

Side-by-Side



California Department of General Services

a newsletter for employees by employees

Issue #18 • October 1998

STATE TESTS NEW 9-1-1 EMERGENCY SYSTEM FOR CELLULAR CALLERS IN LOS ANGELES AREA

The Department of General Services (DGS), state and local law enforcement, and private-sector telecommunications carriers are partnering in a test of enhanced 9-1-1 technology designed to improve emergency response for callers using cellular phones and other wireless communication devices. The pilot project is aimed at helping the California Highway Patrol (CHP) and other law enforcement agencies respond to 9-1-1 emergencies from cellular phones where the caller is lost, or the call becomes disconnected. The test covers a 63-square mile area of Los Angeles County and is the most complex such program in the nation.

“This is the ultimate in public/private partnerships,” said Wendell McCullough, Deputy Director of the DGS Telecommunications Division, which is responsible for the pilot. “Our private-sector telecom partners have demonstrated a willingness to put their technology to the test, and law enforcement has responded to the challenge.”

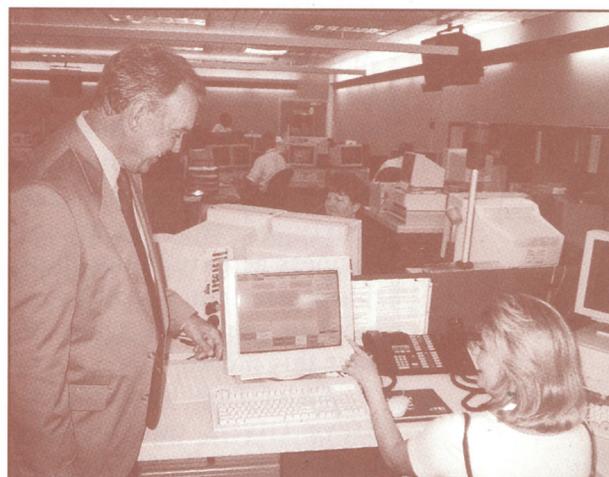
Under current state law, all cellular 9-1-1 emergency phone calls must be routed to the nearest appropriate CHP communications center, instead of a closer or otherwise more appropriate law enforcement agency. For the first time, enhanced 9-1-1 technology—which allows emergency dispatchers to identify the location and phone number of emergency calls placed over telephone lines—is being tested for use with incoming cellular calls.

Without these enhancements, persons placing 9-1-1 calls using cellular phones have had to tell dispatchers their location and phone number, which can delay response time and tie up incoming lines. This has been a particular problem for cellular callers in emergency situations who do not know their phone number or location. As part of the pilot

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Spotlight on . . .

PROGRAM RESEARCH AND EVALUATION SECTION

(See page 6 & 7)



DGS Telecommunications Division Deputy Director Wendell McCullough gets a demonstration from a CHP dispatcher of how enhanced wireless 9-1-1 phone calls are being processed at the CHP's Communications Center in Los Angeles.

program, dispatchers are now able to automatically identify, for the first time, the caller's cellular telephone number and the approximate location of the cell site where the 9-1-1 call is received.

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To ensure 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 serving the customer.



DIRECTOR'S

Message...



Peter G. Stamison,
Director

You've heard the phrase "hot off the press." It literally applies to our first department-wide brochure that's rolling off the press as I prepare this article. It's a striking, full color, eight-page brochure we can all be proud to share with our customers and suppliers. Perhaps, the most useful part of the brochure will be the Business and Management Solutions Directory that summarizes nearly every department business activity. Enough of this description, you will just have to see it for yourself later this month.

Chief Deputy Director, Steve Olsen, our capable Executive staff, and I have worked with you throughout our tenure to turn the Department of General Services into a customer-focused, results-driven organization. We all have made tremendous strides toward these goals as evidenced by the many orchid letters we receive, and the numerous

NASCA, NASPO, NASIRE, and other awards you've earned. Yes, DGS makes business easier for its customers, and that's why the DGS brochure is so important. It helps you tell the story of how we partner with our customers and apply the full range of our capabilities to find the right solution that fits the customer's need.

