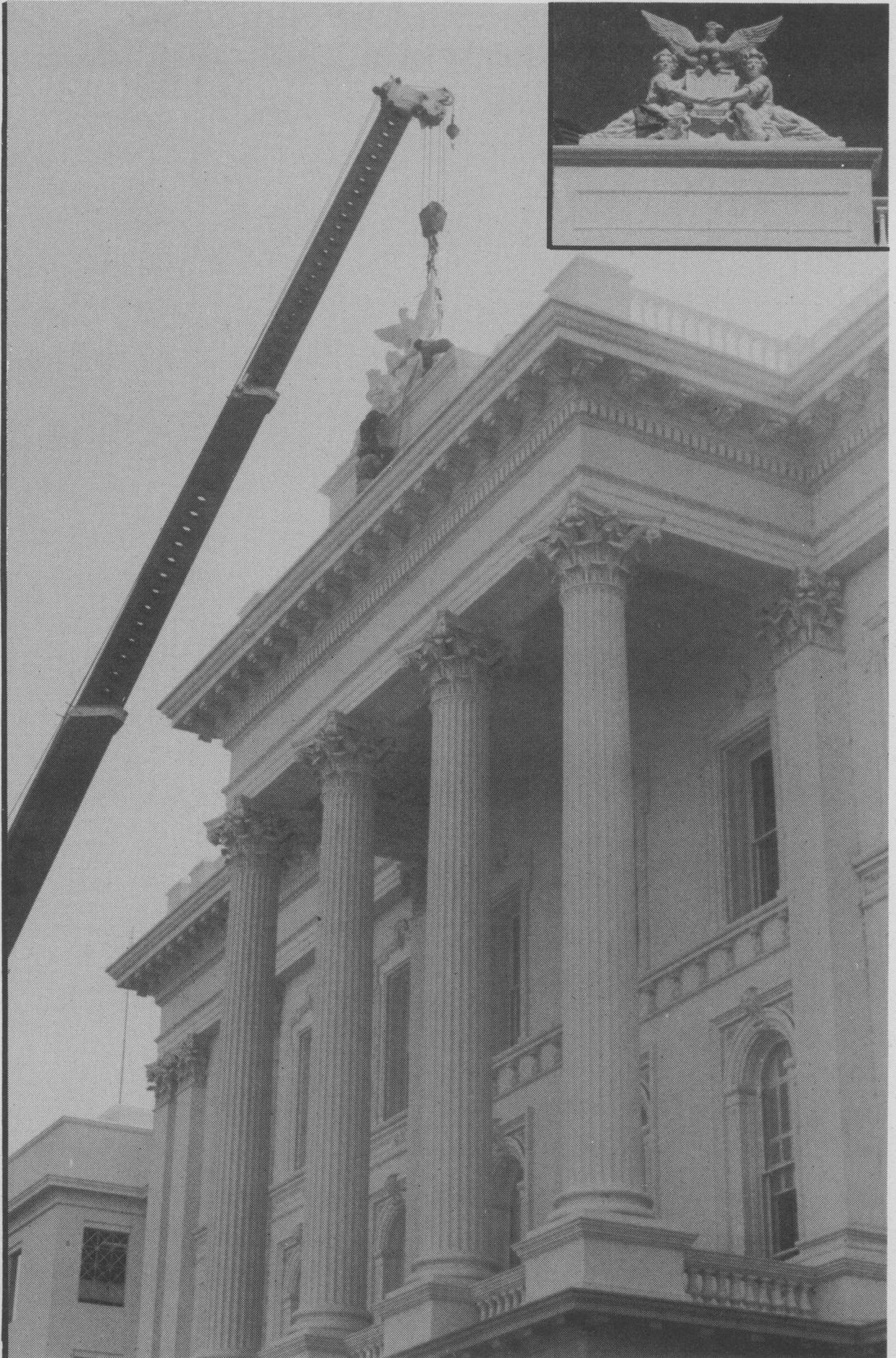


# OUTLOOK



(See Cover Story p. 5)

September/October 1982

## A New Chief For Records Management



*Melodie Cato, Chief, Records Management*

Records Management Division has a new chief and her name is Melodie Cato. She comes to the department with ten years of State service experience.

After graduating from the University of California, Davis with a Bachelor of Arts degree in Rhetoric, Political Science and a Secondary Teaching credential, Ms. Cato began her career as a Personnel Analyst with the State Personnel Board. In 1975, she transferred to the Department of Health and worked in the Personnel Office until 1978, when she was promoted to a Staff Services Manager I. During her four years as an SSM I at the Department of Health Services, Ms. Cato supervised twenty positions involved in the functions of records management, management analysis, book and film library and records center.

During fiscal year 1981-82, the records management program under her direction realized a cost avoidance of approximately \$2,256,000 in records, over \$38,000 in forms and approximately \$880,000 in micrographics.

With this impressive background in the area of records management, Ms. Cato comes to the Department of General Services an expert in the field.

As division chief of Records Management, Ms. Cato is especially

excited about the new assignment because of the enthusiastic staff she encounters in this division of 37 employees. "They enjoy the subject matter, she said, and so do I. No one seems to be suffering from job burn out. They are all excited about what they do." She is also satisfied with General Services as a department. "From what I have seen so far, General Services impresses me as a high organized and well run department. I am glad to be here."

