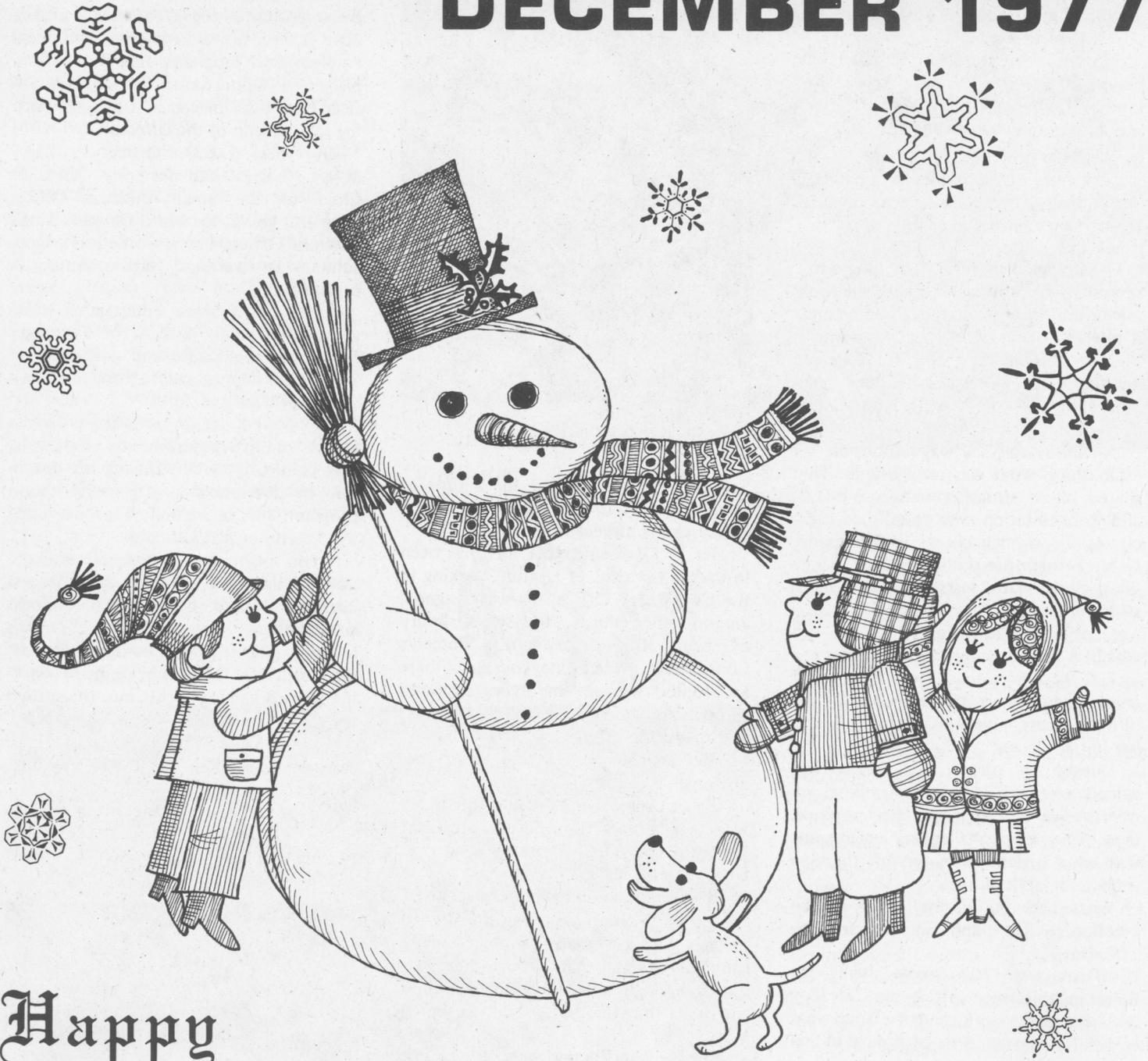


## DECEMBER 1977



Happy  
Holidays

**Your Christmas present is on page eight!!!!**

## Meet a Chief: Rosamond Bolden Buildings and Grounds

The new Chief of our largest division, Buildings and Grounds, possesses a rather diverse background.

"I came into state service as an Employment Security Trainee," relates Rosamond Bolden. "That was twelve years and a lot of job changes ago."

What has prompted Ms. Bolden's many job changes, is a quest for challenge. Additionally, her competence and solid performance have given her good management recognition.

Ms. Bolden believes in pursuing what interests her. Early in her career she took a demotion in order to move into an area of interest. Believing in "getting it where it is," Ms. Bolden attended U.C. Berkeley. She completed a Masters in Educational Counseling/Psychology while maintaining her job and family.

An innovator, she was responsible for establishing what was probably the first shared client situation between E.D.D. and Rehabilitation. She established night classes for women clients in Richmond, to teach them the skills necessary to pass sales clerk math tests for department stores.

Done on her own time, it was an idea which is now a widely accepted practice in E.D.D. Classes for almost all areas of employment where testing is part of the hiring process, now exist, largely due to her initial success.

During her career, Ms. Bolden has gained extensive, and often unique, administrative and managerial experience. One of her more challenging assignments was as Assistant Manager of the San Francisco Service Center.

What made the job interesting was the location — Turk and Filmore, and the office layout.

"There were 100 people sitting out there in this open office area, dealing with the daily work, and the somewhat colorful goings on. Sort of typical of San Francisco. We had a man who came in regularly with two Labrador Retrievers and he would start to give sermons. Someone would get mugged and come into our office bleeding — you know the little things that kind of made life interesting," she recalls.

"Working in that office for a year and a half, really broadened my management capabilities."

In 1975 Ms. Bolden transferred to



*Rosamond Bolden*

Sacramento. She worked for a time as Staff Assistant to the E.D.D. Director's Office, doing project studies.

Her most recent experience has been in the Department of Health. Working in the Civil Rights Office, she was assigned, among other things, the responsibility of being the department's Women's Coordinator. When one considers there are 13,000 women employees scattered throughout the state in the Department of Health, the magnitude and complexity of that assignment alone appears rather obvious.

