOW:** Automotive Mechanic **JR Ramel** mounts a tire at the State Garage in Sacramento. (photo by Rhonda Greene)



**ABOVE:** Automotive Mechanic **Joe Hernandez** picks up a repair part from Senior Equipment Material Specialist **Sheila Furr** in the State Garage parts department in downtown Sacramento. (photo by Rhonda Greene)

# Energy Management

## HELPING KEEP THE LIGHTS ON

By Deborah Furlow, EM



Who is Energy Management?

We foster energy conservation and energy efficiency in all state government facilities and encourage state employees to conserve at home as well.

Chief among our many functions is developing energy projects for the DGS and other state government departments – everything from retrofitting fans and chillers in buildings, to installing distributed generation technology that can help office buildings generate their own power.

We buy, sell, and monitor the price of natural gas for 135 state and local customers. We operate a network of advanced, real-time electricity meters at state facilities.

We also track proceedings at the Public Utilities Commission and intervene, as needed, to protect our customer's interests. We work with the California Independent System Operator or Cal-ISO, the California Power Authority, and the state Energy Commission on issues ranging from power transmission to distributed generation.

We manage the Electrical Emergency Communication system, also known as DGS Energy Info, that alerts state government employees of impending power shortages and outages.

Energy Management used to be known as the Energy Assessments Section of the Professional Services Branch within the Real Estate Services Division. Before that, we were the Office of Energy Assessments. When the energy crisis hit a year and a half ago, we were reorganized to focus specifically on energy issues.

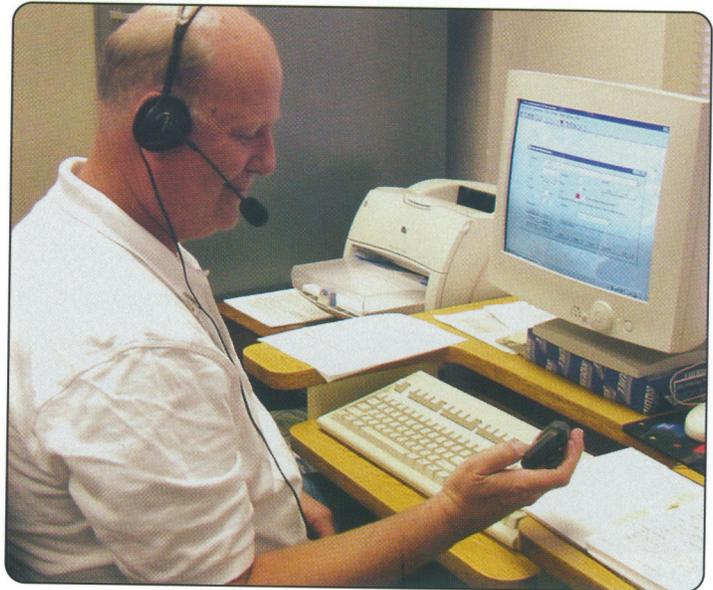
EM is helping keep the lights on in California. 



Executive Assistant **Linda Ochipinti** (LEFT) and Electrical Emergency Manager **Deborah Furlow** monitor the power supply status around the state in the Electrical Emergency Command Center. (photo by Rhonda Greene)



Technology Manager **John Baca** (LEFT) shows Energy Resource Specialist **Steve Nowell**, a new, super-energy efficient exit sign that uses light emitting capacitor technology. (photo by Rhonda Greene)



Senior Information Systems Analyst **Mike Gwilt** tests the electrical emergency notification system, which is used to alert hundreds of agencies statewide of impending power outages. (photo by Rhonda Greene)

# Office of State Publishing

MORE THAN A CENTURY-AND-A-HALF OF PRINTING EXPERIENCE

By Stephanie Smith, OSP

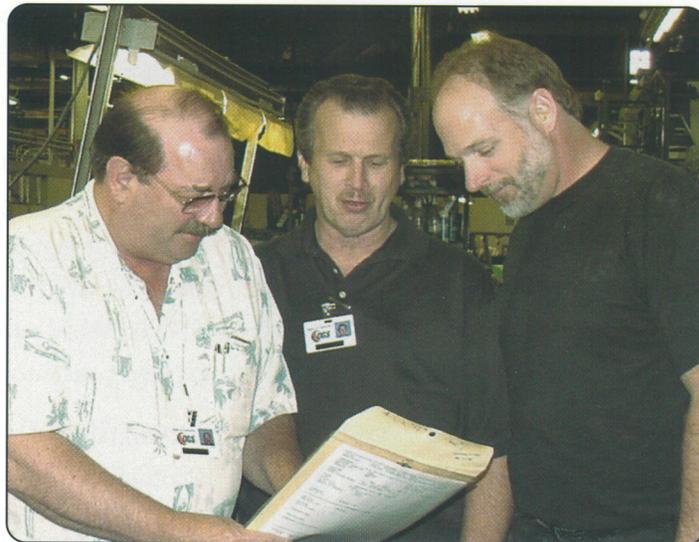
 With more than 2,000 printing jobs moving through the Office of State Publishing on any given day, chances are you have come in contact with at least one of the items we have printed.

