

**GSA PARKS
SUPPORTS VETERANS**



It has been nearly 14 years since GSA Parks recommended that CA state's "Disabled Veterans/ Prisoner of War" pass should be accepted at Ventura County-operated campgrounds. Our Board agreed to waive veterans' camping fees, which are subsequently reimbursed from the County general fund. This past FY, \$26,518 in camping fees were waived, bringing the total amount waived over the last 14 years to more than \$212,000. The County of Ventura thanks all our veterans for their service.

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GSA Insider

Great Service Always!



GENERAL SERVICES AGENCY NEWSLETTER AUG 2019

From the Director



It's hard to believe that we've already passed the midpoint of this calendar year, and soon it will be time to look ahead to planning new challenges for the coming one. Before we do, I'd like to take a moment to share with you everything that GSA has been up to in 2019 so far.

GSA is heavily invested in maximizing opportunities to reduce the County's carbon footprint,

and this year, we've really taken that commitment to the next level. Fleet Services presented a new Electric Vehicles Strategy to the Board of Supervisors in July—you can read about that in this issue. Our Housekeeping, Grounds, and Special Services division has always placed tremendous value on education and awareness. I'm excited to bring you more details about some of the programs they spearhead in this issue—we're only just scratching the surface of the many different initiatives they've developed, as they are continually exploring creative new options to reduce, reuse, and recycle, saving the County money, and preserving valuable resources overall.

Teamwork has also continued to be important for our agency. This year, GSA Fleet com-

pleted an emergency transport bus rebuild for EMS, a huge savings over the cost of a new, specialty vehicle—a win-win for both Fleet and EMS. The bus was extremely popular at another intra-agency collaborative event this year: Public Works Week day in May.

Our GSA team members have been busy all over the County—you've probably seen them operating behind the scenes! Custodian José Marquez was recently recognized by HSA for his outstanding customer service, and GSA Fleet earned honors as a "Top 50 Fleet" from *Government Fleet* magazine. We were also very proud to congratulate 9 new GSA Green Belts at the Green Belt graduation ceremony on August 13th.

Our employees excel at getting things done, and providing great service, always, every day.

Until next time,

David Sasek

GSA Recycling Continues to Educate and Grow

GSA is committed to increasing education and awareness about what recycling is, why we do it, and what our hopes for the future of recycling are.

Our recycling program is well planned, and we are always looking for ways to improve. Some of the many innovations we've developed over the years include:

- ◆ Wet garbage accounts for more than 50% of the non-hazardous solid waste stream. Recycling and waste reduction reduces

solid waste volume, avoids landfill fees, and provides revenue. The County of Ventura saves more than \$100,00 per year through our low-cost recycling program.

- ◆ We reduce greenhouse gas emissions by diverting solid waste from landfills. We oversee recycling of approximately 12,831 tons of paper per year, thereby

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avoiding emissions of 4,000 metric tons of CO₂, equivalent to emissions from 7,000 cars or 20 railcars. Our recycling efforts also save approximately 307,944 trees per year.

- ◆ We make it easy for everyone to empty everything into a convenient Recycle All Products, or "RAP," box. When the RAP box is full, it can be emptied into a blue bin – these are emptied daily by GSA custodial staff. Additional RAP boxes or blue bins can be ordered by contacting GSA Special Services at (805) 654-2051.
- ◆ Green waste from the Landscape Department is either applied onsite or recycled. Recycled green waste is processed into mulch, wood chips, compost, and soil amendments, which GSA reuses in our landscaping. Plastic eco-friendly pesticide containers are triple punched, triple rinsed and recycled.

Implementation of these zero-waste-stream efforts has reduced our use of plastic bags by 95%.

- ◆ Food waste is turned into compost. One year's worth of contents from the Food Collection Diversion Program to **1,345,366 pounds** of organic resources composted.
- ◆ Employee ID badges are recycled by de-activating access, removing the ID label and shredding it, and returning the badge to stock, making it available for another user. Over 95% of deactivated badges are able to be reused, avoiding more than 1,500 badges per year going into the waste stream that are instead recycled.
- ◆ Security & Special Services has gone paperless, saving countless trees, in all of their processes – a total of more than 15 different forms that are now electronic. Over 93,360 pieces of paper are saved each year.
- ◆ Housekeeping staff members recycle

When you take the recycling pledge, you promise to:

Reduce the amount of materials and supplies so there will be less to dispose of; **Reuse** materials and supplies to the extent possible rather than disposing of them; **Recycle** all recyclable materials properly, never placing them into the trash bins.

the cardboard rolls found in toilet paper and hand towels. On average, we recycle 220 cardboard rolls/day, resulting in 57,200 cardboard rolls/year. If those rolls of paper towels are not quite empty, GSA custodians use them for cleaning, while refilling the holder with fresh towels for the next day's use.

