



STATE OF CALIFORNIA

**DGS**

DEPARTMENT OF  
GENERAL SERVICES

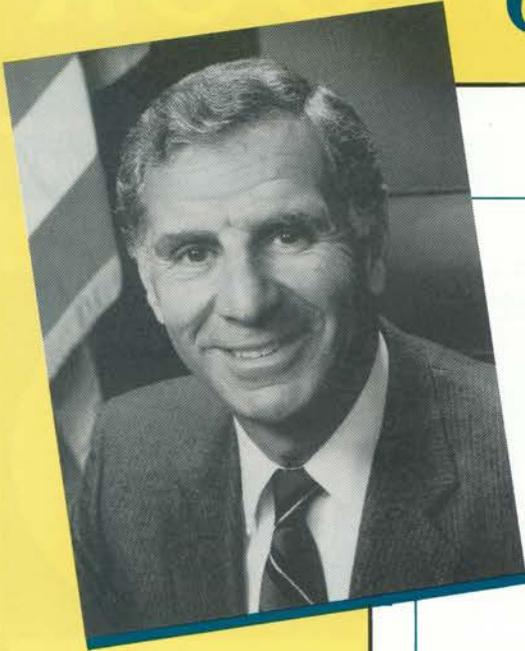
# OUTLOOK

*Silver Anniversary Issue*

1963-1988

		<b>25 YEARS</b>	
			<p>1963 - 1988</p> <p><b>DEPARTMENT OF GENERAL SERVICES</b></p>

# Congratulations



OFFICE OF THE GOVERNOR  
State of California

July 20, 1988

On behalf of the State of California, it is my distinct pleasure to convey my warm regards to the Department of General Services on the occasion of its 25th anniversary.

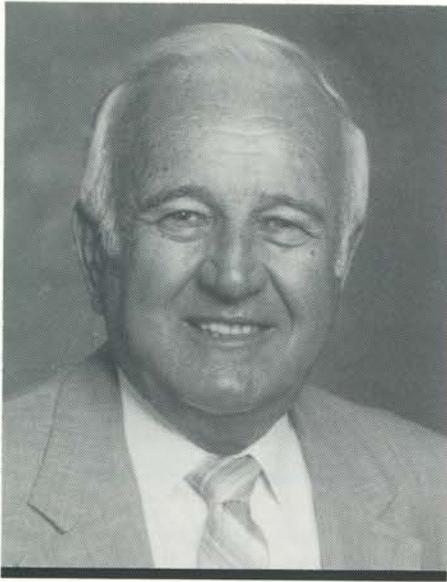
During the last 25 years, the State of California has experienced many monumental changes affecting state business and service functions. Throughout these transitions, the Department of General Services has responded effectively and efficiently. The more than 4,200 employees statewide perform varied duties and responsibilities ranging from protecting state property and employees, and printing state material to regulating state architectural requirements and maintaining state buildings and grounds including the State Capitol. Clearly their steadfast commitment and enthusiastic endeavors contribute significantly to the welfare of all Californians.

On this special occasion, I am pleased to commend past and present employees for their devotion to duty and willingness to serve the State with pride and commitment. May their successes remain as a milestone which future generations of employees will strive to equal.

Please accept my best wishes for a most memorable celebration and every future fulfillment.

Most cordially,

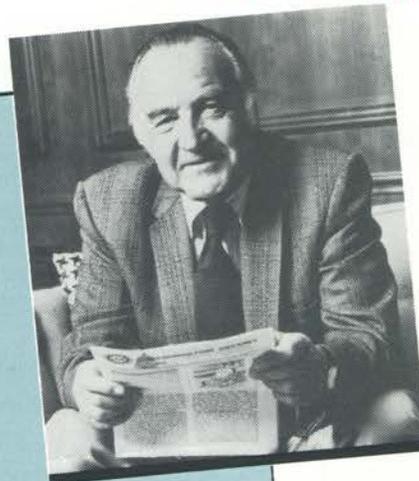
George Deukmejian



As you have the opportunity to read this special edition of the *Outlook* celebrating a quarter-century of the Department of General Services' participation in State government, each of you, past and present employees, should be proud of your contributions to the success of this organization. One of the few departments with dual responsibilities, the Department of General Services clearly has satisfied the difficult mandate of offering the most efficient and economical services available while adhering to all the necessary control practices delegated to the role of business manager of State operations. The changes and growth in this Department are best reflected in the following summaries of each of the offices. Your involvement and enjoyment of this silver anniversary gala is encouraged and appreciated. Please reflect for a moment and recognize that this celebration is not for the bureaucracy, but for all the individuals which are and will be part of the proud history of the Department of General Services.

*W. J. "Tony" Anthony*  
 W. J. "Tony" Anthony

... from Governor Edmund G. "Pat" Brown



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July 25, 1988

DEPARTMENT OF GENERAL SERVICES  
 Executive Office  
 915 Capitol Mall, Suite 590  
 Sacramento, CA 95814

Greetings:

Twenty-five years passed so quickly. This anniversary issue of *OUTLOOK* reminds me of the early days of my administration as governor.

California has been fortunate in having many good governors. Sometimes, however, the increase in population has occurred so fast that the governor and the legislature have been unable to keep up with the great needs of the state. I was Attorney General during the administrations of Governor Warren and Governor Knight. When I took office as governor I realized that the state had to reorganize many of its departments, and lessen the immediate contact of the governor with too many individuals of a big state. A group of career state officials recommended the establishment of a Department of General Services. Twenty-five years later, you have 4,200 employees.

The Department of General Services is one of the most important departments of the entire state, and one that does much to make California great. Under Governors Reagan, Edmund G. Brown, Jr. and Deukmejian, the Department has continued to render great public service. I'm proud of the part I played in its creation and proud to offer my congratulations on this Silver Anniversary.

Sincerely,  
*Edmund G. "Pat" Brown*  
 Edmund G. "Pat" Brown  
 Governor of California  
 1959 - 1967

ECB:jmc



## Secretary Chilton Praises Department

It is my pleasure to congratulate the men and women of the Department of General Services on its 25th anniversary. Your organization is recognized throughout the United States as a model of innovation and leadership in providing business services to government.

You have served the public, your fellow employees, and sister departments with courtesy and consideration. Your job has not been easy. It is difficult to satisfy all the demands promptly, efficiently and effectively under the restraints inherently required by a control agency.

As fellow employees, we see and feel your presence every day. You make our job easier, you help us with problems, and you cheer us with your smile and sense of humor. We are grateful you are there and are delighted to share in the honor of your Silver "birthday" and to thank all of you, past and present, for your dedication to excellence and your services to all the people of California.

### William J. Anthony Director

William J. Anthony, who is known by most as "Tony", was born and raised in Massachusetts. During World War II, he served four years in the United States Marine Corps, and was decorated with the Silver Star and the Purple Heart. He received his Bachelor of Science Degree from California State University at Los Angeles, and Master of Public Administration Degree from the University of Southern California. Serving for a number of years with the Los Angeles County Sheriff's Department, promoting to the level of Assistant Sheriff, he left to become Police Chief of Santa Maria, California. In June 1980, then Attorney General Deukmejian appointed him as Director of the Division of Law Enforcement, California Department of Justice.

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*"The legacy . . . is that we did it together . . ."*

### *Director Anthony reflects on his years with DGS*

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On January 3, 1983, Governor Deukmejian appointed W. J. "Tony" Anthony as the Director of the Department of General Services (DGS). In the five and a half years since Tony has been Director, among the factors which pleases him immensely is the change in attitude of his fellow directors. Remarks like, "I'm beginning to believe you", and "We are getting better service", are commonplace. Although well aware of the dual role of the Department, Tony maintained from the beginning of his tenure that this was the Department of General Services, not General "Control."

Tony points out that DGS is already at the forefront of technology and one of the most computerized departments in the State. If the trend continues, he anticipates the Department will be the most highly

automated within two years! Related to the advanced methods of improving efficiency, and in a tribute to all DGS employees, Tony is very proud of the fact that despite the tremendous growth in prison and school programs that impact our services, DGS personnel has grown only 2.5% during his tenure, thereby absorbing most of the increase in workload with existing staff.

When asked if there was anything he would still like to accomplish, Tony replied: "It would be extremely helpful if DGS could be continuously appropriated so that we could make instant changes on workload demands; but realistically, that's unlikely to take place." What Tony would like to see instituted is an automatic allocation factor that would be applied to DGS when the Department of Finance approves an



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*Tony maintained from the beginning of his tenure that this was the Department of General Services, not General "Control."*

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increase in budgetary authority to line departments for personnel or large acquisitions. One example might pertain to the California Highway Patrol (CHP). If the CHP were to get an additional 150 PY's, all the functions performed by DGS that would be necessary to provide additional services would be automatically appropriated. Another example might have been the Department of Forestry obtaining approval for a state-of-the-art communications system. Again, DGS would automatically be provided with the necessary telecommunications engineers so that Forestry's system could be engineered and implemented on a timely basis.

In terms of the future role of DGS, Tony sees a greater degree of delegation as a means of providing more timely service to fulfill the needs of client agencies. The Director stated, "You'll see DGS giving more discretion to large departments to operate some of their own programs and we will continue to serve as a resource and a central thread in terms of policy and, yes, that disagreeable word, control!" In summarizing his tenure to date, Tony added: "DGS has been as rewarding and as interesting as I thought it was going to be. DGS has a difficult role to fulfill because there are so many demands placed upon the various programs that they almost defy resolution."

Referring to the team spirit that has been a hallmark of his directorship, Tony concluded: "The legacy that should be remembered is that we did it together, with economical and efficient service to the clients of the Department and the State's taxpayers, the mandate which governs our actions."

### **Elizabeth Yost, Chief Deputy Director**

Elizabeth Yost has been directly involved in State Government for the past sixteen years and has served as Chief Deputy Director of the Department of General Services since February 1983. Liz has a long history of public service, which includes 17 years of community service prior to her entry to State service via the Department of the Youth Authority.

Her accomplishments during seventeen years of active community service and leadership include serving on boards, commissions and committees and as president of numerous community organizations. For these activities, she has received many awards and honors, including recognition as Stockton Woman of the Year. She currently serves on the Advisory Board of the School of Business and Public Administration at the University of the Pacific, the governing Board of the California YMCA Model Legislature/Court Program, Executive Committee of the Council of State Governments, and the Executive Committee of the National Conference of General Services Officers. She also is Vice-Chairperson of the National Conference of General Services Officers and is a member of the Board of Trustees of the St. Joseph's Medical Center in Stockton.

Liz is a native of the deep South who makes her home in Stockton. Her husband, Jim—a third generation Stocktonian—is in private civil engineering practice. They have two grown sons. To relax, Liz and her husband enjoy sailing, gardening and trips to the Coast.

Liz has a deep commitment to public service and is an advocate for better government. She is constantly seeking and is receptive to innovations which will enhance and simplify the Department's complex responsibilities as the State's business manager.

"My years with State government have been challenging, and the training I received at the hands of my community was the best training I could have asked for. The unique perspective that I bring to State government is the awareness of what it's like to be on the receiving end—at the city, county, and community level—of actions by the State. I try never to forget that perspective."

"I view this period of time as the most exciting and potentially the most rewarding that the Department of General Services has ever experienced. It is clear that government funds for government services are going to be limited. It is within our ability to grasp the opportunity to find new and challenging ways to perform those business services functions for which we are responsible. DGS has an outstanding record over the past five years in creating programs that are saving other departments millions of dollars—the travel program and the Computer Store are only two examples. Since I have been with DGS, every office has demonstrated its ability to do business in a different and more effective way. With this track record, I think the best is yet to come!"

# DGS Becomes a Reality

## Diversification and Specialization Create a New Department

Study commissions and other groups seeking to streamline and centralize state business operations had been recommending the creation of a Department of General Services since the 1950's, but it wasn't until 1963 that DGS became a reality. By that time, the scope, size, and complexity of state government had become so great it was obvious that a centralized agency was needed to handle the State's ever-growing business services functions to provide greater economy in state government.

The Governor at that time, Edmund G. "Pat" Brown, Sr., proposed a governmental reorganization plan, part of which called for the creation of two new agencies: a Department of General Services and an Executive Office. The creation of an Executive Office would have eliminated the need for the Department of Finance and was to serve as the right hand of the Governor, handling all fiscal matters. The Department of General Services, on the other hand, was created as a centralized agency to handle the State's business functions and to provide greater economy in state government.

