Side-by-Side

California Department of General Services — a newsletter for employees by employees — Issue #6 • October 1996

OB&G Lead Arborist Zack Parkerson digs to locate a palm tree's shallow root system while Lead Arborist Jeffrey Bodde (left) and palm tree consultant Dr. Henry Donselman look on.

PALM DOCTOR EXAMINES CAPITOL PARK TREES

A Southern California expert on palm tree health flew to Sacramento recently to give a physical exam to Capitol Park's ailing trees. Of the 157 palms that march around the mile-long perimeter of the park, 20 to 25 are suffering from a fungus called pink heart rot.

Three dead palms have been removed and will be replaced with an alternate, rot-resistant variety.

Jim DeJournett, the state's senior landscape architect who oversees the park, blanches when he considers the possibility of losing all of the 70 to 80-foot tall trees. "We'll do anything in our power to make sure that doesn't happen," DeJournett said

The DGS' Office of Buildings and Grounds (OB&G) and the City of Sacramento shared the cost of bringing Dr. Henry Donselman, a noted expert on palm trees, to Sacramento to inspect the trees and recommend a course of treatment.

"We think the palms were planted around the turn of the

Continued Page 3

Spotlight on . . .

THE PROCUREMENT DIVISION

(See pages 6 & 7)

DGS HUMS WITH MUSICAL TALENT

Four generations of David Perez' family have had musical ability. Perez is the founder of Tejano Gold, a 30-year-old band playing Tex-Mex music popularized by the late singer, Selena.

Clyde Campbell has performed with Echo Beach, his tropical jazz and percussion band, from Half Moon Bay to Phoenix in the last five years.

During working hours, both men are DGS employees, Perez at the Office of Public School Construction and Campbell, in ITEC at the Office of Information Services.

A third DGS employee, Don Littlefield of OPSC, plays trumpet and sings with Tejano Gold.

Continued Page 4

DGS Mission

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...*

Peter G. Stamison, Director

If DGS were a private corporation, it would rival the complexity of a Fortune 500 firm. We purchase over $4 billion in goods and services a year, run the world's second largest public printing plant, manage a 5,000-car fleet and operate California's third largest telephone network.

We handle leases on 15 million square feet of office space and currently are overseeing over $500 million in office construction.

These are just a sampling of the activities DGS engages in as the state's business manager.

To run a world-class operation like DGS takes a work force of very talented, dedicated people, and we are lucky to have some of the top specialists in their fields. The problem is, sometimes like Rodney Dangerfield, they "just don't get no respect."

The public has a jaundiced view of government employees these days. They often are portrayed as bumbling, free-spending, ineffective bureaucrats and over-numerous at that.

This characterization is flat wrong. In every office I visit, I encounter DGS employees who could excel in the private sector because they are extraordinarily good at what they do. Almost every week I receive a notification of another award of excellence a DGS employee has won from his or her peers.

DGS employees continue to work for the state, not only out of their commitment to public service, but because they welcome the challenge of managing the business affairs for a huge, complex entity like the state of California. As good employees do in any large business, they enjoy using their talents to the fullest.

It is my primary job as your director to help establish a working environment where that happens as often as possible. As the DGS culture becomes more customer focused and results driven, so grows the respect from our customers and constituents.

Peter G. Stamison

PETER G. STAMISON
Director

PLACEMENT OF WAREHOUSE EMPLOYEES CONTINUES

Eight employees remain to be placed of the 46 positions that were identified for elimination last February at DGS' Sacramento and Fullerton warehouses.

The two facilities are changing to a stockless warehouse for office supplies that will rely on an outside contractor to supply and warehouse paper, pens and other office items.

The department's goal is to have all the affected employees placed in other positions by the time the reorganization is complete in February 1997. The Office of Human Resources contacts for the warehouse placements are Mary Anne Riehl-Campos 324-0128 or Kathy Miras at 324-4595.

GOT A CONTRACTING QUESTION? HERE'S HELP...