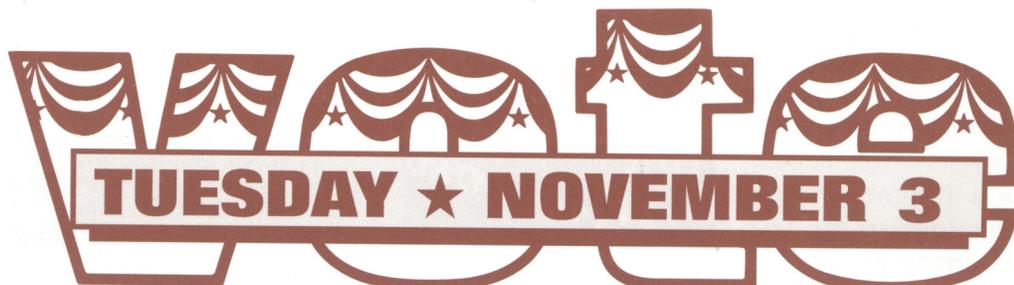
Compiling the information and producing the brochure was no simple undertaking. It required strong leadership from Deputy Director Karen McGagin, State Printer Celeste Cron, and department marketing manager Don Hallberg. However, the real heroes were the many people that formed the behind-the-scenes team: the key contacts in every division and office who worked with Don to collect, compile, organize, and edit information that went into the solutions directory and other portions of the brochure.

There are many people to thank at the Office of State Publishing: Ghedeon Bere designed the entire brochure, Cindy Connitt conquered logistical hurdles throughout the entire process, Mike Lee planned the production, and Cecile Masterson proofed the final copy. Under the watchful eyes of press people Ron Lewis, Christina Minamora, Edgar Gardner III and support from Mark Renteria, Mike Harris, and Noel Soliz, the brochure's color and registration remained true throughout the entire job which required more than eight hours of press time.

Soon every business unit throughout the department will have department brochures. Please use them with your customers and prospects to help you explain how DGS helps find solutions that fit customer needs.

Before the end of the year, watch for division and office brochures that complement the department brochure. And that's not all, our web pages will soon take on a new appearance that complements the printed brochures. Integrated management makes good senses—so does integrated marketing.

Peter G. Stamison



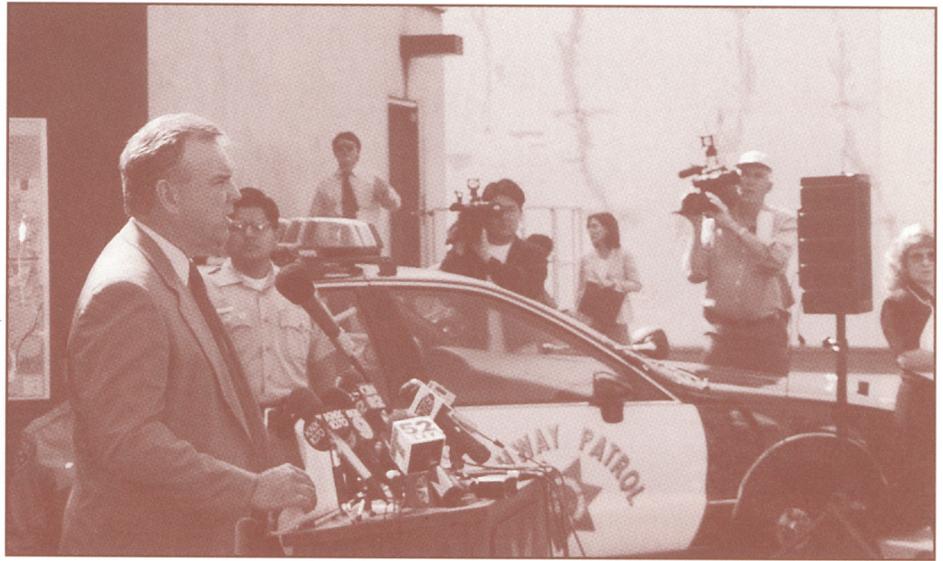
9-1-1 ...

Continued From Page 1

Wireless use of the emergency 9-1-1 system in California has tripled in the past six years, according to CHP statistics. In 1991 there were 972,000 emergency 9-1-1 calls placed from cellular phones. In 1997 the volume of calls increased to 2,786,000.