Whether you are filling out your DMV renewal information or reviewing the latest changes to the tax law in one of the many Franchise Tax Board publications; you are holding one of the millions of pieces of printed material that had its beginnings at OSP.

Established in January 1850, eight months prior to California's admission to the Union, the OSP was created by the Legislature to execute all of the printing and binding needs of the two branches of the Legislature. Later, in 1875, the old Governor's Mansion at 15th and L Streets became the home of the Office of State Printing until the fall of 1923 when it was relocated to a new facility at 11th and O Streets. After securing the funds and building site, construction was finished and once again in 1954, OSP was moved to the location where it still stands today at Richards Boulevard and North 7th Streets.

With the rapid increase in technology, the Office of State Publishing has kept its commitment to change with the times. Offering a wide array of services at one location allows OSP to design and produce a number of products as diverse as the needs of the agencies it serves.

Today, the Office of State Publishing operates around the clock with approximately 500 employees dedicated to a craft that is older than the State they serve. So, when you get your Voter Information Guide in the mail this fall, reflect on the history and the people at the OSP who made it all possible. 



Associate Printing Press Superintendents **George Wright** (LEFT) and **Ken Hood** (CENTER) review a job ticket with Webfed Offset Press Operator **Shawn Halford** (RIGHT). (photo by Rhonda Greene)



**Takao Robinson** performs a quality check on the 5-color Heidelberg Press. (photo by Rhonda Greene)



Printing Trade Specialist Trainee **Leticia Garcia** (LEFT) and Bookbinder II **Tina Batts-Galvan** put the finishing touches on another delivery of Legislative bills. (photo by Rhonda Greene)

# Office of Administrative Hearings

## THE STATE'S DISPUTE RESOLUTION SOLUTION

By Laurie Pope, OAH

**OAH** Established by the Legislature in 1945, the Office of Administrative Hearings (OAH) has been providing dispute resolution services to state and local agencies, schools, and special districts for more than 50 years. Agencies that use OAH services are assured that the proceedings will be fair from beginning to end.



Associate Governmental Program Analyst **Andi Prychun**, (LEFT) reviews a file with Presiding Administrative Law Judge **Rene Roman** in the Sacramento headquarters law library. (photo by Ken Hunt)

OAH records and resolves thousands of disputes every year involving a wide range of issues, including: professional licensing and disciplinary actions; construction standards; eligibility for retirement benefits and other types of special benefits; employee disciplinary actions for local agencies around the state; and reductions in staff or layoffs for school districts.

OAH also handles special proceedings, and steps in to assist agencies that are overwhelmed with hearing requests. For instance, last year OAH helped the California Energy

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## Toward a Healthier You!

By Tim Streeper, ORIM

**ORIM** Has anyone in your family ever suffered a heart attack, or been diagnosed with diabetes, high blood pressure, lung disease, or cancer? The chances are very good that you answered yes to at least one of these questions.

A Few Facts...

- The number one cause of death in the United States is heart disease.
- The number one risk factor for heart disease, diabetes, and lung disease is obesity.
- Participation in regular physical activity, and eating a nutritionally sound diet, can drastically reduce your chances of contracting diabetes, heart disease and several forms of cancer.

The brand new **DGS Health and Wellness Program** is designed to assist the DGS' most valuable asset—its employees. Located within the Office of Risk and Insurance Management (ORIM), the Wellness Program will serve as a source of information, guidance, and support for DGS employees on a wide variety of topics, ranging from disease prevention and stress management, to proper exercise and nutrition practices.

The program's ultimate goal is to raise departmental awareness of the importance of leading a healthy lifestyle, and to affect positive change in the overall health and wellness of all DGS employees. In addition to a regular column in OneDGS!, employees will be able to access accurate, up-to-date information on health related topics through the DGS Intranet, and will receive periodic e-mail updates as well.

For more information about the DGS Wellness Program, please contact Tim Streeper, DGS Wellness Coordinator at [tstreepe@dgs.ca.gov](mailto:tstreepe@dgs.ca.gov) or by phone at (916) 376-1916.