- ◆ Toner cartridges, batteries and e-waste are disposed of separately from the rest of recycling. Some e-waste may be turned over to GSA Business Support for reuse or recycling. Surplus has recovered over 100,000 pounds of e-waste.
- ◆ GSA Maintenance installs new water-dispensing units. In the 6 years we have had these com-

bo units, replacing traditional drinking fountains, we have saved the equivalent of 3,267,384 16-ounce plastic water bottles.

- ◆ GSA Projects' construction materials, including concrete and lighting, are recycled.

The goal of the County of Ventura and the General Services Agency is to protect the environment.





Lea Hubbard, newly promoted from Principal Accountant to Accounting Manager II, now leads the GSA Fiscal Department

New Hires

- Paul Almanza, Custodian II
- Ali Esquivel, Courier II (EH to Regular)
- Tina Arellano, Accounting Asst. I
- Ramiro Real, Facility Operation Spec. II
- Daniel Flores, Office Asst. III
- Melissa Lorenzen, Purchasing Tech
- Spencer Herson, Purchasing Tech
- Kyle Mackrell, Parks Service Ranger I
- Nathan Martinez, Courier II
- Kathleen Mason, Parks Service Ranger I
- Derek Fabiszak, Senior Acct. Asst.
- Jose Olvero, Staff Services Specialist, Grounds

- Joshua Foutch, Heavy Equipment Service Worker
- Nathan Paul, Maintenance Plumber
- Melyssa Vicencio, Inv. Mgt. Asst. II
- Eric Holliday, Custodian I

Promotions

- Martin Marquez, Maint. Engineer
- Isaac Borrego, Maint. Engineer
- Lydia Louis, Mgt. Asst. II (Transfer Promotion)
- Lea Hubbard, Accounting Manager II (left)
- Rosalinda Magdaleno, Custodian III
- Jorge Bonilla, Fleet Ops. Manager
- Nathan Martinez, Courier II (Int. to Regular)

Movin' and Shakin' – who's coming,



who's going in GSA

Eric George, Cert. Bldg. Maint. Eng.

Retirements

- Renato Fernandez, Inv. Mgt. Asst. III, BSS, April 15, 2019
- Michelle Samsel, Mgt. Asst. III, Parks, 20 years of service, June 29, 2019
- David Smith, Heavy Equip. Service Worker, Fleet, 27 years of service, April 1, 2019
- Glenna Streed, Senior Buyer, Procurement, 15 years of service, June 25, 2019

Matt Turner, Records Tech II, BSS, June 3, 2019
 Glen Blevins, Maint. Electrician, 25 years of Service, August 30, 2019

Transfers

Eduardo Ruvalcaba, Courier II—Transfer to PWA
 Anthony Santiago, BSS, Inv. Mgt. Asst. II—to Courier II

Resignations/Separations

- Serafin Alviz, Custodian II
- Steven Bonilla, Facility Projects Specialist
- Mark Milazzo, Office Systems Coordinator III
- Phil Nelson, Facility Project Manager
- Donald Parkerson, Maint. Worker II
- Matthew Sams, Maint. Worker II
- Kelsey Throckmorton, Sr. Acct. Asst.

IN MEMORIAM

Sherry Cobb, Custodian III; Dale Carlberg, Certified Building Maint. Eng.



This past quarter, the GSA family was saddened to lose two members of our own unexpectedly from our Facilities and Materials Department. Certified Building Maintenance Engineer Dale Carlberg passed away suddenly on April 2, 2019. He had more than 15 years of service with the County, all with GSA F&M Maintenance. Dale loved auto racing and is survived by two sons, a daughter, and two grandchildren. On May 8, 2019, Housekeeping lost longtime Custodian III Sherry Cobb. Sherry came from a family of longtime GSA employees, including her sister, Selva Measurall, a maintenance engineer, and her nephew, Steve. Her father was a retired county custodial supervisor. Both Dale and Sherry will be missed by all their friends and colleagues here at GSA and the County.

