

EMERGENCY

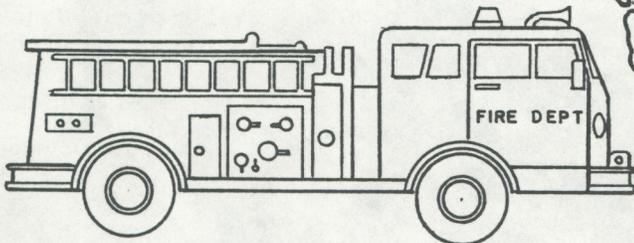
9-1-1



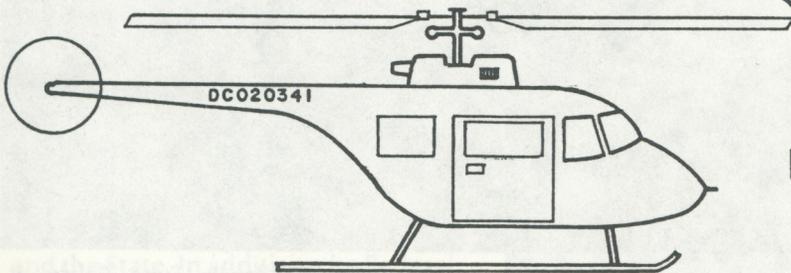
POLICE



AMBULANCE

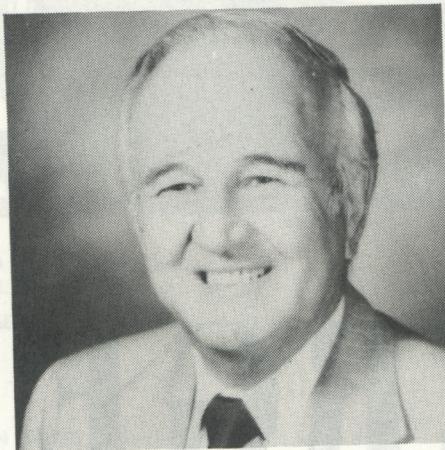


FIRE



RESCUE

Letter from the Director



As reported in a previous issue of *OUTLOOK*, the Department appointed a Task Force to take an in-depth look at how this Department could improve its image with client agencies. The Task Force completed the assignment and the following is an excerpt from their report: "Our conclusion is that the Department can improve both its image and the service it provides by focusing on three issues:

1. Emphasizing service, not control.
2. Promoting courtesy.
3. Establishing or promoting lateral communications between our Department and other departments and agencies.

The report contains recommendations for a four tiered program (executive office, office chief, supervisor and operations level personnel). It is the view of the Task Force that if these program elements are successful, the improved image we seek will be a byproduct of the process." I concur with the report that our department should take a special interest in improving our image. My personal thanks to the members of the Client Relations Task Force, Allan Tolman, John Babich, Rosamond Bolden, Brent Korff, and Casey Randall. We will keep you advised of future developments in this ongoing program. I urge you to continue to look for methods and procedures that will contribute to overall efficiency and promote a positive environment in which to provide our services.

Administrative Assistant Named

On January 13, 1986, Curt Sanders was appointed as Administrative Assistant to Joe G. Sandoval, Chief, California State Police. To assume this position, Sanders retired from the Los Angeles Police Department, after 22 years of service.

Sanders began his law enforcement career with L.A.P.D. in 1964 and served in various patrol and administrative assignments until 1972, when he was promoted to Sergeant.

In 1974 he was assigned to the L.A.P.D.'s Police Academy as Officer In Charge of a unit that developed

and presented seminars for Lieutenants and Captains.

In 1976, he was assigned as Officer In Charge of an administrative unit at L.A.P.D.'s headquarters, where he supervised deployment of uniformed and detective personnel, budgetary and legislative analysis and development of new procedures and programs for field and detective personnel. In 1984, Sanders was assigned to Internal Affairs Division where he investigated complaints of misconduct by police officers.

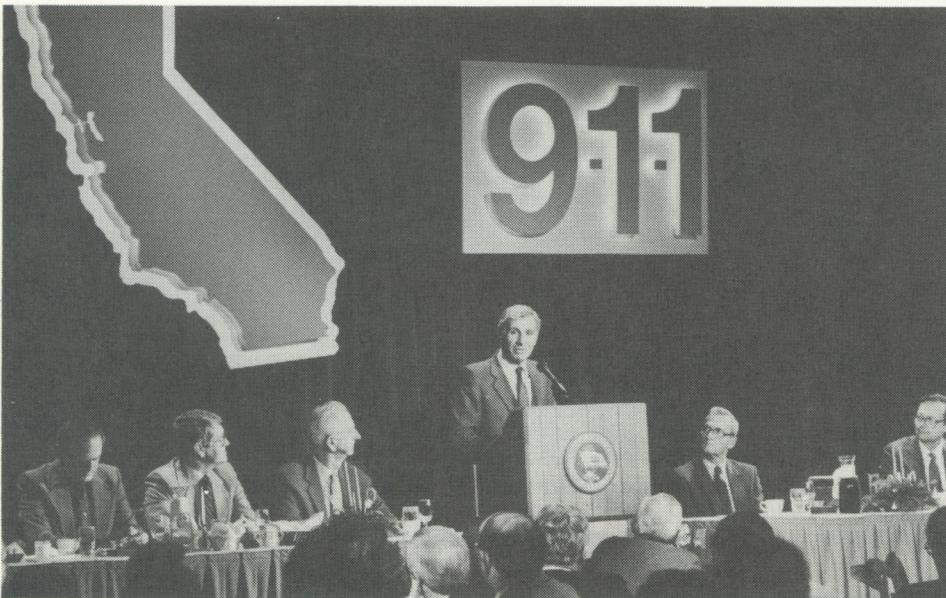
Sanders attended Pepperdine University and received his bachelor's degree in Public Management in 1972. He continued his education and received his master's degree in public administration in 1975 from the University of Southern California. To earn these degrees, he attended night school for 15 years.

