

# Side-by-Side



California Department of General Services

a newsletter for employees by employees

Issue #1 • December 1995

## STATEWIDE TRAVEL PROGRAM CONFERENCE HELD

The 3rd Annual Statewide Travel Program was held October 18. Over 450 people participated in the conference, sponsored by the Office of Fleet Administration (OFA). The conference focused on streamlining travel processes for state employees.

Sixty vendors set up exhibits to highlight hotels, travel agencies and airline services. Breakout sessions were repeated in the morning and afternoon and included topics such as "Re-engineering State Travel", "Videoconferencing", "Personal and Travel Safety" and "Billing Account Services."

Also introduced were the new alternative fuel vehicles from Honda which will be available to state employees at the Sacramento Metropolitan Airport.

## OFFICE OF FLEET ADMINISTRATION RECEIVES AWARD

The Office of Fleet Administration (OFA) received an honorable mention for its fuel card program by the National Association of State Directors of Administration and General Services. The fuel card program con-

solidates the charging and billing of state gasoline purchases and will save an estimated \$1.3 million a year in bookkeeping costs and losses due to fraud.



*Tim Bow, Chief of the Office of Fleet Administration, displays the plaque awarded to the fuel card program.*

## DIRECTOR PARTICIPATES IN "ROUND-THE-CLOCKS"

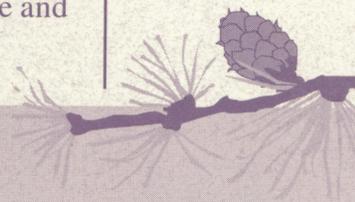
On October 25, Director of General Services Peter G. Stamison participated in an all-hands meeting at the Office of State Printing (OSP).

Held at midnight, Stamison and State Printer Celeste Cron responded to inquiries from employees on the future direction and opportunities for the state printing plant.

The director was also surprised to find a celebration in honor of his birthday complete with birthday cake and a happy birthday tune.



*To increase the efficiency and effectiveness of state government by providing high quality business and support services to state and public agencies consistent with state law and regulations and in a manner that results in a high degree of client satisfaction.*

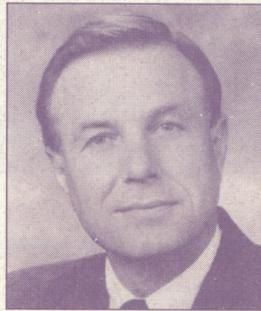


## DIRECTOR'S

### *Message...*

It has been said that the true measure of success is what your children say about you when you're away. Likewise, what our customers say about DGS is the true test of how successful we are in carrying out our mission.

Customer complaints are warning signals that we are not delivering



*Peter Stamison,  
Director*

value in price, quality, timeliness, dependability or reliability of our services.

In the private sector, the dissatisfied customer may "reward" you with a complaint. Here is an opportunity to rectify the problem and keep the

customer. Oftentimes, however, the dissatisfied customer simply moves on to a competitor and the supplier never knows until business slumps that he is in trouble.

In the past, our customers rarely had the option of going elsewhere if DGS did not satisfy their needs. Now, things are different. Information services, telecommunications, one-stop shopping, just-in-time delivery and instant access, among other innovations, make it possible for customers to do things better for themselves than we can do it for them. If we see a way for customers to do it better on their own, we should give them a hand.

Of course, some DGS functions are ones we can and will provide that the customer cannot receive otherwise.

What those functions will be tomorrow can be determined only by knowing your customer's needs and honestly assessing our organizational capabilities (core competencies).

Peter Drucker, the renowned organizational theorist, contends that, "Every three years, an organization should challenge every product,

## TECHNOLOGY SEMINAR ON DOCUMENT IMAGING AND RECORDS MANAGEMENT

A day-long seminar on Document Imaging and Records Management was held during the ITEC Expo October 11 and 12 at the Sacramento Convention Center. A comprehensive discussion on the history, evolution and future of document imaging was attended by over 150 participants.

DGS' Imaging and Records Management staff at the Office of

Information Services were integral in the planning and production of this seminar. Proper handling of documents increases effectiveness, productivity and reduces costs.

If you have questions regarding handling of documents don't hesitate to contact Fernando Villanoweth at (916) 322-4903 for assistance.