The challenge that she anticipates in her new assignment is in the area of cost savings/cost avoidance. "As division chief, I want to improve efficiency, investigate creating a larger tie between this division and the data processing center, and explore increasing the role of microfilming as part of a records management system." Her continual goal is to achieve the best result for the least amount of dollars. Especially now, when cost is foremost in everyone's mind, Ms. Cato believes that the Records Management Division will take on a new importance.

Ms. Cato, an avid traveler, has been to Europe several times, has cruised the Caribbean, and has visited nearly every state in the U.S. She is an ex-jogger who has turned to racketball for her physical recreation, "but who knows," she said, "I just might take up jogging again."



## Merit Award Board To Give Special Consideration To Energy Conserving Suggestions

Energy conservation is currently one of the most effective and available means of reducing expenditures within State government. To increase employee involvement in developing this energy conservation potential, the Merit Award Board (MAB) and the Energy Assessments Program (EAP) have designed a special approval process for energy conservation suggestions submitted by State employees. The MAB is the State agency responsible for reviewing and approving all State merit award suggestions, while the EAP, a division of the Department of General Services, coordinates energy conservation programs throughout State government.

From now on, the MAB will first preview all energy conservation suggestions to ensure that they contain all of the information specified below under "Guidelines for Energy Conserving Suggestions." If a suggestion conforms to these guidelines, it will then be passed on to the EAP for a thorough cost benefit analysis. If the suggestion can in fact produce a significant dollar savings to the State, it will then be submitted to the appropriate departmental MAB coordinator for final approval. All energy conserving suggestions will be accepted on the standard Employee Suggestion Form 645.

The following guidelines are designed to assist employees in developing well-documented energy conserving merit award suggestions. Steps 1 through 8 must be followed before employee suggestions will be accepted for review by the MAB. Employees are encouraged to submit a wide variety of conservation proposals to the MAB, keeping in mind the departmental preference for projects with short payback periods.

### Guidelines for Energy Conserving Suggestions

1. Check to make sure that your department has not already adopted your proposed project. Suggestions which duplicate established departmental projects or plans will not be considered. If you are unsure of whether a suggestion has been adopted, call the Energy Assessments Program at (916) 323-8777.

2. Specify whether your suggestion applies to a single facility, several facilities, an entire department, or several departments.

3. Describe the system you propose to change and then summarize how your suggestion would:

a. Affect system operations (e.g., does your suggestion simplify or complicate the system?);

b. Reduce energy consumption and/or reduce State expenditures.

4. State the expected life of your proposed conservation measure (e.g., if new equipment is required, how long will that equipment last?).

5. If applicable, provide the design features of your proposed measure.

6. Estimate the total implementation costs of your proposed project:

a. If your suggestion involves equipment modifications, please estimate the cost to:

1) Purchase equipment or materials;

2) Install, modify, or remove equipment (labor and construction costs).

b. If your suggestion involves a procedural change, indicate how much it would cost to:

1) Set up the procedure (person hours and materials).

7. Indicate how much it would cost per year to maintain the project by including:

a. Itemized maintenance, repair, and replacement costs (labor plus materials);

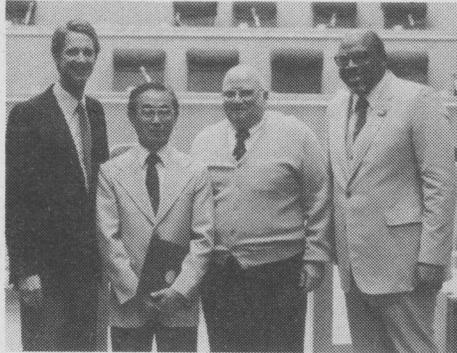
b. Required maintenance intervals.

Example: Replace temperature lock-out controls every 10 years at a cost of \$300.00 = \$30.00 per year.

Calibrate and reset temperature control lock-outs twice a year at a cost of \$100.00 = \$200.00 per year.

8. Cite reference sources for any equipment data.

## The General Services' Employees Receive An Award At The Second Annual Governor's Employee Work Safety Awards Ceremony



Takeo Fujitani, Fleet Admin. is congratulated by (left to right) David Janssen, Jim Morgan, Chief, Fleet Admin., and Lester Riggins, Deputy Director.

On Friday, September 17, 1982, forty-three State employees were honored at the Second Annual Governor's Employee Work Safety Awards ceremony. This ceremony was designed by the Insurance Office to highlight and encourage safety on the job as well as to recognize those employees who contribute to the success of the State Safety Program. B. T. Collins, Executive Secretary, and Chief of Staff, presented each employee with an award and letter of commendation signed by Governor Edmund G. Brown Jr.

"Congratulations," stated Mr. Collins, "to those employees who realize that safety isn't an accident."

Two persons honored at the ceremony were General Services' employees, **Takeo Fujitani**, Fleet Administration; and **Chuck Walker**, OSD.

Mr. Fujitani, who has worked for the State almost 22 years, started at the State Garage back in 1960 when that operation was part of the Department of Finance, and has worked there ever since.