The Governor's reorganization plan was controversial and received opposition from the Legislature and the California Little Hoover Commission. Both the Legislature and the Commission opposed the creation of an Executive Office, but were in favor of creation of a Department of General Services. The Legislature feared that an Executive Office would become too powerful, and some members called the proposed director position an "Assistant Governor" or "Prime Minister." With regard to DGS, however, the Little Hoover Commission wrote, "A Department of General Services would facilitate an improved level of general services administration and permit the Department of Finance to devote its energy and talents to its principal assignment, that of being the Governor's chief fiscal planning and program advisor."

Assemblymen Marks and Knox introduced Assembly Bill 2006 on behalf of

the Governor. This bill, creating the Department of General Services, became law on October 1, 1963, and thus began a new era in the management of state business. This action allowed the Department of Finance to concentrate its energy on the State's increasingly complex fiscal problems and allowed the Department of General Services to give greater attention and direction to the centralized operations of state government.

The major organizational elements composing the newly-formed Department were transferred from the Department of Finance and the Division of Architecture (which at that time was a part of the Department of Public Works). The Department's framework and design followed the format of the federal General Services Administration. While most of the services provided by the newly-formed Department had existed for many years, its creation organized and centralized these existing services into a new agency with a new direction. From its inception, the Department has been dedicated to the concept of sound business management. Today, the Department is composed of 23 highly specialized and diversified offices, and continues to provide quality services and leadership to other state agencies, allowing them to concentrate their time and effort on the principal mission of their own agencies.

## First Appointments

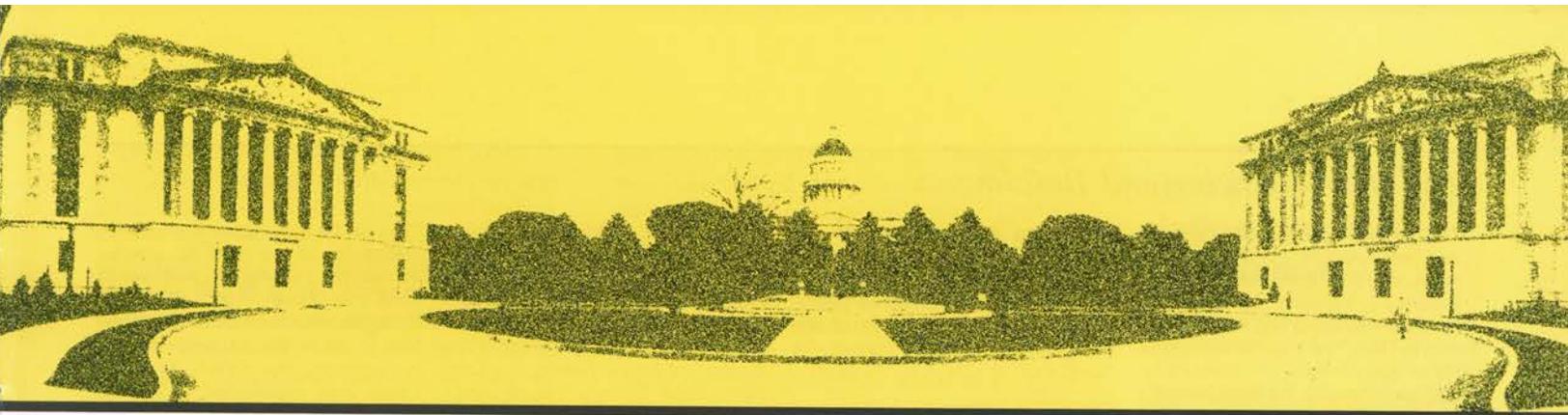
To avoid disrupting state government operations, the new Department's organizational structure was planned well in advance and key posts were filled as soon as possible with experienced career civil servants. Contacts and procedures were established with client agencies to ensure a smooth transition and the continuation of all existing essential services.

A system dealing with matters of policy, procedure, responsibility and delegations of authority was quickly established. A departmental manual was created and workload standards were developed for every function. By legislative mandate, the formation of the Department could not

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<i>DGS employees</i>	
<i>in 1964:</i>	<i>4,140</i>
<i>DGS employees</i>	
<i>in 1988:</i>	<i>4,225</i>
<i>Total Budget</i>	
<i>in 1964:</i>	<i>\$48 million</i>
<i>Total Budget</i>	
<i>in 1988:</i>	<i>\$474 million</i>

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result in the creation of any additional jobs or an increase in the budget.

On October 1, 1963, Governor Brown appointed Robert L. Harkness, Deputy Director of Finance, as the first Director of the Department of General Services at an annual salary of \$21,500. Mr. Harkness, a career civil servant, had previously supervised the police, printing, and property acquisition functions as Deputy Director of the Department of Finance. Governor Brown also appointed John H. Stanford as Deputy Director. Mr. Stanford, also a career civil servant, was Assistant Director of the Department of Public Works just prior to his appointment.

### **First Budget**

During its first year of existence, the Department of General Services had an operating budget of about \$50 million and was the sixth largest state department supervising over \$300 million annually in purchases. At the time of its formation, the Department was divided into 16 highly specialized offices employing over 4,100 people.

The objectives of the new Department were to “permit applications of uniform standard new policies in administrative matters common to state government; to promote economies in large-scale buying of materials and supplies; provide the highly qualified specialists individual agencies could not justify in their own staff; coordinate in providing physical facilities for state use; improve paperwork management in the State of California; acquire real property for the state agencies; and to carry out the acquisitions in Sacramento required on the Capitol Master Plan.” Its mission, then and now, is to provide centralized business and support services to other state agencies in a more efficient and economical manner than they could provide for themselves, and to provide leadership by establishing statewide guidelines, policies and procedures for improving state government operations. The Department, from

its inception, has been dedicated to the concept of sound business management through the development and application of uniform standards and policies.

The largest division within the newly-created Department was the Property Management and Services Division. The Division employed 1,365 people and included what is now the Telecommunications Division, the California State Police Division, Office of Buildings and Grounds, the Office of Fleet Administration and the Office of Support Services. During its first year (1964-65), the division maintained and operated 63 buildings (total floor space of 8,018,000 square feet) and 70 acres of grounds in Sacramento, San Francisco, Los Angeles, Oakland, Fresno, Stockton, San Diego and San Bernardino. It also maintained the state fleet of cars; operated the telephone switchboards in state buildings, including a leased line network throughout the State; maintained the central duplicating and office machine repair facilities; and operated the interagency mail service.

The second largest division was the Office of Architecture and Construction with 844 employees. This office had responsibility for supervising the planning, design and construction of the multi-million dollar state building program. Today this office is known as the Office of the State Architect and continues in its role of providing centralized architectural services.

The new Department also was the home of the State Exposition and Fair Executive Committee. Its purpose was to implement legislation authorizing the development of a new State Exposition and Fair on the 1,000-acre tract situated in the City of Sacramento near the American River, which eventually became known as “Cal Expo”. The committee, authorized by the Legislature in 1963, was composed of six ex-officio members which included the Director of General Services. The Department was responsible for the appraisal and purchase of the site and ultimately for supervising its construction and development.

***The 60's—  
DGS Finds a Home***

Although DGS was officially created in October 1963, it wasn't until four years later that the Department was finally consolidated in one building. On July 31, 1967, the Executive Office moved from 1108 “O” Street to the fifth floor of State Office Building #1. As part of the long-range plan, the remainder of the Department was to move into the building as space became available. At the time of the move, the Director, Andrew Lolli, claimed OB #1 as “home” for General Services. He wanted to consolidate all DGS divisions in one building and chose OB #1 because of its centralized and convenient location. By 1969 he was successful and the majority of the divisions consisting of 700+ employees were headquartered there.

Although consolidated in one building during the late 60's and early 70's, state government growth and political changes saw the need for departmental offices to be headquartered in several different locations in downtown Sacramento with field offices statewide.

## The 70's—Growing and Building

The 70's were a decade of growth and involvement for the Department. In 1975, Edmund G. "Jerry" Brown Jr., became Governor. He brought new ideas and new leadership to DGS. The idea of centralized state government in downtown Sacramento saw the Department's involvement in the planning, design and construction of several state buildings in the Capitol core area. The design of these buildings was a dramatic departure from existing state structures. The buildings are unique in their energy conservation design and several have won awards for their energy conservation features as well as for aesthetic design.

The Governor's concept to make the Capitol area a place where people worked and lived—a 24-hour community—brought "mixed use"—commercial and residential development to the area. The construction of new apartment buildings, townhouses and condominiums was supervised by the Capitol Area Development Authority (CADA) which worked closely with the Office of the State Architect which supervised the construction of state buildings. The new State Garage built at 11th and "P" Streets included commercial office space

along the exterior wall of the building. The EDD subterranean building located at 7th and "O" included plans to build an apartment complex on the top of the building with the State leasing the "air space" to CADA for 99 years.

The 1970's were also characterized by an energy crisis and a realization of the urgent need to conserve natural resources. The Department of General Services responded in a leadership role. Statewide energy conservation guidelines were prepared and implemented, state buildings were relamped, screens were placed on windows, and energy usage was significantly reduced by mandating higher indoor temperature in the summer and lower temperatures in the winter. This era gave birth to the Office of Energy Assessments, whose goal is to assist other state agencies in reducing energy usage. Alternative fuel sources were considered and cogeneration plants became a viable source of alternative energy production in state facilities.

The Department responded to the energy crisis in other areas as well. The Office of Fleet Administration and the Department of Transporta-

tion worked together closely to implement the "Pool It" program, which received national praise and recognition. This program encouraged the idea of carpooling as a means of conserving energy. Also, for the first time in history, the state purchased energy-saving economical sub-compact cars to be used in the state fleet. The cars were not only less expensive, but used less fuel.

The Department, through the Office of Records Management, responded to the energy crisis by initiating the state white paper recycling program. White recycle bins are now a familiar sight in the state workplace and the recycling program has grown to include both cardboard and glass.

The Office of Procurement, which oversees the State's multi-million dollar purchasing program, introduced the Life-Cycle-Costing approach to procurement. Instead of solely focusing on initial costs, state buyers analyze the long-term cost of the purchase, including the cost and source of energy that would be used to operate the commodity during its useful life.

The 1970's also gave birth to the realization of the need for greater involvement of small businesses in state government. Again, DGS was the agency chosen by the Legislature to carry out its mission and, accordingly, the Small Business Office was established as part of the Department in 1974. This office, which today is known as the Office of Small and Minority Business, continues to ensure that a fair portion of state purchases and contracts are placed in small business enterprises.

To make state government business more accessible to small and minority-owned businesses, the Department made history by being the first state agency in the nation to print a bi-weekly listing of the State's purchasing and contract needs known as the *California State Contracts Register*.

Again, in a leadership role, the Department initiated and coordinated the first State Employee's Holiday Food Drive. The first drive was held in December 1975 and last year it was reported that over one million pounds of food has been donated to the Sacramento community by state employees over the past 13 years.

### California Governors During the Past 25 Years

Edmund G. Brown, Sr.	1959-1967
Ronald Reagan	1967-1975
Edmund "Jerry" Brown Jr.	1975-1983
George Deukmejian	1983-present

Today the Department employs approximately 4,200 people and has a proposed budget for fiscal year 1988-89 of \$497,464,000. Although this year's budget is nearly ten times greater than the first DGS budget, personnel resources have remained relatively constant.

As the complexity of state government continues to grow and change, so does the Department of General Services. California, in terms of its size and budget, represents the seventh largest country in the world. Accordingly, the Department of General Services is the largest department of its kind in the nation with the exception of the federal General Services Administration. In this leadership role, the Department serves as a model to similar state agencies throughout the country.

## Funding Fee for Service

The key financing element of the departmental budget is "fee for service". The majority of its funding comes from the Service Revolving Fund, which constitutes more than one-half of the total operating budget. The Service Revolving Fund represents the money collected for services

provided to all state agencies by this Department. Charges are calculated on an estimated service basis and are budgeted in the programs of the client agencies.

There are approximately 25 different fund sources, including the Service Revolving Fund and the General Fund, which contribute to the total budget. Two of the larger funding sources are the State Emergency Telephone Number Account and the Architecture Revolving Fund. Unlike many other state agencies, General Fund financing represents only a small percentage of the total budget, less than 3%.

## Diversified and Specialized Diversified Programs with a Common Goal

The key words in describing the Department of General Services are diversification and specialization. As the tenth largest Department in the State of California, it is divided into seven divisions which include 23 different offices.

These 23 diverse offices provide highly specialized services to all state agencies. Each office provides a leadership role with

regard to the special service that it provides. Unlike most departments in state government which are composed of several offices with related programs, the DGS has 23 offices with 23 unrelated programs. The unifying factor in the Department is that each of these offices, regardless of function, is dedicated to the common goal of providing centralized services at a lower cost than state agencies can provide for themselves.

