

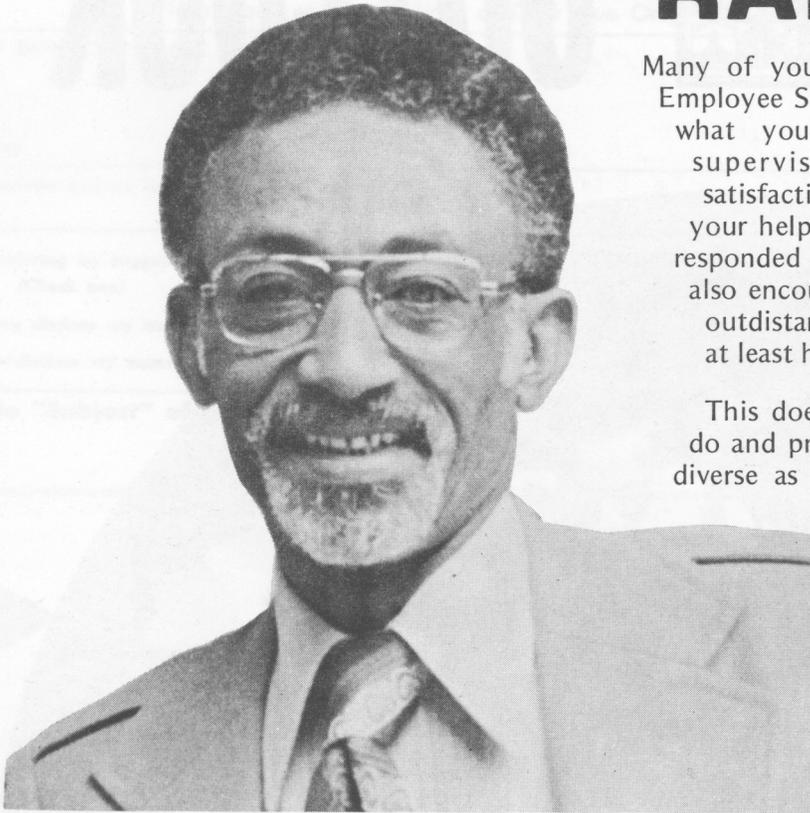


OUTLOOK



JANUARY — FEBRUARY 1977

RAP SESSION



Many of you were recently asked to fill out a Departmental Employee Survey. In that survey, you had a chance to tell us what you thought about job assignment, immediate supervision, training, communication, and job satisfaction. I want to extend my personal gratitude for your help in completing that survey. Nearly all of you who responded also included some very helpful comments. I was also encouraged to note that positive responses considerably outdistanced the negative ones. This indicates that we are at least heading in the right direction.

This does not mean that problem areas don't exist. They do and probably always will in an organization as large and diverse as General Services. What we are attempting to do now is to reinforce those areas of strength and attack those causing problems. We may not solve them all, but our goal is to at least minimize the seriousness of their impact.

All of you should have received a letter from me containing the results of the survey. In that letter I stated that I have requested each Deputy Director and Division or Office Chief to develop an action plan to deal with any needed improvements. I want to assure you

that this is being done, and, like everything else, will need your cooperation and support.

When possible, there should be prompt, positive, visible response to the survey. Where changes are planned that involve complicated, long-term actions, or problems identified are beyond the control of a given unit, you should be kept informed. Communications is the essential ingredient of constructive action.

Working together we can make this department a better place to work for all of us.

On The Cover

General Services in the news (clockwise from left): Real Estate Services Chief Bob McCue(r), Deputy Director Greg Lipscomb(c) and Director Grimes go over documents before a signing ceremony held at Squaw Valley. Through the cooperation of G.S., the U.S. Olympic Committee was able to secure the site for a year-round training facilities; Leonard Grimes and ARB Chairman Tom Quinn(r) field reporters' questions regarding the states' purchase of 10 Volvos. G.S. is testing the Swedish cars to find out how they perform under regular pool usage. The ARB has certified that this model Volvo is the most pollution free car available in California. A section of the Health and Safety Code requires G.S. to buy a certain percentage of low-polluting cars with each annual purchase. Before we buy them in volume, however, we want to make sure that they meet our needs; as Health & Welfare Secretary Mario Obledo(r) and DGS Director Leonard Grimes look on, Justice Cruz Reynoso reads a resolution proclaiming February 2, 1977 as American Neighborhood Day. The day was designed to highlight the honor with which we view California's Mexican cultural heritage. As a reminder of our past, DGS will be placing display copies of California's bilingual founding documents in State owned facilities.

The Drought, Energy Conservation, and General Services . . . By J. Meade

Energy crisis! Those words are becoming terribly familiar again. As the East Coast freezes in the grip of one of the most severe winters they can remember, natural gas is being consumed at an awesome rate. They don't have enough of it back there and it's getting worse.

The West Coast has an equally serious but opposite problem. Our weather has been too good. We have unused natural gas. What we don't have is water. Over one-half of California's counties have been declared disaster areas because of the current drought.

We first heard of "energy crisis" back in 1973. That was when the oil

crunch came and we watched gas and oil prices rise and supplies grow short. Then we acted; we cut back on our use of this dwindling resource — for awhile. Now we are consuming more petroleum-related products than ever before. And at more than twice the cost!

The Governor has asked us to help conserve natural gas and water. The weather has been incredibly brutal to the East and our conservation efforts free much-needed natural gas to help relieve their suffering. The drought is worse in some parts of the state than others — but, it is

(Continued on page 3)

The Drought, Energy Conservation....

(Continued from page 2)

a statewide problem — a California problem.

Conservation is simple in theory. The less we consume now the more that is available later on. Because we have become, as a whole, a wasteful society, we make conservation hard for ourselves. A little creativity; a little imagination; a little common sense; that's the basis of any conservation program.

Reduced consumption simply must become a way of life. Official announcements of an end to the crisis only ignore the realities. All of our resources are finite. To consume in hope that science/technology will come through in the nick-of-time just isn't reality any longer. One-hundred years ago, we might have been able to afford that luxury. Now populations are increasing at a faster rate than ever before — doubling almost every 20 years. We can no longer afford to be short-sighted. At our present rate of consumption, the entire known oil reserves of Alaska will only fill one year's worth of American needs.