Agencies navigating the difficult area of state contracting now have some assistance with the recent publication of the *State Contracting Manual,* produced under the leadership of DGS' Office of Legal Services (OLS).

The manual offers practical advice and technical resources in language suitable for both contracts experts and novices, according to Jeff Marschner, chief counsel, OLS.

"The manual is the result of a year's work on the part of the State Contracting Advisory Network (SCAN)," Marschner said. SCAN is composed of about 30 contracting experts from a variety of state agencies who gave their time to compile the manual. DGS Senior Staff Counsel Carol Rader edited the manual.

"This is a major contribution by state employees who collaborated to make state government more user friendly and taxpayer friendly," Marschner said.

OLS printed a first edition of 2,000 copies. The manual was free to contracting officers in all state agencies and to people who attended the OLS contracting conference earlier this year. OLS welcomes suggestions and feedback on the manual.

Accompanying the manual will be an advance copy of the revised State Administrative Manual (SAM) 1200 chapter, which has reduced contracting regulations from 19 pages to five pages as part of DGS' commitment to streamline government.

As a service to government, the manual also is available on DGS' Internet home page, http://www.dgs.ca.gov.legal

PALM DOCTOR

(Continued From Page 1)

century," said Jeffrey Bodde, lead arborist with OB&G. "We know from old photos they were about 25 feet tall in 1926."

Today the *Washingtonia filifera,* (California fan palm) variety is one of the park's distinctive landscaping features. "These are some of the tallest *filiferas* I have ever seen," said Donselman on his inspection visit.

Donselman is optimistic the Capitol Park landscape crew can improve the trees' health with injections of trace minerals.

Late rains and warm weather encouraged pink rot to get a foothold in the palms, which had been weakened by drought, Bodde said.

ELECTRIC VEHICLES NOW AVAILABLE AT BURBANK

DGS Deputy Director Darlene Ayers-Johnson gets a ride in one of Honda's electric vehicles. The Office of Fleet Administration recently added Burbank Airport as a location where the electric and natural gas vehicles are available to state business travelers. National Car Rental added Burbank after a similar successful program at Sacramento Municipal Airport.

EMPLOYEES EARN CASH FOR COMMUTING

Minnie Hanly of the DGS Legal Office jumps aboard light rail for her trip home.

It's the stick and carrot routine. Except in this case, the reward is an attractive green.

Eighty workers from a variety of Sacramento businesses and government agencies won $100 checks recently for using alternative transportation during July to get to work. Six winners are DGS employees.

The Incentive Program, funded by the Sacramento Transportation Management Association, is aimed at weaning commuters from their dependency on automobiles. Players get one chance to enter the contest for each work day they use alternative transportation. The contest continues through October.

One of the winners was Minnie Hanly, a senior legal stenographer at the DGS Office of Legal Services. She rides light rail every day, from the station where she parks her car to downtown. Is she a naturally lucky person? "I won a baby crib once, but that's the only other drawing I've been successful at."

Hanly sent the money off to her grandchildren in Southern California to purchase new school clothes.

Other DGS recipients included Henry Kusaba, OREDS; Paul Davidson, OPDM; Phyllis Powers, OPSC; Robin Jones, OSMB; and Patricia Friend, OSP.

Offering rewards is having an impact on commute traffic, according to Les Chan, commute programs coordinator at the Office of Fleet Administration.

During July, 3,373 residents spent a total of 57,210 days not driving their

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DGS HUMS

(Continued From Page 1)

"I've always kept the band as a hobby," said Perez, who had a big hit in Texas back in the 1960s and who recently had the song included on a Tejano "goldies" album, *Aguanta Corazon*. The remaining member of the original group retired last year.

The band frequently plays songs with a tropical beat and includes the trumpet, guitar and accordion, typical of its roots in Northern Mexico, Perez said. Tejano Gold recently opened in Sacramento for the Texas Tornadoes, a nationally-known Tejano band.

