

Side-by-Side



California Department of General Services

a newsletter for employees by employees

Issue #12 • October 1997

USED OIL, OLD PAINT AND BALD TIRES? WE'LL BUY THEM

Patrick Bailey at the Procurement Division is more familiar than most of us with recycling. He puts his cans and newspapers at the curb like we do, but he also goes a big step further.

He is a senior procurement engineer, in charge of rallying state agencies to purchase goods with recycled content. "My job is a salesman, to convince agencies to try recycled products," Bailey said.

The long arm of the law is behind him. The Legislature in 1989 passed a bill requiring agencies to purchase a certain percentage of recycled products by certain target dates. The Integrated Waste Management Board was directed to set purchase requirements and General Services, to assist agencies in locating the correct recycled content products. Currently, agencies are required to make 20 percent of purchases recycled items.

Some of the recycled product categories seem far-fetched at first. Recycled paint? Motor oil? Pencils

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MCGAGIN APPOINTED TO INTERAGENCY SUPPORT

Karen McGagin has been appointed by Gov. Wilson as deputy director, Interagency Support Division, bringing to DGS a background in efficient operations and customer service.

Prior to her appointment, McGagin had served since 1994 as chief deputy registrar of the Contractor's State License Board in the Department of Consumer Affairs (DCA).

Her accomplishments at the Contractor's State License Board included initiating an Earthquake Response Center to handle consumer complaints in rebuilding after the Northridge Earthquake and overseeing a three-year increase in customer satisfaction at the board. McGagin also reduced the backlog of consumer complaints against contractors by 2,200 cases.

In her DGS role, she is responsible for the offices of State Publishing, Fleet

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Administration, Administrative Hearings and Public School Construction. In addition, she represents the director on the State Allocation Board, the Board of Control and the Public Works Arbitration Committee.

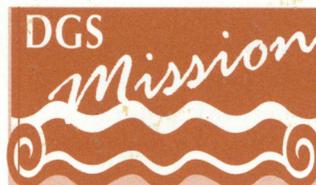
During her tenure at DCA, she oversaw daily management of 24 statewide offices and 470 employees of the Contractor's State License Board.

From 1993 to 1994, she served as deputy director, board relations, also at DCA. She was the principal contact with the governor's office for board members and executive officers.

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Karen McGagin



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



Giving to the United California State Employees Campaign is like attending one of those great buffets where every inch of the table is covered with tempting selections.

DGS employees in the Sacramento area have a huge lineup of choices in the charities they can select during the 1997 campaign now underway. The five available contribution categories encompass everything from the United Way and its affiliated agencies to your personalized write-in of your favorite charity.

With this menu of choices, you can help support organizations ranging from health to the environment, and from soup kitchens to drug treatment centers.



*Peter G. Stamison,
Director*

It's important to emphasize that you need to be an informed donor. The most personally satisfying charitable contribution is to a cause in which you believe.

To assist you, beginning Oct. 20 your office chairperson has scheduled visits by various charitable organizations. These groups will share with you at an informal meeting what their organization does for our community and its people.

Key campaigners in your office will answer any questions you may have about the State Employee Campaign and, during the

week of Oct. 27, provide you with your pledge card.

We are adding some exciting new features to the 1997 campaign. We have issued a first-ever challenge to Caltrans to see which department can post a higher percentage of employees who pledge. We plan to begin a revolving trophy to be held for a year by the winner. In addition, the director of the losing department takes the winner to lunch, so please don't let me down!

Another exciting addition is a DGS Halloween event, complete with contests, booths, costumes and food.

The theme for this year's campaign is "Giving Today for a Better Tomorrow."

I know that DGS employees care about their communities. Please support a better community for you and those you love by extending a helping hand through the UCSEC campaign.

Peter G. Stamison
PETER G. STAMISON



MELODIE CATO IS HONORED FOR 25 YEARS

Melodie Cato, manager of the OIS Information Technology branch, was recognized recently by OIS Office Chief Don Hallberg for her 25 years in state service. She has served several roles at DGS, including labor relations manager and an eight-year stint as records management chief. Currently, her responsibilities focus on electronic commerce and network programs.