There are many steps we can all take, both at home and on the job. General Services has been dealing with the need to reduce consumption since 1973. At that time the Central Heating and Cooling Plant in Sacramento was using almost a billion cubic feet of natural gas a year. Conservation efforts have reduced that to a little over 500 million cubic feet in 1976 — a 47% reduction in gas usage. Our goal this year is to reduce it another 5 or 6%. This same plant was praised by the American Society of Heating, Refrigeration, and Air Conditioning Engineers for "the methods innovated to control and reduce energy consumption." A prestigious group in their field, they called the Plant "the best managed facility we had seen."

Part of that natural gas savings occurred when we reset thermostats to 68°. Now 65° is the official state temperature. Tampering with the settings, and the use of electric portable heaters can disturb the buildings temperature balance and negate the efforts to save energy. (Portable heaters use up an incredible amount

of electricity.) During the same 1973-76 period, General Services reduced the amount of electricity used in their buildings by some 27%.

Another aspect of our energy savings effort is reducing lighting. New work standards have enabled us to establish different levels of lighting for different areas. For those technically minded, the standard for the normal office is 75 footcandles (not watts). Anyone with a vision problem, however, should let their supervisor know so that an adjustment may be made.

The present water conservation program of General Services started last summer when Real Estate Services began installing water saving devices in state-owned housing. Low flow shower heads, toilet kits, and flow restrictors are primarily responsible for a savings of some 27 million gallons of water annually.

Buildings and Grounds have installed similar devices in state office buildings. They have stopped the hosing of sidewalks, buildings, and windows. A night watering schedule has been used to minimize water loss when it is necessary to water grounds. Shrubs and plants are watered less and use of energy-consuming groundskeeping equip-

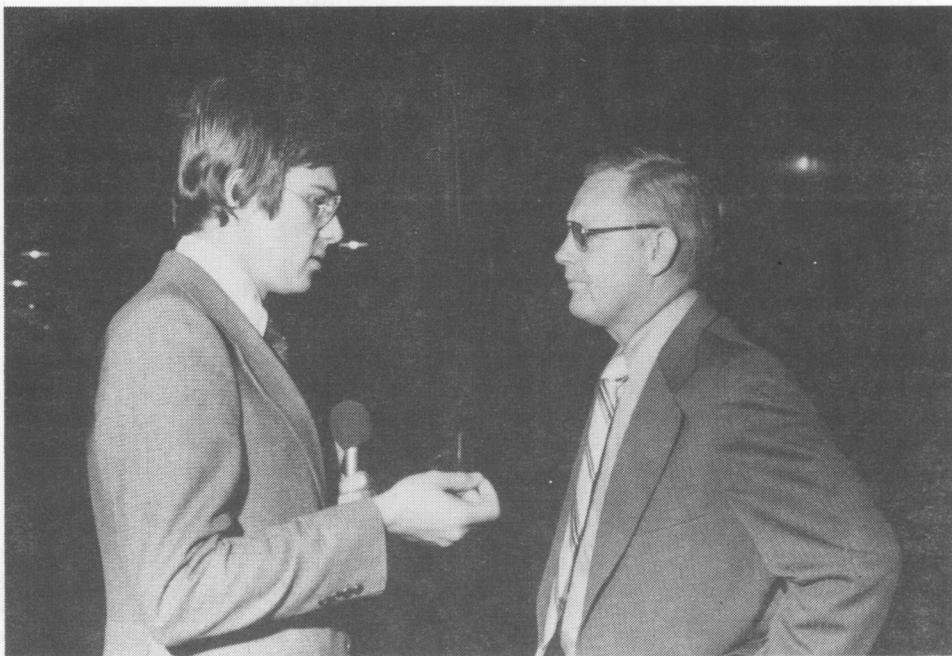
ment has been reduced and even stopped in some cases. These and other steps by Buildings and Grounds will result in savings of over 33 million gallons of water a year.

Our state pool cars will not be kept as clean as in the past either. Fleet Administration has shut down their automatic car washes in Los Angeles and Sacramento and has curtailed car washing in the other garages. The automatic car washes alone use 84,000 gallons of water a month — about 30 gallons a car. By way of comparison, hand washing from a bucket and quick thorough rinse with a hose uses only five gallons or so.

All-in-all, our water conservation efforts to date will save over 62 million gallons of water annually.

Some of these ideas came from management; many came from the people working in those areas. It will take support and, in some cases, a certain amount of readjustment by all levels of state workers to achieve the maximum energy savings possible. We can and should set an example for our fellow citizens to follow.

What we consider "comfortable" today is largely nothing more than the development of a habit. Changing those habits only redefines what is "comfortable". We don't lose anything. Indeed, in many cases we may come out ahead!



Assistant Director Dale Garrett answers reporters' questions about the shut-down of the State Garage car wash. This and the other steps mentioned above is the beginning of a statewide conservation campaign.

G.S. Cards Now Good at Hertz

General Services and the Hertz Corporation have entered into an agreement that allows use of G.S. charge cards for Hertz rentals. Hertz also agreed to apply the discount offered for such use at the time of the vehicle rental rather than the quarterly cash refund procedures that had been in effect.

In order to charge a Hertz rental using a G.S. charge card, the State employee *must* provide the following:

- a) General Services Charge Card
 - b) A valid drivers license
 - c) Accounting Office billing address
- Hertz will bill directly to the agency accounting office within ten (10) days after the rental. Each accounting office will accumulate the invoices and process payments on a twice a month basis.

Hertz will also provide rental discounts to State employees with appropriate identification. An

example is a GSA credit card with a Hertz ID sticker on it. Hertz will accept other credit cards provided they have a Hertz ID or sticker at the time of rental.

This is not to be considered an unqualified endorsement of Hertz. There are many other commercial rental companies which provide more favorable rates depending on the location. State employees should use state fleet vehicles whenever they are available.