He was nominated for the Safety Award because of the vital role he played in the development of an excellent set of standards for safely modifying vans for use by the disabled. Takeo worked with the Department of Rehabilitation engineering staff as "catalyst" and technical advisor. Prior to the development of these standards,

many vans were modified in a dangerous and "shoddy" manner. This unsafe situation essentially has been resolved by these new standards.

Mr. Walker, the Office Services Safety Coordinator for the past eight years, has continued to strive for safe working conditions in all of the OSD units statewide. To ensure safety on the job, he travels to Los Angeles, San Francisco, and Fresno office machine repair service shops to inspect facilities and to discuss safety awareness. His years of experience in the division enable him to recognize unsafe practices and conditions. He was nominated for this award because of his outstanding commitment to improving safety.



Chuck Walker, OSD, surrounded by his family, is congratulated by David Janssen.

State of California  
EDMUND G. BROWN JR., Governor  
State and Consumer Services Agency  
ALICE LYTLE, Secretary  
DEPARTMENT OF GENERAL SERVICES  
DAVID E. JANSSEN, Director

#### OUTLOOK

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Theodous Amuso (center) receives his 25-year award from E.V. Whiteside, Regional Manager, Los Angeles (right) and Robert Hawkins, Assistant Chief, (left).

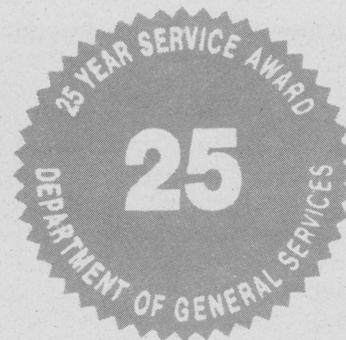


State Architect Barry Wasserman (left) presents Phillip Lee with his 25-year pin.



State Police Officer Harold Wunder receives his 25-year award from Chief William Skelton.

# Service Awards



Congratulations are in order for the following employees of the Department of General Services who have completed 25 years of service with the State during the months of July, August, September and October. Best wishes to all of you and thank you for your contributions to our Department and the State of California.

### JULY

- Dan S. Greene ..... Program and Compliance Evaluation
- Harold H. Wunder ..... State Police
- Clifton L. Ross ..... Buildings and Grounds
- Elmer Remmick ..... Office of the State Architect

### AUGUST

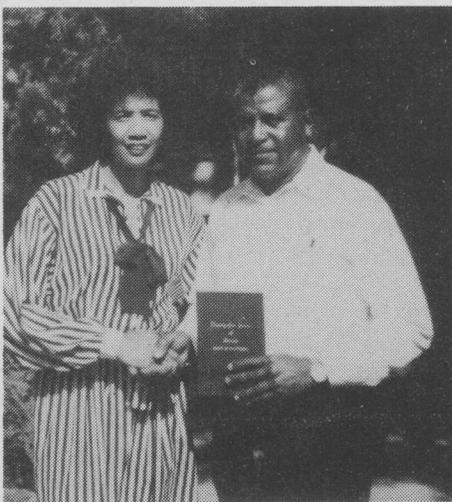
- Theodeus Amuso ..... Buildings and Grounds
- Walter B. Palkman ..... Communications
- Jack Wakayama ..... Office of the State Architect
- James W. Martin ..... Procurement

### SEPTEMBER

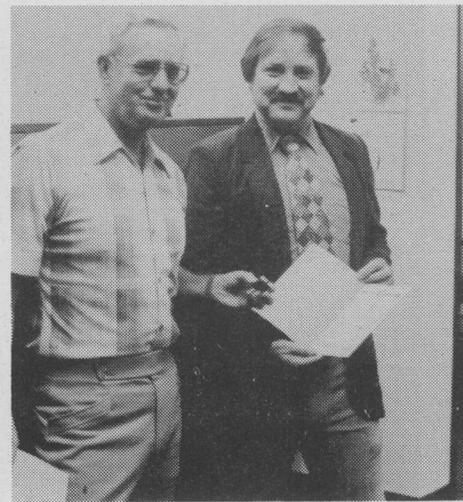
- James T. Wilson ..... Management Services
- Joan B. Johnson ..... Office Services Division
- Phillip Lee ..... Office of the State Architect
- Dorothy F. Duncanson ..... Insurance Office

### OCTOBER

- Sidney R. Brecher ..... Real Estate Services
- Harry L. Weaver ..... Office of Local Assistance
- Jack Miura ..... Space Management Division



Clifton Ross, Janitor-Supervisor, receives his 25-year certificate from Buildings & Grounds, Chief, Rosamond Bolden.



Assistant Director, Dale Garrett (left) presents James Wilson with his 25-year award.