SACRAMENTO PLAN CALLS FOR DEVELOPMENT, LEASING AND RETROFIT

DGS recently released a balanced 20-year regional facilities plan for Sacramento. It addresses future state office space and consolidation needs through a combination of development of state-owned land, lease of privately-owned space and retrofit of existing state-owned buildings.

The Sacramento Regional Facilities Plan Update prioritizes projects for 16 large state agencies that need consolidated office space. Among the high-priority consolidations are DGS, the Department of Education and the Department of Health Services, all scheduled to occupy the proposed project at the east end of Capitol Park.

The plan was prepared by a team of Real Estate Services Division (RESD) employees from the Asset Planning and Enhancement Branch. Special assistance in developing the retrofit and reuse element of the plan was provided by the Building and Property Management Branch.

The plan anticipates a significantly reduced annual growth in the demand for state office facilities as compared to that projected in the 1992/93 Strategic Facilities Plan. Most of the 117 agencies located in Sacramento are now predicting no growth in their office space needs for the near future.

The 1997 Update identifies up to 6.4 million net square feet of state-owned development projects to consolidate existing fragmented operations over the 20-year planning horizon.

Fifty-three of the 117 agencies are scheduled to remain in leased space. Older state buildings are slated for retrofit and reuse.

The projected reduction in the demand growth is due to program changes, economic considerations and anticipated use of telecommuting and alternative officing, according to Eugene Spindler, deputy director, RESD.



BPM'S ANTHONY HOPKINS, SR. DIES

Janitor Supervisor Anthony Hopkins, Sr., 46, an employee with the Stockton Building and Property Management Branch, died in July of an acute asthma attack which resulted in heart failure.

He had worked for the state for 10 years. Prior to state service, he worked for several local government agencies and the San Joaquin County General Hospital.

An active man, he played basketball at all the gyms in Stockton and on a league team, where he was known as "Big T." His hobbies included CB radio and he belonged to a CB club in the area.

He was one of 11 children and grew up in San Francisco. Hopkins is survived by his wife, Ida M. Hopkins, and three children, Anthony, Jr., Corrine and Yavonda.



EMPLOYEES HONORED FOR ACCOMPLISHMENTS

Director Peter Stamison and management teams from 12 offices recently honored 17 DGS employees. These employees demonstrated sustained superior performance over 24 months.

The awards are presented yearly to employees nominated by their supervisors and selected by the division deputies. Each recipient receives a framed certificate and a \$250 check.

The awardees included: Renea Hatcher, Office of Small and Minority Business; Mary Anne Riehl-Campos, Office of Human Resources; Myrna Park, Office of Administrative Hearings; Barbara Wilson, Office of Public School Construction; Dawn Ford, Procurement Division; and Ernest Sapp and Anita Callan, Telecommunications Division.

Other awardees were: Kathryn Welch, Real Estate Services Division; Ulf Carlsson, Bobby Khaghani and Ivan Chew, Professional Services Branch; Anne Vorhies, Ligia Jenkins and Jerry Piotrowski, Building and Property Management Branch; Robert Barton, Business Operations, Policy and Planning Branch; Paul Davidson, Project Management Branch; and Art Dang, Division of the State Architect.

OLD PAINT, BALD TIRES ...

Continued From Page 1

made of shredded US currency? Companies jumped in to develop recycled products once they saw the market created by the state. The pencils, a hot novelty item, are available through DGS' Office Depot catalogue.

"The paint was previously sold, but unused. Most of it comes from contractors. It's batched with other similar tones, filtered and processed, and then tinted to the customers' request. Caltrans is using recycled paint on sound barriers and other agencies are using it both indoors and outdoors," Bailey said.

Recycled oil is filtered and demagnetized to remove any stray flecks of metal. It is purchased at a reduced rate for state vehicles by the Office of Fleet Administration, Caltrans and other agencies with large vehicle fleets.