Some specific areas where better rates are available include the San Francisco International and San Jose airports where we have contacts with Thrifty Rent-a-Car. The Hertz rate is lower for subcompacts (when using discounts) if the trip exceeds 38 miles per day. Thrifty rates are lower for both compact and intermediate size vehicles.

Hertz quotes daily rates for compacts and intermediates, ex-

cluding gasoline used. They also quote regular rates which include gasoline but appear to be higher. These regular rates are actually more favorable to the traveling state employee as they are subject to a 35% discount. The special rates available are eligible for only a 15% discount. Vehicles other than subcompacts (Pinto, Vega, Gremlin) should be rented at regular rates to get the most favorable net cost to the State. Discounts offered are as follows:

- 1) Regular Time & Mileage ... 35%
- 2) Special Rates (economy rates, weekend specials) 15%
- 3) Flat rates 0%

Whenever State agencies request rental cards from rental companies, the agencies should request that the cards be issued with a special code or notation indicating that no collision or medical insurance is necessary.

For further information, please refer to Management Memo 76-44 (12/29/76) or contact Jacob Katz at 445-9400 (ATSS 485-9400).



New Pool Services Available in Southern California



State employees who arrive at Los Angeles International Airport (LAX) during the peak arrival time (8:15-9:00 a.m.) will no longer have to call for pickup when using a State pool car. This is part of a new agreement worked out by General Services' Fleet Administration Division with Airways-Rent-A-Car. The new agreement replaces the one previously held by Dollar Rent-A-Car Systems in Southern California and AAA Rent-A-Car in Los Angeles.

Airways is located at 6101 West Century Blvd. It is the closest Fleet Administration has ever been to the L.A. airport — less than three minutes from the PSA terminal. They will meet flights arriving between 8:15 and 9:00 a.m. each work day with their mini buses. At other times, calling 670-8166 will provide for pickup. They are open 24 hours every day of the week.

Under the new agreement, Airways will also provide discount rates at the following airports in Southern California.

1. LAX as backup to the state pool.
2. Hollywood-Burbank (counter in terminal)
Telephone: (213) 845-2681
3. Ontario Airport
116 Vineyard Avenue
Call for valet service
Telephone: (714) 983-9664
4. Orange County
666 Anton Blvd., Newport Beach
Call for valet service
Telephone: (714) 540-6100
5. Long Beach
3199 E. Pacific Coast Hwy.
Call for valet service
Telephone: (213) 498-2436
6. San Diego (as backup to S.D. State Garage)
2610 California Street
Call for valet service
Telephone: (714) 291-9555

Reservations for rental cars at locations other than L.A. Airport and San Diego are recommended to insure that a car is available. State employees are encouraged to use the State pool at L.A. International as the rate for State subcompacts is lower than that for rental cars.

Rental rates for the above locations are:

- a. Subcompact (Pinto, Vega type)
\$7.75 per day plus 11¢ per mile
- b. Compact (Maverick, Nova type)
\$9.75 per day plus 12¢ per mile
- c. Intermediate (Torino, Chevelle type)
\$11.75 per day plus 13¢ per mile

The cost of gas for each trip will be added to each rental car invoice. Drivers will be reimbursed for out-of-pocket gas expense at the time the vehicle is returned. Sales slips will be needed for the reimbursement and should be attached to the invoice.

Any dispatch of less than 24 hours will be charged at the minimum daily rate. One way dispatch of Airways rental cars is available between all of the above-listed airports (with a \$10 drop charge).

General services charge cards will be honored at all of these locations. For more information refer to Management Memo 76-43 (12/14/76) or contact: Robert Edwards, at (916) 445-7526 or ATSS 485-7526.

The Right to Privacy

The Governor has issued directives reaffirming a citizens right to privacy and guaranteeing that state agencies will do all in their power to ensure that right. This has a twofold impact on state employees. As citizens we have that same right. As civil servants we must protect that right for ourselves and others.

Individuals have the right to gain access to information that is kept on them by their government. They have a right to correct any errors that may exist in that information. As government agencies we should keep only the information "for which their exists a compelling state interest." Before storing that information all possible efforts must be taken to ensure accuracy and reliability. In addition every individual should be informed as to why the information is being collected.

These directives require a concern and sensitivity on the part of state workers. How we respond to the collection and dissemination of information is the key to protecting those rights. Our attitude, mannerisms, and cooperation must always reinforce them. Files should be kept only if really needed. No longer should we gather information "in case of future need."

This also means that when collecting information we must let the individual know why it is needed. Administrative Order 77-4 and a letter sent to all employees of the department spell out the details of the directives. It is up to us to take the words and humanize them.

Individuals seeking to check information kept on them display a variety of attitudes. Some may even appear hostile. What is important is that our attitude reflect our consideration and professionalism.

Rightly or wrongly, government is sometimes seen as a humanless structure — confusing and distrustful. This image can be contradicted by an awareness and sensitivity on the part of all of us. The result will be a strengthening of our own rights!

Womens' Advocate Group Forming

A women's group is being formed within the Department of General Services. While still in its embryonic stage, the group's founders emphasize that the purpose of the organization is to do more than just articulate the concerns of women. "We take the view that women are a productive and integral part of the work force at all occupational levels," said spokesperson Julie Zanolio.

The group came to life because of two intertwined factors: (1) an apparent need for an advisory and action group in areas of interest to women, and (2) a recognition that systematic problems are almost never resolved through individual efforts. Another of the group's founders, Margaret Brown, puts it this way: "Only through organization and concerted effort can we work with the various management, legislative, and other policy-making levels to effect change."

The initial thrust of the group is to expand communication channels. "We can be a vital communications channel both to and from management, as well as other groups such as the Coalition for Women in State Services and the Commission on the Status of Women", stated co-founder Cindy Borges. "While we do not intend to replace existing structures, we do see a role in

advising women of established procedures and resources in areas such as grievances and benefits."