It's not surprising that with the many work experiences Ms. Bolden has had, she faces the job of Chief of Buildings and Grounds with little apprehension.

"I guess I should be a little scared. It's not a position one traditionally associates with a woman — though I really hadn't considered that aspect either. But, I have enough faith in my background and skills that I'm not terribly bothered by change."

Through her experiences in E.D.D. field offices, and her work in establishing apprenticeship programs for state hospital employees, Ms. Bolden has had some familiarity with the challenges Buildings and Grounds will offer her.

"It's a highly visible operation. One that effects the productivity of many, many state employees," she concludes.

We conclude she will do an excellent job.

## Equal Employment Opportunity Office Reorganized

In order to provide a closer working relationship with the Director in the implementation of the Department's affirmative action, upward mobility, and equal employment programs, the Equal Employment Opportunity Office and Officer have been placed in a direct reporting relationship to the Director.

Our new E.E.O. Officer is Larry Myers. Larry was formerly Assistant Chief of the Small Business Office. Prior to going to work for the Small Business Office, Larry worked as a consultant to various Native American organizations.

Larry has a broad educational background, including a B.A. in Sociology from San Jose State and a Masters of Science in Management from the University of Utah.

He served an internship with the Office of Intergovernmental Relations, Salt Lake City, Utah. During his internship he developed an affirmative action program for construction projects for the County of Salt Lake.

"You might say my state career up to now has involved gaining a wider access into the 'system' for the small business community" states Larry. "There's a very similar theme to being the Department's E.E.O. Officer, in terms of working toward gaining access into the system for those traditionally excluded from it."

Larry speaks in a relaxed yet definite manner as he describes the new E.E.O. office arrangement.

"It really reflects a concern on the part of departmental management, I personally feel rather positive about the future of the program."



*Larry Myers*

## Capitol Area Plan — *By Jackie Cravotto*

The Capitol Area Plan Office has been in existence since January 1976, when the State Architect, Sim Van der Ryn, appointed a technical staff to assist the Capitol Area Plan Advisory Committee in drafting a set of development policies for 42 blocks of State owned property south of Capitol Park. This set of policies became the Capitol Area Plan, passed by the Legislature and signed by the Governor in late September of this year.

These 42 blocks were purchased by the State in the early 60's, following the approval of the 1960 Capitol Area Plan. Under this previous plan, all private properties bounded by 7th to 17th, L to Q Streets, were to be bought and their improvements demolished. In their place the complex of State office towers was to be created and set in a broadly landscaped mall. Of this complex, only two such towers were completed. These towers were Office Buildings No. 8 and 9.

Like its predecessor, the new Capitol Area Plan proposes that State office space be consolidated in the downtown area within easy walking distance to the Capitol. The two plans differ in that the new plan proposes that the area become not only a place of work, but a place of living as well. This is to be accomplished with the development of both new State offices and housing.

In this new development, conservation will play a key role. Conservation is interpreted in the plan as making the best use of what we have, through the preservation of existing structures, energy conservation, and efficient land use.

A major goal of the plan is to provide housing for people of varying socioeconomic status in the area. In keeping with this goal, a commitment has been made toward the rehabilitation of existing apartment structures in the area, as they provide housing for 1,000 residences, which would not be economically replaced through new construction. This commitment is being met through a grant to the Office of the State Architect, for \$5,000,000 in Federal public works funds targeted for this rehabilitation.

In both the rehabilitation of these structures, and the renovation of existing State offices, every attempt is being made to increase energy conservation through a careful review of existing mechanical systems and an analysis of how their dependence on electricity and natural gas can be reduced. The possibilities for conserving energy within existing structures are limited. In new construction however, there is a great opportunity to make structures in the Capitol area energy conservation examples for archi-

tecs and planners across the country. The State office program is well on the way toward doing this.

The first office building, which will house the Department of General Services upon completion in 1980, represents the pioneering design in the use of solar energy to both heat and cool a structure. Construction of this building will begin soon in the block bounded by 8th, 9th, P and Q Streets.

Another block in the Capitol Area Plan has been the subject of a recently awarded State competition for the design of energy efficient office buildings. The site of this structure lies just south of the EDD building.

In the design of both the first office building and in the entries for the competition, much has been learned about the possibilities for energy conservation, given Sacramento's climate and urban conditions. This knowledge will be used in the development of all new construction in the Capitol Area Plan.

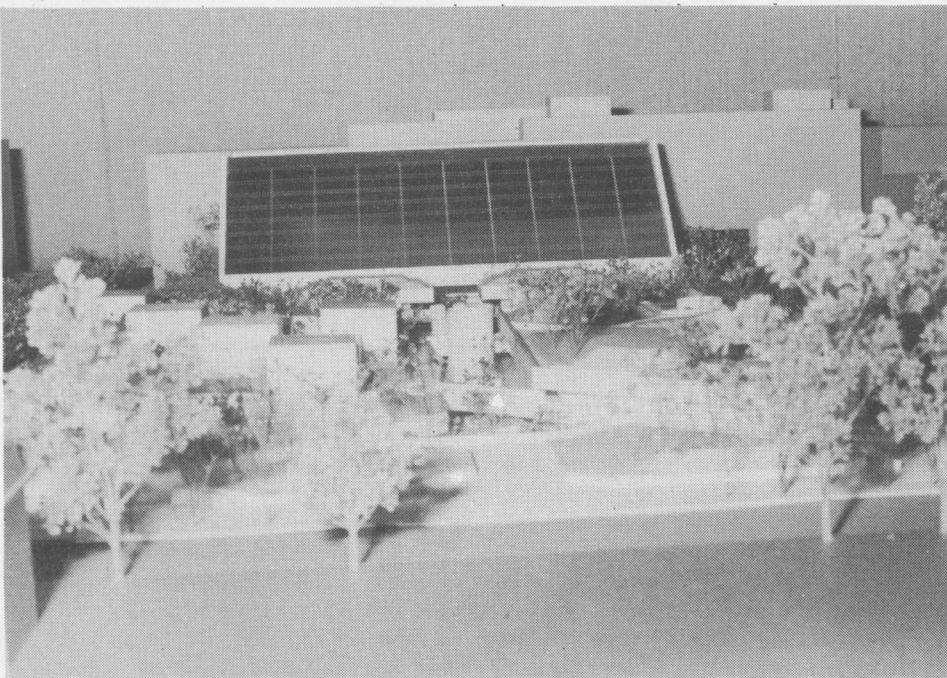
How quickly this new construction of State offices and housing can occur is dependent to a large extent upon the speed with which the need for State surfaced parking lots can be reduced. At present, these lots represent an inefficient but greatly needed use of state owned property in downtown Sacramento.