Caltrans has for many years used another recycled product, tiny reflective glass beads added to paint for highway center stripes. The beads are made from recycled glass products.

Some items, such as old tires, are so difficult to recycle, the problem has plagued researchers for years. "We have a couple of ideas we're working on. One way of expanding the program is by doing small demonstration projects in large agencies," Bailey said. Experimental



Procurement's Patrick Bailey displays some smaller items made of recycled products, including, from left, a pen of recycled plastic and paper; a flasher for trolling from a 7-Up can; a fishhook of 100% recycled plastic and a pencil of shredded, recycled denim.

uses for the old tires include floor matting and river levee curtainwalls.

The product most frequently recycled is paper, which is combined with virgin paper to form fine writing and printing papers, newsprint and other paper products such as cardboard, toilet tissue and hand towels. Agencies are required currently to purchase 50 percent of writing and printing stock from this category.

DGS recently was commended by the Integrated Waste Management Board for attaining the goals for recycled content purchases. In other agencies, however, progress is slow. "When new products come on line, it is a change. People need time to adjust," Bailey said.



1996 GOVERNOR'S EMPLOYEE SAFETY AWARDS: A JOB WELL DONE

Sixty state employees and 17 groups of employees statewide received recognition for their commitment to safety at the Seventeenth Annual Governor's Employee Safety Awards Ceremony, held at the Sacramento Convention Center.

Among those who received awards were three DGS employees, Tony Secchitano, Gary Damron and Charlie Locke.

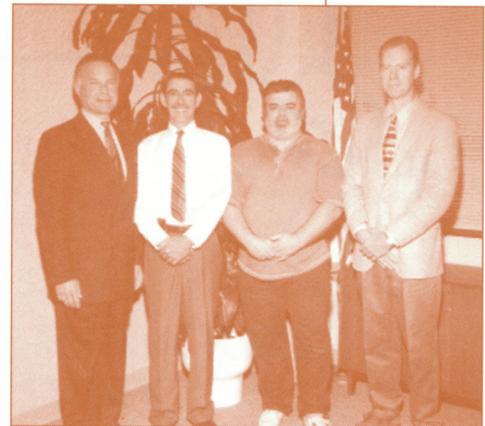
Since 1980, the Governor's Employee Safety Awards have recognized individuals and groups who distinguished themselves by developing safety programs, saving lives or responding to hazardous events, although to do so was not part of the person's normal duties. Awards are also presented to departments that have done the most to reduce their industrial injury costs and motor vehicle accidents for the year.

Two Office of Risk and Insurance Management (ORIM) staffers, John Jang and Kent Garner, spent many hours organizing the event, which is hosted by ORIM.

Victoria Bradshaw, deputy cabinet secretary standing in for Gov. Pete Wilson, made the presentations. Director Peter Stamison announced the recipients' names and Ralph Maurer, ORIM chief, acted as master of ceremonies. This year's attendance was an estimated 800 honorees and guests.

Tony Secchitano, janitor supervisor II with the DGS Building and Property Management Branch, received an individual award for his work at the Justice Joseph A. Rattigan building in Santa Rosa.

His proactive approach to injury and illness prevention



Director Peter Stamison with the DGS winners of the 1996 Governor's Employee Safety Award, from left to right: Stamison, Tony Secchitano, Charlie Locke and Gary Damron.

has resulted in dramatic reductions in sick leave usage and in industrial injuries. Due to Tony's diligence, his team has not experienced any work-related injuries since 1994 in spite of the physical nature of the duties.

A group award was presented to Gary Damron and Charlie Locke, both webfed offset press operators with the Office of State Printing. On Dec. 30, 1996, a coworker at the State Printing Plant was injured when a hand was trapped in a sheeter press. While Gary dismantled the rollers of the press to free the employee, Charlie worked to calm her and obtain towels. Once freed, Charlie wrapped the injured hand and applied pressure to control bleeding while both Charlie and Gary helped move the injured worker away from the machinery. Their quick thinking and teamwork prevented a more serious injury.