The band has produced a tape, *Llorando por ti (Crying for You)* and is talking to recording companies about another.

Campbell's five-man band includes one man on the congas and bongos, a second on vibes and timbales, a drummer, a marimba player and himself as the multi-talented guy on the surdo and a rack full of smaller percussion.

Campbell has studied percussion at several California colleges. He formerly played with Chalo Eduardo's Escola Nova De Samba.

At a summer event benefiting the Sacramento Zoo, Echo Beach played Bat-5, a samba by Campbell using Brazilian instruments. Echo Beach is unique in that it has an Internet page, www.well.com/user/blairh

COLOR BUSINESS CARDS PRINTED BY OSP

The Office of State Printing (OSP) this year took one of its tried and true products and gave it a face lift. At the Government Technology Conference '96, OSP introduced full-color business cards and created a sensation. Conference attendees loved the cards.

OSP for many years has provided vanilla-flavor, one-color cards for all state government agencies, and the basic cards will continue to be a staple of OSP's services.

As a result of DGS' emphasis on core competencies, however, the printing plant staff tested the market for color cards and found a lively interest. The new, full-color cards project a polished, professional image helpful to state agencies, which are becoming more competitive in alignment with Gov. Wilson's call for entrepreneurial government.

Three state-approved designs are available and customized images appropriate for an agency's mission can be developed by OSP staff.

OSP prints the cards in-house and offers a very competitive price. The printing process uses pre-printed, full-color masters which reduce the high cost associated with high quality, full-color printing. The cards cost $25 a box, higher than the current price for the standard white with blue lettering. Payment for the price differential may be paid by the individual or the agency, depending on policy. Cost would be three times that amount if an agency were to develop color cards without the OSP process, and the agency would have to submit eight orders at a time. OSP can process single color orders for its low price.

To order the cards, government employees may contact 916-322-2629 or CALNET 916-492-2629.

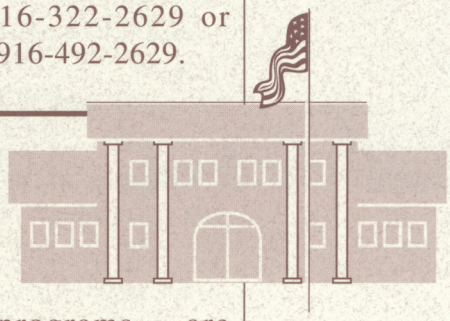
COMMUTING

(Continued From Page 4)

cars to work. Chan figured a total of 2.8 million driving miles were eliminated.

To throw your name in the hat for one of those $100 checks, fill out the Alternative Commute Option Calendar (available from your attendance clerk) with the days marked where you participated, whether it is by car pooling, riding public transit, biking or walking.

OPSC ADMINISTERS $2 BILLION IN BOND FUNDS



By Audrey Edwards

California voters recently approved Proposition 203, authorizing $2 billion in funding for various school facilities programs. The Office of Public School Construction (OPSC) employees reacted quickly to enable their customers, the school districts, to provide 21st century schools for the children of California with these funds.

The State Allocation Board (SAB) is responsible for the allocation of state resources used for the construction, reconstruction and modernization of K-12 public school facilities. These programs are administered by OPSC, one of DGS' 23 operating offices.

In addition to the $2 billion, Proposition 203 authorized the utilization of $40 million (previously unavailable) from the old State School Building Aid Law for the State School Building Lease-Purchase Program. These funds may be allocated to either new construction or modernization programs.

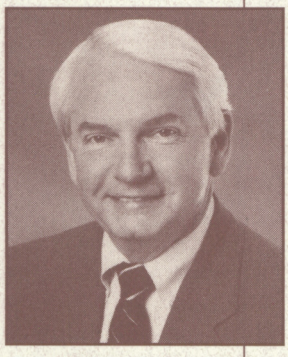
As of August 28, OPSC had apportioned $1.5 billion to school facilities projects through the

Continued Page 11

PROCUREMENT DIVISION RESHAPES ITS FUTURE

DGS Deputy Director Chuck Grady is not fond of silos—at least in the context of the Procurement Division.