The Los Angeles County pilot program will demonstrate the collective ability of all parties involved to comply with Federal Communications Commission (FCC) requirements that wireless carriers provide the caller's telephone number and cell site location information to the proper local emergency services agency. The pilot will provide a basis for cost analysis and a model for statewide implementation. FCC regulations require wireless carriers to have the capability to further pinpoint the location of wireless 9-1-1 calls to within a half a city block by October 2001.

Participants in the enhanced wireless 9-1-1 pilot



Deputy Director McCullough announces the enhanced 9-1-1 technology test to the news media gathered at the CHP's Los Angeles Communications Center.

include the CHP; the Los Angeles County Sheriff's Department/Temple City Station; the Pasadena, San Marino, and Sierra Madre Police Departments; and the Arcadia Fire Department. Private-sector telecommunications participants include wireless providers AirTouch, L.A. Cellular, Pacific Bell Mobile Services, Sprint PCS; local exchange carriers GTE

and Pacific Bell; and database service providers Pacific Bell, SCC Communications, GBH Telcom, and XYPOINT.

Primary funding for the six-month pilot is being provided by the surcharge collected on all telephone customer intrastate calls through the state's 9-1-1 fund emergency telephone number account.



REMEMBERING HUGH MCKAY

Friends and colleagues remember Hugh "Mac" McKay as a very dedicated and knowledgeable employee who was always ready to help out his fellow workers with Building and Property Management at the Franchise Tax Board in Sacramento where he worked as a stationary engineer. Hugh passed away on August 24 at the age of 66.

Before coming to state service in Sacramento, Hugh joined the Merchant Marines where he eventually worked his way up to Engineer Firefighter. His two children, LeAnn and Gary survive Hugh.





Construction is underway at the future site of the Teale Data Center in Rancho Cordova. Completion is expected next year.

STATE BREAKS GROUND ON NEW STEPHEN P. TEALE DATA CENTER TO MEET GROWING DATA DEMANDS

The Department of General Services (DGS), the Department of Information Technology (DOIT), the Teale Data Center and McCuen Properties, have broken ground for the relocation of the state's largest main frame data processing center. When completed next year, the new Stephen P. Teale Data Center in Rancho Cordova (Sacramento County) will be a state-of-the-art facility allowing the state to meet growing data processing needs while saving the taxpayers millions of dollars.

"This is a good location, a cost-effective move, and a long-term solution to meet the state's growing data processing requirements," said DGS Director Peter G. Stamison. "We are out of the floodplain and on solid ground financially."

An analysis of the cost of moving to the new facility (versus staying in the existing site) revealed savings of \$4 million over the life of the lease. The current facility,

which was constructed in 1980, is in a designated flood plain, and is not suitable for expansion. Completion of the new 137,000 square foot facility is scheduled for July of 1999, with a phased move-in of its 365 employees and multiple data processing systems beginning a month later.

The Teale data processing center is the largest in state government, supplying data processing services to more than 250 state and local government agencies 24 hours a day. Upwards of 150,000 computers access Teale's services at any given time. Some of the most critical agencies in state government use Teale's data processing services, including the California Highway Patrol, the Department of Corrections, the Department of Finance, the Department of Motor Vehicles, the Department of Transportation, the Secretary of State, and the State Controller's Office.

In 1997 a DOIT study recommended relocation of the

Teale facility from its current site in north Sacramento as soon as feasible. After reviewing several possible sites throughout Sacramento, the Highway 50 corridor in Rancho Cordova was chosen.

The location (3101 Gold Camp Drive, between Zinfandel and Sunrise, south of U.S. 50) meets Teale's design criteria, including the availability of fiber optics communications from multiple carriers, redundant electrical feeds, and a nine-acre site that is designed for future expansion to accommodate most other large state data processing needs. DGS has the option of purchasing the new complex prior to the end of the fifth year of the lease.

State Senator Stephen P. Teale carried the legislation that created the Data Center and authorized the consolidation of state data processing functions into centralized data centers such as Teale. He passed away last year.