The awards ceremony was held later this year to coincide with the State Fair. For the first time, the fair provided free passes for the recipients and their guests.

LEAVING CARS AT HOME MEANS CASH IN THE POCKET

For the second year, DGS employees won \$100 after their name was drawn in the Alternative Commute Option giveaway. The four-month July to October contest, sponsored by Sacramento Transportation Management Association, rewards Sacramento commuters who get out of their cars and bike, walk or take public transit to work.



Nelda Kittling of the Real Estate Services Division gets a \$100 check from Jack Barr, chief of the Professional Services Branch.

Employees get one entry for every day they use alternative transportation.



SPOTLIGHT ON...

600 MILLION PIECES OF PAPER—AND COUNTING

Despite computers, e-mail, document imaging and optical storage discs, people still prefer paper documents. The US generates 1 billion paper documents daily and over 1.6 trillion annually.

OIS' State Records Center serves California government by storing the equivalent of 600 million pieces of paper and destroying them when they're no longer needed. It's the largest state records center in the nation.

Two warehouses in West Sacramento house this ocean of paper in 188,000 square feet of space, said Roman Zeltvay, program manager for the Records Center. Twenty-seven employees work at the two Records Centers, one on Industrial Boulevard and one on Cebrian Street. The Industrial Boulevard location also includes the Document Destruction Center.

Storage demand is so brisk that OIS has broken ground on another warehouse next door to the Industrial Boulevard structure. The new facility, scheduled to be in full operation in March, will add

another 71,000 square feet of space.

The Records Center contains documents ranging from Spanish land grants to canceled welfare checks, in addition to computer printouts, office documents, tape recordings and the plans for all of the state's bridges and prisons.

Records are retained for specific periods of time according to federal or state law or program requirements, depending on their importance.

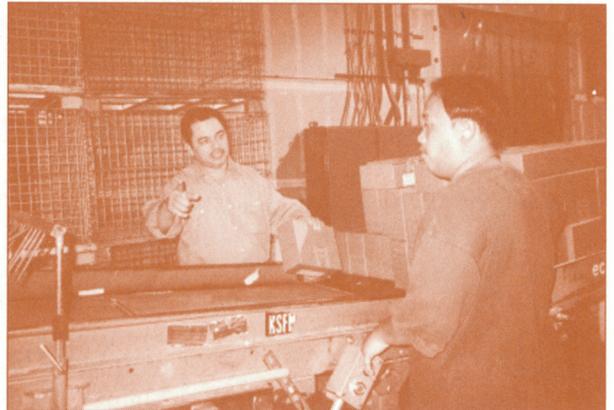
Although agencies have the choice to use commercial storage, they usually select the Records Center because of its customer service, Zeltvay said. "We will pull records, send them to the agency and refile them free. Commercial storage firms charge for those services," he said.

Once the new facility is completed, the three buildings will be evaluated for outfitting

with high-tech "pickers" that will assist workers in retrieving and refile documents from 12-foot to 16-foot-high shelves. A bar coding system also is in the works, so any of the 1 million cubic feet of boxes can be located by computer. To keep from being inundated by records, the center shreds confidential material at an agency's request. The State Archives reviews any material slated for shredding before it is destroyed to determine if it has historical value.

Bales of shredded material are sold to recyclers if the paper is computer or office quality paper, said Manuel Airada, supervisor at the Document Destruction Center.

And in tandem with expansion of the current center, the Imaging and Records Management Program at OIS continues to



Manuel Airada, left, Document Destruction Center supervisor, is assisted by Lae Ly in placing boxes of canceled checks on the shredder belt.



THE OFFICE OF INFORMATION SERVICES



Anthony Riney, an education account manager at CompUSA, calls attention to its training capability while brochures and signs (inset) publicize the partnership between CompUSA and SEEP in providing education to government.