That's how he refers to the traditional structure of the division that he has headed for the last 13 months. "In the classic silo structure, an organization is focused on process. Employees do the paperwork and go home," said Grady. The silos—the operating structures within the organization—in the past did not communicate much with each other but conducted business independently.


C.F. "Chuck" Grady

A former director of supplier management for McDonnell Douglas, Grady is leading the hard-working division in a transformation from a process-oriented to a customer-oriented organization.

"Customer demands cross these silos," he said. Take, for example, a purchase of a special type of truck. In an outdated structure, the specifications are written and the bid is advertised but no companies bid. Specifications are rewritten, the product is put out to bid again, this time successfully, but 180 days and many hours of staff time have been lost.

What happened? "Nobody could supply it. Nobody had talked to the supplier. If you bring the customer, the supplier and the buyer together, they communicate about what is needed and what is available."

In the last three years, the division has made substantial reforms under Procurement 2000, a program to streamline operations and bring the division into the electronic age.

The current restructuring, however, is taking a step further, aimed at crossing the lines between functions to achieve results.

The division is forming 17 "cross-functional transition implementation action teams." The name is a mouthful, but the groups are important. They will design ways to move the division to successful outcomes in customer service, leveraged procurement and other major core competencies and core business products.

Innovative projects are springing up at Procurement as a result of the teams' work. In the Quality Assurance Section, staff has begun working closely with suppliers to solve problems and cut costly defaults. (See accompanying story.)

In Major Acquisitions, five self-managed teams have been created to guide these very demanding purchases through the process. Most of these complex acquisitions are information technology systems that may cost millions of dollars. The teams have no leaders or supervisors, so the effort is a true collaboration.

The division also is exploring alternative ways to purchase vehicles, Grady said.

Cross-functional teams can have a substantial impact on the division's operations, he said. "They save time. They save money. They satisfy the customer. And even more important, they make our jobs a lot more interesting and challenging. We're using our intellect and skills in problem-solving."

THE PROCUREMENT DIVISION

LIGHTER VESTS STILL STOP BULLETS

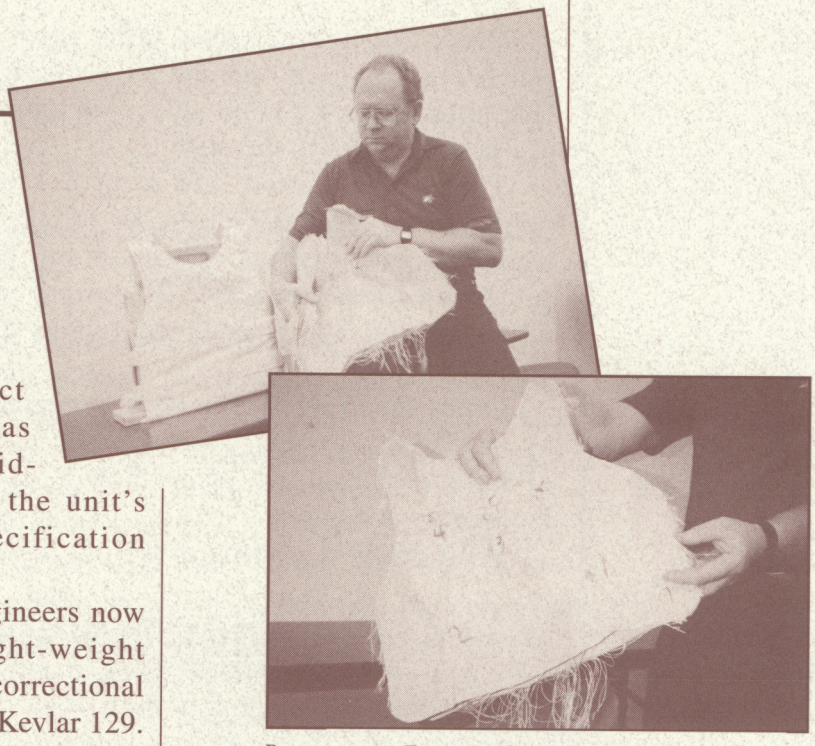
Three PD engineers conducted tests and developed standards for a new bulletproof vest that eventually will be used by 30,000 law enforcement officers throughout the state.