The plan proposes that the number of spaces available in the Capitol area, for State employee parking will eventually be reduced from the present 5,500 spaces to a total of 3,800 spaces. This reduction in spaces reflects an increase in the amount of Regional Transit ridership and a subsequent decrease in the amount of spaces needed for private employee parking.

It is recognized that this transition will be gradual and can only be achieved if reasonable incentives discouraging the use of single occupant vehicles for commuting are developed. Inevitably however, there will occur lags between the completion of new parking garages and the removal of surface lots due to new construction.

To ease the inconvenience caused the State employee, sub-freeway parking lots at the periphery of the central city with a special bus system to State offices will be created as a short term solution. The first of these lots will be completed early next year in order to meet parking needs generated by the construction of the first office building.

This lot will be located under the W-X freeway between 6th and 8th Streets. Car



*Shapes of things to come in C.A.P. are reflected in this model of the State's energy efficient design competition winner.*

**(Continued on page 9)**

## Safe Talking

BY THE  
INSURANCE OFFICE STAFF

The Safety Committee of the Department of General Services participated in a Safety Seminar on October 12, 13 and 14, along with safety coordinators from all State agencies. Representing Director David Janssen at the conference was Deputy Director Suzanne Morgan and Assistant Director Dale Garrett.

Other General Services employees attending the conference were: Don Cowgill, Communications; Dick Newkirk, Fleet Administration; Cathie Neagle, Printing Plant; Ed Davies, Office Services; Thor Barrows, Training Officer; Paul Carlson and Malcolm McKisson, Buildings and Grounds; M.O. Townsend, State Police; Loretta Maxwell, Office of State Architect; Richard Mehlhaff, Procurement; and Vic Bradshaw and Ralph Maurer of the Insurance Office.

The seminar was presented by the Governor's Safety and Rehabilitation Program and was held at the SMUD Auditorium and the new Sacramento Safety Center on Bradshaw Road.

Keynoting the conference was Agency Secretary and former Director of General Services, Leonard Grimes. He indicated the Governor's strong interest in promoting safe working conditions for all employees and the need to reduce occupational injuries. Mr. Grimes pointed out that injuries to State employees have increased by 37 percent in the last four years. Departmental Safety Coordinators are expected to strengthen their efforts at reducing this painful and costly trend.

General Services, for instance, has shown a work injury rise of 300 percent in the past four years. Our Departmental Safety Coordinator, Eugene Marquart, invited members of the Safety Committee and Executive Staff to the seminar in order to emphasize the need for improvement in our Departmental safety record.

The seminar provided constructive suggestions on means used to promote an effective safety program. Investigation of accidents and corrective action by supervisors was indicated as a positive action to reduce further injuries. The General Services Safety Committee has initiated this program with positive results. Pre-employment physicals should be used to insure that the right employee is assigned to the right job in order to avoid exposure to accidents. Hiring of employees without medical clearance should be eliminated.

# 911 Payment in Alameda

A presentation ceremony held in the City of Alameda marked a significant step forward in California's effort to achieve a Statewide 911 Emergency Telephone System by 1984.

The presentation of a check in the amount of \$6,987.57 to the Honorable Charles Corica, Mayor, City of Alameda, by Director David E. Janssen, was the first reimbursement of 911 emergency telephone costs to a local jurisdiction as provided for by the Warren 911 - Emergency Assistance Act.

In making the presentation, Mr. Janssen stated, "There's an increasing public concern over the quality of health care services, crime, and individual safety. Government cannot nor should it attempt to provide all the answers to society's problems. It can, however, provide some basic tools for us as individuals to use in improving our society."

"Through the cooperation of State and local government, we are providing the citizens of California with just such a tool. Use of 911 will save lives, reduce crime, and minimize property losses."

Alameda and San Clemente, which

also was reimbursed, were first to complete final 911 plans required for reimbursement of 911 costs paid since March 7, 1973, the effective date of the 911 law. Approval of their plans by the Department's Communications Division also relieves the cities of telephone bills for 911 service. Those bills will be sent directly to the State for payment each month.

Mr. Janssen noted that all other cities and counties can qualify for State payment of 911 telephone installation and service costs under the 911 Law. The Law requires that cities and counties throughout California submit final 911 plans by July 1, 1978. These plans will help Communications Division manage the Statewide 911 assistance program.

Thirty additional cities and two counties will soon complete final plans and be entitled to reimbursement for their 911 costs since 1973.

Sixteen counties and 124 cities have already decided how they will operate new 911 systems and have requested costs information from their telephone companies.



*Director Janssen presents 911 payment to Alameda mayor C.J. Corica, as city manager John D. Goss and police captain Arthur Treadwell look on.*

Dr. Whitting of the State Compensation Insurance Fund indicated that there are more injuries from setting down objects rather than lifting them up. We need to emphasize "safe setting" procedures as well as lifting procedures! It was pointed out that back pain is not unusual as 80 percent of the public will suffer from this problem at some time in their life.

Safety posters should be distributed and replaced frequently. Sources for the posters and films were given to the Safety Coordinator, and our Safety Committee will be providing these to the Divisions.

Positive reinforcement of safety was encouraged. One suggestion included awards presentations and letters of commendation to employees for working safely.

Subsequent to the seminar, our Departmental Safety Committee set forth specific goals and incorporated many of the above recommendations. Future articles in Outlook will report on our progress. Hopefully, with all employees' help, we can make a dramatic improvement in our Departmental safety record. We need your help.