## THREE MAJOR OFFICE PROJECTS ARE LAUNCHED

Ceremonies to kick off three state office projects were held during November, signifying a milestone period in implementation of the state's office consolidation program.

**California Tower, Riverside.** The celebration, attended by more than 300 employees, guests, public officials, and private sector partners, was held as virtually all of the projected 500 employees have been located in the 11-story former bank building. Among the speakers were DGS Director Peter Stamison.

The building consolidates 12 leases into one, saving money by reconfiguring office space and establishing shared conference and lunchroom facilities. A major tenant in the building is the state Board of Equalization.

The DGS Office of Real Estate and Design Services (OREDS) conducted the space planning and real estate oversight for the lease-purchase agreement with the City of Riverside.

**Broadway Building, Los Angeles.** A garage roof was the setting for a press conference which announced the completed purchase of the former Broadway Department

Store in downtown Los Angeles. Cameras took in the graffiti-scarred exterior of the historic Broadway Building, located across the street, which will be completely restored and brought up to current seismic safety standards.

Secretary Joanne Kozberg of the State and Consumer Services Agency and Director Stamison were joined by Los Angeles Mayor Richard Riordan in hailing the project as a major step forward in the revitalization of downtown. DGS formed a partnership with the Los Angeles Community Redevelopment Agency to get the project underway.

The 10-story building, a block from the Ronald Reagan State Office Building, will house 1,700 state workers and consolidate an estimated 30 leases located throughout the Los Angeles Basin. The Office of Project Development and Management (OPDM) will oversee the restoration.

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## AMERICAN HONDA MOTOR CO. UNVEILS ALTERNATIVE FUEL VEHICLES

In conjunction with the 3rd Annual Statewide Travel Program, American Honda Motor Co., unveiled its alternative fuel vehicles. The automobiles will be available to state employees traveling to Sacramento Metro Airport through National Car Rental.

"This program, conceived by the DGS Office of Fleet Administration, will allow employees to study the real-life application of electric and natural gas vehicles" said Tim Bow, chief of OFA.



*RESTORATION of the former Broadway Department Store building in Los Angeles will bring the structure to its former luster, pictured here in its heyday in 1926. Photo courtesy of Security Pacific National Bank.*



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## OAS ACTION TEAM LEAPS INTO 21ST CENTURY

A quality team at the Office of Administrative Services (OAS) has produced a model plan for supervisors entitled, *How To Involve Employees in Decisions That Affect Their Work*. The model is available for all DGS supervisors who request it.

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THE MODEL PLAN IS AVAILABLE FOR ALL DGS SUPERVISORS WHO REQUEST IT!

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OAS Action Team Two members, who created the model, are available for briefings and assistance in developing models to fit specific offices.

The Action Team interviewed 96 percent of OAS employees who agreed to participate to gain their input on current procedures and suggestions for changes.

The model deals with such issues as the hiring process, work assignments, work hours, and communication with the supervisor.

Action Team Two members include Donna Cranston, Cara Flesher, Marian Honeycutt, Marsha Jelichich and Betty Williams.



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## STATE OFFERS FOR SALE 155 ACRES AT AGNEWS

As part of the state's growing Proactive Asset Management program, DGS has offered for sale 155 acres of vacant land currently part of Agnews Developmental Center.

The property is the last large piece of land in the heart of the Silicon Valley. Agnews is one of the first such surplus properties DGS will be marketing.

The marketing package was prepared by the Proactive Asset Management Unit of the Office of Real Estate and Design Services (OREDS). The goal of this and other DGS property management strategies is to maximize the return to the state.

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## STOCKTON STRATEGIC ASSESSMENT

The Office of Real Estate and Design Services (OREDS) has released a comprehensive plan for the divestment of the Stockton Developmental Center property.

The Department of Developmental Services announced closure of the center in January, and the Proactive Asset Management unit at OREDS prepared recommendations for the future of the historic 103-acre property. The Stockton plan joins the plan for surplus property at Agnews Developmental Center in San Jose as the first of a series of major property management strategies being produced by the OREDS unit.

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## FOCUS ON SERVICE

In the works is a *Tenant Handbook for State Office Buildings*. Developed and designed by the staff at the Office of Buildings and Grounds (OBG), this new tenant handbook will be available soon. It will help building managers, tenants and employees in state office buildings throughout the state. Included are service descriptions, frequently used telephone numbers and suggestions for tenants. Keep an eye here for the release date of this handy directory.

