

Side-by-Side



California Department of General Services

a newsletter for employees by employees

Issue #14 • February 1998

DGS LEGISLATIVE SUCCESSES IN '97

The New Year rings in a couple of major legislative accomplishments with approval of the East End Project and the Alternative Procurement Pilot Project.

The East End Project (SB 1270/Johnston) will consolidate the operations of three state agencies scattered over more than 30 locations in the Sacramento area.

"The goal is creating value for taxpayers and improving the neighborhood around Capitol Park," says State and Consumer Services Secretary Joanne Kozberg. The East End Project calls for 1.5 million square feet of office space spread over five office buildings, with room for more than 1,500 parking spaces. The area to be developed is bound by 15th and 17th streets, between L and N streets, 14th and 15th streets between N and O streets. An additional 720-car parking structure will be built at 13th and P streets.

DGS estimates that construction of the East End Project will save \$200 million over the cost of leasing comparable office space over the next three decades. The project is budgeted at up to \$392 million. "We are

committed to bringing this project in on time and under budget," says DGS Director Peter Stamison. "California's capital city deserves nothing less."

"The goal is creating value for taxpayers and improving the neighborhood around Capitol Park."

*Consumer Services Secretary,
Joanne Kozberg*

The office complex will house the Department of Education, the Department of Health Services, and DGS. "It'll bring about 6,000 people to the east end of Capitol Park and will be a major shot-in-the-arm for residential and retail development," says Real Estate and Building Division Chief Gene Spindler. He calls the hard work of all involved a "classic example" of what can happen when team members from different branches within the department work together to accomplish a major project.

Spotlight on . . . THE OFFICE OF STATE PUBLISHING

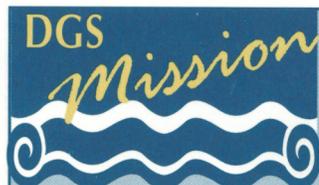
(See page 6 & 7)

Construction of the parking facility at 13th and P is due to begin late this year, with construction of the office buildings starting as early as mid-1999.

Continued Page 3



Job well done! With the passage of SB 1270, signed into law by Governor Wilson, it won't be too long before the Capitol Park East End office complex starts to take shape. Receiving framed copies of the legislation for their hard work on SB1270 (seated l-r) Christal Waters, Anne Garbeff, Jim Derby, standing (l-r) Bob Houghton, Bob Sleppy, Director Peter Stamison, Legislative Director Karen Neuwald, RESD Chief Gene Spindler, Chief Deputy Director Steve Olsen, and legislative analyst Dan Carrigg. The East End Project will house DGS, Education, and Health Services.

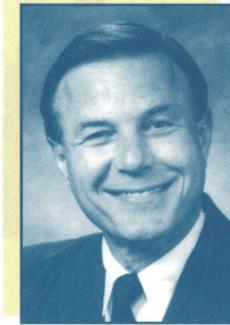


To insure quality, cost-conscious, and timely assistance and support to state and other public agencies so they can efficiently deliver needed services to California citizens. With the leadership of the Governor, and in cooperation with the Legislature, we seek to provide creative business solutions and serve our customers in a responsive and flexible manner. Our mission is dedicated to servicing the customer.



DIRECTOR'S

Message...



*Peter G. Stamison,
Director*

QUALITY IS AN ONGOING PROCESS

DGS has embarked on a challenging and rewarding journey as we create a more competitive organization. This requires a continued focus on the quality of our products and services. DGS has long been a part of the quality effort in State service and will continue to pioneer programs with the goal of providing excellent customer services.

DGS has a history in this arena. In 1993, DGS chose to participate in the Governor's performance based budgeting pilot program. DGS was already primed to shift to a service mode; the pilot provided the opportunity to abandon an old paradigm that was not in sync with the new direction required in today's business world.

Although the pilot is a key component of the quality improvement efforts at DGS, other activities have grown independently from this project. Some of these major activities include: department-wide reorganizations to flatten the structure and improve

service delivery and product quality; policy redirection to promote customer-focused, results-driven service delivery; and a major emphasis on the collection and use of customer data in measuring and defining services. We continue to work on the development of new programs and services in response to our customers' needs.