Associate Procurement Engineer Nick Miloskovich and Senior Engineers Patrick L. Bailey and J.W. Page developed a significantly improved, light-weight vest in cooperation with the California Highway Patrol. Bullet-proof vests are worn under an officer's clothing and if they are too heavy, officers are reluctant to use them.

"The state has more testing data on vests than the manufacturers," said Bailey. PD's Standards and Quality Assurance unit set up a range where a weapon shoots bullets at test vest at various speeds and checks penetration of the vest's multiple layers of Kevlar 129 fabric. Bailey points to five bullet holes in the front of one test vest. None of the holes penetrates the inside surface which lies next to the officer's torso.

The contract for the vests was awarded in mid-1996 following the unit's testing and specification revision.

The three engineers now are testing a light-weight "thrust vest" for correctional officers using the Kevlar 129. Officers in prisons currently wear a heavier, uniquely-designed vest containing metal to shield them from knives and other pointed objects.



Procurement Engineer Patrick L. Bailey fans the layers of material that make up the light-weight vest. The layers stopped all five bullets shot into the test vest (inset).

HOW TO SUCCEED IN BUSINESS WITH THE STATE

The difference between an apple and a pear means success or failure when a produce vendor does business with the state.

"We have very specific reasons why we require certain produce in our contracts," said Associate Procurement Engineer Steve Ramos. "But sometimes our vendors don't know why."

Ramos and his colleagues in the Supplier Base Management Unit at the Office of Procurement are conducting a pilot project aimed at improving vendor performance through assistance rather than threats of default.

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SPOTLIGHT
Continued

$36 Million OFFICE SUPPLY CONTRACT AWARDED

Office Depot, Inc., a retail office supply superstore, has been awarded a three-year, $36 million contract to provide a full range of office supplies to the state.

The competitively-bid contract is expected to save the state $9 million annually, with savings ranging from 30 percent on paper products to 70 percent on office supplies, for a combined savings of 50 percent.

Office supplies formerly were purchased by DGS' Procurement Division (PD) and distributed from its Sacramento and Fullerton warehouses.

With the new catalog order program, agencies will be able to place orders electronically or by fax or phone directly with Office Depot and receive delivery within 24 to 48 hours. The state no longer will warehouse the supplies, but rely on Office Depot for storage and distribution.

Training is being conducted now with six pilot agencies to introduce the program and streamline procedures. Full statewide implementation will begin in December, once the pilot program is completed.

All office supplies at the PD warehouses are expected to be phased out by June 1997. Successful placement of workers employed at the two warehouses continues.

FOREIGN BUSINESSES INVITED TO BID

If a firm can provide a good deal, the state of California wants to do business, even if the company is located overseas.

The Procurement Division recently wrote a set of guidelines that will relax barriers to businesses competing in foreign markets. The procedures align California with the World Trade Organization's Government Procurement Agreement.

Beginning in March 1996, foreign companies were able to read advertisements for large state contracts by accessing the California State Contracts Register (CSCR) on the Internet. Formerly, only service contracts were advertised in CSCR.