The DGS Health and Wellness Program: You don't have time not to. **i**

# Office of Technology Resources

HELP WITH YOUR COMPUTER IS JUST A PHONE CALL AWAY



“Help, I can’t log on!”

“How do I make a table in Word?”

“Who do I notify to add someone to an Outlook distribution list?”

These are some of the typical questions directed to the friendly and helpful Office of Technology Resources (OTR) Call Center staff. The Call Center is just one of the service units organized within OTR’s End User Support Services (EUSS) section. In addition, OTR also includes the Network Technology Services Section; the Management Information Solutions Section, and the Application Development and Web Technologies Section.

The EUSS is responsible for resolving all DGS client desktop hardware and software issues; their mission is to ensure that end users have the necessary technological tools at their disposal to aid in the success of their missions. The Call Center responds to about 500 calls for assistance per week from the users of approximately 3,600 workstations located in DGS offices throughout California.



**Charlie Lay** (LEFT) and **Melkamu Habtemariam** with OTR’s End User Support Section are ready to solve your computer problems. (photo by Rhonda Greene)



Behind the scenes: Systems Engineer **Jayna Toyama** and Information Systems Tech **Bill Haubrich** establishing network connectivity for users on the DGSnet infrastructure. (photo by Rhonda Greene)

When you dial (916) 375-HELP, you will be greeted by concerned experts anxious to get you the help you need. There are 30 well-trained technicians who are eager to troubleshoot and resolve all your desktop issues. As one of our clients put it, “the Call Center staff is always friendly and ready to help. You feel that you are in good hands.”

How can you get help from the OTR Call Center? Well, help is just an e-mail or phone call away! The Call Center is staffed Monday through Friday from 7:00 am until 5:00 pm. Simply dial (916) 375-HELP (4357) or send an e-mail message to **OTR CallCenter**. 



Need IT support? Just call. CLOCKWISE FROM BOTTOM, **Jim Kerr**, with the DGS Office of Machine Repair Services, works in partnership with **Deby Keller** of OTR’s Web and Application Technologies Section, and **Tom Dovi** of OTR’s End User Support Section Help Desk group. (photo by Rhonda Greene)

## Fireworks Safety



Enjoy the fireworks this 4th of July, but play it safe by following these tips from the National Council on Fireworks Safety:

- Respect safety barriers and stay clear of actual firing sites. The safest viewing spots are a quarter of a mile away or more.
- It rarely happens, but a firework component can fall to the ground without exploding. Don't try to retrieve it, even if it has exploded. It may still contain dangerous amounts of explosive. If you find one, alert your local fire or police department.
- Sparklers, fountains, and other small fireworks that many states allow for use by private individuals are not appropriate when large crowds are present.
- Leave your pets—especially dogs—at home when going to a fireworks show. The loud noises of exploding fireworks can hurt their ears.

## What's Happening in Your Neighborhood, DGS?



*OneDGS!*—the newsletter—presents a great opportunity for DGS employees to share information with each other about the projects (new and/or on-going), success stories and achievements that are happening within our department. It also gives us a chance to get to know each other better by learning who our neighbors are and what they do.

To do all of this successfully, we want to hear from you. We want you to tell us about what's happening in your neighborhood. Write your article in 250 words or less and submit it to your Office or Division's Contributing Editor. Complete editorial guidelines are available from your Contributing Editor.

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Commission by conducting public hearings for proposed "peaker" power plants as part of the state's energy crisis management effort.

OAH is comprised of four Presiding Administrative Law Judges who supervise 40 Administrative Law Judges and support staff located in regional offices in Sacramento, Los Angeles, Oakland, and San Diego.



Office Technician **Cheryl Frost** (LEFT) and Legal Secretary **Phoenix Vigil** confer on the day's hearing schedule. (photo by Ken Hunt)

## Avoiding Summer Colds



Don't let a summer cold spoil your vacation. Here are some tips from the Common Cold Centre at Cardiff University in Wales:

- Avoid long-haul airplane trips if you can. The confined space allows cold germs to be passed along.
- Don't overuse your air conditioner. It can extract moisture from the air, drying the protective layer of mucus in your nose. Also, viruses reproduce better in a cool nose.
- Don't let arranging a "relaxing" vacation actually be stressful. Worry can lower your resistance to cold infection.
- Wash your hands as often as possible and especially before eating.