Although DGS no longer hosts a TQM certificate program, nor do we promote a specific quality program over others, this is not an indication that we have abandoned quality theory and philosophy. Quite the opposite, DGS has embraced the basic principles and has moved further to integrate these theories into programs and practices. We continue to support all programs and efforts that promote quality principles. We are not tied to a particular program but to the principles the programs embrace. The manner in which we conduct our business and strategize for the

future incorporates the principles of the "quality movement."

What is on the horizon for DGS? We will continue to integrate quality into every product and service. We will define, develop and implement processes that assist in achieving our goals. As part of this effort, we will continue to promote the quality principles. We will continue to promote programs, skills and tools as they relate to the business goals and DGS mission. Although we may not promote a particular theory or offer certificate programs on the premises, the specific programs and tools will be recommended as they relate back to our performance. The emphasis will be to allow the business goals to define which programs will be accessed and how they will be integrated into the organization.

Peter G. Stamison



'97 ACCOMPLISHMENTS

Continued From Page 1

The New Year also brings a new way of doing procurement business in California with passage of the Alternative Procurement Pilot Project (AB 1159/Bowen). The project allows state departments to use an alternative protest process to resolve contract disputes involving some of the \$2 billion worth of information technology projects around the state. "In simple terms, the procurement process will be quicker because of no threat of a long protest period, and we can consider the quality of the products we're buying,"

says Procurement Deputy Director Chuck Grady.

The Alternative Protest Pilot Project means potential cost savings to taxpayers through reduction of frivolous protests while allowing major projects to begin and contract disputes to be settled without hindering the acquisition of information technology. It also allows agencies to consider the quality of the products they are buying by weighing warranties and the past performance of potential supplies, as well as the bid price.



The office of Procurement, headed by Chuck Grady and the Office of Legislation, led by Karen Neuwald, recently celebrated the passage of procurement reform legislation. Pat Jones, holding a framed copy of AB 1159, the Alternative Procurement Protest Pilot Project. Co-workers JoAnne Payan, and former DGS legislative analyst Happy Chastain were given special recognition by Director Peter Stamison, and Chief Deputy Director Steve Olsen for their hard work on the program. The legislation allows for "best value" purchasing by state agencies, which takes into account other factors beyond lowest price. (Left-Right: Happy Chastain, Steve Olsen, JoAnne Payan, Pat Jones, Ben Frank, Karen Neuwald, Chuck Grady, Peter Stamison)

OFFICE OF FLEET ADMINISTRATION HOSTS INTERNATIONAL DELEGATION



Fleet Services Chief Tim Bow shares a laugh with a member of the Chinese delegation who came to learn about how DGS does business.

In January, the Office of Fleet Administration hosted a delegation of 16 Chinese government and business representatives from Jiang Su Province in the People's Republic. The group was on a fact-finding mission to observe and document government automotive and equipment operations. They received an overview of the OFA's role and responsibilities and were given a tour of the State Garage in Sacramento.

The delegation was especially surprised with the OFA's use of clean fuel transportation including the new electric vehicles. In addition to visiting the OFA, the group also toured the Department of Consumer Affairs, the Bureau of Automotive Repair and a CalTrans facility in Oakland.

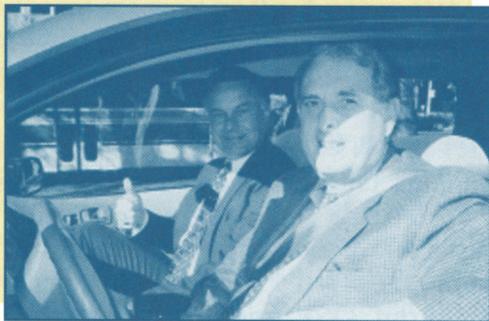
The group's goal is to improve internal government operations in order to better serve China's citizenry. It seems customer service and satisfaction are truly global concepts.



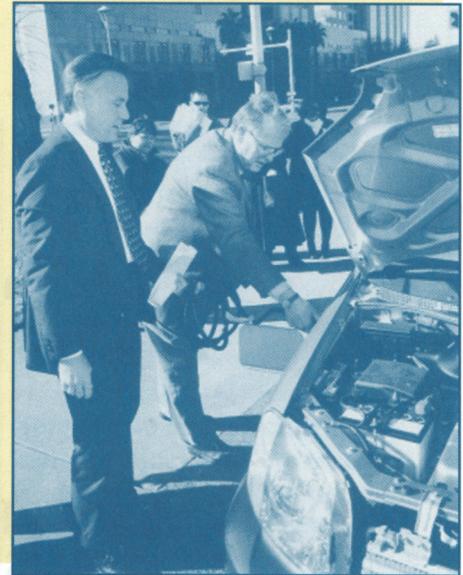
Electric Vehicles IN DEMAND !



