

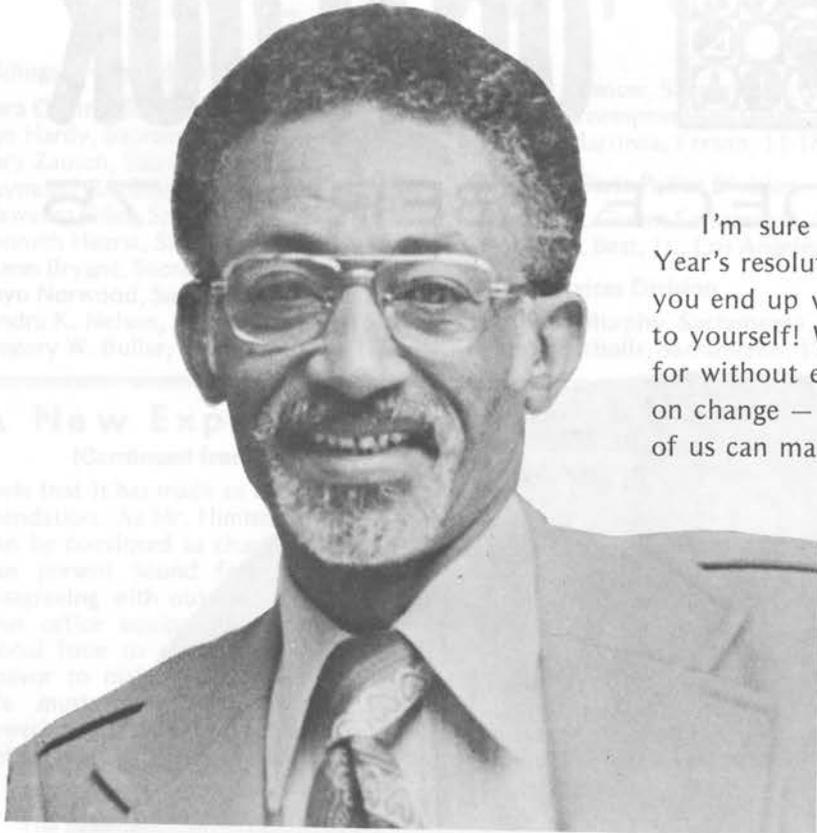


# OUTLOOK

NOVEMBER-DECEMBER 1975



# RAP SESSION



I'm sure that many of you have sworn off making New Year's resolutions. Somehow they never seem to work out and you end up with a "guilt" complex for not keeping your word to yourself! Well, if that is what you have done, let's try again; for without expressing the resolve we would never even embark on change — hopefully, change for the better. I believe that all of us can make at least one New Year's resolution that we can

keep — simply to be "better" in the coming year than we were during the past one. You must, of course, define "better" in a meaningful way for yourself. It will not suffice to simply say that next year I'm going to be a better person. We have to ask ourselves "better, how?" Most of us will know the answer to the question, for in the quietness of our own mind and soul we know "how to get better".

Getting better will be the resolution of DGS as a Department for the coming year. We will be out to improve our service to our clients, and to become "better" managers and workers. Our largest effort at getting "better" must be in our dealings with people — each other. We all know that people are more important than things, but we are all too guilty of favoring things over people. We like to take the easy way out.

Affirmative action, upward mobility, better training programs — at all levels — improved labor relations, improved supervision, are just some of the "people" things that we will be doing better in 1976.

Have a better year!

## OUTLOOK

State of California  
Agriculture & Services Agency

DEPARTMENT OF  
GENERAL SERVICES

EDMUND G. BROWN JR.  
Governor

ROSE E. BIRD  
Agency Secy

LEONARD GRIMES  
Director

### OUTLOOK

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John Meade, Editor

## On the Cover

(Lower left: No. 1) Ed Dunk, chief of Space Management Division and Pat Harris (also of SMD) play Santa and helper to a group of children in the Head Start program in Roseville. (top: No. 2) Members of OB No. 1's third floor football team leave the field after a hard fought contest. In sudden death overtime, the 3rd floor Royal Flushers triumphed over their 4th floor opponents 21-14 in the First Annual Toilet Bowl. (right: No. 3) Agriculture and Services Secretary Rose Bird chats with Willie Ellis and Cleve Rumph in a recent tour of G.S. facilities. This stop was at Office Services Division.

## Copier Resources

# A NEW EXPERTISE

Staff at a college campus was recently having problems getting items photocopied. Long lines and long waits prompted requests for improved and faster copier machines. As it turned out, though, it wasn't the fault of the copiers. The backlog was being caused by an overworked reproduction unit, which was being burdened with large jobs that their machines just couldn't turn out fast enough. When people found they couldn't get their orders back fast enough from the reproduction unit, they turned to photocopying, which in turn created a backlog there. In the past a request for new photocopy machine to relieve the backlog would most likely have been approved, and the State would be wasting a substantial sum of money on a new or faster copier.

Now, this is no longer the case. The Business Equipment Management Unit of Office Services Division was created just to assure that the State will be using the most efficient and economical means of making copies. After performing an analysis, the Unit recommended a way in which the college could get its large jobs reproduced faster and at a cost savings. This then enabled people to receive their orders on time from the reproduction unit, which kept them away from the photocopy machines, which eliminated the need for a new or improved copier.

The Business Equipment Management Unit was created by legislative mandate. When the Legislative Analyst reviewed a program for reducing copying costs at Caltrans, they found it such a good idea that they recommended State-wide implementation. Acting upon this recommendation, the Legislature charged the Department of General Services with the responsibility of carrying out such a program.

Simply stated, the unit's goal is to reduce the amount of money that the State spends on copying. The people at the Business Equipment Management Unit feel that there are four primary ways in which this can be accomplished.

The first is to not make copies. By their estimates, on an average if one-half the number of copies per original were not made on the 1,800-plus copying machines the State leases, the State would save \$1.5 million a year. According to Alan Himmah, Program Administrator in charge of the unit, "If we could just get people to quit making that extra copy they 'might' need but end up throwing away, or routing memoranda rather than making copies, or being more selective in their distribution lists, we could realize a substantial savings in copying costs."

Using the proper method of copying is the second means to reducing costs. The

unit is encouraging people to become more selective in choosing a copy process. Carbon copies should be used when only one or two copies are needed. Coated paper copiers should be used when copy quality or quantity warrant it, such as when few copies are needed and the copies are created for internal use. When over 20 copies are required, the copies should be made by a duplicating or reproduction process. They point out that the cost of running large jobs is significantly less when done by duplicating as opposed to photocopiers. A photocopy costs 2.5 cents, excluding labor, compared to 1.5 cents, including labor, when made in a dedicated quick copy center or a well-run reproduction unit.