## RETIREMENTS

Perry D. Hershberger - 34 years .....	Office of the State Architect
William S. Jackson - 10 years .....	Office of the State Architect
Takeyuki Katow - 24 years .....	Office of the State Architect
R. S. Christopher - 16 years .....	Fleet Administration
Kermit Myers - 13 years .....	Procurement
Alvin Hatton - 23 years .....	Procurement
Elsie Dasher - 17 years .....	Procurement
Teresa M. St. John - 7 years .....	Management Services Office
Gladys T. Stewart - 7 years .....	Buildings & Grounds
A. F. Silva - 17 years .....	Buildings & Grounds
Rolland T. Dorsey - 22 years .....	Buildings & Grounds
W. Redmond - 22 years .....	Buildings & Grounds
G. R. Breneman - 18 years .....	Buildings & Grounds
Robert Oakes - 13 years .....	Buildings & Grounds
Betty F. Calloway - 12 years .....	Buildings & Grounds
Vel E. Burt - 26 years .....	Buildings & Grounds
Michael G. Seeboth - 29 years .....	Buildings & Grounds
D. Perkins - 17 years .....	State Police
G. P. Miller - 17 years .....	State Police
M. Knoll - 15 years .....	State Police
Paul L. Kiblinger - 13 years .....	Office Services
Robert Macey - 34 years .....	Office Services
Rex Waite - 14 years .....	Buildings & Grounds
Jack W. Myers - 16 years .....	Buildings & Grounds
Mirian L. Maycone - 8 years .....	Buildings & Grounds
Phyllis C. Vance - 10 years .....	Management Services Office
Harry H. Takahashi - 26 years .....	Office of the State Architect
Robert A. Martina - 33 years .....	Office of the State Architect
W. Kinch, Jr. - 7 years .....	State Police
Robert L. Arline - 22 years .....	Buildings & Grounds
John Peters - 19 years .....	Building & Grounds



Captain Dennis Williams, Commander Los Angeles District State Police, received the Gold Seal Award presented by the California National Guard. The award is given to employees who demonstrate extreme support and understanding to their employees who are members of the Guard (pictured left to right, Lt. Frank Walterschied, State Police and member of the National Guard, Captain Williams and California State Police Region III, Commander Lon Richards).

## ON THE COVER

As the last major project in the completion of the Capitol Restoration, four pieces of statuary were placed on the Capitol colonnades. One statue depicting two women, the U.S. emblem and eagle, symbolizing the rejoining of the Union following the Civil War, decorates the south portico (inset, cover photo).

The 10th Street portico features two statues titled "Indian Warrior Being Attacked by a Bear" and "Indian Woman Being Attacked by a Buffalo" symbolizing "the dying way of primitive life in California."

The north portico is adorned by the fourth sculpture portraying two women with the State seal and eagle representing the union of the State with the federal government (cover photo).

These statues are reproductions of statuary which originally adorned the Capitol in 1874. They were subsequently removed in 1948 when the Capitol annex was constructed.

The originals were created by sculptor Pietro Mezzarra and the reproductions were fashioned by San Francisco sculptor Spero Anargyros who relied on old photographs to guide him.



During this year's summer youth employment program, 72 students were hired by the Department of General Services. Each youth-employee attended a pre- and post-orientation presented by Rosamond Bolden, Chief of Buildings and Grounds; Charles Adams, Program Coordinator; and Lester Riggins, Deputy Director (seated at the head table).

## Deferred Compensation

According to John Peterson, Coordinator, Deferred Compensation Program the following rates were earned during the months of August and September:

Great Western Savings and Loan .....	14.375%
California Western States Life Insurance .....	13.5%
Nationwide Life Insurance .....	10.05%



This year, forty-six candidates representing twelve divisions were nominated for the 20 Sustained Superior Accomplishment Awards authorized for this department by the Merit Award Board. All of the candidates nominated represented the highest standards of performance and excellence on the job.

The Departmental Review Committee, which consists of one appointed member from each division who nominates a candidate, performed the difficult task of choosing the top twenty awardees.

This year's winners were presented a check for \$150 and certificate by Director David E. Janssen in a ceremony that took place on Thursday, July 8, 1982. A coffee and donut reception followed the awards ceremony.

"Those employees chosen to receive this award are truly deserving of the honor," stated David Janssen. They have performed at a consistently superior level and have set an example of service, concern and commitment to excellence!"



**PATRICIA GEE, KEY DATA OPERATOR, MANAGEMENT SERVICES DIVISION.** All Key Data Operators are expected to maintain 100% of the keystroke standard and the machine time standard. During the past several months Patricia has exceeded the standard by 30-35%. She has proven to be a very dependable employee. With the exception of scheduled vacations, she has been absent only three times during the past two years. She has never been tardy since she has been a General Services employee and she is always willing and eager to work whatever amount of overtime is needed to assist the unit in meeting the workload, even in excess of its normal capacity. Patricia is a cooperative, enthusiastic and conscientious employee whose performance and work habits surpass the average Key Data Operator.



**IRENE HULBERT, JANITOR SUPERVISOR II, BUILDINGS AND GROUNDS DIVISION.** The Industrial Relations building in San Francisco and Irene Hulbert to hand-in-hand. In October of 1979, Irene took on a new crew, a new building and a new boss. Irene, the Janitor Supervisor in that building, was assigned a crew of 12 new janitors. She trained them, and taught them proper methods of stripping, waxing, restroom maintenance, and good tenant relations.

The San Francisco State Building was the first to go on the new day, 6:00 a.m. until 2:30 p.m. operation. She handled this change with the highest of professionalism. Her clients are very happy with her work. They call it the cleanest building they have ever worked in. Her crew has an outstanding attendance record and that is very important when providing janitorial services.