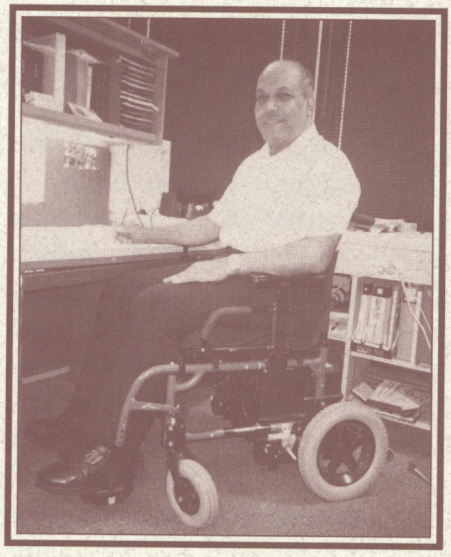
With the new regulations, the contracts for commodities, telecommunications and electronic data processing over $500,000 will be required to be advertised in CSCR before and after the bid award. In addition, construction contract advertisements over $7.3 million will appear.

"The regulations will increase competition for large solicitations and heighten the state's visibility," said EDP Acquisition Specialist Tim Taylor. "We want to let them know, come on in, the water's fine."

Taylor cited lively interest by overseas companies in a large state pharmaceutical contract as evidence of foreign potential. Foreign firms also are likely to be bidders on buses, heavy equipment and consulting and technical services.

Taylor wrote the procedures, opening the door to foreign firms but also benefiting California firms through a reciprocal process that reduces restrictions for domestic companies bidding overseas.

Some contracts, such as printing, are exempt from overseas bidding, Taylor said. Foreign contracts still will be subject to California contract laws, such as affirmative action.



Saher Yassa still is dependent on a wheelchair after a bout with Gullian Barre Syndrome in December 1995.

DSA RALLIES AROUND EMPLOYEE STRUCK BY PARALYSIS

For weeks, Saher Yassa lay in bed and prayed for death. He had watched helplessly as paralysis crept up his body, beginning with his feet and continuing until his only remaining movement was a slight turn of his head.

"Total paralysis took three weeks. Then for 10 days, I stayed the same," said Yassa, an architect in the Office of Regulation Services.

Yassa had contracted Gullian Barre Syndrome, apparently from a flu shot he received in early December 1995. The virus, which strikes one in 100,000 who receive the shots, confuses the patient's immune system and signals antibodies to attack the nervous system.

During those dark weeks, Yassa's colleagues at Division of the State Architect were a lifeline that kept him sane. "They kept my spirits up. Kept me out of my head," said Yassa.

Offers to donate vacation days poured in, although Yassa had enough sick leave to cover his illness. Employees wrote cards and letters. Telephoned him. Assisted his wife. Did

Continued Page 10

Remember to Vote! November 5th

TWO DGS PROGRAMS WIN AWARDS

The Department of General Services basked in the spotlight recently when two national professional organizations honored DGS programs that use information technology to cut costs and improve service.

The National Association of Information Resource Executives, composed of information technology executives, selected the Electronic California State Contracts Register (ECSCR) as the recipient of the Internet Use for Service to Citizens Award. ECSCR places on the Internet the state's bid advertisements, progress payments to vendors and exemptions from advertising.

The national association selected from more than 100 innovative projects nominated by various state governments.

ECSCR, a joint project of the Office of Small and Minority Business and the Office of Information Services, was so successful the paper version of the publication, formerly mailed to 7,000 subscribers, was discontinued June 30.

A second professional group, the National Association of State Purchasing Officials, announced the Procurement Division received the Cronin Award's bronze medal for GS $MART.

With GS $MART agencies can compare interest rates on private financing for information technology purchases by accessing financing packages from 16 lenders. DGS worked in partnership with the lenders to develop the standard terms and conditions of the packages and placed them on Internet.

GS $MART's Internet address is http://www.pd.dgs.ca.gov. ECSCR is available at http://www.dgs.ca.gov.

OPSC Executive Officer Ted Dutton, center, is sworn in by Director Peter Stamison while Deputy Director Darlene Ayers-Johnson looks on.

TWO EXECS JOIN GENERAL SERVICES

Two executives have joined the department, one heading the Office of Public School Construction, the other directing the Information Technology and Education Center (ITEC).