DGS Director Peter Stamison presents the key to a Honda EV electric vehicle to Cal-EPA Secretary Peter Rooney. Mr. Rooney was one of the first to receive the new zero-emission vehicles from DGS's state fleet. The vehicles are now available to state workers on official business.



Get set for a test drive!



Fill 'er up! Secretary Rooney gets "plugged in" to the newest technology available from DGS. Electric vehicles (EV's) accelerate quickly for city driving, but produced "zero emissions," making them perfect for the state fleet.

TWO NEW FACES IN EXEC OFFICE

Ross Warren has come aboard the Department of General Service's Legislative Office, bringing with him a wealth of experience working with the Legislature and state agencies. At DGS, Ross is responsible for legislative issues affecting procurement and contracting, information technology, telecommunications, and small and minority business programs.

Prior to DGS, Ross worked at the California Public Employees Retirement System's Legislative Office and was responsible for legislative issues affecting the nation's largest pension system and its investment practices. Ross has also worked for the

California Integrated Waste Management Board's Legislative Office and oversaw recycling issues as well as recycled material market development and solid waste facility regulation.

Ross began his career in state service in 1986 with the State Board of Equalization as a Business Taxes Representative. He then moved to BOE's Legislative Office to work on environmental fee programs and issues impacting property taxes and business taxes.

Ross spends his spare time fishing, traveling and bike riding.

Ken Hunt is another new face at DGS where he's

working in the Public Information Office. Ken brings 22 years of broadcast journalism experience to the job, most of which were with K-108-FM radio in Sacramento. Ken has worked the past four years in San Francisco at KGO Radio and he's been a broadcast journalist at KFBK radio in Sacramento as well. He's a five-time winner of the Associated Press Radio and Television Association's top news writing award.

Ken enjoys hanging out at book stores, catching the latest movies and spending quality time with his wife, Lizann, and their 10-year-old daughter, Kenna, at their home in Carmichael.



DGS WINS UNITED WAY CAMPAIGN'S BROWN SHOE AWARD

Congrats to all at General Services for edging CalTrans in the first annual DGS/CalTrans Brown Shoe Award competition. The "Shoe" represents construction-worker type footwear worn by many employees in both departments. It is presented to the director with the highest participation rate for the annual United California State Employee Campaigns.

DGS had 38 percent participation in payroll deduction or cash contributions compared to a 33 percent rate for CalTrans employees. That translates into \$130,000 raised, an 11 percent increase over 1996! There was also a 22 percent overall increase in participation with eight offices achieving 50 percent participation or higher.

Special events raised \$9,000, including \$1,500 from the DGS relay race last October, \$1,800 from the department-wide raffle, and more than \$2,500 from several special events sponsored by the Office of Information Services. Eighteen DGS staffers gave \$500 or more and six employees were at the \$1,000 level or higher.

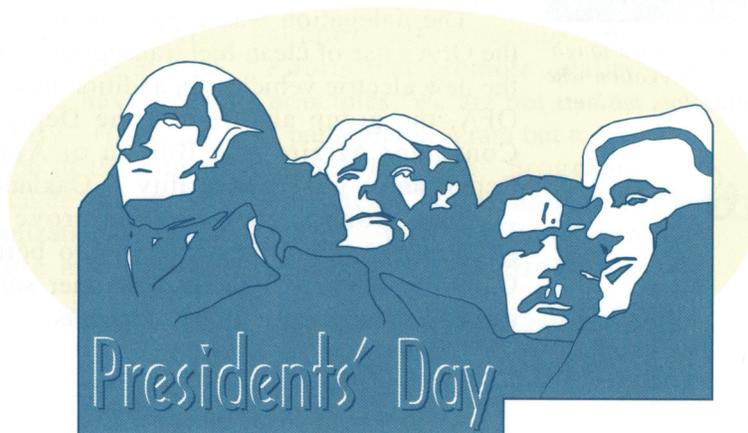
To recognize the outstanding office efforts, the 1997 UCSEC committee established five annual honors known as The Bear Facts Awards. And the winners are:

- Top UCSEC Contribution rate award: Office of Legal Services (81%)
- Best in UCSEC Parade award: Procurement Division

- Best UCSEC Skit Procurement Division
- UCSEC Per Capita Champs: Executive Office (\$134)
- UCSEC Awareness Award: Office of Information Services

Drop by Director Peter Stamison's office and check out the Brown Shoe trophy which will reside on the 19th floor for calendar year 1998. And ask him to show you his 1997 campaign scrapbook, a present from the 1997 campaign committee.

If you need more information about our winning efforts or if you want to join the fun in 1998, please contact Sandra Felderstein at 323-6064 or your office/branch/division representative.





SPOTLIGHT ON...



THE OFFICE OF STATE PUBLISHING

OFFICE OF STATE PUBLISHING HOSTS TOURS, CHANGES NAME

by Sandy Adams

What's in a name? Plenty at the Office of State Publishing. Not only does the name change mean major changes in technology, but a change in the way the former Office of State Printing does business. OSP is no longer just a printing service. It's merging traditional press and ink with digital technology and a vision of becoming a fully integrated multimedia communications leader for all areas of government.

OSP is not only opening up new services, it's also working to improve cost competitiveness and customer satisfaction, including improved service to the legislature.

Speaking of satisfied customers, OSP had hundreds of those during this year's International Printing Week, January 12-16.

"Incredible!"

"I didn't know so much was done here!"

"Wow, I didn't realize that printing involves so many

people with complex talents and skills!"

These are just a few of the comments from satisfied visitors who toured OSP during International Printing Week. The observance dates back to the early 1900s in North America, and is tied to the anniversary of Benjamin Franklin's birthday, who, among his many achievements, was also a talented printer. In these early years, Printing Week provided an opportunity for printers to

introduce their sons into the printing business. Times have certainly changed. Printing Week now serves as an opportunity to pass on the history and pride of the industry to family, friends, customers, students and the general public.

An average of 2,000 visitors per year take the 90-minute tour of OSP's facility. This year OSP had a variety of tour guests ranging from customers, students, Boy Scout troops, senior organizations and the general public. Many retired employees and their families also returned to see how things have changed.



OSP designer Ghedeon Bere leads 5th graders from Sacramento's Del Dayo Elementary School on a tour during International Printing Week.



THE GREEN TEAM

When it comes to colors, green is the brightest hue on the Office of State Publishing's pallet. Green as in the color of recycling. OSP employees recycle just about everything they can get their hands on; including paper, ink and aluminum printing plates. OSP employees recycle telephone directories, newspapers and cardboard products by the ton. In addition, they bring discarded newspapers from their homes and offices to put into a recycling bin, with all proceeds going to area charities.

According to purchasing manager Lance Hibben, OSP's efforts have created tens of thousands of dollars in OSP savings, and have generated hundreds of thousands of dollars in revenues. "We sell

paper scraps and spoilage produced from in-house production activities to contractors. Since 1994, OSP has sold over 19 million pounds of paper for recycling and that has generated \$327,000 in revenues," says Lance.

OSP also buys recycled paper for customer printing jobs, nearly 50,000 reams of paper last year alone. These recycled products were used to create booklets, reports, manuals and several other types of printed materials for state agencies and the citizens of California.

In addition to recycled paper, OSP also saves old, unused printing inks that are running out of shelf life. Instead of being thrown away, the project rejuvenates the inks which are then put back to use.

"Approximately 7,200 pounds of ink have been saved," Lance says. "This new process is expected to provide a 50 percent savings over the cost of buying new ink as well as significant cost savings associated with toxic waste disposal."

OSP's customers are also getting into the recycling act by reusing steel end cores from large paper rolls, plywood "end caps" used for packaging, and refurbishing wooden pallets. An estimated 1,200 pallets are reused every year saving taxpayers about \$7,500 annually. "This partnership helps reduce the volume of material entering landfills, lowers OSP's printing costs for customers, and ultimately helps keep taxpayers happier," explains Lance who, unlike Kermit the Frog, is finding that it is easy being green if you're at OSP.