**JAMES JORDAN, STATIONARY ENGINEER SUPERVISOR, BUILDINGS AND GROUNDS DIVISION.** In addition to his regular duties as a Stationary Engineer Supervisor, James Jordan has been voluntarily conducting classes each Saturday for over one year. Shortly after he became supervisor, he noticed that some of the engineers were not experienced enough to do all the tasks that were assigned to them. Some of the employees knew heating, but were not experienced in air conditioning, and vice versa. So Jim voluntarily started conducting classes on the weekends for those employees that wanted to improve their knowledge of engineering. He has never asked for time off or pay for this service. An average of 13 employees attend his classes every Saturday.



**GLADYS ALDRICH, OFFICE ASSISTANT II, OFFICE OF LOCAL ASSISTANCE.** Many consider Gladys the “hub of the wheel” of all clerical procedures, policies and activities within the administrative unit of the Office of Local Assistance. She consistently accepts responsibility beyond what would normally be required. Quite often she is called upon to assist in compiling information, other than routine, for special reports regarding the personnel and hearing aspects of the Division. She has suggested many intra-office policy changes for processing and handling paperwork for easy and efficient accessibility to all office personnel. These suggestions have proven to be outstanding in savings of time and effort, have been far beyond expectation, and their implementation has resulted in a more effective operation of the administrative unit.

**REIKO YAMAMOTO, SECRETARY, CAPITOL RESTORATION PROJECT.** When the Capitol Restoration Project first started, two support staff positions were established based upon projected workload. Reiko, however, has single handedly managed the workload. She has had to deal with an extraordinary mix of people, ranging from legislators to irate citizens. She has done so with consistent good humor. This same good humor and her positive attitude toward her work and fellow employees, has made the morale of the office outstanding.

She keeps her work current and is willing to do whatever is necessary to meet the deadlines that have been essential to the successful completion of the Capitol Restoration.

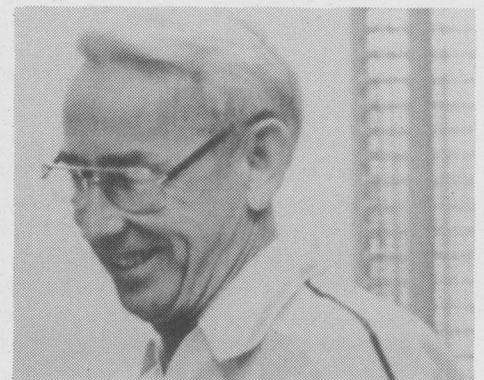
Her knowledge and skills are an essential element in the operation of the project office. Her knowledge of construction and contracts goes far beyond what one might expect of a Senior Stenographer.



**RONALD OKIMURA, ASSOCIATE SPACE PLANNER, SPACE MANAGEMENT DIVISION.** Ron is assigned to the East Bay territory, an area notorious for outdated, noncomplying office space in which a facilities planner is tested to the utmost. Despite this, his performance demonstrates his ability to do top level work expeditiously in an accurate, well-organized, neat and effective manner. He is expert in the newly important fields of accessibility to the handicapped and energy conservation. He is noted for his ability to obtain cooperation from difficult agencies by logical presentation without lowering his standards and without losing his sense of humor. He epitomizes the “self-starter,” performing his exceptional work with a minimum of supervision. He is creative in his thinking, able to find and analyze all alternatives and to select the appropriate solution to the problem at hand. His relationships with others is exceptional; he always makes time to effectively advise and help others. In a division where the stated policy is “no one is perfect,” his Performance Appraisal Summaries have been as near perfect as is allowed.

**LLOYD CLAIBORNE, CARPENTER SUPERVISOR, BUILDINGS AND GROUNDS DIVISION.** On Christmas morning 1981, at 12:30 a.m., someone threw a fire extinguisher through the window of a State building. Lloyd Claiborne was there to repair the damage. This is just one of the many times Lloyd has been involved in an emergency situation. He is always dependable and reliable. He has worked for Buildings and Grounds for the past 10 years. He directs 3 carpenters and 12 maintenancepersons. He was directly responsible for assembling all platforms for the Gala Week at the opening of the restored Capitol as well as numerous other jobs.

Juggling his daily maintenance schedule with unscheduled calls, he was still able to find time to design and construct shelving for the Governor’s Office Library and for several legislators. He was a charter member in establishing the Buildings and Grounds apprentice program and currently serves as Secretary.





**KAZUKO TANAKA, WORD PROCESSING TECHNICIAN, OFFICE OF PROCUREMENT.** An employee of the Office of Procurement since 1971, Kazuko has had superior performance appraisal reports for six consecutive years working under three different supervisors. During her tenure with the Office of Procurement, she has accumulated a wealth of knowledge concerning the bid and contract material produced in the division. Her expertise is not restricted to clerical functions, but also extends into the professional nature of the work being performed. As a result, she is often able to help new buyers get "oriented" to the procurement system and is frequently able to spot problems inherent in new procedures and foresees what will be needed to make them work. She produces vast quantities of accurate work, remains adaptable, and is always capable and cooperative when rush jobs need to be done. She is easy to get along with and her pleasant personality is central to the morale of her unit.