Influencing manufacturers to become more competitive is another approach the Unit has taken to achieve its goal. By encouraging all companies to bid on State contracts, it hopes to assure the State the lowest possible price on copying equipment and supplies.

The final area is to examine more closely the merits of purchasing as opposed to leasing. Currently, the vast majority of photocopy equipment is leased. The majority of lease/purchase analyses the unit has received, however, show that purchasing machines would pay off in a two to four-year period.

### Wants to "HELP!"

"We want to help departments save money," said Alan Himmah. And the Unit has placed an emphasis on "help".

They have actively sought to establish a spirit of cooperation with each department they serve. Analysts from the Business Equipment Management Unit have been known to do such things as show duplicating machine operators easier ways to "set up", and pass along their own knowledge on ways to get more out of machines.

When an analyst comes in to look at existing copy service, he is not out to automatically take away a machine. His purpose is to assure that each piece of equipment the State has is the right one for the job it must perform. If a unit is using a Xerox 3600 I with a collator and it doesn't ever collate copies, he will recommend discontinuing use of the collator. If the unit isn't making enough copies to warrant a certain machine, then he will recommend a machine that will meet the copying needs of the unit and hopefully save the added expense that increased copy capability entails. Conversely, if the machine a unit possesses is not meeting a unit's needs, his recommendation will be to upgrade the machine. To the analyst, ending waste of money in manhours due to long waits for photocopy service and the other inefficiencies it causes is just as important as ending the waste of under-using equipment.

The Business Equipment Management Unit also realizes it can be wrong. It is more than willing to listen when a client

(Continued on page 12)



The Business Machine Unit (from l to r): Dennis Ward, Nancy Greenwood, Carol Lewis, and Tony Andrade. Not around when pictures were taken were Dave Mitchell and Gordon Loder.

# New O.A.H. Director Appointed



Herb Nobriga

The Office of Administrative Hearings has a new Director — and an unusual one at that. It's not that he doesn't come well qualified. Herbert Nobriga brings with him extensive credentials in both local and State government activities. But you would have to expect someone who was the first male member of the California Women's Bar Association to be a bit out of the ordinary.

A native of Berkeley, Herb grew up and attended schools in Alameda County before receiving his Bachelors of Arts Degree from St. Mary's College in 1962. A law degree from Hastings Law College followed in 1965, and he was admitted to the State Bar in 1966.

His varied experience started as a Deputy District Attorney for Alameda

County. He then spent about three and one-half years in private practice before coming to work for the Legislature as Chief Counsel for the Judiciary Committee. From there he crossed over to the other side of the fence — becoming a lobbyist for the California State Bar. It was during a leave of absence from his advocate duties with the Bar that he came to the attention of Governor Brown. As a member of a task force assigned to Walter Kintz, counsel for the Agriculture Labor Relations, Board (ALRB), his dedication and ability impressed Agriculture & Services Agency Secretary Rose Bird enough to recommend him to the Governor.

Herb doesn't see himself going in and making any major changes. He is quite satisfied with the way present staff has handled workload and related programs. He does anticipate a substantial increase in the number of hearings — largely because of the existence of three new State agencies: The Fair Political Practices Commission (FPPC), The Energy Commission, as well as the Agriculture Labor Relations Board itself. His main concern is to make sure that the office can take on the additional workload without sacrificing the quality of past hearings.

He would also like to visit both the San Francisco and Los Angeles offices monthly, holding rap sessions and getting to know the people and their work. Herb hopes to extend these rap-type sessions to clients as well, opening channels of communication to see how the services offered by OAH can be even more responsive to their needs.

As a lobbyist, Herb was successful in guiding a bill through the Legislature updating a large segment of the Corporations Code. Part of this updating included the removal of masculine references from the Code. In line with this, he has asked Mary Lou Smith, head of the Codification Section, to investigate ways and means of eliminating those same references from the California Administrative Code — the compilation of which is a function of OAH.

Herb has made Sacramento his home since 1969. He has two children: Mathew (12), and Justin (8). He does like to get away from Sacramento from time to time to do a little backpacking. He also is a better than average cook — at least Sunset Magazine thinks so. They've awarded him a citation as a "Gentlemen Chef of the West", complete with Chef's hat. Herb says if he gets one more recipe published, they'll send him an apron.

## NOTICE

Application For Examination (Form 678) has been revised.

Please discard your supply of the old applications and reorder new forms from Central Stores. Until your supply is received, copies are available in the Personnel Office.

Effective January 1, 1976, the State Personnel Board will only accept applications submitted on the new form.



## The United Way

SACRAMENTO AREA

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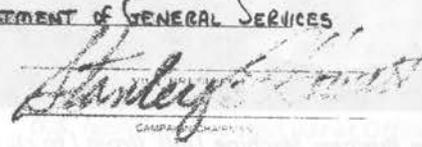
# GOLDEN AWARD

1975-76

**FOR OUTSTANDING CITIZENSHIP** to the Employees of

STATE OF CALIFORNIA - DEPARTMENT OF GENERAL SERVICES

Who have fulfilled the ideals of true community service by achieving 90% or more of Fair Share giving in the United Way Campaign.



## United Way Campaign 1975 Results

At the close of the State Employees Campaign great heights had been attained. Many of the departments within the State network had shown remarkable increases, but the Department of General Services is being recognized for setting an all time high, closing with \$23,566 as compared to a previous record high of \$21,000 and substantially topping the 1974 giving of \$18,000.

	1973-74	1974-75	1975-76
Per Capita Gift	\$ 5.91	\$ 6.66	\$ 7.23
Average Gift	\$18.21	\$21.36	\$30.97

Fifty-thousand State employees and members of their families have received aid from one of the 58 United Way Agencies or National and International Health Agencies under the banner of the State Employees Campaign.

# NEWS BRIEFS



Carol Gibson

## The Personal Touch

Carol Gibson, of Space Management Division, has been receiving quite a bit of notoriety lately — you see it's not everyday a person replaces a machine. Carol, who has been described as a modern day John Henry, has taken over a billing function which was formerly performed by computer. In making the transition from computer processing to Carol processing, the State has saved over \$27,000. Money isn't all it saved either.