The Department, with its wide range of program functions, supervises state purchases of over \$780 million annually; maintains and protects over 14 million square feet of office space statewide; self-insures the State of California; maintains 223,000 telephone lines and other telecommunications equipment; allocates funds for the construction of state schools; prints over \$40,000,000 worth of work annually for other state agencies and the Legislature; designs and leases office space; provides administrative law judges for other public agencies; approves over 8,000 contracts a year; recycles 4.5 tons of white paper; operates and maintains the state fleet of cars; supervises the planning, design, and construction of state buildings; and is the leader in the field of data processing and office automation.

## Striking a Balance Service and Leadership

During its comparatively short history (25 years as compared to the 139 years of state history), the Department has adapted to an ever-changing state government. There have been several name, program, policy and organizational changes throughout the years, but for the past 25 years one element has remained constant: DGS offices and divisions have been successfully striking a balance between providing centralized services and enforcing business control policies. In law, and in practice, DGS has a dual role. One role is to provide a variety of services to other agencies more efficiently and economically than they can provide for themselves. The other is to provide leadership in the administration of statewide functions by establishing standards, coordinating interagency functions, and consulting and publishing guidelines. The Department has made significant achievements throughout the years in carrying out this dual role.

Service has always been foremost in the minds of the DGS policy setters. Director Andrew Lolli (February 1967–November 1969) is known for his policy of “more for

less”. Under his direction, the Department was committed to providing the best service at the lowest possible price. During the Robinson era (July 1971–January 1975), the motto of “people serving people” was the leading motivator of DGS employees. Director Robinson also initiated the client contact forms, enabling those agencies doing business with DGS to offer their comments and suggestions on improving services. Leonard Grimes, Director of the Department from February 1975–March 1977, was concerned with the DGS image. His goal was to reduce unnecessary “red tape” by simplifying DGS forms and procedures. His major thrust was to make DGS more responsive to its clients’ needs.

Today, DGS continues to strive to “serve” its clients. To Director W. J. “Tony” Anthony, *service* is the key element in his client relations policy. “State agencies are our clients and we are committed to serving their needs.” Mr. Anthony emphasizes to his office chiefs the need to “run your office as though it were your own business.”

The mission of DGS has consistently been to increase government efficiency and economy by centralizing and improving services. During its 25-year history and under the leadership of eleven different directors, the desire to streamline and reduce the cost of government has remained a common objective.

For the past 25 years, the Department has successfully carried out its mission, and today remains a major force of influence in state government affairs. Because of its efficiency and economy of operations, the Department is regarded nationwide as a model for other similar agencies. It continues to serve in a centralized and coordinated manner, effectively performing its ever-expanding role as demanded by the growth of the State of California.

### Salary Comparisons

	1964	1988
Buyer I	\$536-650	\$1,984-2,384
Groundsman	\$399-440	\$1,673-1,900 (Groundskeeper)
Intermediate Clerk	\$345-419	\$1,279-1,473 (OA II)
Telephone Operator	\$329-399	\$1,406-1,628
Programmer II	\$619-753	\$2,278-2,740
Associate Counsel	\$914-1,111	\$3,952-4,779 (Staff Counsel)
Associate Land Agent	\$683-829	\$2,740-3,307
Janitor	\$345-419	\$1,294-1,495
Police Officer	\$486-590	\$2,287-2,625

## The 80's— Influencing State Government

Reflecting upon the direction the Department of General Services has taken this decade, and with an eye on what will occur in the 90's as we approach the year 2000, it seems clear the role of an agency like General Services will continue to grow and become more important to California. During the last seven years, the Department has enhanced its role as the leading, most influential State General Services function in the entire nation. A closer association with the Council of State Governments has provided the evidence that the balance of agencies within other states are only now undertaking responsibilities and activities which were passed five or six years ago in the California Department of General Services (DGS).

The accomplishments of the Department in the “eighties” are too numerous to document, but as a pale kaleidoscope, pause and reflect on this short listing of successes for which all DGS employees, past and present, should be proud:

- A fully-implemented 9-1-1 Emergency Telephone Program (largest in the nation);
- Among the most highly automated computer-oriented departments in the State;
- A proactive, positive involvement in identifying and mitigating environmental/health concerns related to asbestos, PCB's, and underground tanks;
- The continued transformation of printing functions into product and people-oriented units in pace with major technological revolutions;
- The 100th Anniversary of the California State Police as the oldest and among the most respected law enforcement agencies in the State;
- The nearly completed automated statewide procurement system (Purchasing Information Network -PIN);
- The expansion of the self-insurance program at a significant cost-savings to the State;
- The initiation of discounted air fares statewide through contract consolidation;
- The birth and growth of the “computer store” concept, where client agencies can “supermarket” their EDP needs;
- The movement of the State's Telecommunication systems into fiber optic technology.

# Capitol Park

In this one 40-acre area known as Capitol Park, there are trees and shrubs from nearly every continent and climate in the world. Plants not normally found together in nature are situated as though they belong together. It has been described as one of the most beautiful governmental settings in the nation and is four times larger than most State Capitol grounds. Prior to 1860, the Capitol grounds area was occupied by several private residences, businesses and even a county hospital. Originally the site for the Capitol building and surrounding grounds was to occupy a four-block area, but when the construction of the Capitol began, it was apparent that four blocks were not adequate. With its growth from four to 12 blocks, additional land had to be purchased. In 1871, a block of land was purchased for the construction of the Governor's Mansion; however, construction on the site was abandoned before completion, and the building was used as a State Printing Office from 1875 to 1923. Another expansion block served as the site of the California State Fair from 1884 to 1905. Other blocks were purchased through the decades and at one point the people of Sacramento even raised money to ensure the purchase of the park land.

100,000 people visit the park in the summer months, making it the largest free tourist attraction in California. This extreme amount of foot traffic requires the utmost in landscape management.

The park is watered using an automatic irrigation system for efficient night watering. A water conservation program is in effect and water usage is constantly monitored. All the water in the fountains and ponds is constantly recirculated so the same water is used over and over.

In recent years, several changes have taken place in the park. The trout pond, located near the east entrance to the Capitol, was updated with natural rock landscaping and waterfalls. The most recent additions are Capitol Park Information Pedestals which guide visitors to park attractions. In May of 1988, the Peace Officers' Memorial was completed west of the Capitol on the grounds of the Library and Courts Building. Currently, a Vietnam Veterans' Memorial, costing over \$1,000,000, is under construction near the Rose Garden toward the east end of the park.

From John Ellis, who originally planned the design of the park, to Dan Johnson, the current landscape architect who has been in charge of the park for over 25 years, the main objective is to preserve the beauty of the park with its magnificent 100-year old trees from countries around the world and its countless wealth of plant life. Ten groundskeepers are assigned to specific areas of the park. Each one takes great pride in the maintenance and grooming of his or her area. Hours of planning and the diligence of the Office of Buildings and Grounds staff who work on the grounds make Capitol Park the popular and beautiful attraction that it is today. A visit to the park, known around the world for its superb beauty and maintenance, is a unique experience. It is one of the few places in the world where you can count over 50 different kinds of trees while standing in the same spot. It is the pride of all California citizens.

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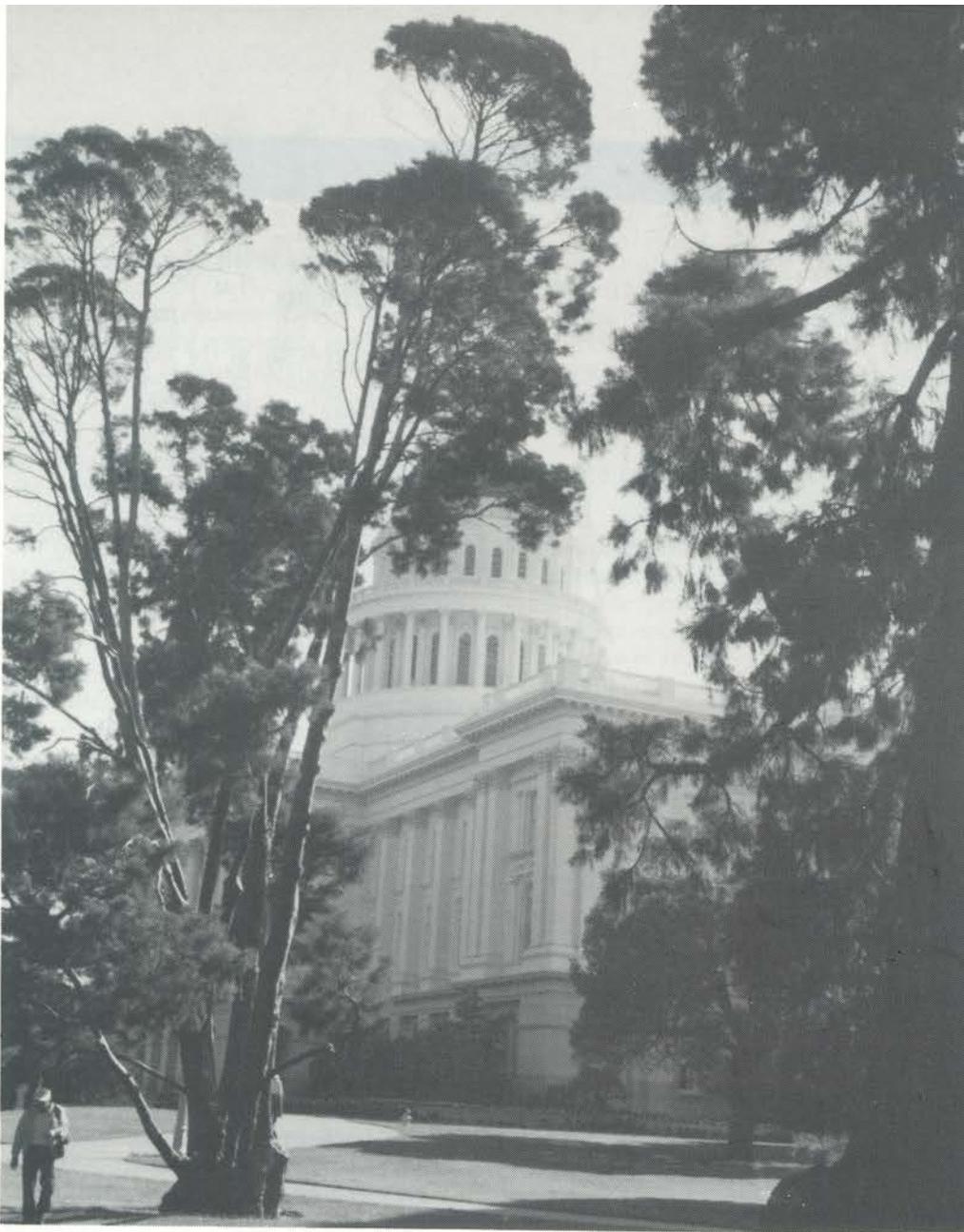
*40,000 annuals are grown from seed and planted in Capitol Park by OB&G staff each year.*

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The actual development of the park began in 1870 as river silt was brought in from the American River. After the ground was leveled, the park was planted with 800 trees and shrubs. Today, the park boasts over 1,500 trees, plants, shrubs and ground covers. Over 350 different kinds of trees alone make the park unique. Flower beds are planned one year in advance and there are 26 different flower gardens which are changed two to three times a year. A great deal of thought goes into the planning to coordinate colors throughout the park. Lawns are cut weekly and fertilized a minimum of three times a year. The entire grounds cannot be mowed without some interruptions due to the many scheduled activities in the park. Weddings, speeches, demonstrations, promotions, and celebrations take place daily. Often two to three activities are scheduled at the same time in different areas of the park. Over





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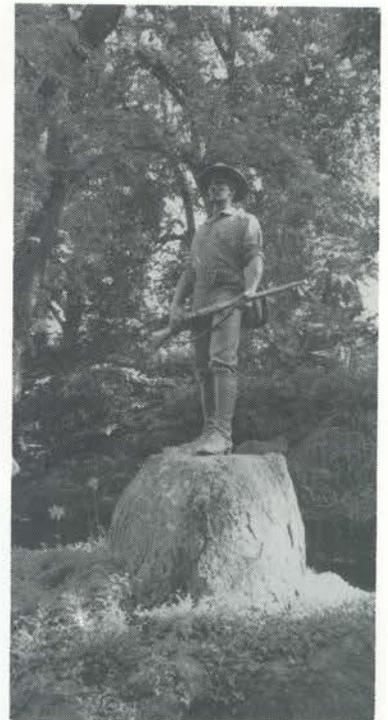
*Capitol Park is "home" to over 500 squirrels. Each year, Blue Diamond Almond Growers Association donates 4,800 pounds of almonds to feed the squirrels.*

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*Capitol Park . . . one of the few places in the world where one can count over 50 different kinds of trees while standing in the same spot.*

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# *The Future of TELECOMMUNICATIONS in State Government*



photo by David Alan Wisniewski

## **Keeping Pace With Unprecedented Advancements**

Since the break-up of the Bell Telephone system in January of 1984, few areas of responsibility within the Department of General Services have changed as dramatically as has the area of telecommunications. This divestiture has changed the role of the Telecommunications Division from one of coordination and oversight in the voice network to that of provider of integrated network services to state agencies.