Ted Dutton, who has background in education and building, has been appointed by Gov. Wilson as executive officer of the OPSC. Deborah Furlow, formerly national director for Government Technology Conference, joined the Office of Information Services' ITEC as general manager.

Dutton served from 1992 to 1995 as chairman of the State Employment and Training Panel. He is a member of the board of the UC Riverside Foundation. He was vice-president for development with a land company and general partner of his own real estate investment and management firm, both in Southern California, before joining OPSC. Dutton has been active in several building industry groups.

He replaces Oscar Wright, who accepted a position with the California Sesquicentennial Commission.

Furlow worked for Government Technology Conference (GTC) for nine years. The Sacramento firm produces information technology conferences targeted to state and local government. She was responsible for conferences in California, Texas and New York.

She replaces Don Hallberg, who has been named acting chief of OIS.

DSA RALLIES

Continued From Page 9

chores at his house. And sent bouquets of flowers that were a constant presence in his room.

A co-worker flew up from Southern California to visit. Group cards from the DSA offices around the state arrived. "All of them said, don't worry, we'll support you," Yassa said.

Luckily, the virus did not attack his vital organs. "If that had happened, I would have died." Thirty-five percent of Gullian Barre victims do not survive, he said.

Miraculously, his paralysis began to recede, the nerves rejuvenating themselves one millimeter a day. Yassa went back to work part-time in May after 15 weeks in hospital and rehab facilities.

He still is not fully recovered. His right foot remains paralyzed and his stamina is low. A wheelchair moves him from place to place.

Ironically, his job ever since he joined DSA has been reviewing construction projects for compliance with handicapped access laws. "I learned that the access laws I had been enforcing for almost a decade don't work well," Yassa said. "There are a lot of things in the code that need to be fine-tuned and adjusted."

For example, a wheelchair ramp is required to have a one-half inch lip at the bottom for drainage. The drainage design, however, is a hazard to someone using a walker or cane.

Doctors do not know whether Yassa will regain full use of his legs. Surviving victims of Gullian Barre Syndrome normally regain 90 percent of their muscular function after a year and 99 percent after two years.

"I learned something out of all this. I learned never to take anything for granted. Even small things, like scratching your face. In the hospital, I would have to have someone else do it," Yassa said.

HOW TO SUCCEED

Continued From Page 7

In the case of the fruit, a vendor substituted pears for apples in a produce order for a state prison. "They can't be substituted, because prisoners have them in brown bag lunches. Pears spoil and get runny. Then the bottom falls out of the sack," said Ramos. "In prisons, problems with food can cause riots."

In other state institutions, substitutions are unacceptable because meals must meet special dietary needs, comply with regulations and fit the Federal School Lunch program.

Ramos has identified problem suppliers such as the produce vendor and met with them face to face. He has telephoned them, visited and brainstormed. And he has explained, in pre-bid conferences, in written performance plans and in conversations, why the state requires what it does.

"There was a noticeable improvement," Ramos said. The purpose of the pilot project is eventually to create a group of very dependable suppliers.

The payoff? Quality products at lower cost. In the procurement business, a standard formula holds that for every $1 spent to prevent a contract problem, $7 would be paid after the fact fixing it.

SUCCESSFUL GRAND OPENING OF COMPUTER STORE

By Deborah Ray-Sims

The California State Computer Store recently staged grand openings for nearly 1,000 state and local government attendees. Computer Store vendors CompuCom and AmeriData Inc proclaimed the five-day opening as Technology Week.

The event was a combined effort with the Department of General Services' Information Technology and Education Center (ITEC) and the store's contract vendors. AmeriData operates the Sacramento store while CompuCom operates the Los Angeles and San Francisco stores.

AmeriData hosted nearly 400 government customers during the week's activities, which included technical training and a trade show. Major computer vendors, including IBM, Compaq, Hewlett-Packard, Apple, 3Com and Digital, provided equipment for AmeriData's demonstrations, answered questions and presented technical consultation.