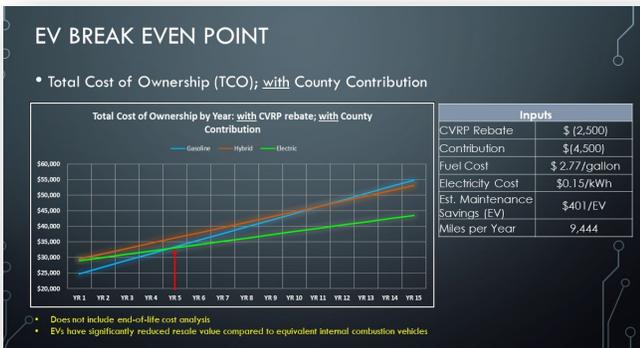


GSA Steps Up Efforts to Go Green and Brings an Innovative Electric Vehicle Strategy to the Board of Supervisors

On July 23, 2019, GSA Fleet Services' Deputy Director Christopher Melton presented an Electric Vehicle (EV) Strategy to the County's Board of Supervisors that represented an innovative step forward in the agency's commitment toward reducing greenhouse gas emissions from the County's government fleet of vehicles, starting with the County's central motor pool. In a powerful, corresponding move, Board supervisors set a host of policy directions that corresponded with GSA's commitment, including: supporting the use of general fund tax dollars to cover the higher cost of EV purchases when grant dollars are not available; encouraging the replacement of vans, SUVs, and light-duty trucks with EVs or hybrid vehicles in the fleet where practical; and conceptually supporting installation of additional charging stations.

powered models," he explained during his presentation. They also require significant investment to install the infrastructure needed to make them viable. "It's the infrastructure," said Melton, "that's the stumbling block."

GSA hopes to mitigate that stumbling block with assistance from Southern California Edison's (SCE) Charge Ready Program—a program that subsidizes the installation of EV chargers. As Melton explained, GSA filed a notice of intent with SCE and, with Board approval, can apply to the program, which will cover the installation costs for 7 new dual-port EV charging stations this year. Per the conditions of the Charge Ready Program, the County will grant SCE an easement for the infrastructure installation, agree to a new electrical service account dedicated to the chargers, and will participate in a demand response program that reduces electricity use during peak demand times. SCE will also access trend data from the network. GSA Fleet will also purchase 14 new EVs for the central motorpool—at an additional savings of \$2,500 per vehicle from the CA Clean Rebate Project. In exchange, SCE will cover the cost of installing the infrastructure, saving the County approximately \$327,000. Congratulations to Fleet Services and GSA overall on a well-prepared and innovative strategy that considers the well being of our County and our planet.



The EV Strategy presented to the Board was the culmination of a tremendous team effort, and a great deal of research and preparation. CEO Mike Powers, Assistant CEO Mike Pettit, and several Board members were impressed with the amount of information and the level of detail Deputy Director Melton presented as he outlined both the challenges and the advantages in converting the 1,200-vehicle County fleet to EV. "Electric cars cost less to maintain and operate, but are priced about a third higher than comparable fuel-



Custodian III José Marquez is an HSA "GEM"!

GSA Custodian III José Marquez was recently recognized by the Human Services Agency for his performance in providing service. The HSA "Going the Extra Mile" (GEM) award was given to José, citing several instances of excellent customer service that included responsiveness, ensuring his job is complete, and environmental conscientiousness. José's "positive attitude that's contagious" was particularly mentioned by his nominator, Giancarlos Bray. The honor is particularly distinguished, as the award is not often given to a non-HSA employee. Those of us at GSA who work with José can attest to his positive attitude, and to how well-deserving he is, as well. Congratulations on being recognized, and thank you for providing Great Service Always!

Your performance has demonstrated exemplary service that provided something extra... and met the customer uniqueness needs of "safety, security, and social relationships."

GSA Fleet Earns “Top 50 Leading Fleet” Honors for 2019

In June 2019, at the annual Government Fleet Expo Conference in New Orleans, *Government Fleet* magazine announced their top 50 Leading Fleet winners for 2019. GSA Fleet Services is proud to be once again recognized among the top 50.

Government Fleet magazine’s Leading Fleets award, sponsored by the Ford Motor Company, recognizes operations that are performing at a high level, particularly in fleet leadership, competitiveness and efficiency, planning for the future, and overcoming challenges. The award is judged by a peer group of public-sector fleet managers.

