

# Side-by-Side



California Department of General Services

a newsletter for employees by employees

Issue #20 • February 1999

## DGS DEDICATES SAN FRANCISCO CIVIC CENTER COMPLEX



The San Francisco Civic Center Complex, including the new 14-story Hiram W. Johnson State Office Building and the seismically retrofitted Earl Warren Supreme Court building was formally dedicated by State and city officials on December 10, 1998. The new 1,000,000 square-foot complex will consolidate 18 state leases for office space, which will result in estimated savings of \$500 million to the taxpayers over the next 30 years.

The \$246 million project features the renovation of the historic six-story Earl Warren Building at 350 McAllister Street, closed after the Loma Prieta earthquake; and the finished construction of the Hiram Johnson State Office Building which replaces the

state office building at 455 Golden Gate Avenue. The complex will house more than 2,100 state employees from 11 agencies.

The Earl Warren Building originally constructed in 1922 is one of several government offices in San Francisco's Civic Center District, which is listed on the National Register of Historic Places. It was closed due to earthquake safety concerns following 1989's Loma Prieta earthquake. The 200,000 square-foot building has been renovated and



## DGS MEDIATION SERVICES

(See pages 6 & 7)

*The newly renovated, and retrofitted Earl Warren Supreme Court building (foreground), is joined by the new Hiram W. Johnson State Office Building which the San Francisco Chronicle calls "by far the best addition" to the San Francisco Civic Center area.*



seismically retrofitted, including the three-story Supreme Court Courtroom.

The 830,000 square foot Hiram Johnson building features twin atria rising 10 stories above the law libraries that bring daylight into the interior. Both the Johnson and Warren buildings feature a stately granite/precast concrete facade. The Prison Industry Authority supplied more than 500 modular workstations and several other office furnishings in the complex.

*Continued Page 11*



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.

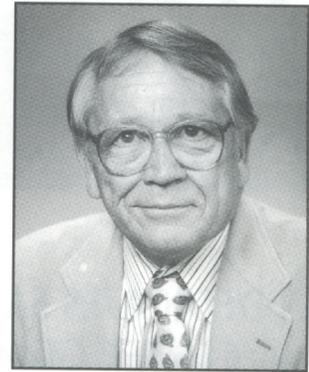
## ACTING DIRECTOR'S

*Message...*

As your Acting Director, I want to take this opportunity to say "hello" and to let you know that I intend to continue the Department's commitment to partnering with its customers, the Legislature, and the Governor to streamline processes, add consistency, and make business easier. I would also like to say "thanks" in advance for your continued commitment to providing creative business solutions and world class service to DGS's customers.



**HAPPY NEW YEAR !**



*Clifford Allenby  
Acting Director*

I also want you to know that I have been spreading the word about your accomplishments to Aileen Adams, our new Secretary of State and Consumer Services. She has specifically asked me to pass on her thanks to the many people who have helped prepare and deliver all the briefings and reports she's received as part of the transition to the Davis Administration. "Good

work doesn't just happen," she told me, "and the talent and dedication that DGS employees bring to their jobs and offer to their customers is plain to see."

I couldn't have said it better myself.

*Cliff Allenby*  
Cliff Allenby  
Acting Director



*Pictured is Rich (right) handing the insurance company's \$629,000 check to ORIM Chief Ralph Maurer (left) for deposit into the State Motor Vehicle Liability Account.*

## DGS OFFICE OF RISK AND INSURANCE MANAGEMENT TAKES CARE OF BUSINESS

On March 7, 1990, a Cal Poly San Luis Obispo coed fell off the back of a state-owned flat bed truck that was on permanent loan to the Cal Poly SLO Foundation, and sustained brain damage. The university's contract with the Foundation required them to indemnify the university, but their insurance carrier refused.

As the injury worsened and threatened to make the case even more expensive, Rich

Beck, Office of Risk and Insurance Management's (ORIM) Claims Manager, negotiated a \$458,503 settlement of the brain damage case in May 1997, and directed the Attorney General to sue the insurance company to recover the funds they should have paid. ORIM prevailed at the appellate court level in September 1998 and was awarded an additional \$170,497 in interest and attorney fees.