In addition to his work with L.A.P.D., for the last four years, he taught English as a Second Language for the Los Angeles Unified School District's Adult School.

Sanders has recently relocated his family to the Sacramento area, after spending the last 18 years in Canyon Country, a suburb north of the San Fernando Valley, near Magic Mountain.



Curt Sanders, Administrative Assistant to the Chief, California State Police, is congratulated by Tony Anthony, Director, Department of General Services, after being sworn in by the Director.



California's Governor, George Deukmejian, addresses a Statewide luncheon (six individual luncheons held simultaneously throughout the State inter-connected with video teleconferencing) praising the accomplishments of establishing the State's Emergency Telephone Number 9-1-1.

9-1-1

California, the most populated and complex State in the nation, now has just one emergency telephone number, 9-1-1. The last cable pair was punched down in early December, 1985, and final testing completed the Statewide 9-1-1 program.

California's 9-1-1 program was started in 1972 when Assemblyman Charles Warren introduced legislation that would require all public safety agencies be accessed by the caller dialing a single emergency telephone number. This legislation signed by then Governor Ronald Reagan, became law in March of 1973, and required that the program be operational by December 31, 1985.

When California started the 9-1-1 Program in March of 1973, the State had four operating systems serving a population of approximately 115,000. With the completion of the program, there are now an estimated 1077 primary and secondary Public Safety Answering Points (PSAPs) serving a population of 25.8 million.

A program of this magnitude was one of the most ambitious, complex, and comprehensive ever attempted. In order to achieve this accomplishment, it required the cooperation and dedication of 437 cities, 58 counties, 28 telephone companies, and the State. In addition, the Federal Government joined the program where their emergency services were

involved (Military bases, Coast Guard, National park services, etc.).

The program is administered by the Telecommunications Division, Department of General Services, with the primary objective to provide every California citizen including persons that speak a language other than English and the hearing impaired, with the most efficient and up-to-date means of obtaining emergency services.

Foreign languages presently supported are Spanish, Vietnamese, and Cantonese. The procedure for adding a foreign language to the service is as follows: If an excessive number of calls are received in a specific foreign language not under contract, then the next step would be to determine if that particular group constitutes five percent of the general population of the given area in which the calls are made. If so, measures are

taken to deal with the problem in accordance with existing law. The TDD, or Telecommunications Device for the Deaf, works much like a typewriter. When the PSAP answers a call that is generated by the TDD, a distinct bleeping sound is heard. The PSAP then connects the TDD to the Translation/TDD center through the conference call capability.

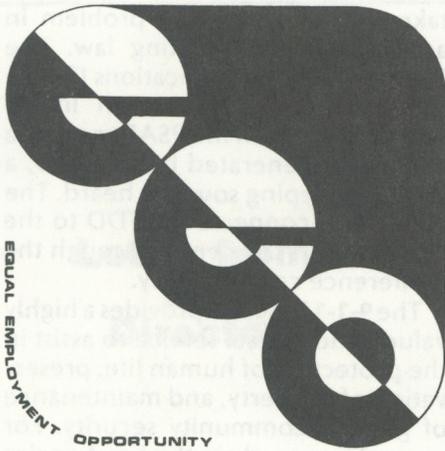
The 9-1-1 Program provides a highly valued and critical service to assist in the protection of human life, preservation of property, and maintenance of general community security. For example, recently in the Los Angeles area a six-year old boy, too young and too panic-stricken to remember his own address, was able to save his drowning mother from certain death. After pulling her from a swimming pool, he dialed 9-1-1 and within minutes an emergency medical team was at the scene. In July of last year, in Sacramento, an 18-month old toddler who was submerged in a backyard pool was rescued from drowning when his frantic mother resuscitated him as she was coached over the telephone by a 9-1-1 dispatcher in CPR procedures. These are just a couple of the crisis which have been averted since implementation of the 9-1-1 Program.

While the 9-1-1 Program was being implemented, an enhanced program (E 9-1-1) was being developed simultaneously. Due to technological limitations, the State was able to take advantage of E-9-1-1 only in those areas where the telephone companies had the properly equipped central offices. As a result, 20 of the State's 58 counties employ E-9-1-1 (approximately 87 percent of the State's population), while the remaining 38 counties have basic 9-1-1. The State presently is engaged in a second

(Continued on page 11)



9-1-1 staff, Division of Telecommunications



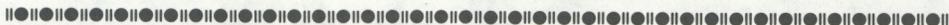
Affirmative Action Needs Volunteers

The Affirmative Action Advisory Committee (AAAC) meets the first Wednesday of each month from 10:00 a.m. until noon. The Department of General Services is recruiting in Sacramento for new members. This is an opportunity to present your issues and concerns for Equal Employment Opportunity and to develop Affirmative Action goals and objectives. Your selection to the AAAC will require that you attain knowledge and understanding of AA programs and commit your time to attending meetings and assigned projects for approximately 2 to 6 hours per month.

The AAAC serves both management and employees by recommending various courses of action necessary to achieve goals and objectives of Affirmative Action.

The AAAC is open to all who are interested in furthering Equal Employment Opportunities and Affirmative Action.