When performed by electronic data processing, the billing process Carol now performs took 30 to 40 days to complete. This was due mainly to waits for computer time and updates to correct errors. With Carol, there is no back log and being human it is easier for her to correct errors because you can talk to her. Try that with a computer!

## New Publication Available

A new publication, *Major Boards and Commissions: An Informational Listing*, has recently been published containing details on more than 150 of the most important California State boards and commissions. The publication was prepared by the California Commission on the Status of Women in an attempt to help gain greater participation — primarily, but not exclusively — by women in government.

The Commission sponsored legislation (AB 3094) which requires a public listing of openings on boards and commissions. This law states that the Governor must prepare a registry of all State boards and commissions and place a copy in the office of each county clerk, where it may be examined during business hours. This latest publication adds more detail as to what the functions of these boards and commissions are (the law requires only a listing of them and the openings available). It should be of use to individuals and groups who are seeking avenues for more active participation in governmental policy making.

Copies are available for \$1.25 from the

## Just Part of Job

"I don't know, it's just part of the job, I guess." That was the reply of California State Police Sergeant Glenn Della-Monica when asked if he thought his search of a stairwell for a bomb which detonated one flight of stairs above him was heroic. The blast occurred at approximately 5:00 p.m. in the San Francisco State Building at 350 McAllister Street on Dec. 11.

In response to a bomb threat, the 26-year-old Della-Monica was engaged in a standard search of the State building when the blast occurred. Prior to the blast, Della-Monica had ordered employees off the stairs and out of the stairwell. His actions may have saved many, as it was quitting time and numerous employees were exiting the building via the stairwell. Fortunately, Della-Monica was semishielded by the stairway above him, and was not hit by flying particles.

Della-Monica had been called to the building to aid in implementing emergency plan procedures. The procedures and systems developed by the California State Police are considered to be the safest so far devised for large buildings and large groups of people. The plan has been adopted by Federal and local governmental entities and private industry throughout the United States.

Della-Monica is a Vietnam Veteran and has been with the State Police since July of 1971. He is an expert marksman, and a member of the award winning State Police Blue Pistol Team. He has previously received a commendation for his control of a militant demonstration at the San Francisco State Building in the earlier part of last year.

## Social Security Changes Affect Many Employees

Beginning January 1, 1976, the maximum annual amount of earnings which may be taxed for Social Security will be increased to \$15,300, in accordance with findings of the Federal Commissioner of Social Security. All income earned up to this figure will be taxed. Persons earning over \$15,300 will not be taxed on the amount over the base figure. Social Security benefits paid in the future that are based on computations using the new maximum will reflect the increase. The Social Security tax rate will remain unchanged at 5.85% for both employers and employees.

Office of Procurement's Documents Section, State of California, P. O. Box 20191, Sacramento, California 95820.

## American Motors Given Notice

Leonard Grimes has announced that General Services has taken immediate action to insure that no American Motor Company cars with V-8 engines are purchased by any State agency. This action follows recent disclosures from the Air Resources Board that American Motors submitted inaccurate test information to California and that ARB tests to validate the findings produced results significantly different from those of the manufacturer.

As a result of these variances, the Air Resources Board has suspended sales of AMC vehicles with certain V-8 engines until such time as the defects are corrected.

"I've asked our Office of Procurement to look into the matter", stated Grimes. "They've informed me that 56 vehicles with this engine were included in our vehicle bid. I've ordered the Office to hold onto any purchase orders for these vehicles until they are cleared by the ARB".

Purchase orders for eight such vehicles from a variety of agencies Statewide have already been processed and sent to the respective dealers. Telegrams have been sent to these dealers informing them of the Department's intention to hold purchases until the necessary corrections have been completed.

"If the corrections are not made within a reasonable amount of time," Grimes went on to say, "then we will be forced to turn to other dealerships and American Motors will have to pay any increase in costs that occur as a result of the substitution".

## Turkeys for Procurement

Office of Procurement personnel were given their chance to win turkeys during the Thanksgiving holidays. These "turkeys", however, were not the type of purchases for which the Office of Procurement is often maligned. They were, rather, the two-legged drumstick variety.

Two birds (turkeys that is) were raffled off to the members of the Office of Procurement staff. The winners were Walt Carter of the Material Services section and Mary Walker (who, mysteriously enough, drew the winning ticket!) of the Purchasing Unit. Although rumblings of "reraffle" were heard from unsuccessful ticket holders, all the "raffles" were appeased Wednesday morning, November 26, when a Thanksgiving Coffee Brunch was shared by the staff. Proceeds from the turkey raffle provided funds for the event—healthy appetites were provided by the staff.

# Real Estate Services

The California State Park System consists of some 836,000 acres of land — the largest land holding of any State agency. Over 63,012 acres of this land has been purchased for the State Park System since June of 1973 by the Department of General Services. This has been accomplished under the direction of the Real Estate Services Division. This is the division within General Services that has the responsibility for all real estate matters and programs — and buying land for State Parks is only one of their many activities.

Real Estate Services is divided into four basic areas, each one providing a related but separate activity of the overall real estate process. The Acquisition function consists of site selection, appraisal, appraisal review, negotiation, and relocation services. The Sales program is responsible for the disposal or transfer of State property no longer needed for State use. Property Management involves the management of State-owned properties acquired, but not yet occupied by the purchasing agency. The Proprietary Land Index Section is responsible for maintaining an accurate and current listing of land held by the State in an ownership capacity for use by other governmental agencies and the general public. Some 75 people in both clerical and professional capacities make up the Real Estate Services work force for the different areas. Each work unit is headed up by a Senior Land Agent who has expertise in the fields under their supervision. Paul Savona, as Chief Land Agent, heads up the division and is assisted by Supervising Land Agents Robert Cooper, Vaughan Miller, and Thomas Sherman.

The first step in any real estate process is to locate a place suitable to client needs. This is part of the function of the Project Coordination team within the Acquisition Unit. Project Coordination performs three major functions in the



Real Estate Services employees Daniel Moreno and Dwight Weathers run some of the data available on property holdings through the microfilm reader. This system provides anyone needing certain property ownership information with a centralized point of reference.

purchase of properties for State agencies. It maintains the status and funding of all projects. It provides staff services to the State Public Works Board and it selects or assists in the selection of sites using criteria developed by the client agency. The personnel of this unit are the contact people with the various client agencies. They provide day-to-day consulting, the status of projects, funding required, and the timing of the acquisition.