# Mystery Photo



State Office Building #1 at 915 Capitol Mall in downtown Sacramento is currently the home of the State Treasurer's Office and the State and Consumer Services Agency. Who was the building's main tenant back in 1967? THE ANSWER IS ON PAGE 12. (photo by Rhonda Greene) 



**Gray Davis**  
Governor

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PO Box 989052  
West Sacramento, CA 95798-9052  
<http://www.dgs.ca.gov>

**Secretary**  
State & Consumer Services Agency:  
Aileen Adams

**Interim Director:**  
Clothilde Hewlett

**Associate Editors:**  
Ken Hunt, (916) 376-5038  
Rhonda Greene, (916) 376-1878

**Contributing Editors:**  
EM – Deborah Furlow  
Executive Office – Ken Hunt  
OAH – Laurie Pope  
OFA – Mary Gentry  
OHR – Linda Bender  
OPSC – Carol Shellenberger  
ORIM – Kathy Hanford  
OSP – Jacque Jones  
PD – Deborah Pearce  
RESD – Rhonda Greene  
TD – Michelle Allen  
Health and Wellness – Tim Streeper

**OneDGS! Newsletter Advisory Team:**  
Robb Deignan, Rhonda Greene,  
Ken Hunt and Gary Lee

**Design & Layout**  
Office of State Publishing Design  
(916) 445-2831

**OneDGS!**  
The Newsletter FOR Employees  
BY Employees  
**June - July 2002, No. 001**

We welcome suggestions, feedback, and articles of 250 words or less. Please include your name and a work phone number, or email, for contact purposes.

Reporting information accurately is a fundamental of journalism. It is our intent to acknowledge errors promptly. To report an error, please contact Associate Editor Ken Hunt.

 OSP 02 69883

## A Round of Applause

 Watch this space for your name in future editions of *OneDGS!* We'll be printing letters of thanks from DGS customers who commend the excellent customer service being provided by DGS employees.

Please send contributions to "A Round of Applause" (formerly known as Orchids) care of: Ken Hunt, P.O. Box 989052, 8th Floor, West Sacramento, CA. 95798-9052. 



# The DGS Out-N-About Guide for June & July

PLACES TO GO + EVENTS TO SEE!

Courtesy of the California Division of Tourism

**1 SATURDAY, JUNE 22ND**  
WOODIES ON THE WHARF, SANTA CRUZ

Celebration of the surf spirit and classic surf wagons at the scenic Santa Cruz wharf.

[www.san-tacruzwharf.com](http://www.san-tacruzwharf.com)

**6 FRIDAY, SATURDAY & SUNDAY, JULY 26TH, 27TH & 28TH**  
GILROY GARLIC FESTIVAL, GILROY

[www.gilroygarlicfestival.com](http://www.gilroygarlicfestival.com)

**7 FRIDAY, SATURDAY & SUNDAY, JULY 26TH, 27TH & 28TH**  
SALUTE TO THE ARTS, SONOMA

[www.sonomavalley.com](http://www.sonomavalley.com)

**2 SATURDAY & SUNDAY, JUNE 22ND & 23RD**  
MARIACHI USA FESTIVAL, HOLLYWOOD

Billed as the pre-eminent mariachi music festival in the world.

[www.mariachiusa.com](http://www.mariachiusa.com)

**8 FRIDAY, SATURDAY & SUNDAY, AUGUST 2ND, 3RD & 4TH**  
LATIN AMERICAN FESTIVAL, SAN DIEGO

This popular festival offers one of the largest and most extensive Latin American folk art collections in the country.

[www.bazaardelmundo.com](http://www.bazaardelmundo.com)

**3 THURSDAY, JULY 4TH**  
INDEPENDENCE DAY PARADE & CELEBRATION, HUNTINGTON BEACH

Largest and oldest July 4th parade west of the Mississippi.

[www.ci.huntington-beach.ca.us](http://www.ci.huntington-beach.ca.us)

**9 FRIDAY, SATURDAY, SUNDAY & MONDAY, AUGUST 2ND, 3RD, 4TH & 5TH**  
STEINBECK FESTIVAL, SALINAS

The 100th anniversary of writer John Steinbeck's birth will be observed by a variety of speakers, tours, special events and entertainment.

[www.steinbeck.org](http://www.steinbeck.org)

**4 THURSDAY, JULY 4TH**  
4TH OF JULY FESTIVITIES AT PIER 39, SAN FRANCISCO

[www.pier39.com](http://www.pier39.com)

**5 SATURDAY & SUNDAY, JULY 13TH & 14TH**  
BLUES BY THE BAY, EUREKA

Blues festival held at Waterfront Park.

[www.bluesbythebay.org](http://www.bluesbythebay.org)