SEEP LAUNCHES NEW TRAINING OPTIONS

The Statewide Educational Enhancement Program (SEEP) held a back-to-school open house recently for over 200 state and local government workers looking for the newest trends in training.

SEEP had a lot to offer. Employees from many agencies found standing room only in the Microsoft Office 97 and Internet classes. In another training area, instructors gave a quick overview of the newest in electronic forms design. New SEEP course schedules were available.

Government employees also got some exciting news. SEEP has entered into a partnership with CompUSA to conduct training classes statewide. "Agencies located outside Sacramento are anxious to get local training," said Bob Jacobson, resources manager at DGS' Office of Information Services. "Holding classes in San Diego or Bakersfield or Fresno saves travel time and money."

The partnership leverages CompUSA's 25 learning centers statewide to provide computer application training to the state, local government, and school districts. The broad choice of classes is offered at special government pricing. The SEEP course schedule is available on the Internet at www.dgs.ca.gov/ois/oispage.htm

SEEP has added another convenience for customers—a voucher system that allows agencies to purchase vouchers in small or large quantities and use them for whatever classes they

Continued Page 8

OIS RESTRUCTURES TO SATISFY CUSTOMERS

Complying with DGS' performance budgeting contract with the Legislature, in July 1996 the Office of Information Services became one of three DGS offices to switch to unmandated services. Unmandated means agencies have a choice to use OIS for their information technology needs. OIS now had to compete.

Competing in the thick of private-sector style competition for just over a year, OIS has overhauled its organizational structure using a private-sector matrix model.

"We are facing the same survival challenges private sector companies face," said OIS Office Chief Don Hallberg. "So we followed a proven corporate model that is responsive to customer needs."

Ross Forncrook, an OIS manager who entered state government from a private firm late last year, saw that the state structure needed a change. "Government tends toward a silo structure, where each program focuses on what it does best but doesn't

Continued Page 8



SPOTLIGHT

Continued



Joe Barajas, left, manager of records management operations at OIS, and Roman Zeltvay, State Records Center program manager, pose beside the construction sign for the expansion of the center, scheduled to be in full operation in March.

AND COUNTING ...

Continued From Page 6

educate agencies in paperless programs and to evaluate the feasibility of a center to convert documents to CD-ROM, according to manager Fernando Vellanoweth.

"We want to run a cost-effective, efficient business. We want to make the Records Center a showcase in state government," said Joe Barajas, manager, statewide records management operations.

SEEP ...

Continued From Page 7

want as time and employees become available. Vouchers are redeemable for one year from date of purchase.

"An agency can schedule training and pay with vouchers at SEEP or any CompUSA training location. People are very enthusiastic about the flexibility vouchers offer,"



OIS RESTRUCTURES ...

Continued From Page 7

address the overall needs of the customer," he said.

A team of OIS employees tackled the restructuring and created a three-pronged organization that focused on Solution Sales, Solution Resources and Solution Delivery. The sales staff includes Forncrook heading up state government sales and OIS Manager Deborah Furlow directing efforts to add new customers from local governments and education. Michelle Ogata manages the Solution Delivery teams and a new addition to OIS management, Bob Jacobson, coordinates Solution Resources.

"The biggest challenge was the mental leap forward," Hallberg said. "Before, we had 15 separate businesses. Now we have one. We're leveraging resources of all units to offer integrated service. Working together, we focus on the customer's business problem rather than our own business problem."

Furlow added, "With our new structure we can provide a total solution and develop

long-lasting relationships of satisfied customers."

Focusing on the fact that the customer is king, OIS created a team of Customer Account Managers (CAMs) who draw from all DGS' resources to craft high-value solutions that fit the customer's unique needs. Those resources include master agreements, California Multiple Awards Schedule (CMAS) Statewide Educational Enhancement Program (SEEP), the Records Center, Office of Machine Repair (OMRS), CALCard, and GS \$Mart.