## DGS DIRECTORS NAMED

Clifford Allenby has been appointed Acting Director of the Department of General Services. Cliff comes to DGS with a wealth of state service experience. He served most recently as Director of the State Department of Developmental Services. Cliff's career also includes serving as Secretary of the State Health and Welfare Agency from 1987 to 1991. He also served as chairman of the Managed Risk Medical Insurance Board where he helped create the Health Insurance Plan of California, and Aid to Infants and Mothers. Cliff takes over for Jack Smith, Deputy Director of DGS's Management Services Division. Jack served as Acting Director during the month of January.

Christina Polley, meantime, has been appointed Deputy Director of DGS's Telecommunications Division. Tina has an extensive background in communications technology, serving as an executive for Siemens Business Communications specializing in electronics technology. Previously, she was a manager at IBM. Currently, she is the owner of Folsom-based FASTFRAME.

She's also served as a Planning Commissioner and Board Member for the Arts and Cultural Council for the City of Folsom.

**WELCOME  
ABOARD!**

## WHICH WAY DID THEY GO?

After nearly four years at the helm of DGS, former Director Peter Stamison has returned to Los Angeles to pursue other opportunities. Before DGS, Peter served in several private sector capacities, most recently as Vice President of Marketing, Business Development, and Customer Development for a Lockheed Company.

Former DGS Chief Deputy Director Steve Olsen has been named Vice Chancellor for Finance and Budget at his alma mater, the University of California Los Angeles. Prior to DGS, Steve most recently served as a Deputy Director for the State Department of Finance.

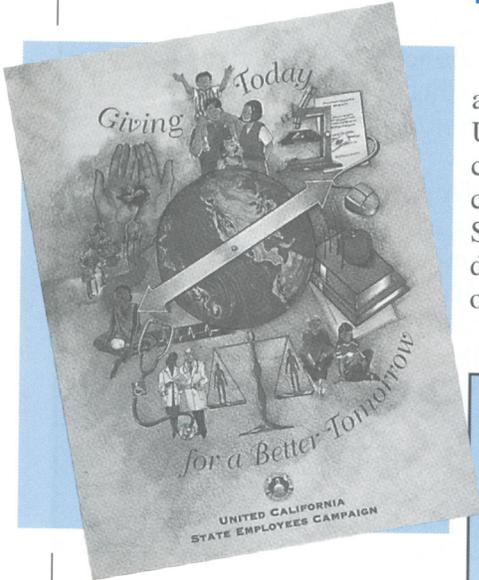
Former DGS Real Estate Services Division Deputy Director Gene Spindler has accepted a position with Shea Properties in Mission Viejo. Before coming to DGS, Gene operated a real estate consulting business in Southern California, as well as serving in real estate asset management for Johnson Wax, and The Prudential Insurance Company of America.



*Outgoing Chief Deputy Director Steve Olsen (left) reflects on legislative accomplishments with State Senator Patrick Johnston during a farewell reception for Steve at DGS Executive Offices.*



## DGS OUTDOES ITSELF IN 1998'S UNITED CALIFORNIA STATE EMPLOYEES CAMPAIGN



DGS employees opened their wallets and hearts once again and came through with a ton of donations during the 1998 United California State Employees Campaign. When you combine 1998's totals with the prior year, DGS employees contributed over a quarter of a million dollars to UCSEC in the Sacramento five county area. That adds up to \$120,000 in donations with \$6,712 raised by special events, a 4 percent overall increase in special event fundraising.

Some other figures from the 1998 campaign include:

- 19 employees pledged between \$500 and \$1,000; 6 pledged \$1,000 or more.
- "Per capita" increased five percent over 1996; though we were three percent below 1997.
- 10 out of 16 Offices/Branches/Divisions achieved 40 percent participation or more.
- 5 out of 16 O/B/D achieved 50 percent participation or more: Legal Services, Small Business, ORIM, Administrative Hearings, and the Executive Office.
- DGS's top fundraising O/B/D was the Division of the State Architect where 49 employees raised \$911.