The Telecommunications Division recognizes that it must assume a proactive role with client agencies to be effective in the deregulated market. This interaction, while maintaining the traditional role of analyzing needs and recommending solutions, has incorporated a marketing role that makes clients aware of available services and how these services can be effectively used to satisfy program requirements. Several active projects are described below.

- A Request for Proposal (RFP) to replace the ATSS Network has progressed to the point of technical proposal evaluations and vendor discussions. It is anticipated that network implementation will commence in late 1989 and be completed in early 1990. This network is designed to provide enhanced features, improve reliability and expand functionality to ensure the highest level of service for all network users. The system will provide a means for any government entity to access the network and transmit either voice, data or video signals at a substantial savings over existing alternatives.
- The first fiber optic loop serving California state government was completed in Sacramento earlier this year. Connecting 15 state office buildings in the Sacramento Capitol Mall area, the fiber loop presently serves the Health and Welfare Data Center and Department of Finance. Major advantages in this program are to provide the State with cost-effective transport capability and further enhance the State's ability to respond readily to information technology.

- A project has been started to take advantage of the competitive pay telephone environment. The State has over 2,500 pay telephones in California generating approximately \$900,000 per year in commissions. The Division believes that this equipment can be competitively replaced to maximize the economic return to state agencies from the concessioning of the state-owned and leased property to pay telephone service providers and make the benefits of new technology available to users. A Request for Proposal has been issued which is designed to yield a master contract available to all tax-supported entities throughout California on a voluntary basis.
- While the focus has been on the telephone side of the telecommunications business due to deregulation, radio engineering has moved with technology into new areas. The Department of Corrections will shortly be installing the first General Electric 800 MHz Trunked Radio System in California. For the non-technical reader, a trunked radio system is the sharing of trunks, allowing for a greater number of users. In this particular project, Corrections will be able to have more portable and mobile radios sharing fewer trunks. Without a doubt, 800 MHz Trunked Radio Systems are here to stay.
- The Telecommunications Division's Radio Engineering Section designed a multi-agency radio system using an MHz Mobile Relay System as the vehicle. This system was designed to fill the needs of a large number of state agencies whose radio requirements are normally small and, in many cases, require statewide radio coverage. Many of these agencies could neither afford nor justify implementing their own mobile relay system. However, collectively, the California Multi-Agency Radio System (CMARS) represents a significant force in the world of mobile radio relay.
- The Division is also actively involved in matters before the Public Utilities Commission and the Federal Communications Commission, and has successfully impacted the outcome of Commis-

sion hearings. The investment of hundreds of millions of dollars in telecommunications equipment and services requires that the Division continue to take an active role to protect that investment.

#### **Future plans include:**

- The Division has initiated a seven-year program to replace all 48 of the State's consolidated centres. This program has the potential to save millions of dollars each year, while providing a variety of features to meet the needs of state and local government.
- The Division is investigating the establishment of a single voice mail system for the shared use of many agencies by Fiscal Year 1989-90.
- Additional statewide master contracts will be established in the future for common services and equipment, which will allow government agencies to participate in the purchase of products at prices generally available only to large-volume buyers.
- An innovative telecommuting pilot program has been established, which consists of volunteers who do their work from home or from neighborhood satellite offices. Long-term benefits of an ongoing telecommuting program are estimated to be nine times the cost of implementation.
- A program to determine the benefits of Video Teleconferencing in the workplace has been established and will explore and document where and how the technology can be used to make timely and effective management decisions.

Growth and development in the telecommunications field is virtually unparalleled. There are technological innovations and solutions available today that didn't exist even a short time ago. The Division will continue to keep abreast of developing technologies to meet its mission of providing quality telecommunications services to client agencies in a cost-effective and timely manner.

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*Total number of calls processed and billed in one year—45,797,612 calls. (5-digit calls are not included.)*

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photo by David Alan Wisniewski

# 9-1-1 In California

Last year, Californians in need of emergency assistance dialed 9-1-1 approximately 30 million times. This easy-to-remember emergency number has saved countless lives. One such incident involved a young boy who saved his mother from drowning in a backyard swimming pool. The family had recently moved to a new home when the mother, who suffers from a rare muscular disease, began to drown. The boy dialed "0" for assistance, but since he could not remember his new address the dispatcher was unable to send assistance. Instead, the dispatcher cautiously explained to the boy how to call back on 9-1-1. Seconds later the call came through and the sophisticated 9-1-1 system was able to identify the exact location of the call. Emergency crews were dispatched and her life was saved.

Systems (PSAPs) covering over 156,299 square miles. While implementing the 9-1-1 program, technological advancements—known as Enhanced 9-1-1—were already being developed to improve this sophisticated system. The Telecommunications Division was given the responsibility by the Legislature to upgrade the existing system, and Enhanced 9-1-1 is expected to be completed by 1992.

In the United States, only 32 states have legislation requiring a 9-1-1 system and of those 32 states, only five have statewide programs. The others are only county or district programs.

Completion of the California program will be considered a landmark accomplishment because the California system must be

## 30 Million Calls Annually

Calls like this are made over 82,000 times a day, every day of the year and involve the coordination of 23 telephone companies, 58 counties and 449 cities.

By legislative mandate, the Telecommunication Division is responsible for implementing and maintaining this emergency telephone system. Program implementation was completed on December 15, 1985, thus making California the largest state in terms of its geographic size and population to implement a statewide program.

California's population (27.7 million) is served by approximately 1,080 primary and secondary Public Safety Answering

made to accommodate such geographical extremes as the remote rural areas of Modoc County, with a population of 9,400, and the densely populated area of Los Angeles County, with a population of 8,246,200.

The program is currently funded by a one-half of one percent surcharge on intrastate telephone service. Approximately \$55 million is spent annually to upgrade and maintain the 9-1-1 system. At the National Emergency Number Association Conference held in Jacksonville, Florida, California received praise and recognition for its ability to provide statewide 9-1-1 service for the least amount of money per capita in the nation.





# 25 YEARS

*Silver  
Anniversary*

1963 - 1988

*PICNIC*

DEPARTMENT OF  
**GENERAL  
SERVICES**

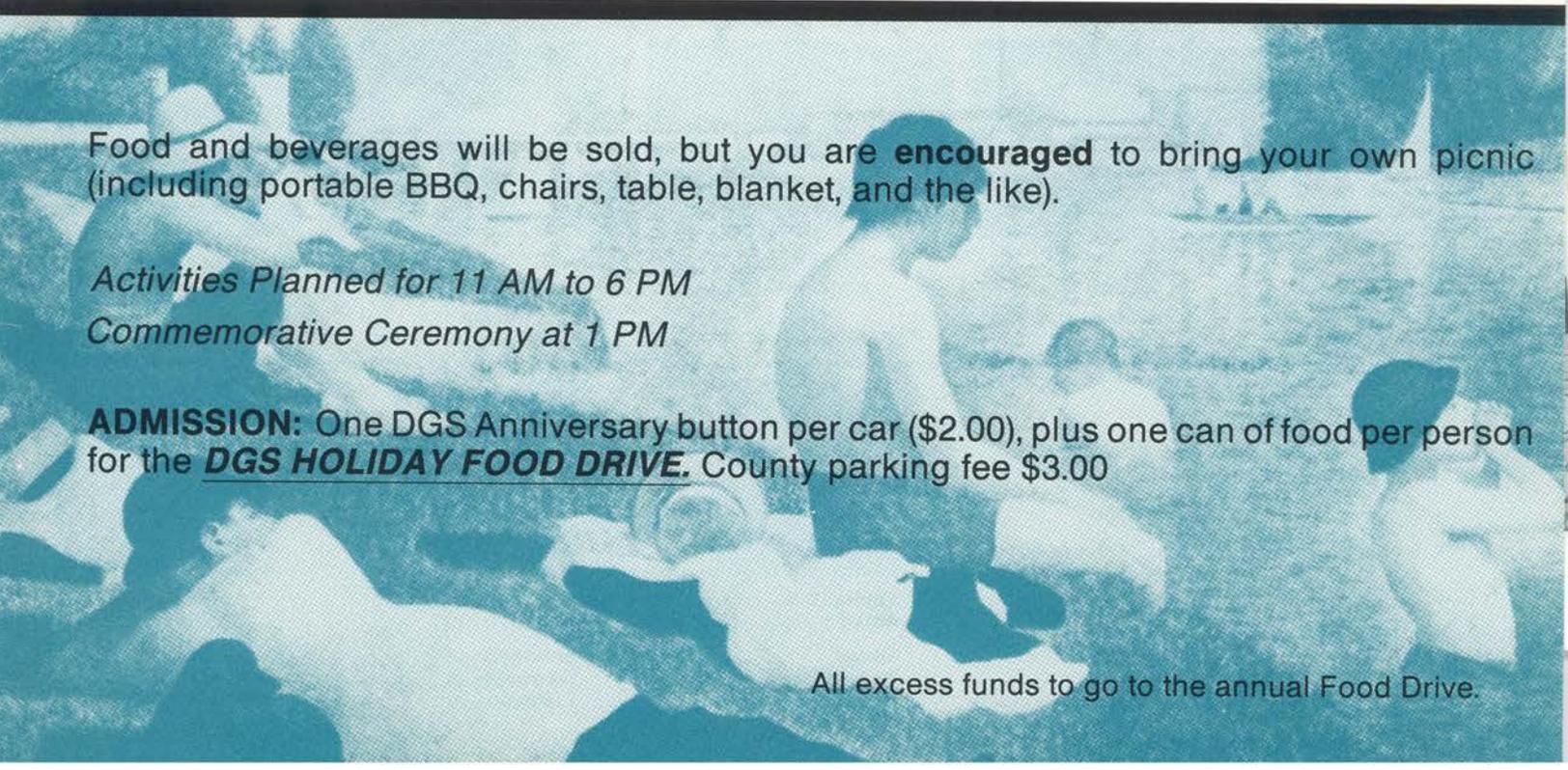
Mark your calendars now  
Sunday  
September 25, 1988  
for the DGS  
Silver Anniversary Picnic

California Gold Rush  
Western Day  
at Gibson Ranch  
County Park

There will be activities galore  
including at very minimal costs:

Hole-in-one golf  
Jail House  
Bingo  
Raffle  
Music

Races for young and old  
Contests for young and old  
Games for young and old  
Final Game  
of Baseball Tournament



Food and beverages will be sold, but you are **encouraged** to bring your own picnic (including portable BBQ, chairs, table, blanket, and the like).

*Activities Planned for 11 AM to 6 PM*

*Commemorative Ceremony at 1 PM*

**ADMISSION:** One DGS Anniversary button per car (\$2.00), plus one can of food per person for the **DGS HOLIDAY FOOD DRIVE**. County parking fee \$3.00

All excess funds to go to the annual Food Drive.

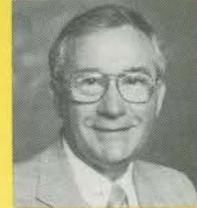


**WILLIAM J. ANTHONY**  
Director

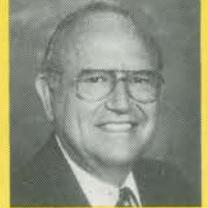


**ELIZABETH YOST**  
Chief Deputy Director

..... *Deputy Directors* .....



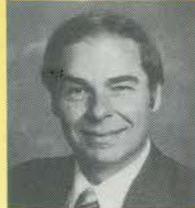
**JOHN S. BABICH**  
Procurement



**FRED W. GUSTIN**  
Interagency Support



**P.K. AGARWAL**  
Management Technology and Planning



**MICHAEL J. BOCCHICCHIO, SR.**  
State Architect



**ROSAMOND C. BOLDEN**  
Buildings and Grounds



**MELODIE CATO**  
Labor Relations Officer



**DOUG GRANDY**  
Energy Assessments

..... *Office Chiefs* .....



**DONALD S. MITCHELL**  
Administrative Hearings



**JAMES W. MORGAN**  
Administrative Services



**EUGENE PIERACCI**  
Fiscal Services



**CASEY W. RANDALL**  
Fleet Administration

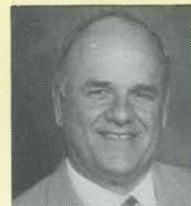


**PAUL V. SAVONA**  
Real Estate and Design Services

..... *Executive Staff* .....