This new business solution, a proactive customer approach, is working. Caltrans and DMV both are enthusiastic. Mike Oliver, city manager of Citrus Heights, praised the CAM concept. "The CAM Program is a wonderful program that our new city will use again and again to save time and money. I like the idea of having one person to go to. The CAM can provide solutions for many of the challenges a new city faces."

Jacobson said. Vouchers cost \$110, with discounts for volume purchases. Billing can be accomplished electronically for agencies that provide a billing code to SEEP.

SEEP recently changed its name to reflect changes in the information technology industry. Formerly called the State EDP Education Program, SEEP's new title reflects the progression of the industry from data processing to

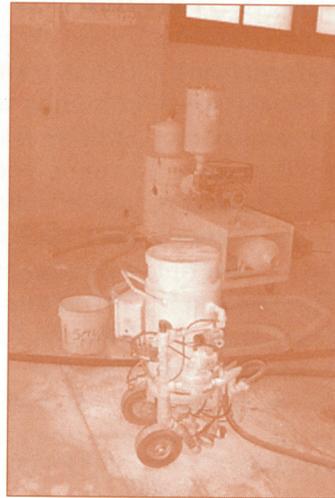
information technology.

SEEP has trained public sector employees for 20 years, but it in recent years has expanded to more than 200 course offerings, including management and marketing, and opportunities in satellite learning and videoconferencing.

For more information on SEEP training, call 916-445-0397, or toll free 1-888-895-SEEP(7337).



A worker aims the abrasive toward a wall of the Broadway Building to remove years of graffiti. The building, workers and equipment are encased in a nine-story plastic tent.



GRAFFITI REMOVAL REACHES NEW HEIGHTS AT LOS ANGELES PROJECT

An extensive graffiti removal operation is underway at DGS' renovation in downtown Los Angeles of an historic building slated for state offices.

The structure, constructed in 1914, became the flagship of the Broadway Department Store chain. It had been vacant for over two decades when DGS' Project Management Branch began the renovation this year. Every

floor of the 10-story structure's exterior had been defaced by spray paint.

While work continues on the structural renovation, the design/builder contracted with Preservation Arts to clean the exterior. Preservation Arts is aided by a nine-story scaffold system and a plastic sheath that encloses the entire building. The terra cotta and brick exterior is air blasted with a mixture containing

glass beads, a process known as the Minerva system, which meets requirements of the State Historic Preservation Office.

Swinerton and Walberg, the design/builder, and Johnson Fain Partners, the design architect, comprise the design/build team for the project. The building is scheduled to be completed at the end of 1998 with occupancy in early 1999.



Dorothy Duncanson looks over a memento presented to her at a farewell potluck by Office of Risk and Insurance Management Office Chief Ralph Maurer, left, and Vehicle Claims Unit Manager Rich Beck.

32-YEAR ORIM EMPLOYEE RETIRES

Dorothy Duncanson began her career with the state in January, 1958 as a stenographer with the Employment Development. In 1965, she began working in what would later become DGS' Office of Risk and Insurance Management. In 1978 she was promoted to staff services analyst, performing the subrogation services for ORIM. Dorothy retired in September as an associate risk manager, vehicle claims adjuster, having served ORIM for 32 years.



Orchids



LETTERS ROLLING IN PRAISING DGS CUSTOMER SERVICE

A private firm applying for status as a small and disabled veteran-owned business got such good service from OSMB the principals sent DGS a rave letter. "Eilene Yaconelli is one of the nicest, most professional and cooperative individuals we have ever had the pleasure to do business with in the government arena," said Michael B. O'Connor of Factory Direct Corp. in Coronado.

The president of Pacific Gateway Group of San Diego wrote a letter to OIS praising the "vision and commitment" of Pam Robison and Harvey Makishima for their in-depth knowledge of the Strategic and Management Consulting Services master service agreement process.

The janitorial crew from Buildings and Property Management at the Resources Building in Sacramento got two laudatory letters. Janitor Don Baker is "courteous, always cheerful, and a dedicated worker," according to Diana Cobleigh, chief of the DWR Telecommunications Office. The other letter, from Bob Niblack of DWR, commended Second Floor crew Andrew Reyna and Daniel Moreno for their thoroughness, consideration and positive attitude.