*Nicely done, DGS!*

And to top it all off, DGS won the "Brown Shoe" competition with the Department of Transportation. DGS had 37 percent participation, seven percent more than CalTrans.



*Former DGS Director  
Peter Stamison and DGS  
UCSEC Chair Alice  
Flissinger celebrate a  
winning campaign.*



## CONSTRUCTION OF STATE GOVERNMENT OFFICES UNDERWAY IN SAN DIEGO AND SACRAMENTO

DGS's Real Estate Services Division had an extremely busy 1998. Not only were new state office complexes dedicated in Oakland and San Francisco, but construction got underway on two other major state office projects as well including work on a three-story, 267,000 square-foot state office building in San Diego's Mission Valley Heights area. The structure will be home to approximately 1,000 state employees who are now located in several offices throughout San Diego. DGS estimates the consolidation effort will save the state millions of dollars.

The \$39.7 million building project located north of Friars Road and east of the 163 Freeway will consolidate 12 state leases spread throughout San Diego. DGS estimates the consolidation will save several million dollars over the cost of leasing comparable office space over the next 25 years. The building will also provide excellent access to public transit systems including the San Diego Trolley.

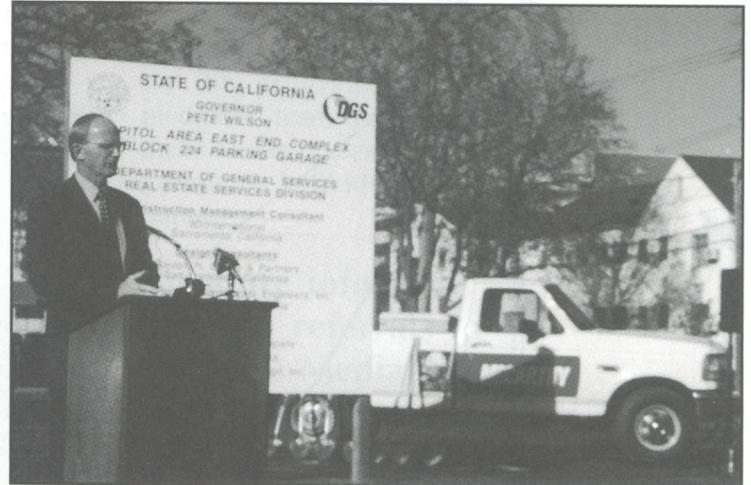
The tenants will include the California Coastal Commission, Employment Development Department, Board of Equalization, Franchise Tax Board, Health Services, Housing and Community Development, Department of Rehabilitation, Department of Social Services, and Department of General Services.

Completion of the Mission Valley Heights office project is expected by April 1, 2000.

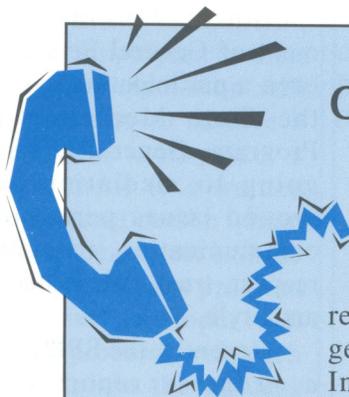
Also in December, the first shovels of dirt were turned to start construction of a 734-car, six-level parking structure on an open lot along P Street between 13th and 14th Streets in downtown Sacramento.

This parking structure will serve those who work in various state offices, but more significantly it must be built before work can begin on the Capitol Area East End Office Complex nearby.

The structure includes office space for the Capitol Area Development Authority's (CADA) new headquarters and a 6,300 square foot retail component, and will feature outlets for electric-powered vehicles, and bicycle storage areas to enhance alternative means of transportation. Completion of the parking structure is expected in about one year.