## Goodbye Cal

After 32 years, 7 agencies, and a career that led from employment interviewer, up to Deputy Director of Social Welfare, and finally to Chief of our Fleet Administration Division, F. Calvin Locher bid farewell to friends and co-workers at a retirement party held for him in Sacramento.

Cal took some time recently to talk to Outlook about his career and make some observations about things that had helped him. It will come as no surprise to those who know Cal that the one aspect of his career for which he considered himself fortunate, was the People.

"I've been very lucky in that regard," Cal stated. "I've always seemed to work for good people — competent, interesting people. I've also had the good fortune of supportive and talented people working for me."

"I've also moved around quite a bit. I think that makes life interesting for the career employee."

Twisting Cal's arm a bit, we sought some advice, from a man certainly qualified to give it, about what it takes to succeed in state service. Though a bit hesitant, here is what he had to offer:

- Do a little bit more than what's required. Extend yourself and become involved in your overall operation, not just your part of it.

- Be supportive of the people over you. This does not mean being a "yes person." If, however, you've presented your case for doing something one way and it's decided that a different direction is in order, give your full support to the agreed upon course.

- Support those that work for you. Warring with subordinates accomplishes little. If you want respect from your staff, you must give them some.

It doesn't hurt to become more than superficially involved with those who work for you. Often what appears to be a performance problem is a carry-over from something outside the office. If you know your people you can give an employee support and get their performance problem resolved much faster.

- Finally, Cal noted that a great deal of ones career success hinges upon luck — being in the right place at the right time. One may improve their luck however, by maintaining a high level of proficiency, and not being afraid to accept new challenges and new assignments.

To Cal, congratulations on a long and successful career. Best wishes for a happy retirement, and rest assured, we're going to miss you.

## Manuel Swears in Administrative Law Judges

A first of its kind swearing-in ceremony for Administrative Law Judges was held in the Appellate Department of the Los Angeles Superior Court, in early October.

Conducting the Ceremony and swearing-in the three new judges was Supreme Court Justice Wiley Manuel. Those sworn in were Rosalyn M. Chapman, Paul M. Hogan, and Marilyn L. Nelson.

"This is a rather unique event," stated Herb Nobriga, Director of the State Office of Administrative Hearings at the ceremony. "Justice Manuel's presence reflects the confidence that the courts have placed in the professional competence of our staff. I believe this shows a change in attitude toward Administrative Law Judges that this administration desires.

"They and the hearing process are receiving increasing recognition of the crucial role they play in California government. With increased consumer activism and state regulation, demands upon the services of our independent administrative law system have also increased. There exists a tremendous challenge in administrative law. We are involved in resolving disputes between

some 55 regulatory agencies and literally their millions of potential and current licensees," continued Mr. Nobriga.

"We conduct hearings involving teacher dismissals, airline route variances, medical malpractice, and welfare fraud."

Nobriga further pointed out that Administrative Law Judges are today faced with review of all of the problems of commerce and occupations that arise in a complex society. "That this review is independent of politics and government speaks well for those who gave this state the Administrative Procedure Act."

Mr. Nobriga also spoke of the professional backgrounds and high standards required of Administrative Law Judges. "Professional competency alone, however, is not all we demand of our Administrative Law Judges," Mr. Nobriga concluded. "They must also possess the sensitivity, the concern, and the compassion necessary to make this government one of humane as well as legal concerns."

Also speaking at the ceremony was Harriet Berman Katz, a non-lawyer member of the Board of Governors of the California State Bar. She spoke on consumerism and the need to humanize state licensing and regulation.



(Left to right) Paul Hogan, Marilyn Nelson, Rosalyn Chapman, Justice Wiley Manuel, and O.A.H. Director Herb Nobriga.





## & Employee Protection

Florence Francis in San Francisco knows how well 181, the State Police Centrex Emergency Number works. She used it. As a result, a rapist who had attacked another woman in a restroom of the San Francisco State building was apprehended.

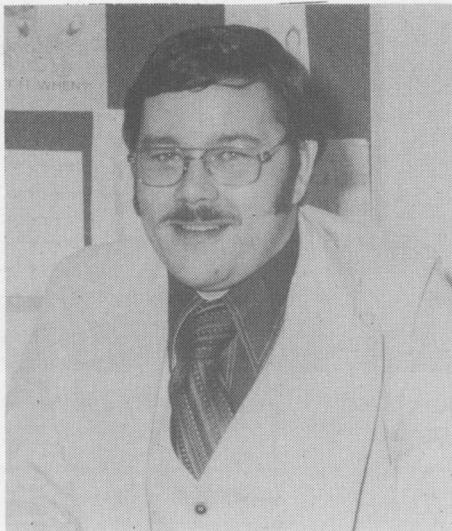
The "flasher" who entered an Oakland State office found out the hard way how well 181 works.

Many State employees and clients who have been administered first aid and CPR by a State Police Officer responding to a 181 call, know how well it works.

"Essentially, we can provide an average three minute response time to an emergency through 181," states Sergeant James Cotter. "When that line rings everything else in the dispatch office stops."

Because 181 is a tool for rapid response to a police emergency, it should never be used for routine calls. "181 is for when something is happening now — 'there is a guy with a gun in my office' — 'someones passed out' — it's for the here and now emergency. It is not for the 'my radio was stolen last night' calls," continues Sgt. Cotter.

"Through 181 we've been able to save lives. In fact, we have one officer who has



Sgt. Cotter

saved four people on separate occasions with CPR after responding to a 181 call," states Sgt. Cotter.

181 is a most successful means of achieving rapid response to emergencies, but the State Police is also actively working toward minimizing the possibilities for police emergencies to occur.

"What we've been seeing in the past few years," explains Sgt. Cotter, "is a dramatic increase in crime. Our reports of criminal incidents are up 20% per year. Crimes on people, such as strong arm robbery are up 50% per year, and it's gotten to the point where last year fully 18% of our reports involved what we classify as violent crimes on employees."

"These are assaults, rapes, strong arm robbery, and the like. The fact that we have a rapid response time doesn't help someone who has just been physically assaulted, other than to enable us to apprehend the criminal swiftly."