## DGS' FUTURE IS EMERGING AS CORE COMPETENCIES ARE STUDIED

Four teams of DGS executives have been working since September to create a new future for the department. To create this visionary future, the teams are wrestling with a basic question: What are the core competencies, or core responsibilities, of DGS?

Governor Wilson has assigned the same task to all agencies and departments in his effort to bring competitiveness into state government. His challenge to state departments was to create a plan for re-engineering its operations to reflect core competencies by March 1, 1996. By core competencies, Governor Wilson means the essential compo-

nents of the services the department provides.

The dialog on core competencies is not centered on a laundry list of jobs already performed by DGS. The discussions are, instead, focused on our strengths and unique knowledge.

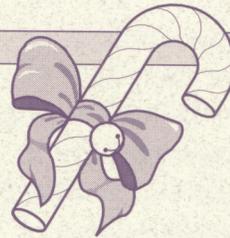
Three broad areas have emerged in early discussions as DGS' core competencies: (1) DGS possesses in-depth knowledge of state laws, regulations and government operations. (2) DGS has the expertise and experience to act as a broker of business and professional services between the private sector and state and local

government and (3) DGS is experienced at coordinating services for state customers.

This visionary reevaluation will mean measuring each state function to see if it is best done by government, the private sector or our customers. It is too early to tell, however, which DGS operations might be affected.

"I am absolutely convinced we can deliver a better DGS that will be the most visionary, efficient, cost-effective and customer-friendly organization in state government," said Director Peter Stamison.

### You AND YOUR IDEAS



As the title of this newsletter suggests, we are here to work Side-by-Side for a new customer-focused, user-friendly DGS.

Your input, suggestions and ideas are important to our future. Please don't hesitate to submit story ideas, suggestions or questions you would like to see in this newsletter.

We want to hear from you and look forward to making this truly a publication for employees and by employees.

*Peter H. Stamison*

*Jeri Dale*





*JAPANESE VISITOR Koji Hakamata gets a look at a piece of 70mm film used for legislative printing with an explanation from State Printer Celeste Cron during a recent tour of the Printing Plant. Looking on are DGS Deputy Director Darlene Ayers-Johnson and Hakamata's interpreter. Hakamata represented the Shizuoka Prefectural Assembly, the legislative arm of a Japanese province, on a U.S. tour.*

## CAPITOL PARK GROWS MORE BEAUTIFUL

The Office of Buildings and Grounds (OBG) has provided once again a Quality Environment Through Quality Services.

Innovative employees recently have started the Capitol Park Color Donation Program. This program encourages individuals, organizations and businesses to purchase flowers which can be planted in a variety of locations in Capitol Park.

Donors may contribute as few as 60 plants or more than 2,500. Those special people at OBG will plant and maintain the donations and install a donor recognition sign. Use this as a way to commemorate a special occasion or to honor a loved one.

For information call the Landscape Architect at (916) 445-3658.



## PROCUREMENT PROPOSES CARA

The Procurement Division is completing work on a proposal to be introduced in the next legislative session which will give a major overhaul to California's increasingly unworkable procurement laws.

The legislation has been given a title, "California Acquisition Reform Act" (CARA) of 1996. It grew out of Procurement 2000, the division's effort, under a 1994 executive order, to reshape the procurement process.

Revamping the current tangle of acquisition laws is badly needed. Piecemeal changes over decades have left the laws rigid, fragmented and compartmentalized. Those who administer the law find themselves caught up in meaningless procedures, unable to apply common-sense solutions to acquisition problems.

The Procurement Division's proposal will allow state employees to give better service and businesses a better chance to compete in a user-friendly process. Taxpayers will get a break through reduction of costly, government programs.

The reforms proposed in CARA will affect all types of commodities and services, including consulting, data processing and telecommunications services.

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## STOCKTON...

*(Continued From Page 4)*

Under the recommendations, the core of the Stockton property would be preserved under a master lease for a social services, health or educational center and 50 nonessential acres would be sold for residential, retail, hotel, or eldercare facilities.



## CMA APPROVED BY STATE PERSONNEL BOARD

The State Personnel Board recently approved a DGS proposal to create a new personnel classification entitled Career Management Assignment (CMA). The new classification combines 23 other classifications with similar management skills into a single management class series. Only Career Executive Assignments will be excluded.