**LEONARD M. GRIMES, JR.**  
Special Projects



**WALTER J. JONES**  
Assistant Director—Legislation



**ANNE GARBEFF**  
Special Assistant To The Director

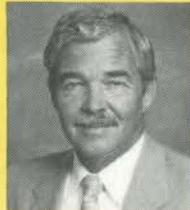
# Department of General Services 1988



**JOE G.  
SANDOVAL**  
California  
State Police



**JACK D.  
SMITH**  
Management  
Services



**ALLAN G.  
TOLMAN**  
Telecommunications



**ROBERT L.  
WRIGHT**  
Real Estate &  
Building



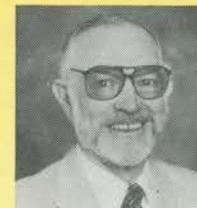
**ART S.  
KEVORKIAN**  
Local  
Assistance



**D. BRENT  
KORFF**  
Support  
Services



**DONALD E.  
MALE**  
State Printer



**EUGENE D.  
MARQUART**  
Insurance  
and Risk  
Management



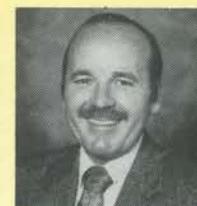
**LOREN C.  
SMITH**  
Project Development  
and Management



**STIM  
SUZUKI**  
Small and  
Minority Business



**CHARLES O.  
THRASHER**  
Legal  
Services



**LESLIE J.  
WICKEY**  
Records  
Management



**MARY  
BRETZKE**  
Executive  
Assistant To  
The Chief Deputy  
Director



**OLIVE J.  
FINDLETON**  
Equal  
Employment  
Opportunity  
Officer

*Photos by the Department of Transportation—Photographic Services Unit.*

# 25 Outstanding Years ...

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*It has been estimated that the State saved in excess of \$8 million during the 1987-88 fiscal year due to discounted air fares. Projected savings for 1988-89: \$14 million.*

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## OFFICE OF LEGAL SERVICES

**Charles Thrasher, Chief Counsel**

To create the Department of General Services, it was necessary to develop a proposed statute describing its functions and duties. This obligation fell upon the then Legal Office of the Department of Finance for implementation. Among other things, it entailed a meticulous page-by-page search of all codes and statutes to determine which existing functions of the Department of Finance should be transferred to the new department. The Department of Finance, Legal Office was the direct precursor of our current Office of Legal Services (OLS).

Today, the OLS provides legal services to the Department of General Services, the Department of Finance, and various other departments, boards and commissions. The function of the Office is that of house counsel, which includes giving legal advice on new and ongoing programs; the advocacy of the Department's position in a wide variety of situations; the issuing of opinions; and the drafting and reviewing of legal documents. Additionally, the Office reviews all State contracts subject to the approval of the Department for their compliance with law, policy, and good business sense.

## OFFICE OF MANAGEMENT TECHNOLOGY AND PLANNING **P. K. Agarwal, Chief**

The Office of Management Technology and Planning (OMTP) was formed in 1984 by combining the Department's data processing functions with the Office of Program and Compliance Evaluation (PACE). This logical combination brought together technology and management support services for the benefit of the entire Department.

Today, the OMTP promotes quality performance within the Department and with other client agencies by reviewing policies, systems and procedures; assists in the improvement of office procedures and work flow; assesses office needs; recommends and installs appropriate automated equipment to support office procedures; provides management consulting services to other state agencies; ensures compliance with the statutory and control responsibilities of the Department of General Services; provides data processing services which include a full range of personnel and data entry services relating to electronic data processing support and EDP education services, including courses for both EDP technical and user operations and management personnel.

## CALIFORNIA STATE POLICE DIVISION OFFICE OF CALIFORNIA STATE POLICE

**Joe Sandoval, Deputy Director**

The California State Police Division dates back to March 1887 when the Legislature authorized the appointment of two "special policemen . . . for the State Capitol Grounds." Once part of the Department of Finance, the State Police Unit was transferred to the newly-formed Department as part of the Property Management and Services Division. In 1967, it became a separate division within the Department of General Services.

Today, the California State Police employs 351 sworn and 72 non-sworn personnel in over 20 State Police field offices in California located from Redding to San Diego. In March 1987, the State Police celebrated 100 years of service, making it the oldest state law enforcement agency in California.

CSP today provides a full range of police and security service to 200,000 state employees and millions of users of state buildings and grounds. This includes providing protective services for the Governor and Constitutional officers; performing investigations of crimes and accidents occurring on state property; maintaining security and order at public events; explosives disposal; air surveillance and ground patrol of the State Water Project; assisting state agencies in design of access control systems and emergency and crime prevention plans; escort and bailiff services; training to law enforcement agencies; and assisting official organizations during emergencies and disasters.

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*October 1974—First State Police Officer shot and killed in the line of duty . . . Officer David Jack was shot while working at the Los Angeles State Building.*

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## OFFICE OF ADMINISTRATIVE HEARINGS

**Donald S. Mitchell, Director**

Originally, the Office of Administrative Hearings was named "The Office of Administrative Procedure" and was located within the State Department of Vocational and Profession Standards. Between 1961 and 1963, OAH was part of the Department of Finance and in 1963, when DGS was created, it became part of the Department.

OAH provides Administrative Law Judges and Hearing Officers to conduct administrative proceedings for more than 50 state agencies as well as for various local agencies. The hearings relate to the issuance, renewal, suspension or revocation of licenses and personnel disciplinary actions and layoffs. The Office administers the State Construction Contract Arbitration Program and reports biennially to the Governor and Legislature on changes in administrative law. In January 1987, OAH began conducting prehearing conferences which have significantly reduced costs.

The California Administrative Procedure Act (APA), which governs OAH, was the first in the nation to provide an independent body of Administrative Law Judges to conduct quasi-judicial administrative hearings.

## OFFICE OF STATE ARCHITECT **Michael J. Bocchicchio Sr., A.I.A., State Architect**

The Office of State Architect dates its beginnings back to 1850 when the Legislature declared the Surveyor General to be the Chief Engineer and Commissioner of the Internal Improvements in the State. But it wasn't until the 1890's that the State construction program began to escalate, and the Commission of Public Works was created to handle this increasing workload. By the turn of the century, 22 architectural projects existed under the jurisdiction of the State.

As the State's involvement in public work continued to grow, the Department of Engineering was established in 1907 to handle the ever-increasing responsibilities. The Architectural Division within that Department consolidated all the architectural design, planning and construction activities through the administration of a State Architect.

In 1921, the Department of Engineering was abolished and the Department of Public Works was created in its stead. In October of 1963, when the Department of General Services was formed, the Division of Architecture, which was an integral part of the Department of Public Works, was placed in the Department. At that time, the name was changed from the Division of Architecture to the Office of Architecture and Construction.

Today, the Office of State Architect is responsible for supervising the design and construction of state buildings. The Office also approves plans and supervises the construction of public schools and hospitals.

## OFFICE OF FLEET ADMINISTRATION

**Casey Randall, Chief**

Automotive management was established in the Department of Finance in 1950 to administer and control a statewide fleet of vehicles. In 1963, the Automotive Management Section was transferred to the newly-established Department of General Services and the name was changed to Transportation Services. In 1966, the name was changed to Transportation Division, later to Fleet Administration Division, and finally, in 1983, the name was changed to the Office of Fleet Administration.

The Office of Fleet Administration is responsible for the establishment, implementation and maintenance of policies and procedures governing state-owned mobile equipment. Transportation-related services provided by this Office statewide include vehicle pools, repair facilities, vehicle inspection, employee parking, discount air fares, commercial car rentals, vehicle acquisition and disposition, and consultation regarding automotive management problems. There are parking facilities and garages in 13 locations statewide.

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**Office of Fleet Administration maintained a fleet of 4,514 vehicles during fiscal year 1987-88. State employees drive 53,900,000 miles annually in state fleet cars.**

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**5,273 cases were filed with the Office of Administrative Hearings during 1987-88.**

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**Since 1963, the Office of the State Architect has supervised over 10,000 construction projects statewide. There are currently 900 active projects.**

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Handicapped ramp opens at 915 Capitol Mall.



Edmund G. "Pat" Brown Building—San Francisco.



1979: Director David Janssen holds a press conference on gasohol.



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**1987-88—The Office of Support Services serviced 373,000 office machines and reproduced 220 million pages for state agencies.**

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**The Office of Fiscal Services is honored to have the longest continual-service employee in the department. May Lee, Staff Services Manager I in the Budget and Planning Section, came to the department from Finance in 1963. As of June 1988, May Lee has logged 44 years in state service!!**

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### **OFFICE OF ADMINISTRATIVE SERVICES**

**James W. Morgan, Chief**

The Office of Administrative Services support functions were transferred from the Department of Finance to the Department of General Services when the latter Department was formed in 1963. This Office provides services to the Department in the following areas: delegated testing; training; employee newsletter; safety and return-to-work programs; merit award program; personnel; employee assistance program; and labor relations. Personnel-related services are also provided to other agencies, boards and commissions through contractual agreements.

During the 80's, personnel testing became a major function of the Personnel Section when the SPB decentralized examinations. With the advent of collective bargaining, the labor relations function evolved as a separate section of Administrative Services.

The Personnel Transactions Unit, the backbone of the Personnel Section, processes all the documents necessary to maintain a complete and accurate employment history of DGS employees and produce the monthly payroll for these employees. The processing has gone from a manual system in the 60's and 70's to a computer system in the 80's tied into the State Controller's system.

### **OFFICE OF SUPPORT SERVICES**

**Brent Korff, Chief**

Like many offices in the Department, the Office of Support Services traces its roots back to the Department of Finance. Originally named Central Office Services, this office historically has provided interagency mail and messenger services, office machine repair service and reproduction services to other state agencies.

Today, the Office of Support Services (OSS), employing a staff of 203, provides reprographic services at five locations; mass mailing and addressing services, interagency mail service, mail and messenger services at four locations; and office machine repair service and business equipment management services throughout most of California.

Other than the tremendous growth in workload, technological advances have had the most significant impact on the Office in recent years. Business Equipment Management Services, which began testing copiers and duplicators in 1974, consults with client agencies in the acquisition of copiers, duplicators, mailing and desktop publishing equipment in an effort to reduce the State's total copying and business communications costs. Technological changes have been instrumental in producing higher quality duplicating and copying. Office Machine Repair Service has transitioned from repairing manual and electro-mechanical equipment to repairing electronic equipment. In 1985, this unit initiated a personal computer repair program that is more responsive and cost effective than the private sector.

### **OFFICE OF FISCAL SERVICES**

**Eugene Pieracci, Chief**

In 1963, when the Department was first organized, the accounting and budgeting functions, along with central data processing, personnel, library and central files functions were combined to form the Administrative Services Division. Later, in 1969, the accounting and budget functions were organized into a separate office known as the Comptroller's Office. Organizational changes were again made in 1974 and, at that time, the budget and accounting functions were again placed together in the Administrative Services Division.

In 1984, the Office of Fiscal Services was created and today consists of the Accounting and Financial Services Section and the Budget and Planning Section.

The OFS plans, coordinates, and directs all accounting, budgeting and fiscal reporting activities for the Department. Additionally, these services are provided to state boards, commissions and other small agencies through contractual arrangements.

#### **OFFICE OF INSURANCE AND RISK MANAGEMENT**

**Eugene D. Marquart,**  
*Insurance Officer*

The Insurance Office, as it was called at that time, was transferred from the Department of Finance to the Department of General Services in 1963. At that time, the Office's primary responsibility was to purchase and approve commercial insurance policies that were needed for the operation of state government. Because of the changing needs in state government and changes that have occurred within the insurance industry, the Office of Insurance expanded its role to become the first office of risk management for a state government. This new emphasis has resulted in great savings to the State through development and administration of various self-insurance programs.

The Office of Insurance and Risk Management is responsible for the centralized management of state insurance requirements and risk management services. In this capacity, the Office of Insurance and Risk Management establishes procedures for and controls the handling of insurance policies and bonds. The Office acts as consultant to State and local agencies relating to insurance of any type, employee benefits, or the management of risks.

#### **OFFICE OF RECORDS MANAGEMENT**

**Leslie J. Wickey, Chief**

From 1927 to 1963, the Management Analysis Section of the Department of Finance and the Secretary of State's Central Record Depository were responsible for records management, forms management, and the destruction, storage and preservation of state records. In 1963, the State Records Management Act placed full responsibility for the records program within the Department of General Services.

The Office of Records Management (ORM) has responsibility for administering the State's Records Management Program. The responsibilities are divided into three areas which address the life cycle of records in any organization: Records Creation, Records Maintenance and Records Retention.