Each of the agents in the Project Coordination Unit has several State agencies assigned to him and thus develops a good working knowledge of their real estate needs. The site selection activities performed by this unit involve a high degree of responsibility in that staff members must meet with City and County officials, property owners and State agency officials, in putting together a suitable site for a State function. Chances are that when you renew your licenses or register your vehicle, you will be doing so at a Department of Motor Vehicle site initially selected through the efforts of this unit. Although DMV has many sites they are currently renting, they are gradually converting these to State-owned facilities which provide not only more convenience to the public, but are less costly to operate in the long run.

Lastly, some members of Project Coordination provide staff services to the State Public Works Board. The Board is responsible for the expenditure of millions of dollars for land acquisition, as set forth in the Capital Outlay budget. All meetings of the Board, minutes, and other business necessary to the conduct of their affairs, are performed through the Project Coordination Unit.

Once a property has been selected for acquisition by the State and the property owner so notified, the appraiser is usually the first State employee to be seen by the property owner. The appraiser's main job is to set a value on the property. The appraisal is extensive and should be documented with evidence to support the conclusion as to property value. This report must later stand up to scrutiny by State officials at various levels of government including an Appraisal Review unit within the division, the State Public Works Board, the Legislative Analysts Office, and in many cases the Internal Revenue Service. Overriding all of these review concerns, however, is the fact that the State will spend millions of dollars each year based upon the conclusions contained in these appraisals. This necessitates a fair and honest evaluation for both client and owner alike.

After the site selectors and appraisers have done their thing, it becomes the responsibility of the agents assigned to



Clerical support for Property Management is handled cheerfully (at least for pictures) by support personnel like Debbie Peek.

the Acquisition Unit to meet with the property owner and reach a settlement, hopefully without the necessity of condemnation proceedings. In this respect the fine track record of General Services has been due to the caliber of the personnel assigned to this unit. Less than five percent of all acquisitions wind up in a courtroom situation. Each agent assigned to this unit is in effect the State of California to the general public, in the conduct of the State's real estate acquisition program.

In addition to being skilled in human relations, an agent assigned to Acquisition must have a thorough understanding of real estate law, economics, and appraisal practices. Members of the unit are expected to be able to explain to any affected property owner all aspects of a State purchase of his property and, once agreement is reached, to follow through to make sure that payment into a title company or escrow agent is made promptly. In terms of output, this unit purchases anywhere from 25 to 45 million dollars worth of real estate per year, ranging anywhere in value from a \$200 lot to a grove of redwood trees valued at millions of dollars.

The final step and one of the newer and more fascinating aspects of public acquisition is Relocation Assistance. Until 1972, a public agency would merely offer fair market value for a property, then do its utmost to convince the property owner to sell through negotiations. This procedure is now a thing of the past. Under the Uniform Relocations Assistance Act of 1972 (sponsored by Assemblywoman Brathwaite) all public agencies must provide moving expenses, advisory assistance, and many other related services to owners and tenants whose property is acquired.

Real Estate Services Division moved into the program in a big way. From one land agent assigned in 1972 and 1973, the Relocation function now totals 12 agents who authorize expenditures of several hundred thousand dollars yearly. Land

agents must do the following according to the new law:

- Investigate alternate locations for residents displaced and prepare a formal report assuring such adequate housing availability within the financial means of all residents affected.
- Compute precise amounts due each affected resident according to the type and size quarters it will take to re-establish them in a comparable neighborhood.
- Personally contact each party and convince them (*without* the threat of condemnation) that they can relocate for the amount offered. This sometimes requires them to personally show residents several potential homes in which to relocate.
- Authorize through bid or other process the amount and type of actual physical move involved.
- Compute and offer, as necessary, a multitude of other benefits, including "housing differential payments", down payment benefits, "interest differential" payments, escrow, and other incidental costs of re-establishing a new residence or business, and payment of "in lieu" costs for businesses or farms that must go out of business because of the acquisition.

While no program can be completely beneficial to all parties involved at all times, the Relocation Assistance Act has given Real Estate Services a new and exciting workload to challenge its land agents. They must tread a thin fiscal line, and at the same time accomplish the Act's purpose of not forcing sometimes bewildered owners and tenants out on the streets with nowhere to go and no money to pay for adequate replacement housing.

Real Estate Sales, as its name implies, is responsible for the sale of property declared surplus by the Legislature. Although this unit is small in number, it has a large impact on Real Estate Services Division. Some of the properties which it has successfully sold include the Point West subdivision (between Expo Boulevard and Arden Way), the Old State Fair Grounds, Squaw Valley, and Mendocino State Hospital. Annual revenue produced by this unit varies from one to thirteen



Bill Zell and Jerry Sandefur of Property Management go over a list of property improvements needed or underway. This unit acts as landlord for State properties.

million dollars. Sales of properties are conducted by auction or sealed bid. The unit maintains a mailing list of some 600 names who receive invitations to bid and sales circulars. It was the first unit in State government to provide for the sale of surplus property on a credit basis, a practice which was later adopted by both Caltrans and Water Resources.

In addition to the sale of property, the unit is responsible for seeking out and taking steps to declare surplus those properties held by State agencies which may be under utilized or no longer needed because of program changes. Related to this is the responsibility of compilation and submittal of an Annual Surplus Property Report to the Legislature.

The Property Management Section is essentially the landlord for all properties held by the State but available to private users. This unit manages what is probably the most diverse property holdings of any single public agency in the state. It has included such property types as the Squaw Valley ski resort, ice arena, and lodge; the 2600-acre ranch used by 20th Century Fox in making such motion pictures as the *Towering Inferno* and *Planet of the Apes*; an office building at Fisherman's Wharf in San Francisco; and beach houses and restaurants at Malibu.

Probably the most well known property holdings under active management are those known collectively as "the Capitol Plan". Real Estate Services has managed these properties for thirteen years through many changes of administrative policy from benign neglect in the past to the current policy of refurbishing both buildings and furnishings. It is an area that has probably been subject to more newspaper and television coverage than any other area of its size in the State. The tenants form an interesting

cross-section of California life, from the Governor of the State to welfare recipients occupying the older studio apartments.

Any property acquired by General Services in advance of its actual use is evaluated as to its suitability for interim rental. This results in one of two alternatives: In the case of single family residences and single commercial units, leases are negotiated with the existing tenants directly. Larger units and long-term leases are usually negotiated with what is known as "master tenants". The division negotiates with an individual who will then oversee the day-to-day management of the property.