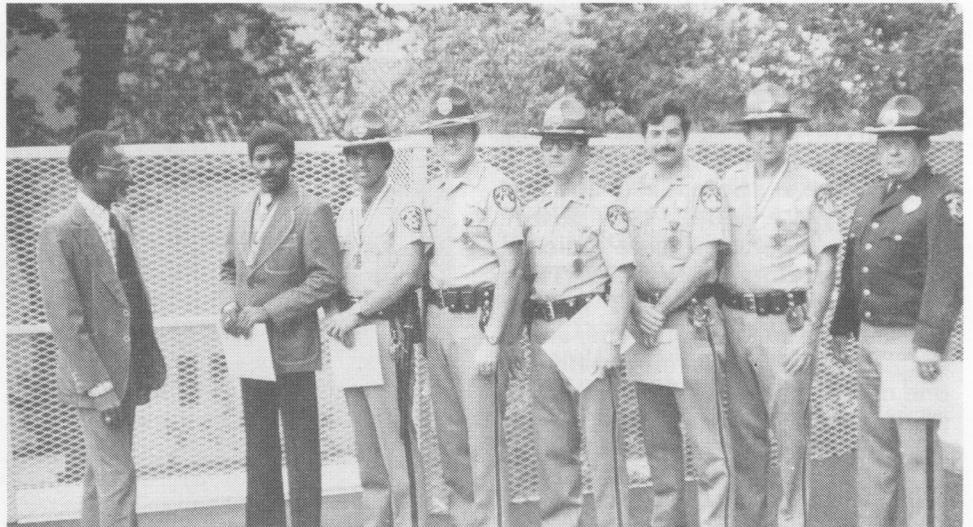
The scope of their involvement in department activities would conceivably include the dissemination of general information to all employees, the ability to relay training and career opportunities in a timely fashion, serving as a sounding board for concerns of department employees, and the ability to interact with related department activities to achieve desired goals and objectives. To assist in this endeavor and to increase the effectiveness of the group, men are both encouraged and welcomed to attend the meetings to express their views.

"By solidifying our posture as an open organization," Ms. Zanolio noted, "we hope that the group can be recognized as a facilitator at all levels of employment."

Organizing committee members all stress that the group's purpose is to work with women regardless of their employment classifications. They do not want a "professional women only" group, but rather one that deals in a professional manner to meet the needs of the women of this department.

An organizing meeting was held on March 7. At that meeting, Deputy Director Marvin Blanchard reaffirmed

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Director Grimes with California State Police Officers who have received certificates of commendation. From left to right: Sgt. Bob Byrd, Los Angeles Area, gold medal in boxing, the Police Olympics; Security Officer Steven Neunier, Fresno Area, silver medal in speed water skiing, the Police Olympics; Officer Jim Fowler; Sgt. Jim Goodrich; Sgt. Glenn Della-Monica, and Officer Wayne Spencer, bronze medal in team shooting competition, the Police Olympics; also Officer Spencer, gold medal in individual shooting competition, the Police Olympics; and Security Officer Lawrence Theobald, San Diego Area, who received commendation for saving a woman's life during a suicide attempt on the Coronado Bridge.

NEWS BRIEFS

30 Days Has General Services

Thirty days for what you ask? Well, it's thirty days before a building alteration project can go to bid; thirty days that is, because General Services must submit a report on the project to the Joint Legislative Budget Committee.

The Legislature in the Budget Act of 1976 not only reinforced present requirements that building alteration projects over \$100,000 be funded as capital outlay projects; but it also established special control over expenditure of funds for alteration projects costing \$25,000 to \$100,000. This control essentially consists of the General Services report.

Projects being carried out by General Services (Space Management or Office of the State Architect) will automatically be reported by D.G.S.

State agencies undertaking their own projects must submit a report to D.G.S. for transmittal to the Legislature. Agencies are cautioned to allow for the 30-day minimum required by the Legislature and 5 working days turnaround after delivery to D.G.S. before soliciting bids on the project.

Assistance in report preparation, and reporting format are available by referring to S.A.M.

DID YOU KNOW

A **WATT** is the amount of work available from an electric current of one ampere at a potential of one volt and roughly equals the power needed to operate a table radio or an electric clock. A **KILOWATT** is 1000 watts; a **MEGAWATT** is 1000 Kilowatts or one million watts; and a **GIGAWATT** is 1000 megawatts or one million kilowatts. A major power plant produces about 1000 megawatts — enough to supply a city of 500,000 to 1,000,000 people.

If you find this kind of information interesting (or are a hard-core scrabble player), you might be interested in a new publication from the State Energy Commission. It is a glossary of energy, economic, utility, and environmental terms and is available from their publications office for \$2.50.

Interested in Buying a Copier?

If you're a state agency currently using a copier you should be. Phase I of the "Copier Acquisition Program" is upon us; the first step toward implementing a policy of purchasing rather than leasing the majority of office copier equipment.

The main thrust of the program will be directed at copiers in the 8,001 to 25,000 copy per month bracket, with copiers in the 12,001 to 25,000 per month range receiving the highest priority for acquisition. The Department of General Services has already distributed lists of copiers which fall within the priority category.

Agencies have three methods of purchasing copiers available to them.

Agencies with sufficient funds available may purchase copiers with these funds.

Should an agency find its budget a little lacking for the required copier purchases, a lease purchase plan can

First Step for SLAMM

A computer based purchasing system will become operational this coming July first. A part of the Statewide Logistics and Materials Management System (SLAMM), it will require use of several revised forms. Both the Purchase Estimate (Std. Form 66) and the Purchase Estimate Continuation Sheet (Std. Form 10) have been revised and will be needed when the program starts.

The current edition of these forms (dated 3/74 and 10/76 respectively) will not be accepted by the Office of Procurement after July 7, 1977. (The new revisions will be dated 7/77.)

The new forms will be available at General Services warehouses on March 1, 1977. Orders for the forms should be placed before May 1 to insure receiving an adequate supply in time. The forms will be accepted beginning June 24, 1977.

No credits or exchanges will be made for any stock of the current editions not used. Other purchasing related forms will also be revised so be careful not to overstock.