GSA Fleet Services is among the top 50 Leading Fleets for a second year having won the award previously in 2016.



The GSA Holiday Committee conducted a short survey this year to find out what employees thought. Below is a sample of some of the comments they received:

- ◆ “No additional caterer, I love the one we have.”
- ◆ “Appreciate the events, creates a nice workplace.”
- ◆ “Thanks for ... asking for suggestions. The events are a lot of fun and we get to know our coworkers.”
- ◆ “...starting to feel a bit crowded...”
- ◆ “See if there is a bigger place to have the party.”
- ◆ “Least expensive the lunch the better.”

Overwhelmingly, when asked about changing caterers or food selection, the feedback received was essentially, “if it ain’t broke, don’t fix it!” **61.6%** preferred BBQ, specifically “It’s In the Sauce,” more than any other caterer or style of food for the holiday party.

When asked about fundraising, we discovered that gift baskets and gift cards are very popular, followed closely

We Asked, You Answered!

by food-themed fundraisers, like the summer lunches. But did you know that many people—**43.4%**!—would like to see GSA-themed merchandise for sale too? So, keep your eyes open as we explore options to make that possible in the near future.

Last, there were comments about both the size of the venue—the Saticoy Conference Room—and the ticket prices. It’s a dilemma the committee struggles with every year. Did you know that the SOY Conference room, which belongs to Public Works, not GSA, is not only one of the largest capacity conference rooms in the County, but it’s one that GSA can use for free? This keeps ticket prices down—something that’s difficult to do every year. A comparable-sized, or larger, venue would cost several hundred dollars to rent at a minimum, which translates to a ticket price increase of at least 25% more per ticket, *just to start with*. An offsite, non-County location could extend the length of time needed for the luncheon by as much as an hour as well, when travel time to and from an offsite venue is added into the amount of time scheduled for holding the party. Until GSA as an agency “outgrows” the SOY Conference Room, it makes sense to keep the party location there. So far, we haven’t exceeded the maximum seating capacity!

The Committee wants to thank everyone for responding; your feedback helps to make each year’s party better. See you soon—at this year’s holiday party!!

Staff Compliments



I only have positive things to say about the staff that I work with regularly. Here are my "shout outs":

- ◆ Jill Siela is a pleasure to work with. She listens to my concerns, responds quickly to any issues we are having and resolves the problem as soon as possible.
- ◆ Lee Ramer is a hard worker, always so helpful and thinks out of the box to make suggestions to solve issues that arises. I value his expertise, support and knowledge of our sites.
- ◆ Nelson Salonga has thorough knowledge of our vaccine monitoring system. He understands our needs to comply with the state guidelines for vaccines and always handles our electrical issues with ease.
- ◆ Jim Vines has been continuous support for our South Oxnard site. He battles the power outages we seem to constantly have in that area and does his best to prevent vaccine loss. We appreciate all his hard work and "Hurray" that we now have backup generators for the refrigerators at that site.

Bev Hansen,
Business Operations Manager,
Ventura County Public Health Administration



Ramiro,
Just wanted to pass on how quickly my work order to add a safety mirror was taken care of and how impressed I was with Darren Downey.

I emailed the request yesterday at 4:53 pm, Rosanna Bati asked Carla to process the work order at 5:59 pm last night and Darren just left after completing the installation. It was tricky due to the type of mirror and location; however, Darren quickly figured it out and found an even location than what I had asked for. Kudos to Darren, you and all those that made it happen so quickly and effectively. I feel much safer now!

Nancy Lee Phillips
Senior Executive Aide
Supervisor Kelly Long, District 3

Supervisor Huber had his Town Hall meeting last night. Just about at the eleventh hour, we realized we needed additional chairs and tables, and a more powerful PA system for the event. Kudos to you, your team came through for us. There are certainly more folks that should be mentioned, but Stephanie Peres, Kerry Crawford and Larry Villa are the ones I worked with directly. Supervisor Huber wanted me to relay to you his appreciation for their help and their professionalism. They represented GSA and the County very well.