If you have any questions regarding the AAAC or are interested in volunteering your services on this committee please contact Aubry Holloway, President of AAAC at 445-1150 or the EEO Office at 324-7108, TDD 324-0940.



ON THE COVER . . . David Chin of the Telecommunications Division, designed the cover featured on this issue. David also recently won an award for designing the Department Logo that appears on this issue.

If you would like to submit any ideas for the *OUTLOOK*, contact Joel Willis at 324-6462 or ATSS 454-6462.



1986 officers of the Women's Program Advisory Committee from left to right: Carmen Ortiz, Information Officer; Rosa Nishimura, Treasurer; Joyce Cortez, Affirmative Action Committee Delegate; Becky Roller, Past President; Marianne Arenas, President; Shirley Oglethorpe, Vice President; and Jeannine Gendar, Secretary.

Message from the President of the Woman's Program

I have been on the Woman's Program Advisory Committee for five years and have had the pleasure of seeing the group grow in its philosophy and interests. Each month the Woman's Program sponsors programs of interest to woman in DGS. Topics of interest are subjects such as training and development, bridging classes, networking, stress, employee assistance program, lateral transfers,

interviewing techniques, woman role models and self defense/rape prevention training. The advisory group to the Woman's Program promotes effective communications within the department regarding concerns of women such as equal employment opportunities and affirmative action. If you desire more information on the Woman's Program, please call Marianne Arenas, President, at 445-7529.

Kenneth Musial Retires

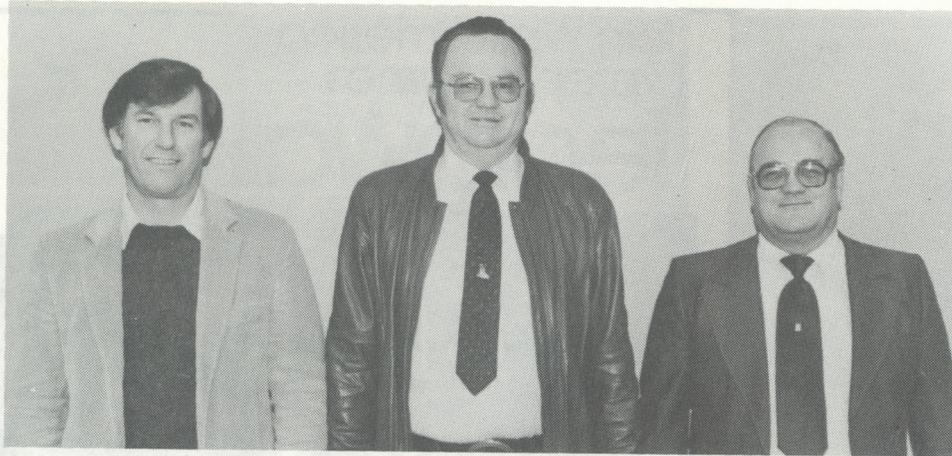
Kenneth Musial has retired after 33 years of state service. Ken began his career in 1952 as an Intermediate Clerk and after working through various levels of civil service retired as a Construction Office Manager I with the Office of the State Architect. Among Ken's accomplishments during his career was the development of a single document bid proposal/contract for projects up to \$25,000. This document reduces the time between bidding and award of a project. Ken's post-retirement plans include traveling, photography, working in his yard and church activities. One of his hobbies is decorating wedding cakes for close friends and relatives.



Stuart Owyang

STUART OWYANG In Memoriam

Stuart Owyang of the Office of Management Technology and Planning passed away on January 20th after a short illness. He was 43 years old. Stuart was a sensitive, understanding person who was well liked both inside and outside the Department. He gave total support to all of his staff and encouraged all to achieve more than they thought they could do. He touched the lives of many and will be remembered by us all.



Left to Right: Hunt Warner, Fred Haynes, and Myron Curtis.

EMPLOYEE FOOD DRIVE

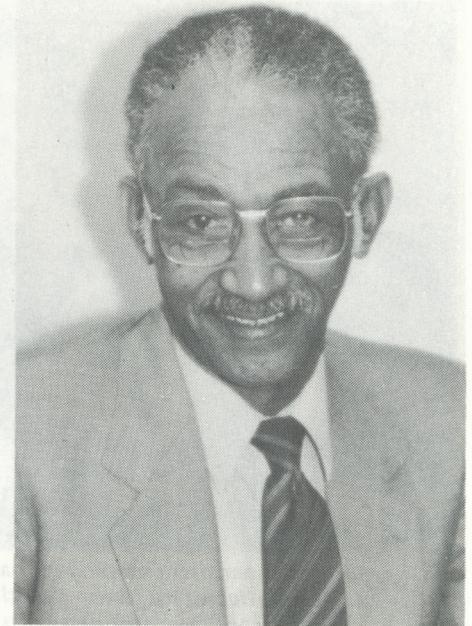
1985 was a record year for the annual food drive. California state employees pulled together and donated 69 tons of food and contributed \$34,692 cash. The cash is used to purchase perishables just prior to distribution of the food. The combined total of perishables and other foods equaled 112.4 tons, a record. The donated food is distributed by five organizations in the Sacramento area. The organizations are Operation Santa Claus, Food Locker Coalition, St. Vincent De Paul, Guadalupe Center and Women's Civic Improvement Center.

The annual food drive is coordinated by the Department of General Services. Myron Curtis, Office of Telecommunications and Hunt Warner, Office of Management Technology and Planning, did an

outstanding job in handling the 1985 drive. It is impossible to list all of the volunteers who make the food drive so successful, but according to Myron, "This past year all who participated in the drive deserve the highest possible award. They have all, donors and workers alike, performed the highest possible service, they have fed the needy, they have shared from their bounty, and have once more shown that they are the greatest resource that any community, state or country can have. They are our friends, our neighbors and our fellow workers."