Students from Lodi Academy admire OSP's creativity during International Printing Week.

Most visitors don't realize OSP is the largest state printing facility in the nation as well as being the biggest, full-range commercial operation in the Western United States.

Most of the excitement comes when visitors reach the production floor. The sound of the presses humming at full speed and the hustle of forklifts moving paper and pallets depict the normal activity of the 24-hour a day operation.

The younger crowds seem to be most impressed by the cutting

operations in the Bindery area, where they can find the sharpest knives in the world where some blades are able to cut through five inches of paper with the precision of a scalpel. Another jaw-dropper are the rolls of paper weighing as much as a car.

If you are interested in touring OSP, you don't have to wait for next year's International Printing Week. Special tours can be arranged, upon request, by calling (916) 445-9110 to set up an appointment.



John Jang, DGS Industrial Hygienist...

SAFETY IS HIS BUSINESS

Compared to handling radioactive materials or rocket engines, the workplace hazards at DGS may seem mundane. Not so says John Jang, Certified Industrial Hygienist at the Office of Risk and Insurance Management. "We have issues at the Office of State Publishing involving ink vapors as well as other chemicals used in the printing industry. At the Office of Fleet Administration, workers use a variety of hazardous chemicals in vehicle maintenance. And at Building and Property Management, there's solvents, garden chemicals, asbestos and paint," John says.

It's John's job as DGS Departmental Safety Coordinator to recognize, evaluate, anticipate, and control potential workplace hazards. Eliminating or reducing risk takes persistence and diplomacy. "You have to be sensitive to employees' concerns while at the same time making sure the law is being obeyed," he explains.

John is a UC Davis biology graduate with 11 years experience at Aerojet in Sacramento, where he worked as a Certified Industrial Hygienist charged with controlling radioactive materials, and the safety of employees working with rocket motors, and pharmaceutical

substances. He's also worked as an industrial hygienist specialist for Travelers Insurance where he evaluated occupational hazards ranging from assembling brakes for jumbo jets to making McDonald's hamburger buns.

In addition to controlling dangerous chemicals and other materials, John also works with the DGS Workplace Violence Prevention Team to educate managers and supervisors on how to prevent workplace violence. "The role of an industrial hygienist is always challenging and the rewards of the programs are shown by having a safe workplace for each employee," says John.

IMAGING AND RECORDS FORUM COMING IN JUNE

How do you convert and load a large backfile of paper documents onto the electronic management system? According to Barbara Volkov, a Past President of the Association of Records Managers and Administrators Incorporated, it takes a lot of planning and team work to efficiently maintain huge quantities of information on-site. "Initially it may appear that performing your own backfile conversion is a better and less expensive choice than outsourcing," says Barbara. "But to ensure success, there are serious decisions ahead."

Barbara is a respected speaker who has worked closely with the Office of Information Services Information and Records Management Program and says a top priority should be the make up of your conversion crew and whether they will be used during regularly scheduled hours or during off-hours. Careful consideration needs to be given, she says, about how the project may impact efficiency if full-time staff is being used for both their regular work as well as the conversion.

Other important factors involved in an electronic

management system conversion include project design and set-up, project management, forms and documentation, and quality assurance measures.

Want to know more? Then mark your calendar for the DGS-hosted 5th Annual Imaging and Records Forum on June 9th-June 10th at the Sacramento Convention Center. The 1998 Forum provides an opportunity to recognize the important role that Records Management and Document Imaging technologies play in our lives and in the business of government.



STATE RECORDS CENTER EXPANDS

State government's collective "memory" is growing. A brand new wing of the State Records Center (SRC) will be opening this Spring. The 356,000 cubic foot expansion will bring the West Sacramento site's storage capacity to nearly one million cubic feet for storing paper, microfilm, computer tape, videotape, disks and other record-keeping technology.

Records are, in effect, the memory of an organization, and SRC has plenty of memories! As records come to the end of their active

lives, they are either destroyed, taken to State Archives or transferred to inactive storage at SRC. Although electronic storage is a growing method of record-keeping, it is still in its infancy—most documents are still stored as paper. At the SRC, the equivalent of 600 million sheets are on file.

SRC offers the most economical means for storing records. The cost to store one cubic foot of materials for one year at the SRC is 98 cents. Compare that to storing the same amount of records in an

office drawer for \$22.05 annually, or \$13.06 a year for shelf-filed records.