STATE EMPLOYEES HONORED FOR SAFETY EFFORTS

DGS Chief Deputy Director Steve Olsen congratulates OSP's Teddy Vallejos at the Governor's Employee Safety Awards Ceremony in Sacramento.

Nearly 300 state employees and seven state agencies were honored at the 18th annual Governor's Safety Awards (GESA) program held at the Sacramento Convention Center in August. The program honored workers from throughout state government who have reduced medical expenses, increased productivity, and in many cases

have risked their own personal safety to help co-workers and the general public.

Among the state workers honored for their contributions was DGS's Teddy Vallejos, a printing trades specialist trainee with the Office of State Publishing (OSP) who developed and implemented a hazardous materials safety education program. In 1997,

Teddy studied hazardous materials regulations on her own time, and trained 108 OSP employees to ensure compliance with those rules. The GESA committee applauds Teddy's "constant enthusiasm and exceptional work" as being key to OSP's safe performance with potentially dangerous substances.



OSP EMPLOYEE ANNUAL MEETING A BIG HIT

Employees of the State Office of Publishing were thanked for their continued commitment to customer service, top-quality products, and teamwork during the 5th annual meeting held at the state printing plant in Sacramento.

DGS Director Peter Stamison, Interagency Support Division Deputy Director Karen McGagin, and State Printer Celeste Cron were among those praising the accomplishments of OSP staffers in fiscal year 1997/1998, including the establishment of OSP's advertising program, installation and operation of PRINT2, and OSP's continuing financial turnaround.

OSP will celebrate its 149th anniversary in January, 1999.



SPOTLIGHT ON..

THE PROGRAM
RESEARCH AND
EVALUATION
SECTION

The DGS PRES unit is comprised of (l to r), Jason Tyburczy, Stephan Cohen, Sandra Felderstein, and Richard Hill. Not pictured: Dale Carter.



Most large organizations need a unit to conduct analysis and generate information for senior management. For DGS, that function is performed by the Program Research and Evaluation Section (PRES), which is part of DGS Executive Office and reports

to Jack D. Smith, Deputy Director for Management Services Division. PRES' mission is to provide DGS executives, offices and program managers with high quality, cost-effective studies and solutions.

In one form or another, and with different names, PRES has been part of DGS for over 25 years. In the 1970s, the section belonged to the Personnel Division. In the 1980s and early 1990s, PRES went by the name of Management Analysis and Consulting Services (MACS), and was a unit within DGS' Office of Management Technology and Planning. In 1992, the unit underwent a name change and moved to its current location. The staff of five employees includes manager Stephan Cohen and research specialists Dale Carter, Sandra Felderstein, Richard Hill and Jason Tyburczy.



PRES offers management a full range of research services: evaluation studies, program analysis, data analysis and issue papers. The “core competencies” of the staff encompass research methodologies, analytical techniques, data collection and technical writing and editing. On some of its projects, PRES takes the lead role; on larger projects, PRES furnishes staff to management groups and teams.

PRES’ assignments are quite varied and involve most of the department’s programs. PRES’ most significant work over the years has included:

- developing the Small Purchase Card Program (now called CAL-Card) for California, the first state procurement card in the country
- originating and marketing the first Travel Charge Card Program for the state
- helping create and staff the DGS Business Recovery Response Team, and writing a disaster recovery model plan distributed statewide
- performing a trend analysis of unresolved employee problems (workers’ compensation, adverse actions) and creating a database to track the problems
- working on several aspects of DGS’ Strategic Planning Process, including office interviews, identification of controls and the tracking of plan results
- managing the early stages of the Performance Budgeting Pilot Project and working with offices to select performance objectives, measures and reporting documents
- helping DGS offices design customer surveys and devising a presentation on surveying techniques
- establishing a statewide program for agencies to accept credit card payments
- providing staff to the Real Estate Reorganization effort and contributing technical writing and cataloging of technology assets, and
- co-developing the Career Management/Career Supervisory Assignment Series, a process that makes it easier for DGS to hire capable managers and supervisors.

As the state government transition looms, PRES is busier than ever. Work in-process includes a “transition package” of information for incoming politicians and executives, a revised departmental manual, a lively PowerPoint presentation on sexual harassment and an evaluation of several automated customer survey packages.