**JEANNIE CARNSO, OFFICE ASSISTANT II, CALIFORNIA STATE POLICE.** A loyal and dedicated member of the Headquarters secretarial staff of the State Police since 1971, Jeannie has attained an unparalleled amount of expertise in all phases of the administrative functions. In addition to her regular work, and because of her expertise, she has frequently been entrusted with the responsibility for providing initial training and guidance to new employees. Her main responsibilities of handling personnel transactions, delegated testing, and payroll matters, although mostly self-taught, have repeatedly earned laudatory remarks. She has recommended and initiated several procedures that have provided a more efficient and effective operation. She voluntarily foregoes breaks, and has either missed lunches or shortened them to ensure business as usual in the office when the press of business or shortage of personnel has dictated.



**LYNN CATANIA, RETURN TO WORK COORDINATOR, ADMINISTRATIVE SERVICES DIVISION.** As the Department's Return-to-Work Coordinator, Lynn Catania created a viable, effective program from one which was virtually inactive. Her effort in this area has helped decrease the number of work days lost to industrial injury in the Department by 899 during Fiscal Year 1979/80. This trend continued into 1981 also.

Lynn has established regular communications with all of the Department of General Services' Divisions, disseminating safety and return-to-work information. This had never been done before. Her informational reports have made the divisions aware that provisions exist for temporary reassignment of an injured employee. Through "light duty" assignments, injured employees may be capable of continuing to work either in their own or another division.

She has established goals for the divisions to reach in terms of reducing the number of industrial accidents and has showed them how to achieve their goal.



**JOHN BATES, STATIONARY ENGINEER I, BUILDING AND GROUNDS DIVISION.** A General Services employee since May 1963, John Bates has always been loyal, enthusiastic, creative and ambitious. As a Stationary Engineer, he works in a complex that has three buildings. In this capacity, he must troubleshoot, provide remedial and preventative maintenance, as well as be a liaison person with the tenants as a representative of Buildings and Grounds. His expertise in heating, cooling and electrical systems has been invaluable. He has saved the State many thousands of dollars by identifying improper or faulty installations and workmanship by contractors.





**JERRY W. BURCHFIELD, CONSTRUCTION SUPERVISOR II, OFFICE OF THE STATE ARCHITECT.** As a field supervisor, Jerry Burchfield has had a wide variety of assignments. In May 1979, he took over an ongoing \$9,000,000 Library Project at California State Polytechnic University. At the same time, he was assigned as supervisor to a very complicated \$4,000,000 project — Remodel Sewage Plant at California Men's Colony. He spent many extra hours of his own time becoming acquainted with both projects. He has always earned the respect of the contractors constructing the projects and the agencies for which the work is being done because of his knowledge of the projects and his fair, but timely decisions.

Before completion of the Sewer Plant in March 1981, he was needed as supervisor on the \$10,000,000 Fire and Life Safety and Environmental project at Porterville State Hospital. He took over the project at a very critical time; there were numerous unresolved change orders and new change orders required by field conditions. He worked long hours on a sustained basis getting all the loose ends and change orders resolved. When assigned to Porterville, he was forced to move from his family dream home on Morro Bay and he will probably move on to the Tehachapi Prison project in a few months. Jerry's first consideration has always been: "Is it best for the State." He has always put all other considerations aside and performed diligently the work to be done.

**GEORGE S. PITZER, JR., LITHOGRAPHIC PLATEMAKER, OFFICE OF STATE PRINTING.** According to his supervisor, there are two phrases which best describe George Pitzer — they are "Action" and "A do'er." George started at OSP some 25 years ago as a PTA in the bindery and through competitive exams he worked himself up to the position of Journeyperson Platemaker. He is the kind of employee when the chips are down he's always there ready to help, the one who always gives that extra effort.

His production record on the pyrofax camera plate process proves that record. During the peak of the Legislative session, when deadlines are critical, he consistently produces at 120% of what is expected and he does it with a positive attitude. He is always dependable — you can count on one hand the number of days of sick leave he has taken in the past two years. He is reliable. When there is something to be done he does it without being told. He possesses all the knowledge and skill needed for his job and he passes it on to the apprentices who have the opportunity to train under him. He respects his fellow employees and they in turn respect him. His supervisors tell him that when he retires they will need two employees to fill his shoes.



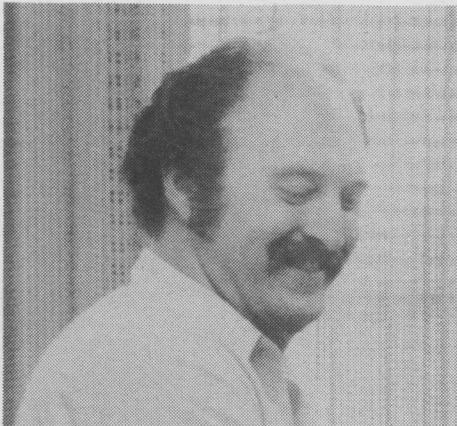
**WILLIAM E. NICHOLS, ELECTRICAL INSPECTOR II, OFFICE OF THE STATE ARCHITECT.** As the OSA electrical specialist, Bill Nichols gives technical assistance and expert inspection on construction projects. He works out of Area 1 in Oakland which ranges from the Oregon border, south to Soledad, encompassing the coastal area. This large area puts Bill on the road constantly, with many nights away from home.