Doing the honors with the scissors at the Los Angeles State Computer Store grand opening are, from left, CompuCom's Rose Brown-Schultz and Anne L'Heureux, DGS' Paul Apfel, the store's program manager, Jennifer Axt, CompuCom General Manager, and Peter Stamison, DGS director.

CompuCom coordinated special ribbon cutting ceremonies in Los Angeles and San Francisco. DGS Director Peter Stamison cut the ribbon at the Los Angeles store, while San Francisco Administrative Officer Bill Lee and OIS Acting Office Chief Don Hallberg did the honors for San Francisco. Sen. Milton Marks, I-San Francisco provided CompuCom with a Certificate of Recognition plaque and proclaimed September 10, 1996 California State Computer Store Day.

Additional seminars will be offered at the Sacramento store during October. Call for more information.

BOND FUNDS

(Continued From Page 5)

following programs: New Construction, $932.1 million; Relocatable Classroom, $21.6 million; Modernization, $532.5 million; Air Conditioning, $26.6 million; and Seismic Retrofit, $4.4 million.

School districts in Sacramento county are receiving funds from Proposition 203. For example, San Juan Unified School District has received $46.5 million; Elk Grove Unified School District, $16.8 million; and, Folsom-Cordova Unified School District, $3.7 million.

The SAB apportioned approximately $100 million in additional funds for distribution at its September meeting.

ORCHIDS: FROM LEGISLATURE TO DGS EMPLOYEES

The state Senate recently gave recognition to several DGS employees, praising them for doing exemplary work.

◆ One orchid letter came from Senate President Pro Tem Bill Lockyer who wrote to Los Angeles Metro Regional Manager Mel Gilliard concerning the prompt action taken by Office of Buildings and Grounds staff at the Ronald Reagan Building in Los Angeles. A glass table had been broken in a conference room.

"I appreciate the prompt and professional manner in which your staff, Mr. Ledet, Mr. Reyes and Mr. Buzzario handled the situation," Lockyer wrote. "I would also like to take this opportunity to thank you for the wonderful job Harry Ledet does as our maintenance person," Lockyer added.

◆ In another letter from the upper house, Sen. Herschel Rosenthal wrote to Deputy Director Chuck Grady lauding the efforts Senior Staff EDP Specialist Russ Guarna for his conscientious efforts to fulfill DGS' reporting obligations regarding recycled products.

"I am impressed that the department has recorded a 54 percent level of recycled-content procurement for the 1994–95 fiscal year," Rosenthal said.

DGS also received orchids recently from agencies outside the Legislature.

◆ At a recent interdepartmental meeting on the Performance Budgeting, Deputy Director Jack Smith received compliments on the Office of Legal Services and the Procurement Division's major acquisitions unit, including Manager Dennis Erickson. They won praise for outstanding work completed for the Department of Consumer Affairs.

◆ OREDS received compliments from the Department of Parks and Recreation and the California Conservation Corps for the quality and re-sponsiveness of their support, Smith said.

◆ Ernesto Mora, a janitor with OB&G in Santa Ana, was lauded by the Employment Development Department for his honesty in returning a misplaced wallet, medallion and earring.

◆ Greg Sandin, administrative manager at the Office of Fleet Administration in Sacramento, was honored with a Board of Control resolution for his radio broadcast on the Victims of Crime assistance program.

◆ In a letter to State and Consumer Services Secretary Joanne Kozberg, Capitol Area Development Authority Board member Kay Backer gave a pat on the back to staff at the offices of Project Development and management and Real Estate and Design Services. Staff had done excellent work on the Housing and Retail Task Force's report on implementation of the Urban Land Institute's study of state offices in Sacramento.

(Side-By-Side *is looking for instances in which DGS employees have been lauded by customers for efficiency, vision and service.*

STATE OF CALIFORNIA
DGS
DEPARTMENT OF GENERAL SERVICES

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