For further information refer to Management Memo 77-5 (1/20/77).

be worked out with the D.G.S. Both directly financed and lease-purchase acquisitions of copiers must be approved first by the D.G.S.'s Office Services Division before the Office of Procurement will process the purchase order.

Should an agency find it has insufficient funds for copier purchase, and that D.G.S. lease-purchase funds are not available, current copier leases may be extended until such time as purchase funds become available.

The Department of General Services is budgeted \$1 million for the purpose of engaging in lease purchase copier agreements with other agencies. This money will be loaned to agencies requesting purchase of copiers in the highest priority group first.

In addition to facilitating the acquisition of copiers by the state, D.G.S. is also examining establishing in-house maintenance programs for this equipment. The maintenance program will be analyzed to determine if it also is in the best interest of the state government.

For further information on copier acquisition refer to Management Memo 77-2(1/6/77) & 76-5.

New Procurement Invoicing System

In an effort to reduce paperwork and the costs related to it, the Management Services Office is changing the Procurement invoicing system. In the past a separate invoice was sent for each order placed — regardless of size. While the size of the order is not affected, the new procedure allows one invoice for all orders placed during that billing month. This consolidated invoice will contain all of the information presently included on individual invoices.

The new procedure will go into effect on April 1, 1977 and will cover all orders filled in April. Agencies will receive a consolidated invoice in May. Orders will be billed on a monthly basis by agency code. More details on this subject can be found in Management Memo 77-6 (1/25/77).

TRAINING — On Course and Out of the Classroom

For most of us, training means attending a course or two during the year; but for the five women and men who staff the General Services Training Office, the concept of training and the roll it plays within an organization, takes on a much more complex and diverse meaning.

"Many people, managers especially, confuse our role with the courses," states Training Officer Thor Barrows. "Certainly the courses are a major product for us — our most visible product — but they are not all we have to offer."

Training can be generally defined as a process for minimizing the people problems that inhibit production. The Training Offices' goal is to make a positive impact upon the department's operating efficiency and effectiveness through the best use possible of its "human resources." This, then, stands as an invitation to help any unit with its people problems. Attitudes, behavior, motivation, and communication and skill deficiencies are all areas they are trained to tackle.

An effective training office, and General Services Training Office has a reputation for being one, acquires a great deal of skill in dealing with problems. Taking the visitor over to a

chart on his wall, Thor points out that training when done properly is people management consulting with the added option of providing, when necessary, a course for the elimination of skills deficiencies.

"We get a lot of people, again mostly managers, who call and say, 'I need a course in this,'" states Thor, "What they're really saying or should be saying is, 'This is a problem area for my unit, can you provide some remedy.' We can't offer magical cure-all courses but we can offer problem identification and possible solutions. If a course seems the best solution, we go with it."

The 40-hour first line supervising course is a prime example of the success of this approach to the role of training. Richard Shaw, the training consultant responsible for the courses development, spent a great deal of time examining supervisory practices. Analyzing the strengths and weaknesses of our own supervisors, he was able to identify the most common problem areas, determine that a training course was an effective approach to solving those problems, and formulate a course which would develop in supervisors the skills

necessary for further improvement of their units.

Though the course evoked praise from all who attended, it was still subjected to another aspect of the consultant approach to training — evaluation.

The General Services Training Office is one of the most self-critical organizations around. Courses and programs never reach a state of homeostasis. From the chart on Thor's wall to their goals and objectives, the Training Office is constantly seeking to become more effective. To this end, they have developed one of the most comprehensive evaluation procedures in State Government.

Training consultant Pat Lewis has her eyes fixed upon the future. She is currently involved in a "staff age profile." The purpose of the profile is to give managers a clearer idea of what upper level management positions will be vacant and how soon. With this all managers can more effectively participate in the development of replacements for themselves and their peers.

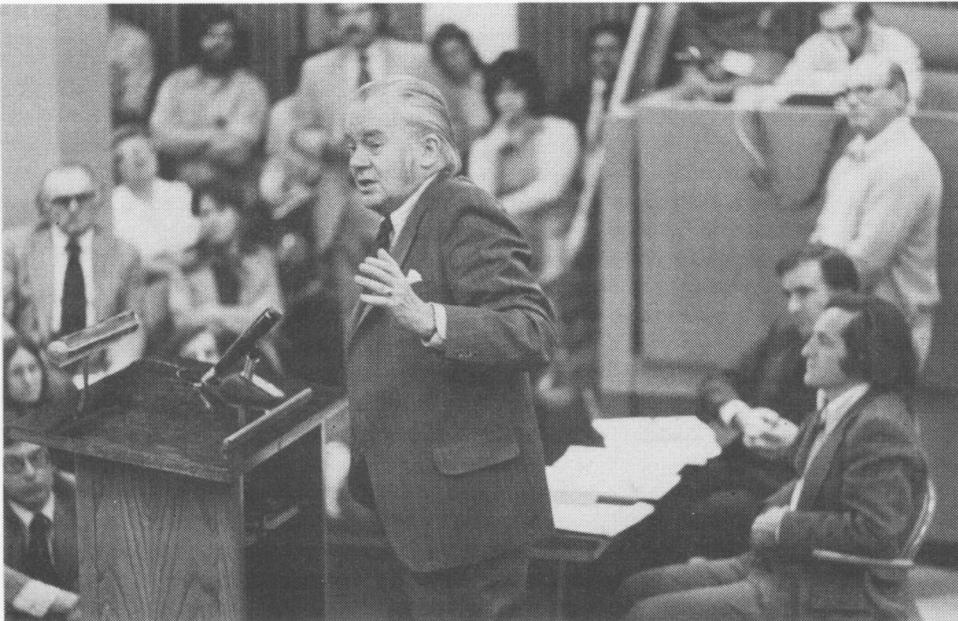
The staff age profile will also be of great benefit to Training consultant Chuck Phillips. Chuck is currently coordinating the Employee Development Program. This particular program gets division chiefs actively involved in developing training plans for individuals who may eventually succeed them.