Today, ORM includes 38 employees, a State Records Center in West Sacramento, and a new Consolidated Records Center scheduled for completion during the fall of 1988. The new center will allow an additional 340,000 cubic feet of storage space.

In the past 25 years, ORM has successfully implemented statewide programs that have saved the State millions of dollars.

#### **OFFICE OF REAL ESTATE AND DESIGN SERVICES**

**Paul V. Savona, Chief**

Prior to 1963, planning, leasing and real estate services were performed by the Department of Finance. These functions were transferred to the Department of General Services in 1963 and subsequently formed the premier design real estate organization in state government.

Over the past 25 years, thousands of office layout and plans from one to two-person offices to the 466,000 square foot Franchise Tax Board Headquarter's facility have been developed. Planning and design work is presently underway for the 800,000 square foot Ronald Reagan State Office Building in Los Angeles.

During the same period, this Office was responsible for acquisition of most of the 26 blocks around the State Capitol, several state college campuses and two dozen state parks, including the \$34 million purchase of a portion of the Irvine Ranch. At one point, the Property Management Unit had over 60 parcels, consisting of 80,000 acres in its inventory.

The Office of Real Estate and Design Services provides well planned, functional and economical quarters to accommodate the non-institutional office and warehouse needs of agencies in state-owned and leased facilities, including modular and movable buildings and trailers. Major areas of responsibility include the allocation of space in state-owned and leased office buildings, programming space requirements for proposed new buildings, space planning, lease negotiations, and lease management operations. The Office is responsible for the development of alternate financing plans for proposed state buildings by means of long-term lease purchase agreements or by leases with options to purchase.

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*During Fiscal Year 1987-88, the Office of Fiscal Services paid 217,770 bills.*

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*The Office of Records Management's State Record Center houses approximately 532,000 boxes of records for the various agencies within the State. If one were to line these boxes up end-to-end, they would create a continuous line of boxes over 125 miles long. Geographically, that is equivalent to a solid trail of file boxes from the State Records Center to the shores of South Lake Tahoe.*

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*OREDS currently is managing 2,000 active leases covering 11.9 million square feet with an annual rent of \$142 million.*

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*Since 1986, the Office of Energy Assessments has developed projects which can save nearly 69 million kilowatt hours of electricity in the first year of operations—that's enough electricity to take one of Sacramento's new electrically-powered street cars from California to New York and back 1,437 times!*

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*John Zemienski eliminates a hot metal form in the Composing Room at OSP.*

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*8 million pounds of paper was needed to print the November 1988 Voter's Pamphlet. This equals 6,667 rolls of paper or enough paper to fill 78 boxcars.*

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## **OFFICE OF ENERGY ASSESSMENTS**

**Douglas M. Grandy, Chief**

In 1980, the Office of Energy Assessments was established as a permanent body within the Department to address the energy problems facing state facilities. Energy projects which will save the State millions of dollars have been developed and financed. Since 1986, OEA has been working to help state facilities meet Governor Deukmejian's Executive Order to reduce energy use.

OEA is responsible for implementing state government energy projects which reduce operating costs and increase revenues. Major activities include: developing and implementing state energy use policies; arranging energy project financing; conducting analyses of energy projects at state facilities; developing auditing services, conservation incentives, and energy management training for state agencies; supplying state agencies and the public with information regarding state energy programs; and, tracking state energy reduction progress.

## **OFFICE OF STATE PRINTING**

**Donald E. Male, State Printer**

The Office of State Printing dates back to January 1850, eight months before California's admission to the Union. During its 138 year history, the printing plant has been housed in many facilities. It moved to its present 16-acre specially designed facility in 1954. Through the years, OSP has become known worldwide for its innovations in printing and binding.

More than 300,000 square feet of floorspace is required to house the hundreds of specialized machines used for typesetting, printing, and binding operations. Over 500 skilled employees work three shifts producing as many as 2,000 jobs each month. The OSP is the largest governmental printer in the world excluding the federal printing office in Washington, D.C.

The bulk of workload includes almost every type of printing and binding. Legislative work alone comprises 15% of the workload. The Office of State Printing currently produces jobs for state clients valued at over \$40,000,000 annually.

## **OFFICE OF LOCAL ASSISTANCE**

**Art S. Kevorkian, Local Assistance Officer**

The Local Allocation Division, Department of Finance, was the forerunner of the present Office of Local Assistance. That office provided staff for the post war Public Works Review Board, which was created in 1944 and succeeded by the State Allocation Board in 1946. Among the first programs administered was a \$10 million appropriation for the preparation of public works plans and acquisition of sites in cooperation with cities and counties. Subsequent legislation provided \$90 million for the construction phase of this program. In 1963, the newly-appointed Director of General Services became responsible for providing administrative assistance to the Board and it was then that the name of the division was changed to the Office of Local Assistance.



*Purchasing Staff Division  
May 7, 1956*

Today the OLA is the administrative staff for the State Allocation Board, which authorizes financial assistance to school districts for acquisition and development of school sites, construction or reconstruction of school buildings, and purchase of school furniture and equipment.

The Board consists of seven members: the Director of General Services, the Director of Finance, the Superintendent of Public Instruction, two members of the State Senate and two members of the State Assembly.

**OFFICE OF BUILDING AND GROUNDS**

**Rosamond Bolden, Chief**

The Office of Buildings and Grounds dates its origin back to the completion of the California State Capitol in 1870. The Board of Capitol Commissioners, initially charged with overseeing the construction of the Capitol Building, upon completion turned their attention to its care and maintenance. They appointed two groundskeepers who were responsible for maintaining the building and the surrounding grounds.

When the Board was abolished in 1911, the bulk of its responsibilities were transferred to the Office of the Superintendent of Capitol Building and Grounds. In 1921, responsibility for maintaining state office buildings and grounds other than state institutions was transferred to the Bureau of Buildings and Grounds in the Department of Finance. Forty-two years later, in 1963, the responsibilities performed by the Bureau of Buildings and Grounds became part of the Property Management and Services Division of the Department of General Services.

The Office of Buildings and Grounds is responsible for the maintenance and operation of state office buildings and surrounding grounds. The Office also maintains the State Capitol, Capitol Park, and the Governor's Residence. OB&G's services include: janitorial, window cleaning, heating and air conditioning, plumbing, electrical, painting, carpentry and grounds maintenance. Their key objective is to provide appropriate building management services to governmental facilities at a cost less than can be procured in the private sector.

**TELECOMMUNICATIONS DIVISION  
OFFICE OF TELECOMMUNICATIONS**

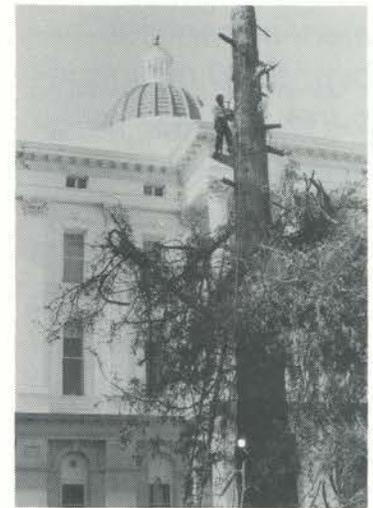
**Allan G. Tolman, Deputy Director**

The California State Telecommunications Act created the Division of Communications in 1947. Because of the universality and specialized nature of communications, jurisdiction over all state communication services was centered in the Division of Communications, Department of Finance.

The Division remained with the Department of Finance until it was transferred to the Department of General Services in 1963.



Shown here are officials of the Blue Diamond Association giving almonds to Art May-OB&G staff person. The almonds are the "rejects"—don't tell the squirrels.



1975: A 100-year old Redwood is brought down by Buildings and Grounds employee Manual Morias.



Telecommunications Division  
July 2, 1969

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**Last year state government saved \$18,378,657.01 using the ATSS System.**

**Cost of Telephone Calls if Placed on Toll Network—\$47,756,598.80**

**Cost of Telephone Calls Placed on ATSS System—\$29,379,941.79**

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*The Telecommunications Division maintained 223,000 state telephone lines on the ATSS system during 1987.*

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*Office of Procurement supervises over \$780 million in purchases annually.*

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*February 1965—A State of California study reported that the median age of the civil servant manager in DGS was 50 years. The same study forecasted our departmental growth as follows:*

*1975—5,549 employees  
1985—7,077 employees*

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*May 1984: Groundbreaking Ceremony Franchise Tax Board Building—Sacramento.*

Today, the Office of Telecommunications develops and implements policies, standards, practices and procedures for economic and efficient development of state telecommunication facilities. The Office provides services to all state agencies for radio, telephone, teletype, microwave, closed-circuit TV, emergency (9-1-1) telephone, data transmission, and any special telecommunication facilities. Service includes consulting, planning, engineering, installing, maintenance, specifications, Federal Communications Commission license applications, equipment evaluation, special studies, and management of state telecommunications facilities and equipment. Upon request, similar services are provided to cities and counties within the State of California for a fee.

In 1947, the staff of the Division consisted of seven people, with total yearly salaries of \$22,656 (the Chief of the Division made \$613 per month). The budget for Fiscal Year 1963–64 was \$1,311,551, and the Division consisted of 94 people. The Telecommunications Division budget for Fiscal Year 1988–89 is \$118,981,000, with a staff of 364 people.

## **PROCUREMENT DIVISION OFFICE OF PROCUREMENT**

**John S. Babich, Deputy Director**

There have been many changes in the Office of Procurement since it became a part of General Services 25 years ago. The Office has changed location many times. Originally housed in State Office Building #1, the Office later moved to 21st and “N” Streets, back to State Office Building #1, and in 1976 moved to its present home at 14th and “S” Streets.

As another example of the changes in the Office of Procurement, twenty-five years ago the Specification Section consisted of two people who only tested food, office furniture and paint. Testing of the various products was done in a small back room with very little test equipment. Today that unit has grown to 27 people with a large lab facility located at Watt Avenue conducting detailed testing and evaluations.

The OP is the State’s central purchasing and materials management agency. The Office also offers technical support and business assistance to state agencies, including specification writing and testing for product compliance; manages the State’s warehousing program for publications, standard state forms, and general office and janitorial supply items; negotiates transportation rates with common carriers and audits freight bills; provides temporary warehouse space to state agencies; receives surplus State and Federal personal property; and many other procurement-related services. OP has offices in both Sacramento and Los Angeles and includes 280 employees.



## **OFFICE OF PROJECT DEVELOPMENT AND MANAGEMENT Loren C. Smith, Chief**

Created in 1971 as a result of a report by the Legislative Analyst, the Office of Project Development and Management, with only six staff members, was charged with the responsibility of planning for the State’s construction boom of the 1970’s and to rewrite the Sacramento Capitol Area Plan.

Today, OPDM formulates and maintains the development of state office facilities in all metropolitan areas and forecasts future agency space requirements in these same areas. In response to facilities planning studies, this Office then initiates through the Department the first steps which lead to the construction, financing and/or purchasing of a facility. The Office also performs studies on behalf of the Department and provides environmental review services to all departments; performs site feasibility and location studies, economic analysis and energy-related studies; reviews space requests to ensure their compliance with long-range plans in effect in a given area; reviews and maintains the Capitol Area Plan; performs parking studies; and develops the five-year Capital Outlay Program.

The Office also manages the budget package process for the Capital Outlay Program and is responsible for project control of Capital Outlay projects.

## **OFFICE OF SMALL AND MINORITY BUSINESS**

**Stim Suzuki, Chief**

In 1973, by Legislative act, the Office of Small Business (SBO) Procurements and Contracts was created and placed in the Department. The primary responsibility of the SBO was the implementation of the 5% Small Business Preference Program. In 1975, the California Office of Minority Business Enterprise (CALOMBE), the first state office funded by a grant from the U.S. Department of Commerce, became part of DGS. The SBO and CALOMBE were consolidated in 1981 to improve the effectiveness of the Office's closely-related procurement activities and renamed Small and Minority Business Procurement Assistance Division—SAMBPAD.

In 1983, the Office was renamed the Office of Small and Minority Business and today aids small, minority, and women-owned firms in doing business with the State. It assists state agencies in identifying these firms, as well as conducting quarterly meetings of the Business Expansion Council; compiles and maintains comprehensive bidders lists; and assists in implementing the small business, distressed area, and high risk unemployment bid preference provisions. Small and Minority Business works with the Federal Minority Business Development program by offering technical assistance to minority firms, and by identifying specific programs which need greater minority and women-owned business participation. The Office also works with state agencies in the attainment of minority and women-owned business participation goals. The Office publishes the State Contracts Register, a semi-monthly publication of current state contracting opportunities.