"In the past, what we, and every other police department were doing was sticking to the detection and apprehension method of law enforcement. Crime is committed, we gather evidence, catch the bad guy. It makes for good TV shows, but our main job is and should be, to deter crime from happening."

Increasingly, law enforcement agencies across the nation are realizing the importance of establishing preventive services units to inform and involve the public in crime prevention. In the California State Police, this unit is referred to as the Employee Protection Program.

"What I do, is tell employees things they already know," states Sgt. Glenn Inman.

Sgt. Inman is one of four police officers assigned full time to the EPP Unit.

"90% of what I tell people is just common sense," continues Sgt. Inman.

"When we hold one of our seminars — as the people become involved in the topic and start making input, it becomes rather clear that we all know we shouldn't leave cash in unlocked drawers, that purses shouldn't be left exposed, that we

shouldn't leave our wallets in coat pockets — I mean all of these are really basic."

There are three things that each employee can do to help reduce office crime. Both Sgt. Cotter and Sgt. Inman believe that the following steps should also be taken home and practiced to reduce residential crime.

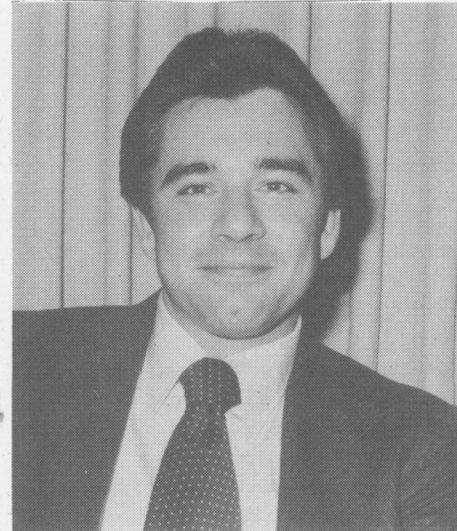
**1. Become Suspicious** — If you see an unfamiliar face wandering around your office area, ask if you may help them. Maybe they're lost, or maybe it's a thief. According to Sgt. Inman, "often just letting a thief know that he's being seen and can be identified is enough to scare them off. You don't need to be nasty or hostile toward strangers in the office, just be helpful — but be suspicious."

"If a person doesn't seem to know why they are in your work area, or respond to your efforts to assist them with vague answers, give us a call."

Your suspicions about strangers should also carry over into the parking lots. The State Police have taken strong arm robbery reports from employees victimized in the parking lots. In all cases, witnesses reported that they had thought the assailants presence in the lot was strange, but no one had developed enough suspicion to call the police. If they had, perhaps the robberies would never have occurred.

**2. Look At Your Office Through the Eyes of a Thief** — If you were going to steal from your office, how would you do it? 'Case' your work area. What is left out in the open that should be put away? Is the office safe left unlocked all day?

On numerous occasions, and throughout the State, State Police Officers have



Sgt. Inman

entered offices in civilian clothes to test the security of particular offices.

"We found," states Sgt. Cotter, "that we could pretty much go where we wanted without being challenged, even into what are designated security areas."

"We found safes left open, drawers with purses in them open — just about all the things we tell people to watch out for, we found."

"In one case, we were able to enter a cashier's office with people present. What amazed us was when we stood behind one young woman who was counting the money in her wallet."

"She was the only one left in this cashier's office, and she got up, left her money on top of the desk and left the room, with us, two strangers still in there."

"Employees should remember that just because there's a sign on the door that reads 'Authorized Employees Only' that sign doesn't keep thieves out of an office, people do."

The State Police is also available to run



*Florence Francis receives certificates of commendation from C.S.P. inspector R.S. McHale, and Naomi E. Farrell, Chapter 4 C.S.E.A President, for her prompt action in preventing an attack on another state employee.*

## The State Police Working for YOU

security checks of your work area. If you are having a recurring problem with a loss of particular supplies or office items, they may also be called upon to input their expertise toward solving the problem.

3. Place Emergency Phone Numbers On the Phone — In a State office on Centrex, 181 is the emergency number. Will you remember that though during an emer-

gency? Don't take a chance. If your office phone doesn't have a 181 sticker on it, get one to place on it.

When you do use 181, stay on the line, and give the dispatcher all the information requested.

The dispatcher will want to know the nature of the emergency, its location, your name, and call back phone number.

Location of the emergency, however, is the most essential.

"I guess the classic example," states Sgt. Cotter, "is the man who called and said, 'there's a man injured in the twin towers' (OB No. 8 and No. 9, some 34+ floors); and then he hung up. Ten minutes later he called back, on 181 again to ask why the State Police hadn't arrived with an ambulance yet. Fortunately, this time we held him on the line and got a location, which turned out to be in the underground tunnel between the two buildings, and we sent help."

Employee Protection and 181 are creating an awareness of — and a rapid response to — crime and emergencies. Two more reasons why the California State Police is gaining a strong reputation for professionalism among the law enforcement community.



*Sacramento C.S.P. Dispatcher Eugenia "Gene" Graham, shown at C.S.P. Control Center in the state capitol. 181 phone is on wall in background.*

# NEWS BRIEFS

## *Saving Energy & \$ on Ballasts*

Energy cost is becoming a prime consideration in the Department's awarding of contracts. One of the most recent examples of this was in the award of a contract for fluorescent lamp ballasts, a stabilizing device used in light fixtures.

When the energy consumption costs over a 5 year period were added to the bid price, the product offered by the lowest monetary bidder would have cost the state \$40,000 more than the next highest bidder.

The low bidder's product cost was \$99,045. Total energy costs using this item was calculated at an additional \$75,911. The initial cost for the higher bid was \$108,459 but the energy cost that was added to this bid price was only \$39,956, or approximately \$36,000 less.

According to John Babich, Chief of the Office of Procurement, an independent energy cost comparison was made by Procurement staff. Data on energy usage was taken from manufacturers' published literature, and technical specifications required for bid submission. Energy cost was based on an average of 2600 hours of usage per year, at an average price of 3¢ per kilowatt hour.

"It's a bit more costly for us in terms of staff time to examine bids in this manner," stated Mr. Babich. "It's well worth it, however."