The change creates a flexible, responsive method for recruiting and hiring management candidates. With DGS deeply committed to competitive government, it was critical the

department have the ability to hire the most talented management candidates, whether they came from the private or public sectors.

The 40–45 current DGS managers whose classifications were consolidated to the new classification will have permanent appointments, subject to continuous satisfactory performance.

Once the position becomes vacant, the department will advertise by position and may hire on either a promotional or an open basis.

## LES CHAN WINS AN OSCAR

Les Chan, commute program coordinator at the Office of Fleet Administration (OFA), recently received an OSCAR from the Sacramento Transportation Management Association.

OSCAR, which stands for Outstanding Service Contributing to the Advancement of Ridesharing, is given periodically to a few outstanding participants in the association.

Due in large part to Les' energy and enthusiasm, the number of natural gas commuter vans available in the

Sacramento region's fleet has increased to a total of 11.

In addition, new bicycle cages have been installed at the 8th Street Garage in Sacramento and others cleaned to accommodate more bikes.

Another innovation was TransitChek, a system of fare reduction coupons, which increased the number of transit passes bought by DGS to an average of 30 per month during the last six months.

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### DGS TAMALE PLATES

were on sale at the United California State Employees Campaign (UCSEC) event, "Carnival in the Park", held near the Capitol's East Steps. All proceeds went directly to the campaign. Chefs and servers included, from left, Linda Lange (OP); (in background) Pauline Dressler (OFA); Nancy Galindo (Executive Office); Chris DelRio (OPDM); Martha Ibarra (OPDM); David Garcia (OREDS); and Debbie Hall (OSP).

## CONTRACTS CONFERENCE SLATED FOR JANUARY

The Office of Legal Services is coordinating its first annual Services Contract Conference to be held in Napa on January 24 and 25. Presenters at the conference will be experts in a wide variety of contracting topics including contract management, M/W/DV/BE issues, Public Records Act and RFP's.

A special keynote address will be presented by Dan Walters of the *Sacramento Bee*. For further information, contact Deby Hamilton at (916) 322-5923.

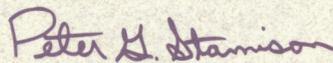


## DIRECTOR'S MESSAGE

(Continued From Page 2)

service and policy with the question: If we were not in it already, would we be doing it now?"

Change is now a constant. Let us—working together—find a better way, then DO IT. DGS should lead with what it does best (core competencies), facilitate (help the customer) or get out of the way (streamline or eliminate unnecessary process). *Ladies and gentlemen, start your engines—this is our future.*



## PROJECTS LAUNCHED

(Continued From Page 3)

Some of the occupants will be state employees currently working in the Junipero Serra State Building at 107 S. Broadway, which is slated for closure in the next five years due to seismic safety concerns. Other Los Angeles area employees will be relocated into leased space in downtown.

**Elihu M. Harris State Office Building.** Construction began on a new state building for Oakland with a flurry of dirt as officials formally broke ground on the 22-story office tower and galleria. DGS and the redevelopment agency of the City of Oakland have formed a partnership which is responsible for the financing and construction of the building.

Thirty-five state leases will be consolidated and 1,800 occupants are expected to occupy the building.

Kozberg and Stamison joined Oakland Mayor Harris and Deputy Director Darlene Ayers-Johnson at the podium. Ayers-Johnson is the president of the Oakland State Building Authority. The team of Dinwiddie Construction Company of San Francisco and DMJM Keating of Los Angeles were awarded the construction and design contract. OPDM is managing the project.



Pete Wilson  
Governor

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## WEST ADGER REACHES 25-YEAR MARK

West Adger, a janitor supervisor II at the Office of Buildings and Grounds (OBG), reached his 25-year state service anniversary. West began working in the Capitol as a janitor in 1967. At a recent ceremony he was presented a watch and a certificate signed by Governor Pete Wilson commending him on his long and loyal service. The event was attended by staff members and his family.

In his spare time, West enjoys boating, bowling, music and telling excellent jokes. He is an ordained minister and keeps very active in his church.

## LES CHAN...

(Continued From Page 7)

Les also was instrumental in adding 90 DGS employees to the Guaranteed Ride Home program over the last 18 months. Participants are insured transportation home if they carpool and their ride is called away early for an emergency.