The State Record Center will host a grand opening of their new wing in April. The public is invited to attend. The SRC is located at 3240 Industrial Blvd., in West Sacramento. Call the SRC for more information at (916) 445-3206.



REMEMBERING ANDY

Co-workers remember Andy Sorgatz as much more than an employee. Not only could Andy deal with complex electronic problems for several State agencies, but he was great with people, too. "Andy had that magic ability to make friends wherever he went," said Telecommunications Division supervisor Wayne Pfohl. "There are those special people in life who stand out from the others; most of us may eventually know one or two. Andy was one of those people."

Andy was killed recently in a traffic accident in Sacramento. He was an innocent bystander in a police chase. His car was struck at Del Paso and Southgate in a tragedy that took Andy's life.

Andy was a 25-year employee with the State of California. He transferred to the Telecommunications Division from Buildings and Grounds in 1978 as a trainee, and was promptly promoted to

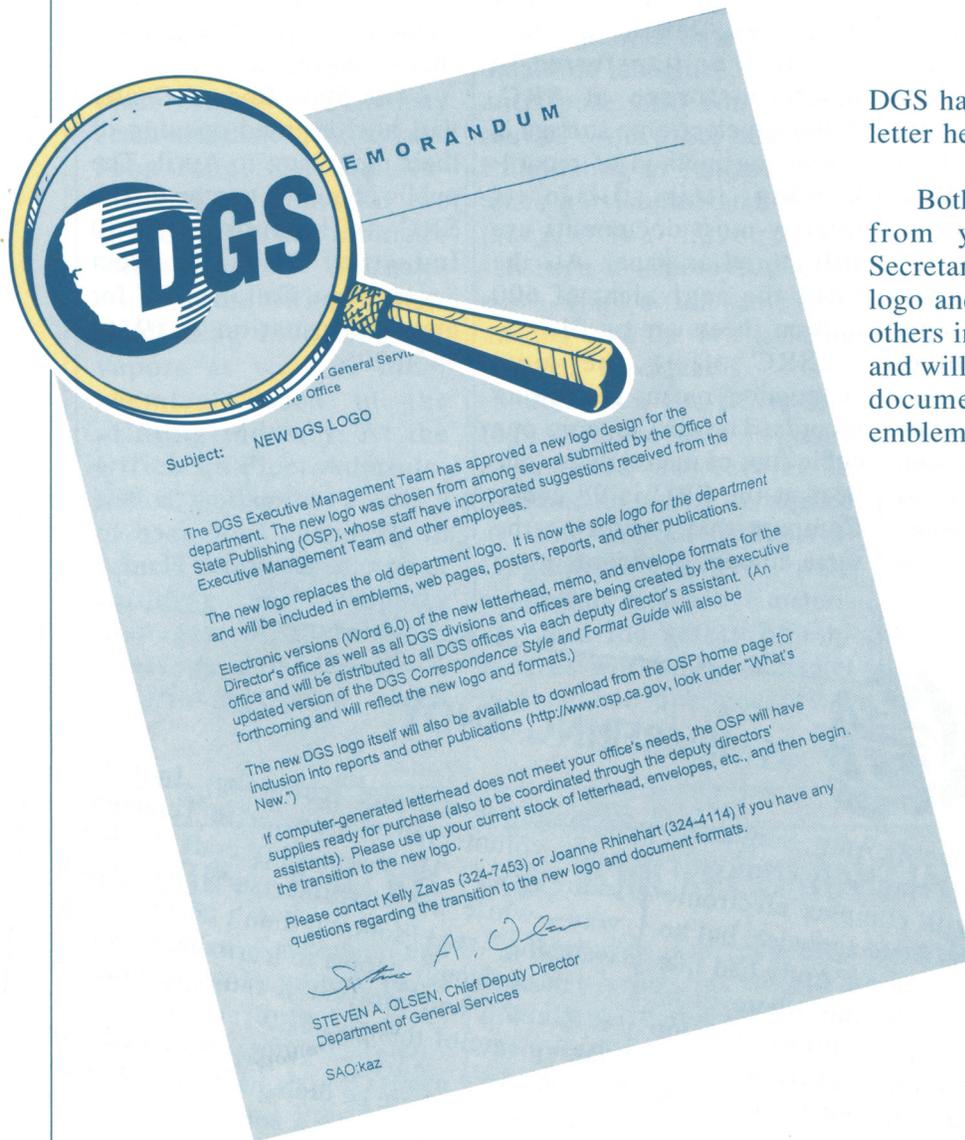
Telecommunications Technician. In 1980, Andy volunteered to transfer to Telecom's Indio office. "He learned his craft the hard way—while the customer is waiting and watching," said Pfohl. "It didn't take too long for those agency people to learn that they had a talented and motivated radio technician taking care of their needs."