The training staff is beginning to get some utilization of its consulting skills. However, it still has a bit of a reputation as being a panderer of the "touchy-feely" course. After all, how cost effective can Human Interaction or Transactional Analysis be? "Extremely," (cost effective) is the staff's reply.

Both Richard and Pat, the Transactional Analysis course developers, agree that one of the most common people problems interfering with production is communication.

"In many cases it's not that the unit doesn't possess the technical skill to get the job done, its just the environment, the personal interactions taking place that cause production to suffer," states Pat.

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E. F. Schumacher, author of the book "Small Is Beautiful: Economics As If People Mattered" and founder of the principles of "intermediate technology" spoke to a large crowd of predominately state employees at the Resources Bldg. in Sacramento. The speech was followed by three days of workshops and conferences at UC Davis sponsored by the Office of the State Architect and the Office of Appropriate Technology. (photo by Dennis Warren)

EDITORS NOTE: *The following is an item from the San Francisco Call, dated November 27, 1924. It was found among the records in Secretary of State Frank Jordan's scrapbooks in the California State Archives. Thanks to the Secretary of State's Office for bringing it to our attention. Now, the only question is... "Has anything changed since then?"*

SUBJECT: Can a Woman be Elected Governor of California?

W. G. McMillan, State Purchasing Agent, said, "I am unalterably opposed to a woman running for governor, and don't think she would get to first base. There are just a few things the male has been able to preserve as his own. Why take one more privilege, the right to govern, away from man? The average woman would be swayed by sentiment in pardon cases and many other matters. My advice to the woman is, "Stay home and take care of your children."

Response from Frank J. Smith, State Printer and soon to become Warden to San Quentin Prison. "Whether or not a woman would

make a good governor is a rather difficult subject for a bachelor to tackle. The average woman's emotional ecstasy would naturally militate against the poise and mental balance so essential in a chief executive. On the other hand, many states have had governors who would have achieved more fame had they turned their attention to domestic science and left the reins of government in the hands of their more efficient wives. Men who achieve success in this life usually do so because of the good influence some intelligent woman has over them. If a woman can vitalize and inspire a man with good ideals, why cannot she also execute them herself? The modern woman has more stamina than the average man and must be reckoned with in politics as well as in the home. I know several women whom I believe would make better governors than some of the male birds who are preening themselves for the gubernatorial flight."

TRAINING . . .

(Continued from page 7)

"We're not concerned with how you were potty-trained," adds Richard.

"We get a lot of people taking these courses who are uptight that they'll have to reveal all their deep dark secrets and that is just not what it's designed to do. All we want is for the individual to become aware of how he operates within a group and how his behavior may affect others."

Pat points out, "We're not going to judge anybody. It's an individual appraisal of ones own actions."

The Training Office is receiving strong support from the Executive Office. Given the basic approach of this administration, (a unification of Zen Philosophy and the Puritan work ethic which attempts to simultaneously increase individual production and job satisfaction, provide physic income, and raise individual and collective awareness of our responsibilities to the people we serve), it seems only logical that a group which specializes in people growth, from the personal to the collective would receive increased attention.

"We're here to help with any work related people problems," says Thor, and that about says it all.

Cars Carry a Message

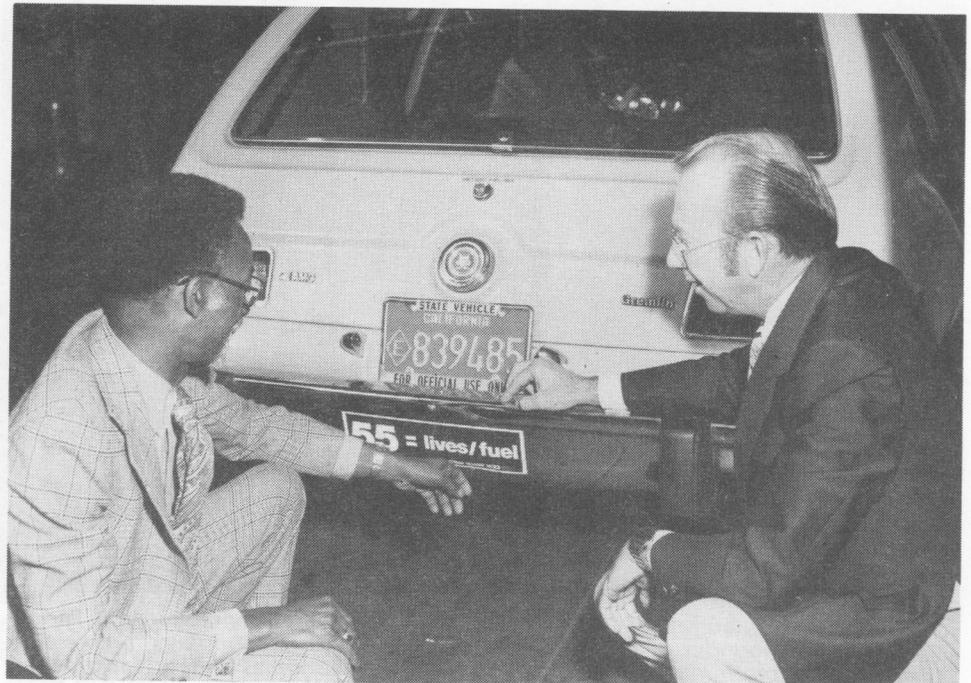
Some 6,000 state vehicles have become rolling 55 mph speed limit reminders through a program initially sponsored by the California Highway Patrol (CHP) and General Services. This program consists of black-and-white stickers, developed by the CHP, placed on the rear bumper of CHP and General Services fleet vehicles. The stickers carry the message "55 = Lives/Fuel".

Use of the sticker on State vehicles was approved by General Services' Director, Leonard M. Grimes, for "use of this particular message only." Other departments have now also joined the campaign.

The general public is sensitive to the example shown by government. In this case, the willingness of state employees to drive within the speed limit can serve as a positive reinforcement of the message carried on the vehicle. State vehicles, themselves readily identifiable by their license plates, can be an important factor in encouraging the cooperation of other drivers.