Bill is recognized for his contributions that constitute that "little extra." That "little extra" has become Bill's trademark. At a State hospital, which experienced a power problem, Bill worked weekends from well before daylight to as late as it took to complete the job. He has revised his vacations and has been there when he was sick enough to be in bed because he said, "Lives might be at stake if something goes wrong."

Bill's duties take him into hospitals and prisons where life safety is dependent on utility and emergency power. Failure of existing complex equipment has brought requests for consultation with Bill to use his expertise. Bill has volunteered extra hours to chase down out-of-business manufacturers and contacted engineers at their homes after working hours to get needed information. To keep current and abreast of his profession, Bill has attended several classes and seminars, offering to pay his own way and to take vacation if necessary to get the training.

**BRENDA J. FONG, OFFICE ASSISTANT II, SPACE MANAGEMENT DIVISION.** As a member of the Southern California professional team, Brenda independently organizes her work and establishes priorities to meet the demands of nine leasing/planning team members, as well as the Manager of the Unit. She works under great time pressures. She, however, accomplishes the work commitments and meets the critical deadlines demanded of the work. She always takes pride in her work and is constantly looking for ways to improve herself. She has attended classes at the Personnel Development Center to improve her secretarial skills and has taken some classes related to the work of the professional members of the team.

She also performs the duties of "back up" in another section and assists in training new clerical staff. By answering some of the non-technical and job related questions asked over the phone, she relieves the team members of numerous calls and allows them to accomplish their work in a more timely manner.



**RICHARD W. FLOYD, ASSOCIATE PROGRAMMER ANALYST, MANAGEMENT SERVICES DIVISION.** During the past two years, Richard has been responsible for managing all data processing systems supporting the Division of Fleet Administration. When he was assigned this project there were four major data processing systems. In a very short period of time Richard was able to correct all the outstanding problems Fleet was having with the system and he provided the valuable training to Fleet staff to insure the continued success of the project. He designed, developed and implemented two additional systems for the division that are of great value both for management purposes and cost savings. He designed a system for the production, maintenance and documentation of the land index. With his revised system, a change in the degree of ownership now necessitates only 12 entries where as before it required 300 key entries.

Through his personal dedication, initiative and enthusiasm, he has earned an excellent reputation with his clients and other staff members.

**LEW O. COCHNEUER, SENIOR TELECOMMUNICATIONS TECHNICIAN, COMMUNICATIONS DIVISION.** The maintenance, installation and modification work on all communications equipment at the CHP's Los Angeles Center, Mount Lee, and several other Los Angeles area locations is the primary responsibility of Lew Cochneuer. Although the CHP is his biggest customer, he is also responsible for the Department of Transportation, State Police and CDC equipment.

The communication system at the CHP Center requires the presence of a technician whenever maintenance or adjustments are made. Because of this, Lew has spent innumerable hours on the weekend and overnight marathon sessions, freely giving of his own time.

Lew has maintained an excellent working relationship with all of his customers, especially the CHP who has recognized his efforts with a special citation. Thanks to Lew, the CHP today has a communication system in the Los Angeles area that is far superior to anything they have had in the past or than exists anywhere else in the State.



**CHUCK CLARK, ASSOCIATE SPACE PLANNER, SPACE MANAGEMENT DIVISION.** Over a period of several years, Chuck Clark has consistently exerted personal effort on his assignments over and above that normally expected for his classification. During the past two years, Chuck, in addition to his normal workload, developed a uniform system of review, approval and reporting of carpet standards which greatly simplified the existing procedures. The new system sharply reduced the necessary review time, provided continuity and continues to save substantial staff time. Chuck was also instrumental in development of a yearly contract for purchase of acoustical screens which greatly reduced the cost to the State, both in terms of staff time and actual purchase price.

Chuck was also involved in the development of preliminary layouts and tenant improvement allowances in conjunction with the new State building, Site 1D. This project is the first major office building in the current construction program to be constructed through a lease/purchase arrangement with a private developer. He developed the layouts and tenant allowances in an extremely short timeframe and successfully coordinated these into the final bid package, with no real precedent or guidelines to follow.



**WILLIAM JOURNAGAN, LITHO PRESS OPERATOR, OFFICE OF STATE PRINTING.** Having worked for the State since 1960, Bill has consistently remained a top producer. His main assignment has been to operate the Miller 2-color machine that is used for all top quality on covers, maps and direct mailers. Approximately 70% of the work produced on this press is multi-color, close register printing of the most critical nature. During the past two years, Bill has produced approximately 500 jobs with these requirements with minimal spoilage. This record cannot be matched by any other operator on any press, even though the degree of difficulty is significantly less on all other presses.