"When one considers not only the eventual cost savings, but also the savings in terms of reducing demands on our electricity resources, I believe that becomes quite clear."

**Here's your  
Christmas present...**

**OFFICIAL  
MISTLETOE  
TESTER**

1. Cut on dotted line.
2. Affix to your fantastic body with rubber cement.
3. That's all we can do. Now you're on your own!

## **San Bernardino Building Cuts Gas Usage**

More than 6.6 million cubic feet of natural gas annually are being saved by the California State Building, 303 W. Third St., San Bernardino, through new energy conservation measures added to its existing energy conservation program.

The amount of gas saved is sufficient to serve more than 745 average homes for a month and has earned the State Building a Southern California Gas Co. Commercial CONCERN Award for energy conservation.

To accomplish this savings, which amounts to a 33 percent reduction in gas consumption, Building Manager Art Opel requested gas company service personnel to come in, check all gas burning equipment and adjust it to operate at peak efficiency. It is a continuing service at periodic intervals to maintain the equipment at peak efficiency.

In addition, Opel has ordered hot water temperatures reduced wherever feasible. He has also reduced the amount of outside air taken in during cold weather, which reduces the amount of fuel required for building heat. Through thermostatic controls, boilers are set to go off when

the building interior reaches 63 degrees Fahrenheit. Body heat and the heat generated by lights and electrical equipment are then relied upon to bring the temperature up to comfort levels.

To further reduce energy demand, Opel has requested areas not in use to be closed off from the air conditioning system until needed.

As a final measure, Opel instituted an Employee Awareness Program in order to get everyone involved in the energy conservation program, and it could not have been accomplished without the fullest cooperation of all state employees.

The foregoing is a result of the energy conservation policy that has been established by General Services, Buildings and Grounds Division, in Sacramento, instituted more than three years ago. The pilot program is being expanded to include all state buildings.



## *United Way Finale*

The 1977 California State Employee's United Way Campaign in the Sacramento, Yolo, and Placer Counties ended in November. The employees of the Department of General Services contributed \$29,665.14, a six percent increase in contributions over 1976. The combined total of all State employee contributions in the Tri-County Area was \$600,443.

An outstanding increase in contributions was achieved by the Office Services Division. The Division's campaign, handled by Robert Macey and Agatha Singer, achieved a 96% increase in contributions over 1976 considering the Division's smaller work force this year.

The Department's employees were given the opportunity and rose to the occasion. The efforts of the volunteer contributors made the campaign successful in providing a service which recipients cannot provide for themselves, making human life a bit more comfortable, fruitful, or just a little less hopeless.

The donations will help keep alive services in such areas as health and rehabilitation, youth and character building organizations, counseling and family agencies, child care agencies, and more.

The support is there today because of you. Your help made it possible,

## **Energy Posters Make Debut**

Buildings and Grounds will be placing energy and water conservation reminders in state offices throughout California.

Describing the posters and stickers to be placed in the buildings as a Conservation Awareness Campaign, Director Janssen stated, "We have already made significant savings in both energy and water consumption in state buildings through a technical and management approach. Programs such as our white office paper recycling effort however, have demonstrated to us that direct employee involvement in conservation efforts is of substantial value."

Noting that state employees have been highly cooperative in the area of resource conservation, Mr. Janssen continued, "We are not looking for dramatic decreases in energy consumption through this campaign. I believe most people already know that turning off lights saves energy — we're simply jogging everyone's consciousness a bit by putting up these reminders."

## Regulation Procedure Manual Available Free

by Margaret Brown

A 75-page manual covering all phases of the regulation adoption process has just been published by the Office of Administrative Hearings (OAH). Among OAH's responsibilities is the California Administrative Code, containing regulations of some 140 state agencies.

The OAH Regulation Procedure Manual presents the what, when, why and how of regulation adoption from public notice and hearing through filing of the regulation. Until now, this information has been only partially available in scattered sources. In addition to combining pertinent information from the Government Code, State Administrative Manual, Title 1 of the Administrative Code and other publications, the manual presents some of the legal philosophy behind the administrative procedures and requirements.

"We hope the step-by-step instructions in this manual will help agencies avoid many of the questions, problems and delays they have encountered in the past," says OAH Director Herb Nobriga. "By eliminating errors before they happen, we can not only serve our clients better, but lighten the load on our own staff as well."

Periodically, changes to statutes or OAH policy will affect provisions in the

manual. Its looseleaf design will allow easy updating as revision pages are distributed.

All agencies issuing regulations will be sent a copy of the publication. Additional copies are available free from OAH, 915 Capitol Mall, Room 106, Sacramento, CA 95814.

## FEEDBACK

Gary Ness of the Legal Office was recently congratulated by the Department of Aging for the help he gave them. Their letter stated, "In view of your help and cooperation, the Department of Aging was able to accomplish the task for the benefit of the senior citizens in California."

For their handling of a problem at the State Teachers Retirement System, the State Police was thanked in a letter that said in part;

"We received outstanding support from the State Police in general and from officers Steve Weston and Al Folsom, in particular, during a recent emergency.... We feel so strongly about the positive support we received from your department that our appreciation should be brought to your attention and passed on to the State Police Division."

From the Office of the Chancellor, The California State University and Colleges came this;

"This is a note of appreciation for the work performed by Mr. Michael J. Dillon and Mr. Donald L. Caler on a project for the California State University and Colleges ... It is especially well done and we are very appreciative of their efforts ... Again, our thanks for a job well done."

Bob Knudsen's work at Buildings and Grounds hasn't gone unnoticed. In fact the Department of Justice had this to say about him, "Mr. Knudsen epitomizes the best traits of a civil servant devoted to getting the job done successfully in spite of all difficulties."

Reaffirming what we already know to be an excellent job being performed by the Buildings and Grounds crew in the Los Angeles state building, the Department of Health sent in a note. It generally thanked the crew for enabling them to work free of facilities problems, and stated, "I wish to inform you of the excellent cooperation our Department enjoys with your staff in the State Building at 107 South Broadway."

## Golden Scissors



### Alive and Well

The need for self examination on the part of government still exists. So does one of the tools this department has used to facilitate that examination, the Golden Scissors Award.