OSP PAIR HONORED FOR FOUR DECADES OF STATE SERVICE

OSP staffers Mary Messenger (center above) and Tom Moyer (center to the right) receive certificates of appreciation for forty years of state service from DGS Director Peter Stamison and State Printer Celeste Cron.



ORIM CONFERENCE IN SACRAMENTO

The Office of Risk and Insurance Management will hold the 1st Annual Risk Management Conference on October 15th and 16th. The first day's sessions will be held at the Sacramento Convention Center. Classes will focus on topics such as "What is Risk Management?" "Construction," "Disaster Planning," "Claims—A Legal

Perspective," "Liability/Claims Process," "Return-to-Work/Injured Employee," and "Hot Issues in Risk Management."

The next day, October 16th, ORIM will conduct a series of training classes at 1325 J Street. Topics will include the BACKSAFE Program, Basic Accident Investigation, Workplace Violence Prevention, Construction

Safety, and Behavior Based Safety.

Registration for both days is only \$60, which includes lunch at the Convention Center. Don't miss out on this great opportunity to learn more about Risk Management and how ORIM can be of service to you.

For more information, please call Kathy Hanford at 324-6434.

ORIM CHIEF WINS ELECTION

Office of Risk and Insurance Management Chief Ralph Maurer has been elected President of the State Risk and Insurance Management Association (STRIMA) for 1999-2000. Congrats to Ralph for being named to lead this prestigious organization.



DEPARTMENT OF GENERAL SERVICES WINS NATIONAL HONOR FOR INNOVATIVE INTERNET SOLUTION

The GS \$Mart program was a winner of a National Association of State Information Resource Executives (NASIRE) award for outstanding achievement in the field of information technology. GS \$Mart allows state agencies to comparison shop for favorable loan rates on the Internet.

By working in partnership with lenders, suppliers, and state contracting officials, GS \$Mart has obtained millions of dollars in savings, and it's also cutting down on the time it takes for the state to do business as well.

State agencies using the GS \$Mart program have seen more than \$7 million worth of interest cost savings, and a 60 percent reduction in the time it takes to process financial paperwork. Prior to GS \$mart, obtaining such funding could take several months. Now it's not unusual for financing under the program to occur within 24 hours. GS \$Mart can be accessed on the DGS Internet homepage (www.dgs.ca.gov).

The NASIRE awards recognize state agencies that demonstrate outstanding achievement in information technology systems. The DGS

won a NASIRE award in 1996 for its California State Contracts Register, which places the state's bidding advertisements, progress payments to vendors, and exemptions from advertising on the Internet.

Formerly, the DGS published its contracts register twice a month and distributed paper copies to subscribers. The shift away from a paper-based system to the Internet reduced program costs by 50 percent and allowed for "real-time," daily updates.

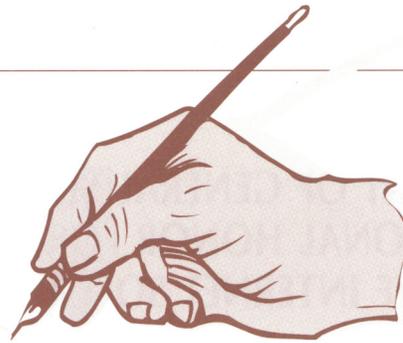
DGS INCREASES EFFORTS TO PROMOTE CONTRACTING WITH SMALL BUSINESSES

The Office of Small Business Certification and Resources (OSBCR) is now open for business to further the state's commitment to the development and strengthening of California's small business community, and to maximize opportunities for small businesses in state contracting.

OSBCR will take over the responsibilities of DGS's Office of Small and Minority Business by assisting small business with bidding on state contracts, identifying contracting opportunities, and introducing contracting programs. The office will oversee several state contracting programs including the California State Contracts Register, Disabled Veterans Business Enterprise Participation Program, Disabled Veterans Enterprise Certification, the Enterprise Zone Act, Small Business Certification, and Target Area Contract Preference Act.



Orchids



SATISFIED CUSTOMERS WRITE ON! ...