An alert and safety-minded group from OPSC noticed the office lights in the

fiscal unit's Fourth Floor reception area had begun to emit sparks. They alerted proper people and got the power shut down before the area caught fire. Kudos go to Frances Campos, Tony Villafuerte, Wan Wong, Thomas Fairgood and Della Casey.

David Bjelland, acting presiding workers' compensation judge, was thankful to have the "thorough and competent" assistance of San Bernardino State Building Manager Bobbio Sanchez, Supervisor John Oliver and Stationary Engineer Frank Pearson, Maintenance Mechanic Marc Tafarella, Janitor Frank Osuna and Security Guard Joe Boinski at a recent conference of California workers' compensation judges.

The Chiropractic Board of California recognized excellent work of two personnel analysts from the Office of Human Resources, Beth Townsend for her clarifications of supervisory and staff responsibilities, and Linda Verchuck for her expertise in position classifications and transactions. Verchuck also got praise for her focused, high-quality analysis of the State Classification Plan.

A team of OHR specialists, Bernadette Fees, Sue Jacobs and Barbara

Gilbertson got a resounding "thank you" from Building and Property Management's Southern Regional Manager, Rich Steuber, for the team's trip to Los Angeles and San Diego to discuss personnel and workers' compensation issues with on-site staff. Gilbertson and Bertha Lopez of OHR also assisted Steuber by traveling to San Diego to conduct a one-day file-in-person exam for a new office technician that needed to be hired quickly.

The Telecomm Division received three commendations for employees. Mike Baldwin was lauded by the CHP for his continuing high quality service on the patrol's radios. Caltrans praised Paul Flory for his "prompt response" in setting up radio communications at Bloomer Mountain. And Leah Sennite, 9-1-1 Program manager, received a letter from the LAPD for her help with its enhanced 9-1-1 system and its new dispatch centers.

Customer Account Managers at OIS got a pat on the back from the city manager of Citrus Heights who said the CAM unit is a "wonderful program" the city will use to save time and money.

Joanne Walkerharvey of RESD and Chris Tom-Albertson of Telecomm got a thank you from the March of Dimes for their leadership in organizing DGS' Walk-America team, which raised \$3,575.

Pat Mullen and his team at Procurement got multiple kudos for their presentation to

Daylight
Savings
Time
Ends
Oct. 26th



DGS RUNNER RAISES \$2,000 FOR LEUKEMIA CURE



Steve Haidet, a project manager in Design Services at RESD, ran the San Francisco Marathon in July as part of the Leukemia Society's "Team

in Training" fundraising effort.

Haidet's personal efforts raised nearly \$2,000 for leukemia research, education and services. Among the 45 Sacramento area team members, the group raised \$193,000.

Haidet ran the 26.2 mile course in honor of Kenneth Pack, a seven-year-old victim of leukemia. As Haidet took the last turn into Kezar Stadium to finish the race, his wife, daughter and two

grandsons cheered him on.

"My time of 4 hours and 45 minutes was quite a bit slower than the 3 hours, 19 minutes I did in the California International Marathon," Haidet said. "That was 10 years ago here in Sacramento."

Those last few "uphill" miles in Golden Gate Park San Francisco were rather torturous. Once he spotted his supporters at the finish line, "I felt as if I were sprinting that final lap around the track," he said.

Orchids

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a visiting procurement group from the City of Chicago on the changes and new programs instituted at DGS' Procurement Division.

Four Office of Fiscal Services employees, **Brenda Waltman, Susan Ferguson, May Lee** and **Mickey Fausett**, received praise for their "patience, cooperation and willingness" in assisting Deanna Rogers of Energy Assessments to set up the natural gas contract invoices.

Renea Hatcher of OSMB won recognition for excellent customer service from the Office of Legal Services for quick action in providing copies of a report needed by the Governor's Office.