## **EQUAL EMPLOYMENT OPPORTUNITY OFFICE Olive J. Findleton, EEO Officer**

The Equal Employment Opportunity (EEO) Office, established in 1975, was given the responsibility for creating and implementing a departmental Affirmative Action (AA) Program.

From the beginning, the program emphasis was to provide greater access to employment opportunities to all qualified candidates within DGS. Later, access to employment opportunities and the work environment for the disabled emerged as an affirmative action focus for the Department. A significant achievement during the early years was the inauguration of upward mobility classes, such as service assistant, management services technician and other training classifications.

The 80's have transitioned the Office into an era of program expansion through diversification. One outgrowth of the foundations laid earlier in the program's establishment is an extensive Affirmative Action training program designed to actively communicate AA philosophy to all employees consistent with and as an enhancement to departmental policy. While upward mobility was the single focus that characterized the seventies, the EEO Office of today highlights opportunities in several occupational categories.

Over the years, staff has increased steadily to its current level of five permanent positions. The small AA network of the seventies has expanded to include three advisory committees and two task forces composed of approximately 139 departmental employees.

At age 13, the Office is in its adolescence, and looks enthusiastically ahead to many years of program growth and achievement.



1975: Even an unseasonal snow-storm failed to deter workmen from pouring the ceiling to the new Treasurer's vault in front of OB No. 1. The cement was funneled through a long tube and settled in place by hand and electric prods.

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*During the 1986-87 Fiscal Year, California State employees and the State Paper Recycling Program recycled enough wastepaper to circle the earth one time with a four-foot wide sheet of 20# paper.*

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*Over 1 million pounds of food has been donated by State employees since the first food drive in 1975.*

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# *DGS Helps Automate the State*

Automation is changing the way we work, live and play. According to BUSINESS WEEK, there are more than 13 million computer terminals being used in offices around the country. Computers are fast becoming the most important piece of office equipment. They provide an inexpensive and effective means of processing and storing information. Staff and managers in a number of highly automated DGS offices are finding that if the computer stops—business stops. It is becoming as or more important than the telephone or the pencil.

DGS management recognized the value of computers six years ago and initiated measures to automate DGS's service and administrative programs. These policies and plans are beginning to pay off. DGS is already one of the more automated departments in the State and, if the current rate of automation continues, it may soon be the most automated department in state government.

What does all this mean for us at DGS and our client state agencies? At DGS, it means we can work more intelligently and efficiently because of better information. For client agencies, it means DGS will be more cost-effective and responsive in meeting their needs. Automation will help us stay abreast with our private sector counterparts. Recognizing that the service expectations of our clients are shaped by the private sector's delivery of similar services, it becomes even more critical that we keep up with changing times.

In DGS we can expect that in a few years most of us will have access to a computer terminal on which we get our mail, maintain our calendar and perform other office work (quite a few already have this capability). This will provide better coordination within DGS resulting in better service to our clients.

The following provides a sampling of what our client agencies are already witnessing, or will see in the next three to five years, due to automation in DGS.

## **Administration**

Continuing automation of accounting, budgeting and personnel functions will provide better management of costs for DGS services.

## **Office of Telecommunications**

Computers are helping to monitor the traffic of the ATSS network, thereby assuring optimum performance, which also helps to keep the State's telephone system costs down.

Automation of the renewal of FCC licenses, radio parts inventory, communication vaults, engineering drawings and purchase estimates is helping to provide more expedient telecommunication services to our clients.



## **Office of the State Architect**

The use of Computer Aided Design (CAD) will help improve the quality of architectural projects and reduce costs associated with labor intensive paper drawings. It will help provide more timely designs and expedite building maintenance and modification projects for our clients.

### **Office of Buildings and Grounds**

Automated scheduling of preventive maintenance and repair of mechanical equipment provides better facilities for our client agencies.

### **Office of Fleet Administration**

Automation of the inventory of state parking spaces will provide more timely administration of parking requests and better utilization of parking spaces.

### **Office of Insurance and Risk Management**

Automation of self-insurance claims processing will provide more timely services to our clients.

### **Office of Legal Services**

Automated tracking of state contracts expedites the processing of contracts and provides information needed to respond to inquiries from our client agencies.

### **Office of Management Technology and Planning**

The State Computer Store provides an attractive option for expedient purchase of microcomputer products and services.

The State EDP Education Program (SEEP) operates a high quality and cost effective EDP training program which is one of the largest in the State of California, including the private sector.

OMTP also assists various state programs, such as the California Horseracing Board, the Building Standards Commission and the Deferred Compensation Program, with automation services and technological innovation.

### **Office of State Printing**

Acceptance of documents in electronic form reduces costs and time required for printing of publications and legislation.

### **Office of Procurement**

The Procurement Information Network (PIN) system will provide DGS and client agency staff with online access to state purchasing information. It will help automate the purchasing process thereby significantly reducing the time expended for state purchases.

### **Office of Project Development and Management**

Computers assist in environmental and facility planning projects for client agencies. A computerized project management system helps keep the project within budget and on a schedule.



### **Office of Real Estate and Design Services**

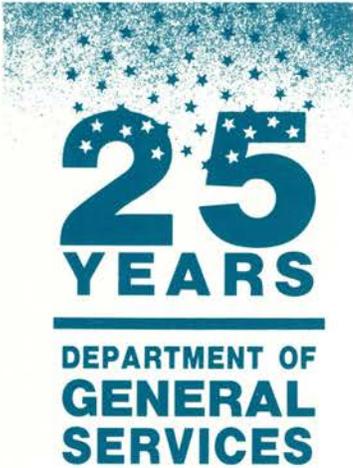
A data base of the state's fixed assets (lands and buildings) will help in better managing the state's real estate holdings resulting in financial benefit to the State. Geographic information services will provide access to maps of state lands and assets which will help our client agencies in planning their future real estate needs.

### **Office of the State Police**

Electronic transmission and reporting of crime and incident data provides up-to-date information required to adjust State Police manpower levels to meet the security needs of state agencies.

### **Office of Support Services**

Availability of desktop publishing consultation and seminars in helping our clients improve the quality of their documents. Availability of PC repair services is reducing the cost of PC maintenance for our clients.



# Service Awards

## July

John L. White  
Office of Buildings and Grounds

Gerald L. Davis  
Office of Support Services

## August

Lester J. Gilkey  
Office of Support Services

Stephen K. Savage  
Office of Real Estate and Design Services

John C. Baker  
Office of Support Services

## September

Mary L. Bretzke  
Executive Office

Georgia L. Melson  
Office of Real Estate and Design Services

Kenneth L. Evans  
Telecommunications Division

Myron E. Curtis  
Telecommunications Division

Yvonne A. Bailey  
Office of State Printing

Jack R. Phillips  
Office of State Printing

## ORIGINAL DGS EMPLOYEES

*The following people have worked for the Department continuously since October 1, 1963—the first day of its creation.*

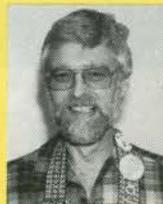
**Office of Administrative Hearings:** Diana Hoffman, Milford A. Maron; **Office of Buildings and Grounds:** William A. Barcena, H. F. "Buck" Buchanan, Earl T. Clifford, Samuel Dennis, Billie J. Dill, Lloyd C. Fedorenko, Yoshio Furuike, Roy Gilkey, Robert D. Jacobs, John W. Johnson, Willie J. Johnson, Frank Lansdell, Jr., Kei Matsui, Arthur H. May, Manuel D. Morais, Joseph Reed, Roger P. Rehm, Michael Seeboth, Asayukia A. Shimizu, Joseph Simon, John E. Stinger, Paul L. Thames, Mel Gilliard, Stephen O'Brien, Julius Singerman, John P. Barcena, Marion Daniels, Jr., Donald E. Marshall, Billy P. Curry, John L. White, Harrison Henderson, Samuel Foster, Roosevelt George, Timothy Lester, Andrew Nevilles, Will Rhodes, Joe Turner, Curtis L. Guinn, Ray Lands, Leon Johnson, Earl Collins, Jr., Charles Lightner, Alvin Myrick, John O. Jackson, James McLemore, Thomas Haynes and Donald Morrow; **Office of California State Police:** Timothy Hill; **Office of Fiscal Services:** Jim Amezcua, May Lee, Doris Holland, Linda Verreaux, Jim Wilson, Hubert Mar; **Office of Fleet Administration:** Robert Bland, Joe Blea, Ted Givens; **Office of Legal Services:** Thomas Clayton, Charles Thrasher, Antonio Torlai; **Office of Management Technology Planning:** Bernice L. Ng; **Office of Procurement:** John Cleary, Teri Moore, Shirley Oglethorp, Allan Jeffrey, Jim Ray, John Babich, Bill Werry, Jim Knibb; **Office of Real Estate and Design Services:** Ronald Crooks, Robert Donner, Frederick Grassle, John Healy, Georgia Melson, Jack Miura, Joseph Michelson, Richard Traversi, William Zell; **Office of Records Management:** Donald R. Gerhardt; **Office of State Architect:** Vera Buss, Joe Chan, Don Clark, Harry Hill, Vern Hollinger, William H. Kirkgaard, William K. Kirn, Chester A. Kuczek, Phil Lee, LeRoy Lemke, Yeo Lim, Steve Millan, Saburo Okubo, Melba Rakus, Ken Reeves, Henry C. Reyes, Dale Rittman, Cliff Roberts, Joseph H. Rokita, Ellsworth Rose, John Shelton, William Sawtell, John (Gil) Vegas, Jack H. Wakayama, Thomas J. Whitten, James P. Wong, L. Reiko Yamamoto; **Office of State Printing:** John V. Arias, Yvonne A. Bailey, Ray Bednar, Joe Blair, John Brokaw, Robert G. Burke, Tony Cano, Robert Caruthers, Marian E. Clark, Henry Cooper, Sheldon Craythorn, Dale Curtis, Jerry Duncan, Eugene Elliott, John L. Erickson, Richard Flynn, Curtis Frazier, Armando Gallegos, Bruce E. Garfield, Robert Gonzalez, Victor W. Jang, William Journagan, R. Gary Ledbetter, Richard Lorge, Albert Macias, Joseph Magdaleno, William Marcum, Carl Maryland, Gary M. McKenzie, Ray Molina, Cathie Neagle, Paul Norgaard, Thomas Oates, Katherine Pace, Ken Peckinpugh, Jim Perry, Jack R. Phillips, Willis Price, Franklin Robinson, Robert L. Rodgers, Vernon L. Schultz, Floyd Scott, Osamu Shimada, Roy J. Smith, Mary L. Sommerdorf, Frank Soto, Ray Vance, David Vogle, Adolphus Wells, Carl R. Wigren, Edward Williams, Darrell E. Young, Harold Young; **Office of Small and Minority Business:** Stim Suzuki; **Office of Support Services:** James L. Gilkey, John C. Baker, Donald K. Emerson, Gerald Davis, Alan H. Himmah, Joseph B. Jang, Scott M. Law, Thomas L. Moyer, Freda M. Slack; **Office of Telecommunications:** Gerald Barry, Richard Cabo, Jr., Alan Corey, Myron Curtis, Jose Espina, William Forrest, Charles Keeney, Walter Lester, Lawrence Mertens, Walter Palkman, Wayne Pfohl and Gaylene Searles.



**YVONNE BAILEY** started at the Office of State Printing in September of 1962. A third generation Sacramento native, Yvonne is the mother of five children and the grandmother of five.

Through many years of dedicated service, she has seen enormous changes in the industry which she says has helped her to keep her job as a Bookbinder II.

Yvonne is now looking forward to her retirement in approximately three years. She plans to relocate to Orland, California at that time. She is also looking forward to spending more time with her family and traveling.



A veteran DGS employee, **JOHN C. BAKER** celebrated 25 years of service in July 1988. In July 1963, John started his career in the Office of Machine Repair Service, Office of Support Services, as an Apprentice Typewriter Technician repairing manual typewriters. Through the years, there have been many changes in the office machine repair field and John has been constantly updating his skills. Gone are the days of repairing manual typewriters; today he spends his time working on computers and related electronic equipment.

A well-known cook, John is the owner of a 100+ year old sourdough starter. His breads, pancakes, and waffles are a much sought after commodity by family, friends and fellow employees. In his leisure time John likes to travel, fish and garden. He is also an amateur photographer and is a member of the L&D Photographers Society.



**MARY BRETZKE** started working for the state two months before her 18th birthday. Over the 25 years of her state service, she has worked for the Departments of General Services (one year), Justice (15 years), Parks and Recreation (one year) and Veterans Affairs (5½ years). She also worked for the Legislative Counsel Bureau (2½ years) when its offices were entirely housed in the State Capitol. Mary currently works in the Department's Executive Office as Executive Assistant to Chief Deputy Director Elizabeth Yost.