Commissioner Craig cited "indisputable evidence that reduced speeds are saving lives and conserving petroleum."

Stickers are available from the CHP and can be obtained by an individual at CHP offices.



Director Leonard Grimes and CHP Commissioner Glen Craig put the first sticker on a G.S. pool car to kick off the new publicity to remind drivers to slow down.

GENERAL SERVICES PEOPLE

Cluttered desks are not uncommon in state government, but General Services employee, **LeRoy Lemke** may have the most uncommonly cluttered desk anywhere.

As the Supervising Inspector of the Capitol Restoration Project, LeRoy has been obliged to amass a collection of antique building materials, and other interesting artifacts such as a powder horn and bottles.

All the material will aid in ensuring the restoration is as accurate as possible, and the items will eventually be turned over to Parks and Recreation for historic exhibits, but in the meantime — LeRoy may have the most historically significant clutter on any desk west of the Mississippi.

Gloria R. Fraser retired from state service February 1, 1977. Gloria started working as a clerk for the state on October 30, 1967 with the Department of Motor Vehicles. She has worked for the Department of General Services since September 1, 1971. She was most recently a Senior Account Clerk in Management Services Office/Accounting and Financial Services, Billing Section.

Now that she has retired, Gloria plans to spend more time with her family and hobbies.

The Sacramento Inn was the site of Communications Division's employee, **James H. Allen's** retirement dinner.

Jim's career with the State of California started when he was employed as a radiotelephone operator October 11, 1937. He transferred to Communications Division on May 15, 1950 as a radiotelephone technician, and he was a senior communications engineer at the time of his retirement. Jim's retirement ended a State career of 39 years.

Jim was a Reserve Officer in the Army Signal Corps and retired from the Signal Corps as a Lt. Colonel.

His plans for the future include hunting, pursuing his hobby of amateur radio, and travel. At the present time he and his wife, Polly, are traveling throughout the southwestern part of the United States.

Bob Desing retired from State Service after seventeen plus years of faithful service. The last years of his employment were spent in the Oakland State Building as the Chief Engineer I.

Bob is catching up on some home repairs and sprucing up his landscaping at his home in Richmond in preparation to start enjoying his new-found freedom by travel and relaxation.

Bob intends to catch up on some fishing and bird hunting he has missed out on in the past few years. He also plans to spend considerable time in his Truckee residence, which happens to be alongside the golf course there.

Elmer C. "El" Bennett of Communications was honored at a luncheon at the Mansion Inn.

His retirement concluded fifteen years and seven months of State service. He came to Communications Division as a radiotelephone technician and was assigned to the Redding Radio Maintenance Shop. He retired as an associate telecommunications engineer.

El's prior work experience was varied and included employment

with Pan American Airways where he was in charge of radio maintenance and installation work with a lengthy assignment in Pakistan.

He and his wife, Irene, are now on an eight-month trip which will take them throughout the United States and Canada.

Al Cote, a Data Processing Analyst for Management Services Data Processing Services Office (DPSO), was recently elected President of the Capitol Communicators Toastmasters Club.

This is a newly formed Toastmasters Club and Al is the founding President. He became interested in Toastmasters while working on another project in a nearby state building, and brought the idea back to DPSO where he soon recruited more members.

Nancy Guyon Baldwin, a DPSO Programmer, is the educational vice president and **Curt Sutliff**, a research writer at DPSO, is the administrative vice president. Other officers are Secretary **Karen Maxley Kempster**, a Data Processing Analyst with DPSO, Treasurer **Ken Schutt**, also a Data Processing Analyst and Sergeant at

(Continued on page 10)



Sacramento Garage Pool Manager Harold Starr shows off his awards in a ceremony celebrating his 25 years with the state. Besides his 25-year award, Harold also received a certificate for a recent merit award suggestion. Harold now has merit award certificates signed by every governor since Governor Goodwin Knight.

Merit Award Suggestions

WHY NOT YOU

EDITORS NOTE — *This article was submitted to OUTLOOK by Merit Award Board Chairman and Chief of our own Management Services Office, JACK MILLER. In reading this article it may be of interest to note that since July 1, 1976, eight cash awards totalling \$550 and 2 certificates of commendation have been awarded to General Services employees, submitting ideas similar to the ones Mr. Miller describes. These awards reflected a cash savings of \$4520 and certainly contributed to improving the overall efficiency of General Services.*

Did you know that the bulk of the suggestions and subsequent awards are for improvements in normal day-to-day operations. A large award naturally gets a lot of publicity, but they are the exception not the norm.

Why don't you review the check list below of some of the more common types or reasons for awards and see if some ideas might be applicable to your function. Can we trade an idea for a suggestion?

1. Do you know (personally) the person responsible for the work either coming to or going from your desk? If not, create an opportunity to get acquainted. Talk about your function, what can you do to make it easier, more pleasant, reduce duplication of effort, etc.
2. Do you receive or distribute reports? How long has it been

since you have updated your distribution list? Are all recipients still interested in receiving a copy? Do you receive reports that are simply filed which could be discontinued or someone else's copy used if necessary? All too often distribution becomes automatic; we continually add but never delete.

3. Do you type reports? Could you recommend or develop a new format so that the report would not have to be retyped each month? Could you set it up so that each month you simply add the figures for that month, and as a side benefit produce a report that may be more useful because it now shows historical data—not just current month.
4. On occasion, we seem to be able to accomplish many tasks much faster by working together. Could you recommend a group effort that would reduce the overall effort required for a task? Or, conversely, if we let you do it all, could you do it better and faster than a number of separate independent steps now used?
5. Could we change another process to make your job easier? Is there some process that really complicates your job—one that if we changed or eliminated would really be a relief and a blessing? Tell us how, talk to the people involved in the other

process. With your first-hand knowledge, let us know how to improve it, simplify it, etc.