The Office of Public School Construction sent a stack of laudatory letters to *Side By Side* about the excellent service its employees are providing to

school districts. The Fresno Unified School District, building its first high school in 35 years, commended **Richard Gonzalez, Gary Maple, Liese Olukoya, Rashid Mir, Phil Shearer** and **Barbara Wilson** for their assistance in every project phase.

Olukoya received another laudatory letter, this one from the Central Unified School District in Fresno, thanking her for her helpfulness and advocacy.

The El Centro School District praised **Bryan Breaks** of OPSC for his budgetary knowledge and amazing historical recall in closing out numerous projects dating back to 1988. **Breaks** got another letter from the Round Valley Unified School District for his "most accommodating and most patient" assistance.



Barbara Buss

was the recipient of a letter of thanks from the Point Arena Joint Union Elementary and High School districts for her "courtesy, patience and invaluable assistance."

A Fresno architecture firm that specializes in school design praised the professionalism, knowledge and promptness of OPSC's **Ed Tyack**. And in a final OPSC letter, the Kern County Superintendent of Schools thanked **Phil Shearer** and **Irene Oliver** for putting on a workshop and holding meetings with district officials.

Lina Chatterji, an RESD space planner, used insight and creativity to design a new entryway for the Board of Control's Sacramento facility, according to BOC Executive Director Darlene Ayers-Johnson.





TELECOMM CELEBRATES 50TH ANNIVERSARY

The Telecommunications Division recently celebrated its 50th anniversary with a day-long open house, a letter from Governor Wilson and a special edition of its newsletter, *Telecomments*.

Visitors to the Telecomm offices on Sequoia Pacific Blvd. and North 5th St. in Sacramento had an opportunity to get a first-hand view of the division's operations. Microwave link demonstrations, imaging, trunking systems and mobile installation, product testing, emergency communications, including a communications van display, CALNET control center tours and 9-1-1 demos gave the public, customers and DGS coworkers a better understanding of Telecomm's contribution to California government.

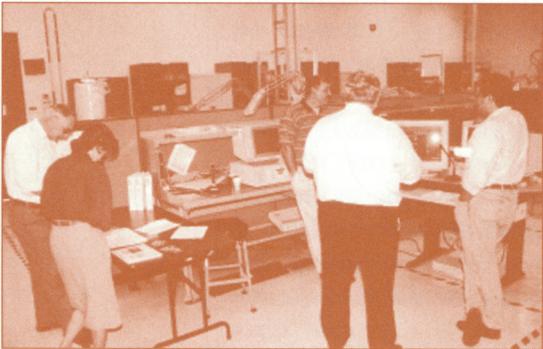
The division was created by the Legislature with the passage in September 1947 of the State Telecommunications Act.

The first year, the division functioned with seven employees as an advisory group

to other state agencies. A year later, however, the California Communications Study recommended the division assume jurisdiction over all state communications and be centered in one operation.

The division was part of the Department of Finance until it was transferred to the newly-created DGS in 1963. Since the beginning, the number of employees has risen from the initial seven to 480 and from an annual budget of \$22,000 to \$152 million today.

The division has incorporated, over the years, the newest technologies into the services it provides state agencies. Telecomm established satellite communications and the use of fiber optics; maintained a state-wide microwave system; set up CALNET for voice and data transmissions; provided voice mail system and established programs such as telecommuting and video conferencing.



50th Anniversary visitors are given a demonstration of the new "touch screen" radio dispatch consoles at the Engineering Lab. Caltrans and the Division of Forestry dispatchers are using the technology.



Pete Wilson
Governor

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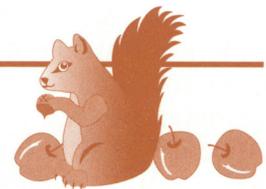


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McGAGIN ...

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McGagin graduated from California State University, Sacramento with a BA in government. She and her husband have two daughters and a son.

Ayers-Johnson left her deputy director role for an appointment as executive director of the Board of Control.