The Proprietary Land Index is a computer listing of all State-owned property with the exception of the holdings of Caltrans designated for highway use and properties under the jurisdiction of the State Lands Commission (State school lands, tide lands, etc.).

This Index lists information for each parcel including size, location, and price paid by the State. Also contained is the file number needed to research the State's land acquisition records in the Secretary of State Archives. The Index also provides information by agency, county, and a Statewide total.

The Index maintains a special microfilm system that contains information on property records for 57 of the 58 counties. The information includes maps of parcels of land, assessor rolls, an index by property owners, and the street address of the parcel. This means that a person knowing any one piece of the above information can find out the rest simply and quickly. It is, in effect, a four-way cross-reference for all information that can be found at county

(Continued on page 12)



An important part of any organization is the clerical staff. It's people like Teresa Riolo above who keep it all flowing smoothly along.

## New EDP Services

The Department of General Services has announced a new service to the State EDP community. This service, Data Entry Optimization, makes available for the first time, a central body of expertise in the area of data transcription. The small, highly-skilled staff provides leadership and guidance in improving productivity and promoting state-of-the-art economies in newer methods of data capture.

The program was established in recognition of the fact that as of July 1, 1974, there were over 2,100 positions in data entry operations classes. The estimated direct annual cost of these positions is \$15,000,000.

In spite of the magnitude of its data entry costs, the State had not devoted any resources to a concerted, centralized effort to effect savings in this area. Various State departments had expended effort in upgrading their own internal data entry operations and some were quite successful; however, other than the pioneering done by individual departments, little had been accomplished on a Statewide basis to:

1. Reduce the cost of pioneering.
2. Evaluate and recommend training for increased data entry productivity.
3. Seek newer or alternative methods of data collection.
4. Provide assistance in the better utilization of current equipment with its enhanced but often-times unused capabilities.

Improvements in data entry operator productivity, equipment utilization, and methods of data capture, not only reduces data transcription costs, but helps to eliminate or reduce the cost of delays in the availability of computer outputs occasioned by the fact that data entry, being a manual operation, is very slow in comparison to the speeds at which computers can process the data produced.

Cost/Benefit ratios from past projects have ranged from 17 to 105 times the study costs. Savings to the client departments have ranged from \$17,000 to \$145,000.

Some of the factors considered as areas of potential cost reduction are:

1. Design of source documents.
2. Design of output records.
3. Keying of data elements which could reasonably be extracted from master files or tables.
4. Keying of data elements obsoleted by program changes.

## “SEEP” Goes Collegiate

The course offerings of the State EDP Education Program (SEEP) are now recognized by the California State University, Sacramento, for full college credit.

The 24 SEEP courses approved by Cal State cover a wide range of the career needs and interests of people, both technical and non-technical, who want to know more about what computers do and how they do it.

For beginning EDP people and interested users —

Essential elements of Data Processing  
Principles for Computer Systems Users  
Principles of Computer Programming Logic  
Principles of Computer Systems Analysis  
Decision Logic Tables  
Systems Approach to Problem Solving  
Feasibility Studies and Proposal Writing

For the growing EDP specialist and advanced users —

Basic Job Control Language  
Advanced Job Control Language  
Basic COBOL  
Data Base Fundamentals  
Introduction to Time Sharing Option  
Introduction to Computer Utilities  
MARK IV (Programming Language)  
PANVALET (Programming Language)  
PL/1 (Programming Language)  
Report Program Generator  
TENET Basic  
Data Center Capabilities

For the advanced EDP expert and sophisticated users —

COBOL Debugging  
Operating System Utilities  
Time Sharing Option Workshop  
Virtual Storage Concepts and Facilities

SEEP has worked closely with the CSUS Department of Computer Science to coordinate a comprehensive in-service training program with a four-year baccalaureate degree program in Computer Science. Having reviewed the descriptions and contents of SEEP courses, the Computer Science Department, under the direction of its chairman, Dr. John Miles, is allowing majors to apply a certain number of our units toward fulfillment of degree requirements. These units are selected from various course groups determined as appropriate by SEEP and the Computer Science Department.

All instructors on the SEEP staff hold formal State Adult Education teaching credentials:

John Allen	Ike Bell
Irene Griggs	Mike Brady
Dan Hammond	Dave McLeod
Bob Orr	Mel Rose
Bob Weathers	Al Wildermuth

CSUS college credit can be secured for SEEP courses completed successfully on or after October 1, 1975. The student's CSUS registration is required, at a cost of +9.00 per credit unit.

Successful course completion is determined by the SEEP instructor on the basis of rules explained before each class. Completion is on a pass/fail basis. No letter grades are given.

With the CSUS endorsement as a foundation, SEEP wants to offer its resources in support of the State's Upward Mobility and On-Site College Programs. The SEEP people are pleased to participate in group vocational guidance sessions relating to

(Continued on page 12)

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## Two Sacramento Taxi Services Available

State policy provides for the use of taxicabs for official business in the downtown Sacramento area for short mileage trips. A number of State agencies are making use of this convenience, but recently there has been a growing use of cars being dispatched from the Sacramento State Garage for trips of less than 10 miles. Generally, such trips cost an agency more than comparable mileage in a taxicab. Additionally, these trips tie up State-owned vehicles that could be more appropriately used for longer trips. Your cooperation is requested in limiting use of the Sacramento State pool cars to travel that exceeds 10 miles round trip.

That part of the city within the area bounded on the north by the State Printing Plant, on the south by Department of Motor Vehicles, on the east by Department of Transportation (34th and

Stockton Boulevard), and on the west by the State Records Center on Harbor Boulevard, can be reached from the Capitol area most economically by taxi or private car mileage. Pool cars are more expensive for travel within these areas.

Two cab companies serve all State agencies and will accept General Services charge cards: Greyhound (phone 443-3961) and Yellow Cab (phone 444-2222). State agencies should attempt to equalize their use between these two companies as much as possible.

Both companies will provide pick up service at any State office building. There is no need to come to the State Garage to call for a cab.

This procedure allows State auto fleet operations to obtain a more efficient use of pool cars as well as help conserve fuel and energy.

## Merit Awards

# Good Ideas Need Not Go Unrewarded

General Services participation in the Merit Award program has been going very well. So far this fiscal year, the Merit Award Board has received 71 suggestions from departmental personnel, and of those over 21% have been adopted. The staff of the Merit Award Board have been extremely pleased with the participation they have been getting and are delighted that the program has been able to save the State over \$900,000 in the last 6 months.