6. Duplicate files. If a number of people in your office get copies of the same report, have you checked lately to see how many file copies are being retained? Does everyone keep a file? Could you recommend a "master" sign-out file or maybe a "master" and a "working copy file" thereby eliminating duplicate files and at the same time assuring better control?
7. Have you found a way or a special technique to handle a certain function of your job, or a problem area, that might be applicable to similar functions or jobs in other agencies? We can at least give them an opportunity to look at it.
8. Perhaps better or different equipment would help? With the rapid technological changes taking place, equipment is becoming more efficient and versatile. Is there now available equipment which would reduce the effort required to perform your job? Calculator, mailing or distribution equipment, filing, sorting, stamping, etc.
9. Are you spending hours gathering or preparing data, precise to the last digit, that could well be calculated or projected to a 98% accuracy that would satisfy the requirement with considerably less effort?
10. Do you use the bulky reports produced by computer? Could

(Continued on page 11)

PEOPLE . . .

(Continued from page 9)

Arms **Steve Ambagis**, a Data Processing Analyst at DPSO.

Although the core of the club is from DPSO, it is open to the public and anyone interested in learning to speak effectively in public and being able to conduct public meetings properly is welcome to attend a meeting and observe. The Club meets regularly on the first and third Tuesday of each month, at noon, at the Conference Room No. 213, on the second floor of the Crocker Bank Building at 400 Capitol Mall.

Frank Hogan retired December 31,

1976 with 27 years and three months of State service. Frank was Supervising Tele-communications Technician for the Department of General Services, Communications Division, with his office in Stockton at the Communications Division Radio Maintenance Shop.

A retirement dinner was held for Frank at the El Charro Restaurant in Lodi.

Frank began his career with the State at the California Highway Patrol as Radiotelegraph Operator Grade 1. He later transferred to Communications Division as a radio-telephone technician.

Prior to his State service, Frank had

acquired radio experience with the U.S. Army Signal Corps in Hawaii. Upon leaving the Signal Corps, he was employed for ten years by Pan American Airways as a radio operator working at such places as Pago Pago, American Samoa, Canton Island, Nandi, and Fiji.

He plans to keep busy in his retirement by pursuing his hobby of amateur radio and travel.

And finally, a completely objective survey (taken at a well known melodrama in the fair City of Folsom, during a social gathering of division chiefs) indicates that division chiefs are the type of people who "Hiss and Yell!"

MERIT AWARDS . . . (Cont'd)

you use them just as well if they were on microfilm? In general, it costs 1/10 as much to produce film as it does paper. Readers are not really that expensive and the State has saved over a million dollars in the past year in conversions in this area.

The above examples, of necessity, are general, but they do reflect how or the rationale for typical suggestions received in the past. We hope they will stimulate similar suggestions from you. We would also encourage you to spend a little time in thinking through the actual implementation of your suggestion. Anything you can offer in the way of specifics for implementation aid in evaluation and help in the subsequent implementation and award process.

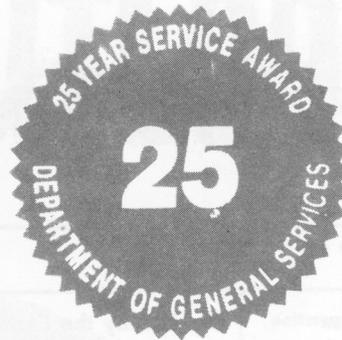
WOMEN'S GROUP . (Cont'd)

the Executive Office's support of the group and its objectives. The Director has sent a letter to all Division Chiefs and office heads asking for their support and cooperation with the newly formed organization. The next meeting will be held March 21 in the large conference room of OB 1 (915 Capitol Mall). Meetins are held at Noon and are open to all interested persons.

Organization founders also emphasized that the group intends to extend its assistance to department women Statewide. It is not solely for Sacramento employees. While interested persons in other areas may not be able to attend meetings regularly, some sort of network will be established to include their needs in the group's process. For more information, contact any one of the people listed below; all are located in OB 1:

- Cindy Borges, Office of Administrative Hearings (445-5909/485-5909)
- Margaret Brown, Office of Administrative Hearings (445-3970/485-3970)
- Carol Gibson, Space Management Division (445-1338/485-1338)
- Pat Hill, Administrative Services Division (322-5990/392-5990)
- Pat Lewis, Administrative Services Division (445-3798/485-3798)
- Mary Lou Smith, Office of Administrative Hearings (445-5909/485-5909)
- Julie Zanolio, Administrative Services Division (322-5990/392-5990)

Service Awards



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

JANUARY

- William E. Redden Office of the State Printer
- Jim R. Amezcuca Office Services Division
- Harold F. Starr Fleet Administration Division

FEBRUARY

- Paul L. Anderson California State Police
- Karl J. Berglin Office of State Architect
- Lawrence L. Chew Management Services Office
- Lila M. Rose Procurement
- Joe G. Viera Building and Grounds
- Harold Young Office of the State Printer



Eleanor Wilkins receives her 25-year pin from Director Grimes in ceremonies at O.S.A. A luncheon was held afterwards with Eleanor as the guest of honor.

So . . . Now why don't you Fill out the suggestion

form on the next page or submit one of the Merit Award suggestion forms available from your office and mail it to:

State Merit Award Board
926 J Street, Room 300
Sacramento, CA 95814

**MERIT AWARD BOARD
EMPLOYEE SUGGESTION**
STD. 645 (REV. 7-70)

DO NOT WRITE IN THIS SPACE

Please Print or Type — Black or Dark Blue Only — Do Not Use Pencil

NAME OF EMPLOYEE (last, first, middle initial) Miss <input type="checkbox"/> Mrs. <input type="checkbox"/> Mr. <input type="checkbox"/> (Check one)		Residence Address	Title of Position
Agency (Include address and city in which located)		Division	Tel. No. and Ext.
In considering my suggestion (Check one) <input type="checkbox"/> You may disclose my name <input type="checkbox"/> Do not disclose my name	The Use by the State of California of my Suggestion shall not form the basis of a further claim of any nature upon the State of California by me, my heirs or assigns.	Submitted by: (usual signature)	Date:
The Title "Subject" of my suggestion is:		Not acceptable if unsigned.	