Mary is a native of Minnesota and has lived in California since the age of 10—primarily in the Sacramento area. She especially enjoys traveling and has made three trips to Europe. She has also traveled to Japan and China and is currently looking forward to a trip next year to revisit the British Isles (if she can talk Jim into it!).



**MYRON CURTIS** started his state service career in the Telecommunications Division as a Radio Technician in August, 1963, where he was assigned to the California Highway Patrol, Motor Transport Shop. In 1966, he was reassigned to the Sacramento Microwave Center and worked there until he was promoted in 1970. Myron was promoted several times during the 1970s and today is an Associate Engineer, assigned to the Special Agencies Unit where he provides project engineering for many state and local agencies including the Governor's Office, the Senate and Assembly Sergeants-at-Arms and the State Police. Myron is highly regarded by all of his clients.

After proving his value as an organizer in the departmental United Way Campaign, Myron was chosen to head the State Employee's Holiday Food Drive. He has organized this event every year since 1976.

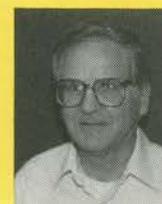
After proving his value as an organizer in the departmental United Way Campaign, Myron was chosen to head the State Employee's Holiday Food Drive. He has organized this event every year since 1976.



A DGS employee for the past 25 years, **GERRY DAVIS** has spent his entire State service career working in the printing trade. He spent 24 years at the Office of State Printing before transferring to the Office of Support Services in 1987. He started as Printing Trades

Assistant and eventually worked in Production and Material Control and Planning and Estimating. Today, he is the Production Shop Manager at OSS where he works with printing staff and clients to ensure timely and efficient products.

Married with three daughters, Gerry just recently received his AA degree in Business Management. Gerry's interest and appeal for the printing business carries over into his personal life as well. In his leisure time he enjoys operating antique printing equipment. After retirement he would like to set up an antique printing shop "to keep the old ways alive."



For the past 25 years, **KEN EVANS** has worked for the Department in the Telecommunications Division. He started in September, 1963 as an Electronics Technician in the Los Angeles Radio Shop and today he is in charge of the Yreka Radio Shop.

Through the years he has worked in several telecommunications field offices including Los Angeles and Santa Rosa, and has promoted to the level of Senior Telecommunications Technician.

Ken and his wife, Gerry, enjoy living in the small Yreka community and are grateful to the Division for making it possible.



In the early 1960s, **LESTER GILKEY** began his state service career doing temporary janitorial work in the State Capitol and other state buildings. In 1963, he was hired as a full-time permanent employee working as a janitor. He was a janitor until just

recently when he promoted to an Office Assistant II position in the Office of Support Services. Lester's goal is to learn his new job well and to continue to advance in this new career ladder.

Lester spends his leisure time fishing, camping, hiking, and sightseeing with his wife, Janet, and their two children.

Reflecting on his many years of state service, Lester remarked, "It's been great working for the State. Retirement looks good, but at this point, marking 25 years, I've got the years but not the age!"



**JACK PHILLIPS**, a native Sacramentan, has worked in the Office of State Printing during his entire state civil service career. He started working in the bindery in 1963 as a bookbinder. In 1968, Jack left the bindery and went to work in the press room, where

he operated the large presses, checked the plates and ink, and worked in the stockroom. In 1970, Jack received an apprenticeship and went back to the bindery, where he is currently working as a Bookbinder IV.

In his spare time, Jack likes to travel and collect antiques. He especially enjoys going to antique shows. After retirement, he would like to travel throughout the United States by motorhome. Jack's wife, Murlene, who has worked for the Department of Justice for 22 years, shares the same interests. This Jack attributes to their being happily married for 30 years. Jack and Murlene are the parents of two daughters, Lisa and Lori.



**STEVE SAVAGE**, who celebrated 25 years of State service in August, is no stranger to hard work. His past employment includes both private industry and state service jobs. During the 60s he spent several years in the design department of a private

construction company and later spent 12 years with the Board of Equalization before transferring to the Office of Real Estate and Design Services as a Junior Space Planner. Today, Steve is a Staff Space Planner in the Sacramento Leasing Unit where he is currently working on the design of ½ million square feet of office space for other state agencies.

Through the years, work has not been the sole consumer of Steve's time. His hobbies include woodworking, stained glass, and dancing with his wife, Lynn, to the swing of the '40's big bands and the '50's rock and roll. Steve's wish is to win big in the lottery. If his dream comes true he can sit back, relax and dance 'til he "drops."

- SACRAMENTO OFFICE  
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SAN FRANCISCO, CALIFORNIA 94102  
(415) 397-5788
- DISTRICT OFFICE  
107 SOUTH BROADWAY  
SUITE 800  
LOS ANGELES, CA 90005  
(213) 620-6700

## Assembly California Legislature

**WILLIE LEWIS BROWN, JR.**  
SPEAKER OF THE ASSEMBLY

To the Department of General Services  
Date: 5 July 1988

Happy 25th Anniversary

What a difference twenty-five years makes! Born out of the controversy surrounding a major governmental reorganization, the problems facing Department of General Services today dwarf those envisioned in 1963.

Coordinating the business operations for a state government budgeted at under \$4 billion in 1963, today, seem child's play when contrasted with the complexities attendant upon a budget of \$44 billion. The department must long for the tranquility of simpler times when dealing with asbestos in the work place, underground tanks leaking toxics, transformers chock-full of PCB's and energy costs rising like a heat seeking missile.

The challenge posed by statewide property management and provision of support services is enormous. Yet, the department must be driven, as I hope every component of state government is driven, by the overwhelming need to protect the interests of the citizen taxpayers in managing the vast sums of government costs today. I believe that the unique reimbursement type budgeting process in use by the department leads to that end.

I am aware of the highly sophisticated processes used by DGS to control purchases, contracts, provide telecommunications and manage the State's far-flung network of buildings and other facilities. I applaud these efforts on behalf of the 28 million citizens of California. Be advised that the load will only get heavier, the problems will multiply, the difficulties will grow.

While a prospect of ever more difficult challenges would, no doubt, daunt the average person, Department of General Services staff and management clearly thrive in that milieu. California is fortunate indeed to have tough, dedicated people in this role.

I congratulate you on the first twenty-five years for a job well done. I have no doubt the second twenty-five will prove equally interesting.

Willie L. Brown, Jr.  
Speaker of the Assembly

"What a difference twenty-five years makes . . . the problems facing DGS today dwarf those envisioned in 1963."

Willie L. Brown Jr.  
Speaker of the Assembly



### California Legislature Senate Rules Committee

July 18, 1988

DAVID ROBERTI  
Chairman

- MEMBERS
- WILLIAM A. CRAVEN  
VICE CHAIRMAN
  - JIM ELLIS
  - HENRY J. MELLO
  - NICHOLAS C. PETRIS
  - CLIFF BERG  
EXECUTIVE OFFICER

Dear Department of General Services Employees:  
On behalf of the California State Senate, I would like to congratulate the Department of General Services on reaching its 25th birthday.

DGS employees have a tough job. Since 1963, they have provided the "housekeeping" services which may not be considered glamorous, but are nevertheless absolutely necessary to the operation of California state government.

Not only is DGS employees to be commended for the myriad of day-to-day services they perform, but also for their nationally recognized accomplishments: several state buildings have received awards for their energy-saving design and construction. The state fleet of cars was changed to energy-saving subcompacts. The "Pool It" carpool promotion program was praised nationwide, as was DGS's recycling program.

Other DGS employees accomplishments that need to be mentioned include the establishment of the Small Business Office which encourages state purchase contracts with small business enterprises and the State Employees Holiday Food Drive, which has donated over 1 million pounds of food to the Sacramento community since it began in 1975.

On behalf of all Senators and Senate employees, I'd like to take this opportunity not only to congratulate you on your silver anniversary, but to thank its employees of the DGS for their untiring efforts to make life a little easier for all state employees.

Sincerely,  
  
SENATOR DAVID ROBERTI  
President pro Tempore

DR:CBkhda

"DGS employees have a tough job . . . which may not be considered glamorous but absolutely necessary . . ."

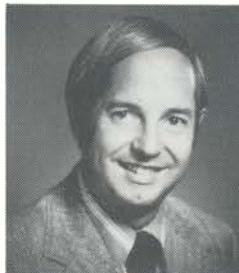
Senator David Roberti  
President pro Tempore

# Past DGS Directors



**Robert L. Harkness**  
*October 1, 1963–December 31, 1966*

Mr. Harkness, the first Director of the Department, was appointed by Governor Edmund G. "Pat" Brown. A Stanford graduate, Mr. Harkness was a career civil servant. Just prior to his DGS appointment, he served as Deputy Director of Finance, supervising the police, printing, and property acquisition units. Mr. Harkness died in 1983.



**Donald Livingston**  
*January 27, 1970–February 19, 1970*

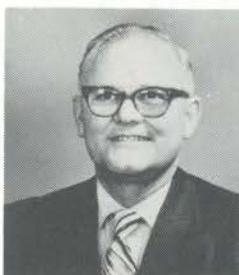
Mr. Livingston, appointed by Governor Ronald Reagan, served only one month as interim director. At the time of his appointment, he was Chief Deputy Director of the Department.

Prior to coming to DGS, he was Chief of the Division of Consumer Affairs, which is now known as the Department of Consumer Affairs.



**Edward B. Hutchinson**  
*January 1, 1967–January 31, 1967*

As Deputy Director of the Department of General Services, Mr. Hutchinson served as interim director for one month until a permanent appointment was made.



**Charles E. Dixon**  
*February 20, 1970–July 23, 1971*

Mr. Dixon, before being appointed Director by Governor Ronald Reagan, had served one year as Chief Deputy Director, Department of Finance and was a Governor appointee to the Health Review Program Council. Before his state appointments, he was the Stanislaus County Chief Administrative Officer. Mr. Dixon left the Department in 1971 to accept a position with the Federal National Mortgage Association in Washington, D.C.



**Andrew R. Lolli**  
*February 1, 1967–November 30, 1969*

A retired Major-General in the U.S. Air Force, Andrew Lolli was appointed by Governor Ronald Reagan.

Born in Stetsonville, Illinois in 1911, he grew up in Vineland, New Jersey. During his tenure as director, the construction of Cal Expo was completed. Today, Mr. Lolli is head maitre'd and part-owner of Castagnola's Restaurant in San Francisco.



**Lawrence R. Robinson, Jr.**  
*July 26, 1971–January 21, 1975*

Prior to his appointment as Director by Governor Ronald Reagan, Mr. Robinson was a private industry executive.

As Director of the Department he was known for his emphasis on employee relations. Through his "rap" sessions, he met regularly with employees to hear their complaints, suggestions and general comments.



**Verne Orr**  
*December 1, 1969–December 31, 1969*

Mr. Orr served as an interim director and was then appointed as the Director of Finance where he served for five years. He worked on Ronald Reagan's presidential campaigns in 1976 and 1980. During the early 80s he was Secretary of the Air Force and has just recently retired.



**Leonard M. Grimes, Jr.**  
*February 1, 1975–March 25, 1977*

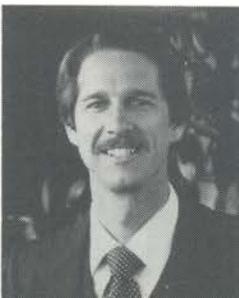
Mr. Grimes was appointed Director by Governor Edmund G. Brown Jr. A native Californian, he is a graduate of U.S.C., with a degree in Business Administration.

He left the Department in 1975 to accept the position of Secretary, State and Consumer Services Agency, and in 1979 as Commissioner of the Public Utilities Commission. Today he serves as Assistant Director, Special Projects, Department of General Services.



**Earl Coke**  
*January 1, 1970–January 26, 1970*

Mr. Coke was appointed Acting Director of the Department by former Governor Ronald Reagan and he served for 26 days. He was Secretary of the Agricultural Services Agency at the time. Born in Downey, California, Mr. Coke had a lifelong career in agriculture on the local, state and national levels.



**David E. Janssen**  
*March 26, 1977–December 31, 1982*

Born in Oakdale, California, Mr. Janssen graduated from U.C. Davis with a doctorate in political science. Prior to his appointment as Director of General Services by Governor Edmund G. Brown Jr., he was a program analyst at the Department of Finance.

Today he serves as the Assistant Chief Administrative Officer, San Diego County.

State of California  
GEORGE DEUKMEJIAN, Governor  
State and Consumer Services Agency  
SHIRLEY R. CHILTON, Secretary  
**DEPARTMENT OF GENERAL SERVICES**  
William J. "Tony" Anthony, Director

## **OUTLOOK**

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