If you have an idea that can save the State money, improve a procedure, or improve safety, send it to the Merit Award Board. Not only will you be doing a good deed for the State, but your idea might just result in a cash award for you.

If you need help developing your idea ask your supervisor for aid (they may become eligible for an award by helping you). Also feel free to call upon the department Merit Award Coordinator for assistance either before or after you have submitted your idea. The General Services MAB coordinator can be reached at (916) 445-3946 (ATSS 485-3946), or drop by Room 590, 915 Capitol Mall.

The following is the list of Department of General Services people who received awards at the last two Merit Award Board meetings.

Kenneth Hood and Herbert Gilbertson of the Printing Plant noticed that from 5 to 20 minutes of time was used in heating the stretch bars on the roll-to-roll press after being shut down between shifts. The idea of placing a heating pad on the stretch bar was suggested by the two. By eliminating the wait, a savings in 125 manhours per year was established. Kenneth and Herbert will be sharing a cash award of \$730, based upon the \$7,320 per year savings that their idea generated.

Buildings and Grounds electrician, Raymond Sturtevant, noticed that there was no way of safely crushing used fluorescent light tubes for disposal at the Capitol Building. Ray talked to his supervisor about this and was given time to develop a means of safely crushing the tubes until such time as a power tube crusher could be purchased. Ray came up with a hand-powered crusher that earned him \$40 for improved safety procedures.

In cutting through some red tape Marlo Coleman of Management Services Office earned a \$15 cash award. Marlo suggested a way of eliminating the need of typing a back-up document for Real Estate Services Division invoices. The State will now save the \$152 a year it was spending on getting the document typed.

Thanks to Gerald Flaherty, Real Estate Services Division, people will be less likely to slip on the painted curbs of OB 1. Because of his idea, non-skid paint has been applied to all the painted curbs in the OB 1 circle. Jerry received a \$10 award for an improved safety procedure.

\$270 is what the State will save due to Joseph Pasillas' idea of ordering rubber blankets for a press in a different size. By changing the size ordered, the blankets will no longer need to be hand-adapted for this specific machine. Joe was awarded \$15 for this one-time savings.

In eliminating functional time reporting for services not subject to billing, Management Services Office will save \$2,381 a year. Ron Haines, who suggested this action, has not only saved the State money in man-hours, but also eliminated a drudge task from his unit. For his idea, he received \$240.

We would like to see your name in this section, too. Send those good ideas to the Merit Award Board!

## AREA II REPORT

Everything comes to those who wait and finally the Janitorial Staff of Area II have established an effective news gathering system; therefore, we would appreciate the members of Area II submitting their newsworthy happenings for publication. To accomplish this end, please get in touch with Billy Curry (5-3695 before 5 p.m.) or Birda Johnson (2-5127 after 5 p.m.). OTHER AREAS IN BUILDINGS AND GROUNDS, TAKE NOTE THAT WE HAVE A NEWS REPORTING SYSTEM!

WHAT'S HAPPENING? The number one event *anywhere* is Area II's Christmas party. Our party's festive mood was set by the happy fingers of Wes Adger on the organ, which he brought especially for our entertainment. To make things even more joyous, Jim Tortana catered a repast of ham and turkey fit for the crown heads of Europe. During the Holiday Season, things are bright, but nothing brightens more than seeing old friends. Such was the case when many of Area II's retired personnel returned to attend our Christmas gathering. To highlight our affair, we were graced by the presence and the good wishes of: Mr. Leonard Grimes, Director of General Services; Mr. Greg Lipscomb, Deputy Director; and Mr. Lew Clingan, Chief of the Division. The evening was also chosen to honor heavyweights from among ourselves. Area II's Employee of the Year was George Yowell, a Janitor in the Consumer Affairs Building, working under Robert Pasley. George's award was presented by Bob Drew, Building Manager. The Employee Achievement Award was presented to John Robinson, a Janitor in the Agriculture Annex Building, working under Howard Penn. John's award was presented by Bill Dill, Assistant Building Manager. Believe it or not, some of us have 1,500 hours of sick leave and they, too, were honored. For those of us with 500 hours of accumulated sick leave, 500-hour pins were handed out. Also, employee attendance awards were acknowledged.

## Specialized Trucking For Forestry



*Division of Forestry's Fire Captain, Dave Wallace, cautiously maneuvers a forklift truck at the Division's Air Attach Base at the Fresno Airport while unloading a Cessna 337 aircraft tail assembly from one of a fleet of "air-ride suspension" vans utilized in transporting eighty of the cradled components from Davis-Monthan Air Force Base, Tucson, Arizona. The fuselage, tail, and two wing assemblies of each of twenty surplus twin engine Cessna 337's transferred to the Division of Forestry at no cost by the Federal Supply Service were moved in these vans along 700 miles of highway.*

*In transferring custody of the aircraft to the Division of Forestry, the Federal Supply Service stressed the need for air-ride suspension highway equipment to protect the delicate controls and instruments from vibration damage. This specialized transportation was arranged for \$19,000 through negotiations with a van line carrier by Office of Procurement's Traffic Management staff, in coordination with the Insurance Office.*

# GENERAL SERVICES PEOPLE

Congratulations go to Roy Peterson, a construction supervisor for OAC at California State College, Sonoma. Roy was recently elected President of the Sonoma Valley Rotary Club. A State employee since 1948, he started as a surveyor and now oversees construction on a building program that has been in progress for over a decade. Roy has been a member of the Rotary Club for five years — most recently as vice-president. Community projects will continue to be emphasized. Those of recent years have included a \$1,000 contribution toward furnishing a wing at Sonoma Valley Hospital and a donation to a local athletic club.

A sincere welcome back to Bill Greenfield of Space Management Division and Gene Marquart of the Insurance Office. Bill has been recuperating from a motorcycle accident and Gene from leg surgery.

Two of our divisions should be singled out for their hard work and contributions to this year's United Way Campaign. Management Services contributed the largest single amount of any General Services division. That they are not exactly our largest division makes that fact even more noteworthy. The California State Police should also be commended for the almost 100% participation of their people. No other division, larger or smaller, even approached this very admirable goal.

Boris Krestoff retired on December 31, 1975, after 23½ years of State service with Fleet Administration Division. He entered State service in the position of garage attendant in May of 1952. At the time of his retirement, he held the position of Materials and Stores Supervisor I.