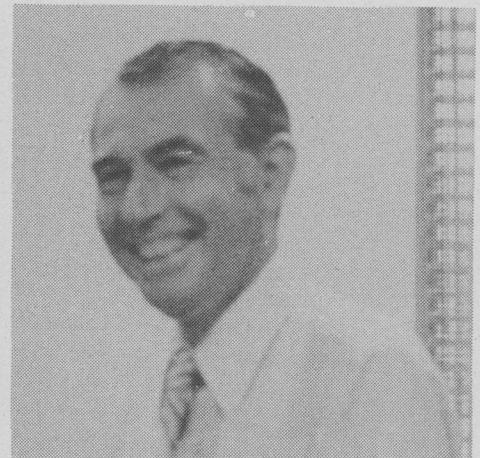
Bill's dedication and skill are ever present as he goes through his daily problem solving techniques with the variables associated with the printing industry. It's not uncommon for Bill to come in Monday morning to discuss a thought he had over the weekend relating to a particular situation encountered at work.

Bill's efforts have also raised the productivity level of his press which recently enabled the Printing Plant to reduce the hourly rate. This is even more significant in an era when all we see are escalating costs.

**RICHARD H. BAXTER, ASSOCIATE GOVERNMENTAL PROGRAM ANALYST, FLEET ADMINISTRATION.** According to Jim Morgan, Chief of Fleet Administration, the name Dick Baxter is widely recognized as synonymous with budgetary and financial expertise. When Dick came to the division, his role was to be the financial expert for a major interagency motor pool as well as to monitor the financial status of the seven elements of the Division.

After putting together the budget for that fiscal year, Dick identified all the cost and income categories of the Division and established an improved accounting system. He then reviewed all the many and varied services which are billed to customer agencies and established rates in a formula that recovered all costs.

Many State agencies, as well as other governmental entities, have come to recognize Dick as an "expert" in cost accounting for a major fleet, and they have sought his advice. He is one who shares his knowledge and many agencies have benefited from his expertise and positive attitude.



# Thor's Corner

by Thor Barrows, Departmental Training Officer

## Course Schedule 4th Quarter 1982

For more information, contact your training coordinator or the Training Office at 322-6058, ATSS 492-6058.

### OCTOBER 1982

- October 18, 19, 20, & 21 ..... Civil Service Exam Workshop
- October 21 ..... Completed Staff Work
- October 25, 26, 27, 28, & 29 (S.F.) ..... First Line Supervisors Workshop
- October 22 & 25 ..... Management Briefings
- October 26 (a.m.) ..... New Employees Orientation
- October 19 & 20 ..... Planning & Appraising Employee Performance

### November 1982

- November 22 & 23 ..... Affirmative Action
- November 29 ..... CPR
- November 15, 16, 17, & 18 ..... Civil Service Exam Workshop
- November 8 & 9 ..... Conflict Management
- November 18 ..... First Aid
- November 2, 3, 9, & 10 ..... Grammar and Punctuation for Secretaries
- November 17 ..... New Employees Orientation
- November 1, 2, 3, 4, & 5 ..... New Supervisors Workshop
- November 29 ..... Your Telephone Personality
- November 30 ..... Your Telephone Personality

### December 1982

- December 8 ..... CPR
- December 13 & 14 (L.A.) ..... Civil Service Exam Workshop
- December 9 & 10 ..... Employee Discipline
- December 6, 7, 8, 9, & 10 (L.A.) ..... First Line Supervisors Workshop
- December 28 & 29 ..... Managing Communications Thru Assertion
- December 16 & 17 ..... Managing & Surviving Organizational Stress
- December 15 (a.m.) ..... New Employees Orientation
- December 6 & 7 ..... Planning & Appraising Employee Performance



Darrel Haynes, Supervising Land Agent, Real Estate Services received a certificate of commendation for his leadership and management efforts which resulted in setting a record during FY 1979-80 in terms of total dollar value of park properties acquired and the number of transactions consummated. Ed Miller, Chief RES, (left) David Janssen & Lester Riggins participated in the presentation (photo by John Whelan, RES).

## WHAT IS AFFIRMATIVE ACTION?

by Olive Johnson

Affirmative action is the means to achieving equal employment opportunity. Such a program of action might emphasize employment system changes or support programs to increase and enhance the employment of underrepresented groups.

### Equal Employment Opportunity

Equal employment opportunity is the goal of the affirmative action program. Individuals should have equal opportunity and access to employment. One should not be excluded from participation in any employment process, advancement, or benefits of employment because of their race, color, religion, sex, national origin, age, disability, sexual orientation, or other factor which cannot lawfully be supported as the basis for employment actions.

Employees enter into an organization through an employer's employment or personnel system. They are also paid and promoted through this same system. It is this system, then, that is the target of efforts to achieve equal employment opportunity. While employment practices are designed to be fair and accurate, these practices do not consistently rest on job-related criteria and, in effect, may serve to deny certain groups access to employment.

### Affirmative Action

Affirmative action refers to those specific steps that are taken to achieve equal employment opportunity and to eliminate the present effects of past discrimination. One such effect is often the underrepresentation of minorities, women or disabled persons in the total labor force and/or in certain classifications or job categories. Affirmative actions include changing the employment system as well as taking additional efforts to encourage and support the employment and advancement of underrepresented group members.

*Excerpts from the State of California, Affirmative Action Manual.*

If you have any questions contact: Olive Johnson, Equal Employment Opportunity Officer, (916) 322-5990, ATSS: 492-5990, TDD: 324-0940.