The Golden Scissors program is designed to encourage all employees to participate in cutting out the fat, red tape, wasted time, unwieldy procedures, useless forms, unnecessary reports, expensive use of materials, ineffective use of manpower, and any other nonproductive efforts. Development of flexible, responsive procedures that get work accomplished more quickly and effectively are also goals.

Permanent Golden Scissors Award certificates will be presented to the individuals responsible for the ideas. Only implemented improvements will be considered for award.

Examples of where improvements can be made are:

- Obsolete or unnecessary forms and procedures
- Unnecessary reports
- Too many points of approval and review
- Excessive use of Xerox copies
- Routine correspondence not employing word processing
- Control systems too complicated/costly for benefit derived
- Review and update of SAM
- Obsolete manuals and desk instructions
- Complicated data input systems
- Typing where handwritten memos are adequate
- Over-ordering and hoarding of supplies
- Unnecessary travel
- Idle or under-employed equipment
- In assigning projects, failing to state a deadline
- Failing to monitor turn-around times on correspondence and memos

Each month, the division that reports the best improvements implemented, as determined by the Director's Office, will receive the Golden Scissors plaque. The plaque will remain with the division until awarded to another division by the Director's Office in a subsequent month.

The Golden Scissors Award does not carry a monetary award; therefore, employees should also report significant suggestions through the Merit Award system.

## Capitol Area Plan . . .

(Continued from page 3)

poolers parking on this site will be reallocated preferred parking spaces within the Capitol area presently being used by single occupant vehicles. The drivers of these vehicles will be given the option of using the sub-freeway lot, parking in vacant spaces and lots east of 13th Street, joining a car pool and receiving a preferred parking space, or riding on Regional Transit.

The development of more sub-freeway parking lots will be dependent upon the degree of success achieved by the first trial lot. In the long run, work is also underway toward the expansion of the park and ride program and Regional Transit, toward making commuting by these methods more convenient.

The first responsibility in the Capitol Area Plan Office has been met with the development of a plan that has received the overwhelming support of the Legislature, State and local government. The

(Continued on page 12)

## Merit Awards – Creativity Plus

The level of creativity and innovation that General Services employees put into their Merit Award suggestions is astounding. What's perhaps more impressive however, is the way the ideas are developed and presented.

We receive suggestions with blue prints, photographs, specifications, flow charts, documentation – every sort of graphic representation to support a suggestion's validity.

Though not all suggestions bearing such attachments are adopted, it is pertinent to note that many of the suggestions which are adopted do. It seems that those called upon to examine and perhaps implement a suggestion appreciate the extra time and effort on the suggestors part to make an idea easily understandable.

Many evaluators also find that suggestions accompanied by supporting illustrations or documentation tend to be completely thought out.

At the last meeting of the Merit Award Board, Machinist William F. Marek of the State Printing Plant was awarded \$95 for his improved safety suggestion.

Mr. Marek's suggestion, a somewhat technical one, essentially fabricated a safety clutch mechanism which brought a bindery sewing machine into compliance with safety guidelines.

## A.C.E. REPORT

On November 9, 1977, the Alliance of Concerned Employees (ACE) sponsored a speakers forum on the upward mobility (AB 284) and affirmative action (AB 1350) bills recently signed by the Governor. Assemblyman Vic Fazio, Author of AB 284, and Rudolfo Aros, Consultant to Assemblyman Richard Alatorre, Author of AB 1350, addressed the gathering of 150 employees.

Both bills enacted into law guidelines which had previously existed under Executive Order. These bills mandate that executive upward mobility and affirmative action programs be established in State agencies and departments. These programs will be monitored by both the State Personnel Board and the Legislature yearly.

AB 284 is primarily directed at women and minorities in lower paying jobs. Target occupational groups include, but are not limited to: clerical, supervisory clerical, semi-skilled, crafts and trades, supervisory crafts and trades, custodial, supervisory custodial, laborers, and career opportunities development (COD) classes, as defined by the State Personnel Board.

Primarily, the intent of this bill is to better utilize the human resources available in state service by establishing bridging career ladders to provide upward mobility from subprofessional jobs to professional and managerial jobs, or any non-traditional classes, for women and minorities. The bill mandates that depart-

ments will provide career counseling, appropriate academic counseling, training opportunities, training and development assignments, on-the-job training, job structuring (career ladders and lattices), and modification of requirements where employment barriers exist. Additionally, departments are required to submit annual goals and timetables to the State Personnel Board for approval.

The intent of AB 1350 is for departments to achieve and maintain a work force representative of the diverse elements of California's population. Provisions include the establishment of requirements for improvement or corrective action to eliminate the underutilization of minorities and women, the establishment of goals and timetables designed to overcome any identified underutilization of minorities and women, and the appointment of an affirmative action officer with specified duties.

## Thor's Corner

By Thor Barrows

### New Course Saves Lives

First aid and CPR (Cardio Pulmonary Resuscitation) are the two most recent additions to General Services expanding list of employee training programs.

Conducted by the California State Police, these courses are receiving excellent evaluation. Participants enthusiastically state the values of minimizing the effect of injury and the possibility of saving lives. The benefits are received both at home, as well as on the job.

#### FIRST AID

First aid is an eight hour multimedia program. It presents the techniques of what to do in case of an accident until medical help is available. Specific topics include bleeding, breathing, splinting, unconsciousness, shock, strokes and seizures.

#### CPR

CPR is a six hour session, which includes extensive practice using a mannequin which records the effectiveness of the participant in both mouth-to-mouth resuscitation and on heart massage.

Both courses involve extensive participation to provide actual practice in utilizing each technique. Certificates are presented to those who complete each course.

Currently courses are scheduled in Sacramento. It is anticipated that courses will be expanded to include outlying areas, including the southern area and the bay region.



Gene Sapnaro receives 25 year award from communications chief Mason Riegel.

# GENERAL SERVICES PEOPLE

If you look closely at the U.C. Davis Extension Catalogue for Winter 1978, you'll find a course on page 40 titled, "The Regulators: The Invisible Law-makers." Just so happens that course was proposed, put together, and will be instructed by Office of Administrative Hearings (OAH) Codification Officer, **MARY-LOU SMITH**.