Boris has had a long and active career. During World War II, he served in England and participated in the invasion

of France. He is a long-time resident of Yolo County and is an avid hunter and fisherman. His plans are to spend a great deal of time in those activities. Those at the State Garage wish him lots of luck and "good hunting".

Osie Johnson retired from Buildings and Grounds Division on December 31, 1975, after 14 years of service.

Mr. Johnson started his State tenure with the Department of Employment as a Janitor and late 1962 transferred to the Department of Finance. He worked in the California State Building until he was promoted to Janitor Supervisor I and transferred to the Division of Highways. In May, 1968, General Services consolidated Highways janitorial staff and Mr. Johnson was reunited with his fellow co-workers where he remained until his retirement.

Osie's second love (after his job) is in tailoring which occupies most of his free time. Congratulations and best wishes for a happy retirement to a fine man.

Time to tinker on automobiles and get to those projects that have had to wait are among the plans of George McCarter. George is going to retire after 18 years of service to the State. As a Buildings and Grounds employee, he had opportunity to work in a number of locations throughout Sacramento, and was most recently assigned to the State Personnel Board building. Now, though, he wants to relax and enjoy his leisure, while he works around the ranch he lives on.

Shortly leaving for the East Coast will be another retired Buildings and Grounds employee, Don Campbell. Having spent his 5 years with the State in the confines

of Office Building 8, Don is now also looking forward to enjoying the outdoors and getting in some fishing.

Buildings and Grounds is losing another member of its OB 8 force to retirement also. Ralph McDunner, who began his State service in 1969, plans to spend his time traveling, and exploring the Southwestern part of the United States.

Fay Raymond of Buildings and Grounds has opted for retirement after 6 years of State service. Fay was part of the swing shift crew at the Capitol Building. Fay will be missed by the rest of the crew.

Having the night off will be one of the most welcome parts of Fred Wynn's retirement. A janitor on the graveyard shift at the Capitol Building, Fred will not soon be forgotten by those he worked with for 6 years. Just to prove it, they honored him with a party at which time he was presented with a going away gift.

A party at Posey's in Sacramento marked the beginning of retirement for two Buildings and Grounds employees from Area I. With ten years of State service and the experience of working as a Housekeeper to three Governors, Helen Bowden has joined the ranks of the retired. She takes with her the best wishes of all her co-workers who presented her with a pair of diamond pierced earrings as a going away remembrance. Helen also received a resolution from the Assembly, and a letter congratulating her upon her retirement from former Governor and Mrs. Reagan.

On hand at the party, was a representative of Assemblyman Garamendi who presented Monroe English with an Assembly resolution upon his retirement. Monroe has 21 years of State service, and after that long in the Capitol Building, he has accumulated enough amusing anecdotes to start his own comedy routine. His co-workers presented him with an engraved gold watch. The lack of his familiar face around the Capitol will not go unnoticed.

After 19 years as one of OAC's most dedicated members of the drafting force, James Forrest Doyle has retired. James began his career with OAC in Sacramento, after having been active in a number of private concerns. His willingness to get in and get the job done when the chips were down won him the respect of his supervisors and fellow workers. The people at OAC all wish James and his wife, Ardis, the best of everything in his retirement.

Another OAC long-timer, with over 25 years' State service, is Graydon Van Boxel who retired at the end of November. We weren't able to get much information on Graydon before going to press, but we want to wish him a happy retirement.



Bruce Dumbacker of the Office of State Architect (formerly OAC) receives the congratulations of Director Grimes upon completion of 25 years of State service in ceremonies held in the Director's Office.

# FEEDBACK

General Services employees continue to be singled out for their expertise and conscientiousness while going about their daily tasks. While it may be "just part of the job" for us, it greatly enhances the reputation of the division and Department.

These contributions also extend to community involvement. Earl Erickson of Performance Appraisal Review was loaned to the United Way campaign for three months to help coordinate State efforts. Michael Poulos of the United Way wrote, "One of the finest, most productive contributions to this year's campaign was the services of Earl Erickson from your Department. Earl, from the beginning, showed sensitivity to the program...he has been successful in opening doors that were formerly closed." Ronald Kurtz, Executive Officer of the State Personnel Board, headed up the State campaign. Of Earl's activities he wrote, "I want to especially express my appreciation for providing an excellent person to help with campaign leadership. Assigned primarily to the Agriculture & Services Agency (of which GS is a part), Earl helped produce \$99,000 - the largest increase in the campaign."

In a similar vein, the Department in general and Myron Curtis in particular, was singled out by several groups for the Holiday Food Drive. From Agriculture & Services Secretary Rose Bird, "I sincerely appreciate all the work you did on the Holiday Food Drive. If not for your hard work and dedication, it really wouldn't have been possible." Similar letters were also received from the Greater Sacramento Food Closet Coalition and other social agencies involved in helping the needy. From Sister Corita of the Cathedral of the Blessed Sacrament, "I wish there was a way of thanking each State employee for the wonderful response of love to their neighbors who have less than they do. It was a beautiful demonstration of what can be done when a group of people come together with a goal - in this case, to help the poor." Over 14 tons of food was donated by State employees in Sacramento through a program coordinated by General Services and headed up by Myron.

Ira Fleming, a janitor with Buildings & Grounds, was singled out for praise by Donald Morris, a Fire Cause Consultant. Mr. Morris' wallet was stolen from his office and found by Ira in the East Bay Terminal. His identification and credit cards were found to be untouched and Mr. Morris was "grateful for having them returned, and wished to call your attention to this extra service he provided. I know that people are quick to criticize employees of public agencies. Mr. Fleming is a good example of the real

caliber of such employees. Your agency is to be complimented for having him on your staff."

The Bureau of Investigation (Department of Justice) in Los Angeles has been dealing with the State Garage for several years. "We have been very pleased as to the cooperative attitude in general and the pleasant disposition shown by Tom Kawano and his staff. We cannot help but note with considerable pleasure the general upgrading in the operation of the



## Service Awards

Congratulations are in order for five employees of the Department of General Services who have completed 25 years of service with the State within the months of November and December. Best wishes to you all and thank you for your contributions to our Department and to the State of California.

### November

- Doris M. Barton . . . . . Management Services Office
- Norval W. Beattie . . . . . Office of Architecture & Construction
- Armand S. Kasparian . . . . . Office of Architecture & Construction

### December

- Graydon F. Van Boxel . . . . . Office of Architecture & Construction
- William S. Picard . . . . . Space Management Division



Earl Seely and Director Grimes enjoy a few words together during ceremonies honoring Earl for completion of 25 years of State service.