The food drive requires a lot of effort by a lot of people but those who operate between the recipients and the givers are very happy to give their time to such a worthy cause.

The Department of General Services thanks everyone for your unselfish consideration of others.



Leonard Grimes, Pillar Award Recipient for contributing over \$750 to the United Way.

1985 United Way Campaign

Report by Don Male

This year (1985) the Department set a target of \$67,000 and contributed \$63,946.74. In an effort to recognize the high achievers I came up with the following formula using three categories: (1) The offices with the most net new contributors; (2) The offices with the greatest percentage of participation (i.e. total office population divided into total contributors); and (3) Those with the greatest percentage of increase over last year's participation. I ranked the top five in each of those categories, assigning the leader five points down to one point for the fifth position. Using these three categories all offices were given a fair shake. Size did not necessarily indicate top performance. The following is the ranking:

1. Office of Support Services
2. Office of State Printing
3. Office of Real Estate Services
4. Office of Insurance & Risk Management
5. A tie between Office of Minority & Small Business and Office of Legal Services

I would like to thank all of you who contributed and a special thanks to the office coordinators for your efforts on behalf of the campaign.



Left to Right: Jay Hearnely, Jerry Burke, Lorraine Lema, Gerry Esker, and Tony Farinias receive Torch Awards for Contributions to the United Way; other Torch Award Recipients not pictured are: Lynn Catania, Bonnie Esker, Linda Shaefer, Sara Lehman, Fred Gustin, and Tony Anthony; Torch Awards are given for contributions between \$350 and \$749.

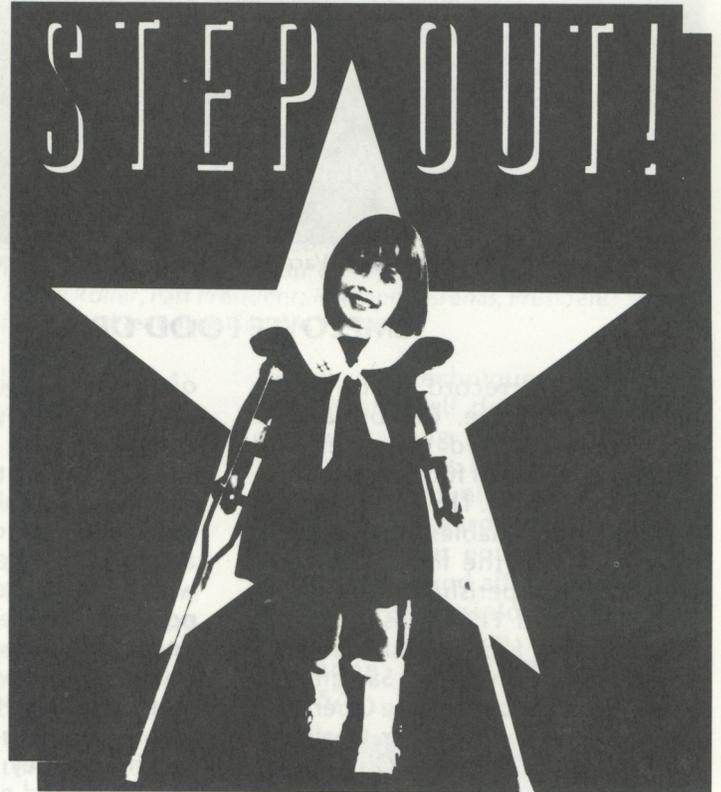


Three department employees have earned cash and certificates for Merit Award Suggestions, left to right front row: Donnette Orsi, Office of Support Services; Gene Albert, Office of Fleet Administration; Ted Boydston, Office of Fiscal Services; also pictured: W.J. Anthony, Director; Michael Kelley, Deputy Director; and Fred Gustin, Deputy Director.



The 40 foot white fir tree that graced the West lawn of the State Capitol during the Holiday Season was donated by George and Janet Visman of Placerville, California. Pictured from left to right: Mrs. Deukmejian, Governor Deukmejian, George Visman, and Mrs. Visman.

Join WalkAmerica. 
 March of Dimes
TeamWalk



The annual March of Dimes WalkAmerica will be held on Sunday April 27, 1986. Funds raised through the WalkAmerica effort are used to support research, medical services, public and professional education essential to the fight in birth defects prevention. For more information about forming a team or individual participation in this very worthwhile activity, contact Casey Randall, coordinator, for the Department of General Services, at 322-5990 or ATSS 492-5990.



The Sacramento Chapter of Building Owners and Managers Association (BOMA) installed officers for 1986. Pictured from left to right: Bill Dill, Director; Rosamond Bolden, Past President; Phillip Salamy, Office of Space Management; Patricia Lands, Secretary; Bud Fourness, Director; Kitty Bouquett, Director; Dennis Smith, Director; Laural Bell-Cahill, Vice-President; Gary Ravel, President; Nellie Beckner, Regional Vice-President. This organization has benefited the Department through its training programs and contacts with vendors who supply the office building industry.



Office of Building and Grounds, Region III.



Office of Building and Grounds, Region I.

Department of General Services, Office of Buildings and Grounds, held their Attendance Awards for 1985. The award ceremonies were attended by: W.J. Anthony, Director; Robert L. Wright, Deputy Director, Real Estate and Building Division; Rosamond Bolden, Chief, Office of Buildings and Grounds; Bill Dill, Assistant Chief, Office of Buildings and Grounds.