Mary-Lou has also involved **MARGARET BROWN**, and Administrative Law Judge, **RUDY MICHAELS** in the course. It looks like a winner, and you ought to enroll.

Our fourth OAH story for this issue, (we appreciate all the info gang, and hope other divisions take note) involves a retirement.

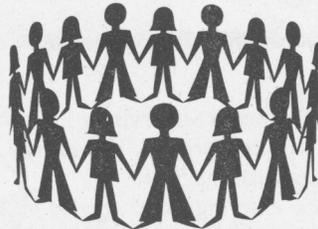
**JOSEPHINE "JO" MERONEY**, Calendar Clerk of the Northern Division of OAH retires December 30, 1977, ending 10 years of skillfull work manipulating lawyers, agencies, attorney general's, court reporters and witnesses. She handled hundreds of administrative hearings each month in dozen's of towns and cities and makes sure that she has administrative law judges and attorney general's to conduct the proceedings.

Jo's area and jurisdiction runs from Porterville (Tulare County) to Yreka and Alturas in the North and from Truckee to Eureka and Crescent City in the West.

Jo's proud boast and one well deserved



*"It was something special," states B & G employee Dora W.S. Collins of her meeting with Prince Charles, during his visit in Sacramento.*



is that she never failed to get the right people to the right place at the right time. Jo is a native (hoozier) of Indiana who came to California during World War II.

Jo came to work for the state in 1966. Jo is not retiring for mandatory reasons of age but feels she has accomplished her job with two boys now both going up the ladder in state service.

Jo has been bitten by the cruise bug for 2 years now. After retirement, she plans on following the seafaring life.

**DOROTHY MELUSKY**, Secretary to Frank E. Oliver, Purchasing Manager, Office of Procurement, has earned her Private Pilot's license (Single Engine, Land). She took her test before the FAA officials October 31st, and passed with flying colors! Dorothy started her Ground School classes in the early part of 1977, and started taking the actual flying lessons in March 1977. She made her first solo flight in August. She plans to have her mother for her first passenger on a flight. We are all happy for Dorothy, and congratulate her on her achievement!

In case you haven't heard, the reason we have a new chief of Building and Grounds is because **LEW CLINGAN** is now trying to bring order to our capitol outlay (that's construction) program. With all the things going on in the Capitol



*The basement of the "Lobby" restaurant was packed, as friends and coworkers past and present gathered to honor Cal Locher on the occasion of his retirement. Here, fellow retiree, Marv Blanchard presents Cal with a legislative resolution.*

*(Continued on page 12)*

State of California  
State and Consumer Services Agency

DEPARTMENT OF  
GENERAL SERVICES

EDMUND G. BROWN JR.  
Governor

LEONARD GRIMES  
Agency Secretary

DAVID E. JANSSEN  
Director

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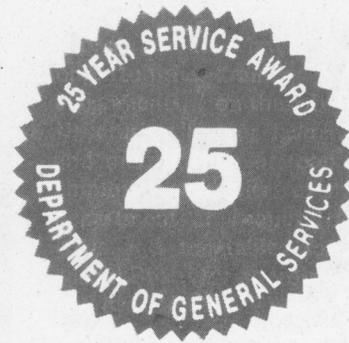
Robert Van Der Volgen, *Editor*

Staff  
Linda Baham

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by Office Services Division

Special Thanks to  
Susan Lorenz

Service  
Awards



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

NOVEMBER

- Margaret F. Beeks . . . . . Managements Services
- Dale E. Dwyer . . . . . Executive
- George P. Teasdale. . . . . Procurement

DECEMBER

- Robert L. Benson . . . . . State Architect
- Frank M. Hirahara. . . . . Data Processing
- John A. McManus . . . . . Local Assistance
- Kenneth L. Musial. . . . . Procurement
- Vern W. Thornburg . . . . . State Architect



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People . . .

(Continued from page 11)

Area Plan, Lew's input and expertise will certainly be felt.

A thousand apologies to VINCE (not Vice) TOOLAN.

A special good luck wish goes out to TOMMIE McKINNON. After many years with General Services she has transferred to Department of Motor Vehicles.

Attention golfers. The Department of General Services Golf Association has been reactivated.

The first of nine scheduled tournaments is March 25, at Diamond Oaks. Contact Bob Macey at 445-5262 (ATSS 485-5262), for further information.

Capitol Area Plan . . .

(Continued from page 9)

joint commitment of the State and local government to revitalize the downtown area of the State Capitol cooperatively, is a great achievement. The continuing responsibility of the Capitol Area Plan

Bob Cooper, a Supervising Land Agent at Real Estate Services, has retired after 24½ years with the State.

Before entering State service in 1953, Bob had already participated in two wars. He was a B-17 bomber pilot with the Eighth Air Force in Europe in World War II, and then was called up during the Korean War for two more years. Between wars he went to U.C. Berkeley where he graduated in 1949.

Bob started with the State at the Division of Highways in 1953 and transferred to Real Estate Services (then known as Property Acquisition Division) in 1961. He worked in all phases of land acquisition and management and was a key figure in some of the State's largest acquisitions of property.

His future plans include some travel and writing. Bob was always known

Office will however, represent an even greater task.

This responsibility will be to assure that new development in the area occurs, so as to minimize any detrimental effects of the participants in the plan; State employees, residents, or neighboring interests in the central city.

around the office as a good writer, but not many of us realized he has written two complete novels. He is now doing some final editing and go the publishing stage next. Bob's pretty quiet about it, but we have a hunch some of us will show up as characters in these novels! All our best wishes to Bob and Mary Cooper for a bright and happy future.

Finally — filed under hobbies we'll watch — JULIAN CAMACHO has been participating in some rather vigorous exercise. He's taken up marathon running. You can catch him, (maybe), along the American River training almost any evening.



There has been some discussion lately about our departments Logo. Seems as though nobody knows what all those symbols stand for. Even if we find someone who does, a quick count reveals there are 18 symbols yet we now have 23 divisions and offices.

Because of this, we are asking that if you have an idea for a new logo, send it to us.