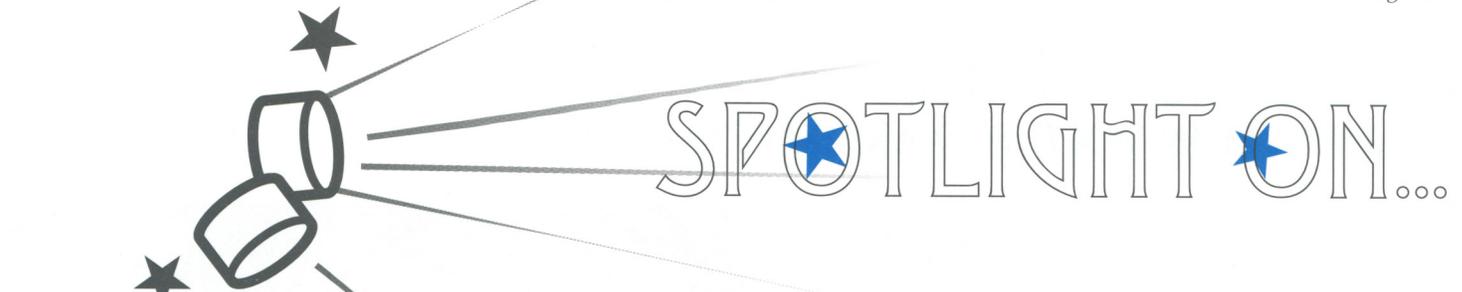
*Former DGS Real Estate Services Division Deputy Director Gene Spindler welcomes City and State officials at the site of the future East End Complex parking structure in Sacramento.*



### GIVE FLEET A CALL

The Office of Fleet Administration is pleased to announce a new, centralized "Call Center" to help state employees with automotive repair/service needs. Call (916) 327-2085 for assistance with vendor referrals, authorization numbers, invoice approval, and general Fleet information. The center is staffed with Inspectors of Automotive Equipment, and is open between 8:00 a.m. and 5:00 p.m.





*Pictured from left to right, DGS Equal Employment Opportunity Officer Greg Sandin, Michelle Ogata, Donna Cranston, Laurie Pope. Not pictured Gloria Martinez.*

## DGS MEDIATION SERVICE

The Department of General Services (DGS) has a new tool to assist employees and managers in reaching solutions to workplace disputes.

In response to the growing costs, length, and adversarial nature of the various formal dispute resolution processes, the State Personnel Board (SPB) contracted in June 1995, with California State University, Sacramento (CSUS) for the

professional mediation services of the California Center for Public Dispute Resolution, a joint program of CSUS and McGeorge School of Law, and the University of Pacific, to develop and act as a consultant for an alternative dispute resolution process. A specifically tailored employment mediation process was developed, volunteer mediators from the ranks of State employees trained, and a significant number of mediations

successfully completed.

Since 1996, the Department of General Services has been a participating agency in the State Mediation Pilot Program. Generally, disputes going to mediation center around issues pertaining to communication, recognition, respect, trust, role expectation and style.

Recently, the SPB released a progress report on the Mediation Pilot Program and the results were extremely





mediation would help resolve the problem.

If the case is appropriate for mediation and both parties agree to meet, a date is set. Parties are welcome to bring representatives for support or counseling during the session.

During mediation, parties are each given an uninterrupted opportunity to tell their side of the conflict. With the guidance of the mediators, the parties eventually communicate directly with each other and begin to develop options for resolving the problem.

The process also preserves a person's right to pursue further action if there is no resolution, assures that your statements made during mediation remain confidential and allows the disputants to maintain control over the outcome. The mediator then helps the parties draft a mutually acceptable agreement specifically outlining the terms of the agreement.

The mediation process is designed to not only solve current problems, but to assist parties in developing ways to resolve future disputes.

If an office or branch would like more information on the program, a DGS mediation team member can make onsite presentations to groups or individuals upon request.

## For more information and referrals to the State Mediation Pilot Program at DGS, you may call:

Greg Sandin—324-7111  
Michelle Ogata—322-3271  
Donna Cranston—323-6505  
Laurie Pope—322-4618  
Gloria Martinez—445-3962

positive. From September 1, 1997 through July 31, 1998 at the DGS, there were 26 requested mediations, 24 resulting in agreements, one case was withdrawn and one case pending. As the numbers indicate, the mediation process works—is cost effective, results in cost savings, can accommodate a variety of disputes and is highly acclaimed.