Office of Building and Grounds, Region II.



Office of Building and Grounds, Groundskeepers.



Office of Building and Grounds, downtown engineers.



Left to Right: Margarita Flores, Lane Richmond, and Delia Alferez.

BOARD OF CONTROL FIRST ANNUAL EMPLOYEE OF THE YEAR AWARD

Have you ever felt that after you receive your initial probation reports showing your exemplary work performance, that the sorely needed "pats on the back" are filed forever in life's never-gotten-to backlog of "thank you's", "job well done's" and "we sure do appreciate you's"?

This year, the 1985 Christmas Committee for the Board of Control brainstormed an idea to honor it's hard working, under-rated, what-in-the-world-would-we-do-without-'em Unit 4 clerical staff, by initiating the Board of Control first annual Unit 4 Employee of the Year Award. The Committee circulated ballots to its two sub-units (Victims of Violent Crimes Unit and Government Claims Unit) listing all Unit 4 employees. Everyone got a ballot and after the

votes were cast, based on conscientious work habits, ability to get along with co-workers, and outstanding work performance, the winners from each unit were announced at the annual Christmas luncheon on December 19, 1985. The two victors, Margarita (Margie) Flores from the Victims of Crimes Unit, and Delia Alferez from Government Claims Unit, were each presented with a beautiful plaque by Lane Richmond, our Executive Officer.

We wish to take this opportunity to congratulate Margie and Delia, and to let them know how much their efforts and outstanding job performance are sincerely appreciated. Thank you! Job well done! We appreciate you!

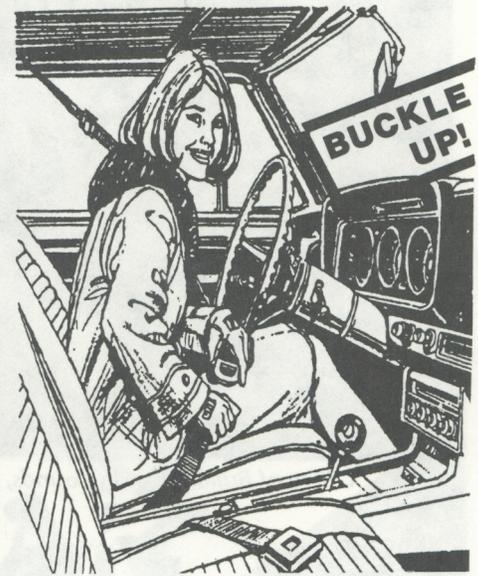
Board of Control Staff

DEPARTMENT OF GENERAL SERVICES TRAINING COURSE SCHEDULE

March — June 1986

- * **ADVANCED SUPERVISION** (8:00 a.m. - 4:00 p.m. each day)
 - Section 3: May 19, 20, 21, 22 & 23 (Los Angeles)
 - Section 4: June 16, 17, 18, 19 & 20 (San Francisco)
- * **AFFIRMATIVE ACTION** (8:00 a.m. - 4:00 p.m. each day)
 - Section 4: March 26 & 27 (San Francisco)
 - Section 5: April 9 & 10 (Los Angeles)
 - Section 6: May 19 & 20
- CAREER GOALS: A SKILLS ANALYSIS** (8:00 a.m. - 4:00 p.m. each day)
 - Section 8: April 14
 - Section 9: May 16
 - Section 10: May 22 (Los Angeles)
 - Section 11: May 23 (Los Angeles)
 - Section 12: June 10

(Continued on page 12)



Office of Fleet Administration

1986 State Vehicle Auction Sale Schedule

Tentative dates for the Office of Fleet Administration's State Vehicle Auction Sales are listed below. The public may inspect vehicles on the auction date from 8:00 a.m. to 10:00 a.m. The auction begins at 10:00 a.m. If you wish to add your name to the auction mailing list, please call (916) 445-7527, or if you are located in the Los Angeles area, you may call the Los Angeles State Garage at (213) 620-4450.

SACRAMENTO

| | |
|---------|--------------|
| March 8 | August 9 |
| April 5 | September 13 |
| May 3 | October 18 |
| June 7 | November 15 |
| July 12 | December 13 |

LOCATION: 19th and X Streets
(under Interstate 80
Freeway)

LOS ANGELES

| | |
|----------|--------------|
| March 15 | August 16 |
| April 12 | September 20 |
| May 10 | October 25 |
| June 14 | November 22 |
| July 19 | December 20 |

LOCATION: 122 South Hill Street
(Los Angeles State
Garage)



Left to Right: Alberto Perez, California State Police; Mark Blea, Sheriff's Department; Brenda Arreguy, California Youth Authority; Vivienne Ortega, California Department of Corrections; George Olinarez, California Highway Patrol and Albert Najera, Sacramento Police Department.

Law Enforcement Job Faire Held

On Saturday, December 7, 1985, the Latino Peace Officers Association and the Mexican American Correctional Assoc. sponsored a law enforcement job faire. The job faire was held at the Sacramento Concilio, at 1516 "C" Street in Sacramento.

Hispanic recruiters from different law enforcement agencies were present to assist in the event. Represented at the job faire were the California State Police, Sacramento Police Dept., the California Highway Patrol, the California Dept. of Corrections, the California Youth Authority, the Sacramento Sheriff's Dept.,

and the Sacramento County Probation Dept.

The job faire provided the opportunity for the community to meet informally with representatives of the various law enforcement agencies, as well as to learn about the many career choices available to them within the agencies. The job faire provided an opportunity for participants to obtain first hand information about law enforcement job requirements, duties, salaries, exams, selection process, benefits, advancement opportunities, working conditions, training and work assignments.