The Office of Public School construction continues to impress its customers from Eureka to San Diego with what school district officials describe as a “we can help attitude,” and “superior service and support.” OSPC staffers recently receiving praise include **Chris DeLong, Don Hartin, Beatriz Sandoval, Rebecca Foresberg, Darlene Hart, Liese Olukoya, Irene Yamagiwa-Oliver, Lori Morgan,** and **Marva Covington.**

The Department of Corrections commended the Office of Fleet Administration’s **Robert Valdez** and **Ramon Gutierrez** in North Hollywood for their “professional and courteous” service. OFA’s **Saul Rodriguez, Fiel Gomez,** and the **entire San Francisco and Oakland state garage staff** were lauded by the Department of Health Services in Berkeley for making a “special effort” to help people with their car problems.

Kudos went to the Procurement Division’s **Jeff Jones** for assisting the South Yuba State Park staff with its acquisition of surplus radios for park workers. **Pete Blume** of the State Records Center got a high five from the State Controllers Office for “exemplary” customer service

in responding to an emergency work order.

Procurement’s **Manuel Fotos** praised the “team work” between PD and the Office of State Publishing on a recent envelope evaluation project. Many thanks went out to OSP’s **Les McQuillon, Susan Mitchel, Don Emerson, Bob Forsman, John Cardiff** and **OSP press operators.** The Department of Developmental Service also had great things to say about the “friendly, courteous, and professional services” of OSP staffers **Peggy Robinson, Minh-Rti Phan, Rosie Resendiz,** and **Carolyn Hatfield.** OSP’s **Ed Page** made a State Water Resources Control Board employee’s day by delivering a new set of business cards just in time for the customer’s speaking engagement.

The folks at State Assembly Engrossing and Enrolling say they truly appreciate the “hard work” of **OSP staff** on the state budget and trailer bills, and thank them for “catching” typos.

Bertha Lopez and **Barbara Gilbertson** of the Office of Human Resources were singled out their “dedication and consummate professional” efforts while OHR’s **Bernadette Fees** was commended for her “genuine interest in assisting” her customers meet their goals.

Kudos to **Susan Pipes** of the Office of Risk and Insurance Management from the Department of Parks and Recreation for “an excellent job” on a liability issue involving a railroad operation.

The Real Estate Services Division’s **Amarbir Dhillon, Victor Yap** and **David Halstead** impressed the California Highway Patrol with their efforts on a project at the CHP Academy. RESD’s **John Galaxidas, Sarah Thamer,** and **Rick Allen** won the appreciation of the Department of Social Services for a quick relocation project in Los Angeles.

RESD’s Building and Property Management Branch received several notes of thanks from customers all over the state including praise for BPM employees **George Haley, Art Alvarez,** and **Donica Davis** for their “professional and knowledgeable” efforts in installing a new air condition unit for state garage operations in Fresno. BPM staffer **Lavelle Robinson** has a lot of satisfied customers at the Capitol, as do **Giacomo Poli** and **Sumio Kubo** at the Bateson Building.

San Bernardino state building manager **Bobbio Sanchez** points to BPM’s **Leroy Bailey** as an individual



STATE SIGNS LEASE TO CONSOLIDATE WAREHOUSE SPACE, CUT STORAGE COSTS

The Department of General Services has entered into a lease agreement with the Joe Benvenuti Company to consolidate state warehouse space, saving taxpayers millions of dollars. The relocation of three separate warehouse operations to a single site in Sacramento's North Natomas area is the latest step in the state's procurement reform efforts.

"This consolidation reflects new thinking in government procurement policy," said DGS Director Peter Stamison.

"We expect to save the taxpayers millions of dollars over the lifetime of the warehouse is 15-year lease."

The DGS Procurement Division currently leases 272,000 square feet of space in three separate locations in the Sacramento area. The warehouses store everything from canned goods and janitorial supplies to government forms and surplus property. The combined cost of leasing the three current facilities is approximately \$980,000 per year. The cost of leasing the new 183,000 square foot site (located at 1700 W National Drive) will be \$758,970 per year, for annual savings of \$221,000. Consolidation efforts are due to be completed by February 1999.