According to Michelle Ogata, Procurement Division, and a major force in procuring the pilot at DGS, "For two years we have had positive feedback about the success of the program from both participants and managers who have seen favorable changes in the workplace as a result of mediation."

There is a simple process to follow if an office would like to obtain mediation services. If employees or their managers feel mediation will be the best way to resolve a dispute in the workplace, a request is made to a trained mediator/contact person within the DGS. Once contact is made to the mediation pilot program office, a case developer will discuss the problem with each party to explain the process and determine whether



## STATE SELLS SURPLUS SILICON VALLEY REAL ESTATE



DGS reached agreement in December to sell 152 acres of surplus state property in the City of Santa Clara worth \$193 million to a consortium of leading homebuilders. People living in the area will benefit from badly needed housing and retail services, while taxpayers will benefit from the proceeds of the sale and having the property back on the tax rolls.

The consortium of Centex Homes, Shea Homes, L.P. and Lennar Homes (CSL) was selected over 26 other buyers because they offered the highest overall return to taxpayers.

The property to be acquired by CSL is currently undeveloped and is a portion of the former Agnews West Developmental Center. It represents the second phase of a 280-acre master planned community that also includes a campus for Sun Microsystems. When both phases are complete, the former Agnews property will include 3,600 jobs and up to 2,200 houses and apartments, including 300 units for low income households, seniors and the developmentally disabled.

In addition to housing, the CSL project is expected to include a major supermarket and shopping district, a school, neighborhood park, library, fire station, police station and other

public amenities. The ultimate purchase price, as well as the number of housing units available, is subject to entitlements granted by the City of Santa Clara.

The CSL agreement represents the third major surplus land sale by the State of California and DGS. In 1996, DGS sold 135 acres on Zanker Road in San Jose to Cisco Systems for \$90 million. In early 1998, DGS sold 80 acres to Sun Microsystems for \$51 million. When combined, the three sales have earned taxpayers some \$334 million, created more than 16,000 jobs, generated over \$1 billion in new construction, and returned more than 350 acres of valuable property to the local tax rolls.



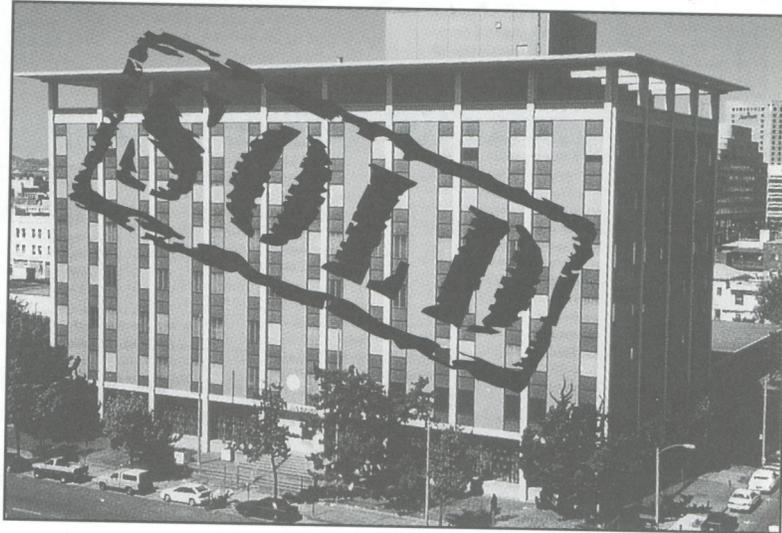
## STATE SELLS VACANT OFFICE BUILDING IN OAKLAND

Department of General Services announced in December that the state has sold a vacant office building at 1111 Jackson Street in downtown Oakland to private developer Encinal Jackson, LLC for \$2.2 million.

Encinal has indicated it plans to seismically retrofit and rehabilitate the building, and plans to create a mixed-use development project that would include a combination of retail, commercial, and residential to serve the local community.

Encinal Jackson, LLC purchased the 190,290 square foot, eight-story building with a one-story annex for \$2,268,000. The former state office building was severely damaged in the 1989 Loma Prieta earthquake and has remained vacant since.