John Hansen
Deputy State Architect
Office of the State Architect

Now that the Franchise Tax Board has fully occupied the new facility at 9645 Butterfield Way and as we approach final acceptance of the total project (street work, mitigation measures etc.), we can reflect on the contributions of the many people involved in bringing this new building on line, on schedule. Two of your construction staff, **Jim Hollingshead** and **Gary Muenk**, must be mentioned as key players. They brought a very essential element to the team — expert and professional construction supervision.

On this lease/purchase project, their role was substantially different from what is normally required on a state-owned/state-built facility and

therefore was much more difficult. It is one thing to inspect construction with full authority to control the contractor's work and quite another to work through another office, the county, local and state fire authorities, etc. for enforcement. They were able to make the adjustment smoothly while still maintaining their professionalism and objectivity as inspectors representing the State's interests. Their knowledge of construction and their personal integrity is of the highest caliber.

Please express our sincere appreciation to both Jim and Gary for an excellent job — I am confident the State received a much better product through their personal efforts.

Patrick J. McKoy, Architect
Manager, Major Projects Unit
Office of Space Management

FEEDBACK

Mr. John Babich, Deputy Director
Department of General Services

I would like to express my appreciation for the expeditious manner in which our request for the Prime minicomputer was processed by your office.

I appreciate that the holiday period was a very busy one for your Department and that processing and approving this type of purchase could have been expected to take much longer.

The rapid implementation of this system is critical in order to meet mandated timeframes. The need for timely approval was urgent and we sincerely appreciate the efforts of **Bob Hoover, Lynn Morris**, and the rest of your staff.

Clare Berryhill, Director
Department of Food and Agriculture

• • •

Mr. Stim Suzuki
Chief, Office of Small and Minority
Business

Dear Stim:

On behalf of the Board of Trustees of the Mexican and American Foundation, it is my pleasure to inform you that you have been selected to receive the "Caballero de Distincion" Award for the month of January. We would like to present this award formally during the January 10 California Forum luncheon. The event is scheduled for 12:00 noon in the Presidio Room of the Town and Country Hotel, 500 Hotel Circle North, San Diego.

We realize this is small payment for your personal involvement in the minority business community. However, we feel that contributions such as yours should not go unnoticed. Your activities have been in the finest tradition of multicultural friendship and understanding. Your participation in the luncheon will help the Foundation to administer and support programs that are of paramount importance to those who reside along the international border.

Once again, thank you for your

(Continued on page 10)

Feedback . . .

(Continued from page 9)

contributions to the cause of intercultural understanding and cooperation.

Sinceramente,

Tony Valencia, President
Chief Executive Officer

• • •

Mr. Eugene D. Marquart
Insurance Officer
Office of Insurance and Risk
Management

Dear Mr. Marquart:

Frank Rizzardi has informed me of the meaningful participation of **John Bergen** of your staff in the recent workshop for our campus Environmental Health and Occupational Safety Officers. I am very appreciative for Mr. Bergen having taken time off from his busy schedule in order to discuss AB 2040, dealing with asbestos, its interpretation and potential impact on The California State University. As you may be aware, we have just completed a systemwide inventory of asbestos on our campuses and are in the process of insuring our compliance with the California and Federal codes. The information provided by Mr. Bergen will help insure our compliance with this piece of new legislation.

In closing, I might add that our campuses have always found Mr. Bergen responsive to their questions and need for direction on various problems and concerns.

Sincerely,

Caesar J. Naples
Vice Chancellor
Faculty and Staff Relations

• • •

P. K. Agarwal, Manager
Information and Education Services
Office of Management Technology &
Planning

Congratulations on the successful culmination of the effort to establish a State Microcomputer Store. While the store will not be in operation for a few months, the award of the contract to Businessland represents the clearing of a major hurdle. The fact that no protests were filed is testament to the fine work done by all of you at

California State Police Notes

Sergeant Willard Davis of the Central Coast Command Headquarters recently gave a class on Crime Prevention to a group of San Francisco Field Office Police Officers and Sergeants. The class was in preparation for a program in which SFFO patrol officers will assist office managers and other state personnel on their beats with crime prevention. The program is designed to get state employees more involved in protecting themselves and State property while getting the Officers more involved in knowing the people on their beats. The Officers will start contacting client agencies to provide more personalized service during the next few months.

• • •

Officers Keith Smith and Bernard McGuinness know that Fotomat tries to get your pictures out quickly, but when the San Francisco Field Office pair saw film and equipment flying out of a San Francisco Fotomat store in the dead of night, they knew more than fast service was involved. The two officers investigated, and they discovered that someone had decided to make himself a self-service midnight customer. The Officers acted quickly and professionally, and they soon had a suspect arrested for burglary. Sergeant Chester Fong assisted Smith and McGuinness on the case.

• • •

The San Francisco Field Office has been in close contact with the Franchise Tax Board during the past several months as the State Police has developed its Civil Process Service program for the FTB. Lt. Charles Harrison has been very active in developing the program, and he is fast becoming an expert in the field of tax levies and warrants.

Lt. Harrison has planned several major operations with the FTB. One

General Services who worked closely on the project. This, in my opinion, is a major accomplishment which will result in many benefits to State programs. It is a real feather in General Services cap!