State Garage, the fresh paint, and the cleanliness. Mr. Verb Ashby has assisted our office on many occasions.... His attitude has always been pleasant and helpful. We have received numerous reports from our agents concerning Rich Pallas, shop supervisor, for his personal interest in their mechanical problems and his desire to make certain the job is well done. We wish to take this opportunity to commend the overall operation in Los Angeles."

# NEW APPOINTMENTS

## Buildings & Grounds Division

Dora Collins, Sacramento, 12-15-75  
 Tim Hardy, Sacramento, 12-15-75  
 Gary Zausch, Sacramento, 12-15-75  
 Raymond Robinson, Sacramento, 12-15-75  
 Hiawatha Giles, Sacramento, 12-15-75  
 Kenneth Hearst, Sacramento, 12-16-75  
 Leann Bryant, Sacramento, 11-24-75  
 Deyo Norwood, Sacramento, 11-26-75  
 Sandra K. Nelson, Sacramento, 12-16-75  
 Gregory W. Bullar, Sacramento, 11-1-75

Jeffery Spencer, Sacramento, 11-26-75  
 Cole C. Woempner, San Diego, 11-14-75  
 Pete M. Martinez, Fresno, 11-18-75

## California State Police Division

Ronald K. Green, Sacramento, 12-22-75  
 Robert E. Best, Jr., Los Angeles, 12-31-75

## Office Services Division

Claire N. Murphy, Sacramento, 12-2-75  
 Steven Nicholls, Sacramento, 12-2-75

## Office of Architecture & Construction

Mallory C. Audand, San Francisco, 12-29-75  
 John E. Cole, Sacramento, 11-3-75  
 Anthony J. Smolich, Sacramento, 11-10-75  
 Jose O. Rabara, Sacramento, 11-24-75

## Fleet Administration Division

Susan Pavelchik, Sacramento, 11-10-75  
 Julie Beccaria, San Francisco, 11-10-75

## Real Estate Services Division

William Wong, Sacramento, 10-31-75

## A New Expertise . . .

(Continued from page 3)

feels that it has made an improper recommendation. As Mr. Himmah puts it, "We can be convinced to change, if the client can present sound factual reasons for disagreeing with our analysis. We realize that office equipment can be an emotional issue to some people, so we endeavor to maintain a flexible approach. We must meet our commitment to lowering copy cost, but we don't want to get people unduly upset in the process."

### A Coordinated Effort.

The Office of Procurement plays a very important role in the controlled management of business equipment. Working with the Business Equipment Management Unit, Procurement establishes each year a matrix for guiding the acquisition of copy equipment. Guidelines have been established, which set standards of performance at eight levels of copy need. Yearly, the Office of Procurement puts "out-to-bid" the master contract for machines at each level of performance. The Business Equipment Management Unit and Office of Procurement work closely together in establishing criteria, and analyzing each machine bid submitted to assure that the equipment placed on the matrix for the year fully meets the established standards for its required level of performance.

When the Business Equipment Management Unit has completed an analysis of a unit's copying needs, it has determined which level of copy need the client falls under. The client will then be able to order the copying equipment from the master contract, and Procurement will secure for them the machine that has been awarded the contract for that matrix level.

One costly area that Business Equipment Management Unit analysts are paying close attention to is special attachments and features. Items such as document feeders, automated two-sided copying, and collators, are expensive. If the workload doesn't warrant them, they will recommend their removal. The State can no longer afford the luxury of having equipment that is rarely used, but must

be paid for as if it were used regularly.

The Business Equipment Management Unit is establishing an expertise in an area in which no expertise has existed. They endeavor to become thoroughly familiar with every coping system on the market, and they are using the knowledge they have gained to save the State money. When they make an analysis of a unit's copier needs, they are looking at the entire system a client uses to make copies. The copier and reproduction resources are examined to insure that the needs of each client will be met. According to Alan Himmah, "An effective and efficient reproduction resource is the cornerstone of an effective and efficient copier service." When an analyst from the Business Equipment Management Unit has completed a study, the client may rest assured that the recommendations they made will lead to the most effective and cost efficient system of total copier and reproduction service available.

## REAL ESTATE SERVICES . . . . .

(Continued from page 7)

assessors' offices. A citizen does not now necessarily have to travel from county to county to obtain these types of public records.

Before Real Estate Services can initiate the acquisition phase of a project, it must obtain the approval of the Public Works Board. The State Public Works Board was established by statute in 1946 and is made up of the directors of the Departments of Finance (who serves as chairperson), General Services, and Transportation, as well as two members of each House of the Legislature.

The Board is responsible for the selection and acquisition of State property for new facilities or the expansion of existing facilities. This includes office buildings, colleges, hospitals, correctional facilities, parking lots, beaches, parks, and forestry facilities. The Board is also responsible for approving plans, allocating funds, and determining the timing for major construction projects initiated by any agency. Real Estate Services' personnel under the direction of Tom Sherman, who serves as the Board's Administrative

## "SEEP" GOES COLLEGIATE, . . . .

(Continued from page 8)

EDP career planning, and to offer personal counsel to individuals who want to know more about the advantages and pitfalls of working with computers.

All State Training Officers have been briefed by SEEP about how State people can participate in this CSUS program, and inquiries should be addressed to them first.

Managers, Educators, Training Officers, as well as individual State employees, are invited to contact:

Bob Weathers  
 Manager, State EDP Education Program  
 Management Services Office, DGS  
 400 Capitol Mall  
 Sacramento, CA 95814  
 (196) 322-3261 (ATSS 492-3261)

Secretary, provide staff assistance for the Board as well as presenting and describing the property acquisition projects to the Board members.

After each Public Works Board meeting the Acquisition Section is notified as to what steps are necessary to acquire the property. The final step in the acquisition stage is that of transferring ownership from the seller to the State. Although highly simplified, the preceding offers an overview of the many inter-related functions necessary to acquire property. Real Estate Services serves as expert staff on all real property matters, carrying out their assigned duties that enables the Board to meet its responsibility to select and acquire the property necessary to meet State needs.

Clerical support is assigned to all areas. It is important to remember that no organization can be successful if it doesn't possess a high degree of professionalism at all levels. That Real Estate Services — one of General Services most visible arms — is also one of its most successful is due largely to the professional, concerned attitude that permeates throughout the division.