The property was advertised for sale approximately six months ago, and the state received four proposals. DGS credits the sale largely to the improving economy and confidence in the real estate market in Oakland.



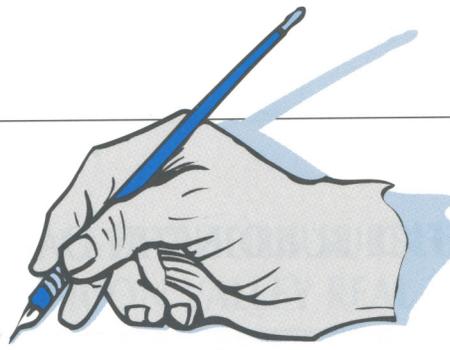
### OFFICE OF STATE PUBLISHING EMPLOYS CUTTING EDGE TECHNOLOGY: LEGISLATIVE CUSTOMERS DELIGHTED

When the Legislature reconvened for the start of the 1999–2000 session, DGS's Office of State Publishing (OSP) debuted what's been billed as the most significant change in the process of legislative printing in the past ten years.

OSP premiered the use of an Electron Beam Recorder, and converted legislative printing to a digital format. Bill Room and legislative staffers were said to be "ecstatic" with OSP's turnaround of a huge workload on the first day of the new session. Key OSP players in this new process include Bob Kelly, Bill Reed, and Al Lehman.



## Orchids



### DGS CUSTOMER SERVICE LEADING THE WAY

The letters of praise from satisfied DGS customers keeping rolling in. Here's the latest ...

DGS Marketing manager Don Hallberg has kudos for **Ghedeon Bere** with the Office of State Publishing (OSP) for his graphic design work that Don says "makes me look good to my customers. What more could I ask for?" OSP's **Connie Clark** was singled out by the Department of Corrections for her "courtesy, consideration, and proficiency" in creating a customized map of California. OSP staffer **Kathy Mitchell** along with the entire **Electronic Prepress, Pressroom, Bindery, and Shipping team** won the applause of the Department of Forestry and Fire Protection for their work on an "unbelievably good looking" full-color publication.

When the Department of Education called on **Bob Turk** and his **Office of Fleet Administration (OFA) staff** for some specially equipped vans, they received "professionalism, candor, and concern that exceeds that commonly found in state agencies and best exemplifies the spirit of teamwork all government agencies should strive for." The State Board of Control thanks OFA for "extra customer service"

when a BOC staffer returned from a long drive from Fresno in the fog and was ready to walk to his car carrying three pieces of luggage. Instead he got a "lift" to his vehicle from **Mike Pegos** in the Sacramento garage.

The **Telecommunications Division (TD)** continues to please its customers including the California Highway Patrol, which lauded the "unfailingly friendly, helpful, and patient" efforts of **Manouch Boroumand, Donna Pena, Don Jones, and Pete Jessen** of TD's Oroville Radio Maintenance Shop. TD's **Bob Vosburg** also got a high five from the CHP for his "hard work, dedication, and positive demeanor" in a make-over of the Stockton CHP's Communications Center. **James Sawyer**, meantime, has left TD for a new assignment with CalTrans where Public Safety Radio Services Chief Pete Wanzenried says he'll be an "invaluable asset."

Real Estate Services Building and Property Management Branch Building Manager **Zelma Person** and staff recently received a commendation from CalTrans for putting the Los Angeles district offices into the holiday spirit by beautifully decorating the lobby and other parts of the building. The same spirit, CalTrans says, "is evident" throughout the entire year.

From Joe Sogge, DGS Technical Services Section, a note of thanks for **Karen Lucas** and **Colleen Kirtlan** of the Office of Human Resources for their "timely and thorough responses" to questions and requests for help. OHR's **Jim Evans** received a round of applause for his "step by step approach" to helping RESD office techs easily understand DGS's Time Entry program. OHR Personnel Transactions Supervisor **Roberta Sutherland** won praise from OHR's Kathy Wildermuth and Al Wildermuth of DGS Legal for her "great service" in responding to the "Wildermuth Flex problem."