Bob Del Agostino
Deputy Director

of the first involved seizing a Rolls Royce. Assisted by Detective Greg Tracey and Officer Peter Puhl, Lt. Harrison located the vehicle and served the court-ordered seizure papers. Shortly after the vehicle was towed away, the delinquent taxpayer paid his taxes in full. He had ignored the FTB for several years prior to having his vehicle impounded, but the CSP officers' actions got his attention, and he decided to pay his fair share right then and there.

Another major event involved the seizure of a \$20,000 Jaguar and an arrest on a tax warrant, both coordinated to take place in separate counties on the same morning. Lt. Harrison carried out the two phases of this event with skill and tact. The tact was needed because the press was well-represented at both sites, and the arrest was of the driver of a major city's fire chief! Lt. Harrison's team consisted of SFFO Detectives Eric Francies and Gregory Tracey and Officers Anthony Erves, Peter Puhl and Leonard Ferguson.

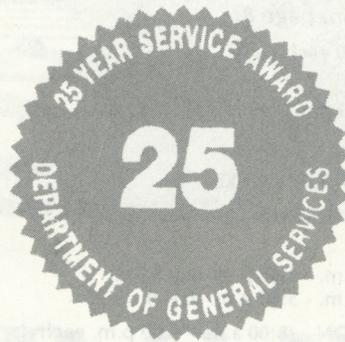
The Franchise Tax Board has complimented the State Police for its progress on this difficult program in the San Francisco Bay Area.

• • •

When an attempted rape victim reported the assault to the Menlo Park and East Palo Alto Police Departments, those agencies realized that the crime had taken place on State property. Since the woman had been victimized under the approach to the Dumbarton Bridge, the State Police was called in, and the case was turned over to the San Francisco Field Office.

Officer Richard Luciano took the initial report and interviewed the victim. Detectives Eric Francies and Gregory Tracey took Luciano's initial report information and followed up on the case. The victim was able to identify the suspect based on evidence uncovered by the detectives. A warrant was obtained for the suspect, and Luciano, Tracey and Francies arrested the suspect for assault, kidnapping and attempted rape. Also along on the arrest was a new CSP officer, Officer James Garcia, who was assigned to Officer Luciano for field training.

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. Best wishes to you and thank you for your contribution to our Department and to the State of California.

JANUARY

- J. D. Beavers Office of Buildings and Grounds
- Howard Woodson Office of Buildings and Grounds

FEBRUARY

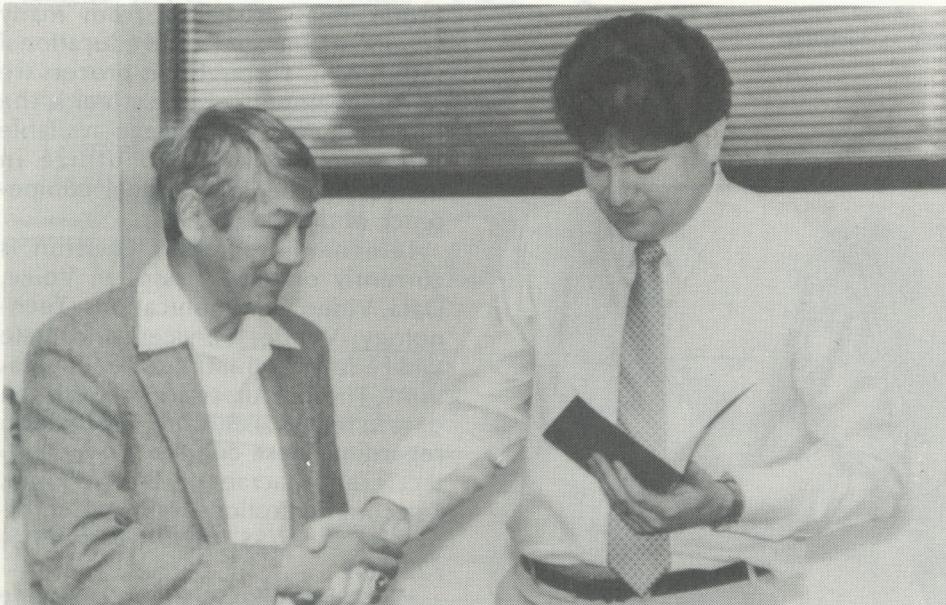
- Oscar Cannon Office of Buildings and Grounds
- Richard Cabo Jr. Office of Telecommunications

RETIREMENTS

The following people have recently retired. . .

DECEMBER 1985

- Meta L. Dokos Office of the State Architect
- Robert A. Holmer Office of the State Architect
- Kenneth L. Musial Office of the State Architect
- David Castaneda Office of the State Architect
- Irwin Salin Office of the State Architect
- Lloyd A. Fankhauser Office of the State Architect
- John Puisha Office of the State Architect
- Lawrence L. Chew Office of Fiscal Services
- Victor H. Goddard Office of State Printing
- Gilbert C. Castillo Office of State Printing
- Charles Washington Office of State Printing
- Jeannetta Brown Office of Space Management



Hubert Mar pictured left, receives his 25 year award from Gene Pieracci, Chief, Office of Fiscal Services.

9-1-1 . . .

(Continued from page 3)

phase of the overall program: To retrofit all basic systems to E-9-1-1. Projections indicate that this could be accomplished by the end of 1992.

According to W. B. "Bill" Brandenburg, 9-1-1 Program Manager, Telecommunications Division, the 9-1-1 system has been enhanced by adding Selective Routing, Automatic Number Identification, and Automatic Location Identification. Selective Routing provides for the caller's emergency call to be automatically switched to the proper PSAP that serves that address. For example, if a caller lives in Sacramento County and calls 9-1-1, the call would be automatically routed to the county PSAP even though the telephone central office is located in the City of Sacramento. The Automatic Number Identification and Automatic Location Identification display the caller's telephone number and address at the PSAP which greatly shortens response time because the dispatcher now only has to confirm this information from the caller.