"Not only will this warehouse consolidation reduce the costs of storing supplies, but it will also help us realize operational efficiencies, since everything will be under one roof," said DGS Procurement

Division Deputy Director Chuck Grady. "This is another step forward in the reengineering of the state's warehousing system."

The consolidation is the latest in a series of procurement reforms begun in 1996 when DGS discontinued the distribution of office supplies to state agencies through its central warehouses. DGS contracted with Office Depot to provide delivery of office items available through a catalog system. The Office Depot contract has saved the state nearly \$9 million a year by leveraging the state's buying power, and reducing delivery time.

In early 1998, DGS completed several other private-sector purchasing contracts for the distribution of commodities and janitorial supplies to state agencies, which will result in additional savings of an estimated \$4 million a year.

Orchids

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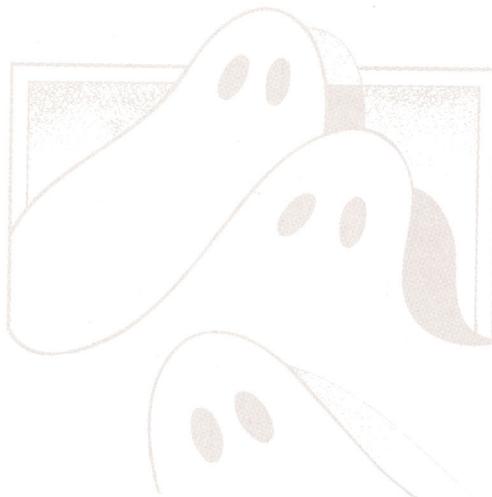
whose "level of service and dedication" is beyond compare. The Sacramento Tree Foundation sent a letter of thanks to BPM's **Jim DeJournett, Richard Cookerly, Jeffrey Bodde** and **Manual Chavez** for helping educate Sacramento youth about the varied employment opportunities within the Urban Forestry field.

Please send your
"Orchids" to:

Ken Hunt
1325 J Street, Suite 1910
Sacramento, CA 95814-2928

or fax them to
(916) 323-6567

or e-mail to:
Khunt@dgs.ca.gov





(l to r) Procurement's Linda Garcia, Cathy Cureo, and Ida Mae Salazar lead the DGS parade contingent around Capitol Park during UCSEC kickoff ceremonies.

DGS "HOE DOWN" KICKS-OFF 1998 UCSEC CAMPAIGN

The west steps of the Capitol looked like the set of the TV show "Hee Haw" on September 23 as hundreds of state workers took part in the 1998 United California State Employees Campaign (UCSEC) kickoff parade and luncheon. DGS was well represented with more than 100 staffers from various offices walking from the Capitol to the Convention Center. The parade was lead by DGS's flag entourage, and the 1998 DGS Rodeo Queen Elizabeth Randolph from the Division of the State Architect. Rodeo clowns, a covered wagon and a "hoe-down band" also joined in the fun. DGS Director Peter Stamison was not to be outdone as he dressed in western garb complete with Stetson hat, and playing a fiddle. DGS won several awards including a first place prize for "best skit" starring Jackie Collins, Sandi Russell, Linda Lange, Carl DeVerter, Paul Warner, Gloria Joachim, Frank Mora, Rose Schembri, DeDe Hames, Cathy Cureo, Judy Burnett, Teddy Vallejo, Linda Lange and Michelle Respers.

This year's UCSEC theme is "Giving today for a better tomorrow," and this year's goal is participation from 50 percent of DGS employees. You can make help it happen by either donating to various fundraisers, or using the payroll deduction feature to make contributions. For more information, please contact your office representative or call Sandi Russell (324-2225) or Alice Flissingner (322-9489).



Pete Wilson
Governor

Published by the
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Printing: Office of State Publishing
www.dgs.ca.gov



DATES TO REMEMBER

- October 15 1st Annual ORIM Conference,
Sacramento Convention Center
- October 29 DGS/Army Corps of Engineering
Joint Craft Fair, 1325 J Street, 18th Flr
- Nov. 3 Election Day
- Nov. 11 Veterans Day
- Nov. 26-27 Thanksgiving Holidays