With the passage of the Prop1A school funding initiative, the Office of Public School Construction finds itself busier than ever. The kudos keep rolling in from school districts all over the state, from Moorpark to

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](mailto:Khunt@dgs.ca.gov)



## DGS EMPLOYEE ASSISTANCE PROGRAM MANAGER RETIRES

After 20 years of service with DGS, Employee Assistance Program Manager Darryl Jones has retired. He began his career as a night group supervisor with the California Youth Authority while putting himself through college. Upon graduation, Darryl became a parole agent, and began working with troubled teenagers as they were released from California's youth institutions. Sixteen years later, following graduate school, Darryl became licensed as a marriage, family, and child therapist.

In 1979, DGS offered him a new challenge to teach and consult in the areas of employee development and performance management. Darryl has helped provide guidance and support to nearly 5,000 DGS employees over the years. As he puts it, "My wish for DGS is that it take the lead in establishing a work environment that is legendary for its civility and respect for its employees as well as for its service excellence."

Darryl plans to continue his therapy and consulting practice on a limited basis, and is looking forward to building, restoring, and sailing wooden boats.

EAP will continue to provide its confidential services to all DGS employees and their families with Gloria Martinez of the Performance Enhancement Section at the helm.



*Orchids*

*Continued From Page 10*

Pittsburg. **Olivia Campos-Mulligan, Phil Shearer, Don Hartin, Lien Hoang, Janice Moss, R.L. Porter, Audrey Edwards** were among the OPSC staffers singled out for great customer service. Executive Officer **Ted Dutton** received a letter from Assemblymember Ted Lempert of Palo Alto expressing the legislator's appreciation for OPSC's "outstanding efforts... to make sure the program works for our schools and our children."



*Former DGS Director Peter Stamison (at podium) addresses City and State officials, including San Francisco Mayor Willie Brown, and members of the California Supreme Court, during dedication ceremonies at the new Civic Center Complex.*

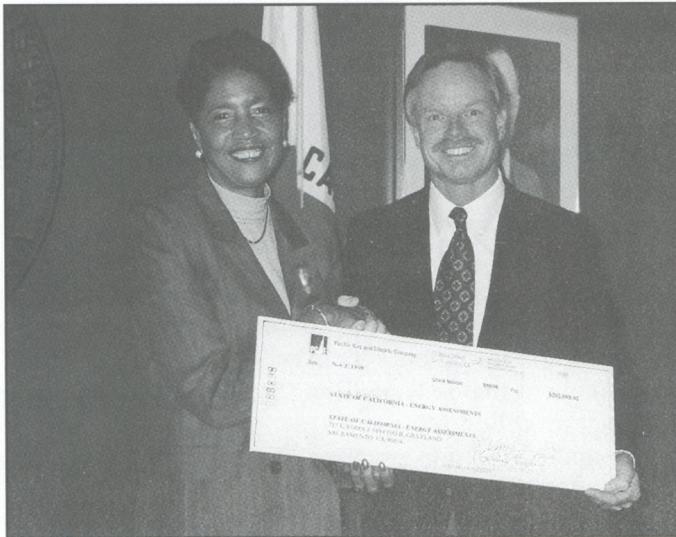
## CIVIC CENTER COMPLEX ...

*Continued From Page 1*

The agencies occupying the complex include the California Supreme Court, Administrative Office of the Courts, First Appellate District Court, Secretary of State, Board of Equalization, Franchise Tax Board, Department of Justice, Department of Industrial Relations, Fair Employment and Housing Department, Fair Employment and Housing Commission, and the Commission on Judicial Performance.



## THAT IS A BIG CHECK!



DGS Building and Property Management Branch Chief Rosamond Bolden is receiving a check for \$202,000 from Bob Kinert of PG&E. The check is for the energy efficiency measures included in the design of the new Elihu M. Harris State Building in Oakland. The energy efficiency measures will save the State of California \$136,000 a year, while providing a great working environment to the 25 State Departments that will be consolidated in the 22 story tower.

PG&E, Energy Assessments, Project Management Branch and Dinwiddie Construction Company's design build team worked together to improve the building's design. The energy efficiency measures did not increase the cost of the design. They were just good sense.



**Gray Davis**  
Governor

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