As of January 1, 1986, \$167.8 million has been administered to satisfy the requirements of the 9-1-1 Program. To carry out the continuing goals and objectives of the program, it is anticipated that ongoing costs should approximate \$52.5 million annually and reach approximately \$85.3 million annually when the entire State is served by E-9-1-1.

Funding for the program is provided by a one and one-half percent surcharge on non-competitive, intra-state telephone service which is collected by the State through the telephone utility companies.

State of California
 GEORGE DEUKMEJIAN, Governor
 State and Consumer Services Agency
 SHIRLEY R. CHILTON, Secretary

DEPARTMENT OF GENERAL SERVICES
 William J. "Tony" Anthony, Director

OUTLOOK
 is published bimonthly by the
 Department of General Services'
 Office of Administrative Services

Casey Randall, Chief
 Joel Willis, Editor

Composition, Graphics & Printing
 by Office of Support Services

Training Schedule . . . (Continued from page 8)

CAREER PLANNING WORKSHOP (8:00 a.m. - 12:00 each day)

Section 2: March 7, 31 & May 2

CIVIL SERVICE EXAMINATION WORKSHOP (12:15 p.m. - 4:15 p.m. each day)

Section 4: April 21, 22, 23, 24 & 25

Section 5: May 27, 28, 29 & 30

(Day 1, 8:00 a.m. to 4:00 p.m., Days 2-4, 8:00 - 12:00)

COMPLETED STAFF WORK (8:00 a.m. - 4:00 p.m. each day)

Section 1: March 18

DEVELOPING YOUR LEADERSHIP SKILLS (8:00 a.m. - 4:00 p.m. day 1 & 2)

(8:00 a.m. - 3:00 p.m. day 2)

* MANAGING COMMUNICATION THRU ASSERTION (8:00 a.m. - 4:00 p.m. each day)

Section 5: April 3 & 4

GRAMMAR AND PUNCTUATION (8:00 a.m. - 12 noon each day)

Section 1: May 1, 2, 5 & 6

* MANAGING & SURVIVING ORGANIZATION STRESS (8:00 a.m. - 4:00 p.m. each day)

Section 7: May 13 & 14 (San Francisco)

Section 9: June 11 & 12

Section 10: June 24 & 25

MANAGEMENT BRIEFINGS (Day 1, 8:00 a.m. - 4:00 p.m.)

Day 2, 8:00 a.m. - 12:30 p.m.)

Section 3: May 21 & 23

Section 4: May 28 & 30

NETWORKING (1:00 p.m. to 4:00 p.m.)

Section 1: April 15

NEW EMPLOYEES ORIENTATION (8:00 a.m. - 11:00 a.m.)

(1:00 p.m. - 4:00 p.m.)

Section 6: March 5

Section 7: March 28 (San Francisco)

Section 8: April 11 (Los Angeles)

Section 9: April 15

Section 10: May 22 (p.m.)

Section 11: June 18

* SUPERVISORY DEVELOPMENT PROGRAM (SDP) (8:00 a.m. - 4:00 p.m. each day)

Section 3 (Week B): March 10, 11, 12, 13 & 14 (Los Angeles)

Section 9 (Week B): March 24, 25, 26, April 1 & 2

Section 4 (Week B): May 5, 6, 7, 8 & 9

Section 7 (Week B): July 21, 22, 23, 24, & 25

Section 6 (Week B): Aug. 4, 5, 6, 7 & 8

Section 5 (Week A): April 7, 8, 9, 10 & 11

(Week B): Oct. 6, 7, 8, 9, & 10

Section 8 (Week A): June 2, 3, 4, 5 & 6

(Week B): Dec. 1, 2, 3, 4, & 5

TIME MANAGEMENT (8:00 a.m. - 4:00 p.m.)

Section 1: March 3

* TRANSACTING WITH PEOPLE (8:00 a.m. - 4:00 p.m. each day)

Section 2: April 16, 17 & 18

YOUR TELEPHONE PERSONALITY

Section 3: May 1

* Courses which are acceptable for required Supervisor/Manager training.

TELECOMMUNICATIONS DIVISION

Training Course Schedule

MARCH 5 - 7

Telecommunications Development

MARCH 10 - 14

Introduction to Information Systems

APRIL 7 - 9

Office Automation

APRIL 21 - MAY 2

Telecommunications Technology

APRIL 21 - MAY 2

Voice Networks

All classes will be offered at:
1845 Response Road, Sacramento

Telecommunications Division Offers Training

Like many other large business and public organizations, the State government has been greatly affected by the most recent activities in the Telecommunications Industry. The co-events of divestiture of AT&T and the "deregulation" of the marketplace, have made themselves felt both economically and operationally in every aspect of our mission of providing service and protection to the people of California. In seeking the best direction to take in preparation for assuming our new role in telecommunications management, we asked for and received a great deal of professional assistance from many vendor organizations and educational institutions. Through this process we have developed what we feel is the finest educational package available for State managers to utilize in increasing the professional competence of their staffs.

Telecommunications Division is currently offering classes in Voice, Data, Video Communications, Technology, Vendor Services, and State and Federal Communication Regulations. These courses are three to ten days in length. For more information regarding these courses please contact Fred Macrae or Ernie Pippin, Telecommunications Training Coordinators, at ATSS 492-9739 or (916) 322-9739.

We would like to thank everyone for their assistance in putting this training program together.



Students attend Telecommunications Division training class.