Andy's career then returned to Sacramento where he did what he loved to do. "You didn't have to be a somebody for Andy to like you," remembers Andy's supervisor Wayne Pfohl. "Andy was liked by people from so many walks of life." Friends say when Andy wasn't at work, he was likely to be riding his Harley-Davidson motorcycle around the state. He also enjoyed making "Andy's Pale Ale" at his home micro-brewery.

Andy Sorgatz is survived by his wife, Fern, and his children Brian and Shannon.



NEW DGS LOGO NOW AVAILABLE



DGS has a new logo and letter head.

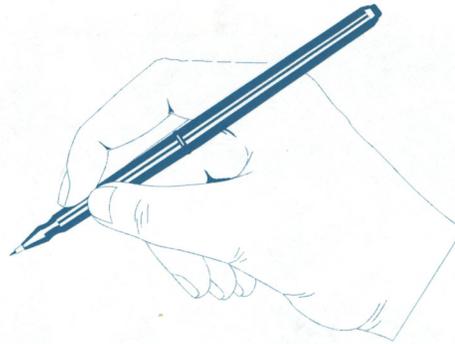
Both will be available soon from your local Division Secretary and via cc:Mail. The logo and letterhead replace all others in use in the department and will be showing up soon on documents, memos, reports, emblems, and web sites.

LEAPIN' Leprechauns!

HAPPY ST. PATRICK'S DAY
MARCH 17th



Orchids



LETTERS KEEP ROLLING IN ...

The Office of Small and Minority Business got a high-five for receptionist **Rochelle Idemudia's** "professionalism and willingness to go that extra step." A Certified Public Accountant who deals with several state government agencies praised Rochelle's efforts in helping him understand the certification process on behalf of a client.

John Galaxidas at the Real Estate and Building Division was recognized by the Department of Social Services for working "unusual hours" to help find office space in San Francisco for the Coastal Regional Adviser of the California Works Opportunities and Responsibility to Kids (CalWorks) program.

The Office of Risk and Insurance Management's **Ralph Maurer** received a certificate of appreciation

from the California Veteran's Board for assistance "above and beyond" the call of duty for restructuring the CDVA Life and Disability Insurance Programs.

The folks at the Department of Justice's Bureau of Forensic Services Sacramento Lab are satisfied customers thanks to what they call the "prompt response" of electrician **Ed Albert** who re-wired a work station on short notice.

Kyle Freedman of Transactions received a nice thank-you letter from the Division of State Architect's Office of Regulation Services for "prompt handling" of a time card and paycheck matter.

In the spirit of the holiday season, the **Equal Employment Opportunity Office** donated more than \$1,500 to a pair of Sacramento charities. St. John's Shelter for Women

and Children received \$900. St. John's provides a homelike shelter and an evening meal, offers support, counseling and referral for homeless guests, and long-term support and advocacy for families transitioning back into permanent situations. Helping Hand Community Service Center received \$625 to help feed and clothe the needy people of the Oak Park area.

The **Office of State Publishing** received a letter of appreciation from the Children's Receiving Home of Sacramento for OSP's generous support of the shelter's holiday program. OSP donated nearly \$500, hosted a Christmas party and provided gifts for several of the abused and neglected children living at the facility.





A shy Holly Hadack hugs her father, David Hadack of San Diego as Gayle Wilson adds the final touches to the State Christmas Tree. The 50-foot redwood tree from Apple Hill was decorated by DGS with more than 5,000 ornaments and lights for the Governor's annual tree-lighting ceremony in the Capitol Rotunda. Many of the ornaments were specially hand-crafted by children and adults in the state's centers for the developmentally disabled.



Pete Wilson
Governor

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