-Joel Angeles

Chief of Staff to Supv. Robert Huber, 4th District



I wanted to acknowledge the fast response and creative solution that Darren Downey and Dave Beatty provided to address potholes and tripping hazards in one of the parking lots at Animal Services. They were proactive in finding and executing a solution to address an active liability for Animal Services and executed it in a time-sensitive and cost-effective way. We really appreciate it! I'm also happy to share some feedback about the support we receive from Darren Downey at Animal Services. Darren is an integral part of the Animal Services operation. He's kind, hard working, creative, thrifty and truly cares. With an aging facility and unique animal-related challenges, Darren helps limp along our tired facility and finds creative solutions to work within our budget restraints.

Our staff regularly expresses their gratitude for the work that Darren does and the helpful and friendly way he interacts with everyone. Darren is critical to the success of our organization and we're very grateful to have to have him at Animal Services.

Phil Rarick
Manager of Fiscal/Administrative Services
Ventura County Animal Services



GSA Congratulates New Green Belts at Ceremony on August 13th



GSA's newest Green Belts, along with Director David Sasek, (left), Chief Deputy Director Paul Young, and deputy directors Greg Bergman and Chris Melton.



In August 13, the County inducted 40 new Green Belts into its Lean Six Sigma family at its most recent Green Belt graduation ceremony. Nine of the newest inductees were from our own GSA, with 5 new graduates and 4 attaining Green Belt certification—meaning that not only have they completed their training, but they successfully led, or co-led, a Kaizen process improvement event, which is a critical part of completing the journey to attaining Green Belt status.

Participating GSA employees in the August 13 graduation ceremony were:

- Richard Bobosky, Facilities Manager, Maintenance—Green Belt certified
- Boyd Donavon, Assistant Purchasing Agent, Procurement—Green Belt certified
- Joshua Gannon, Graphics Technician II, BSS—Green Belt certified
- Jacob Ward, Graphic Technician IV, BSS—Green Belt certified
- Glen Infuso, Facility Operations Specialist, Maintenance
- Alex Juarez-Piña, Safety Officer, Human Resources
- Eileen Ozawa, Tech Specialist IV, Fleet Services
- Magali Rodriguez, Office Assistant IV, Human Resources
- Denise Santoyo, Management Assistant IV-C, Administration

In addition, Josh Gannon and Jacob Ward presented their project, GSA Records Center Process Improvement Kaizen, to receive their Certified Green Belt pin. Jacob touched on the goals of streamlining the intake process while Josh explained the backlog their project eliminated. Utilizing Lean Six Sigma tools like *Gemba* and *5 Why*, the green belts identified that four steps determined 90% of the receiving time. This project ultimately reduced customer wait times from months to days, and many customers saw reduced amounts on their service invoices, too!

When asked specifically by new graduates what they found most difficult

about leading a kaizen, Josh, Jacob, and team lead Shawn Mitchell all agreed: "to start off the whole thing is tough!" But each agreed that when they heard: 'that's the way it's always been done': "that right there," said Mitchell, "tells you something needs to be done!"

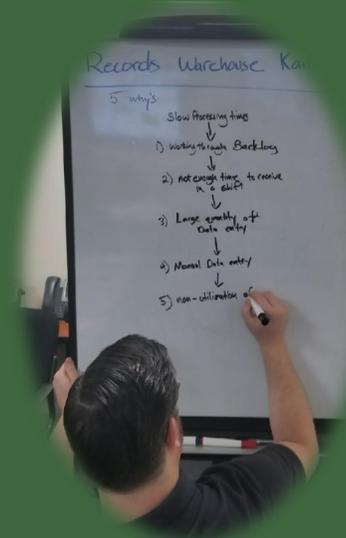
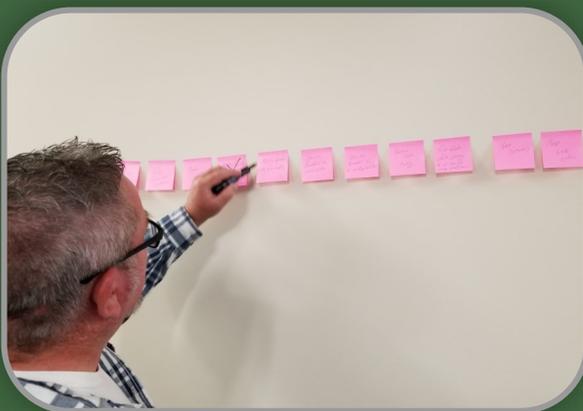
And their customers are raving about the improvement in service already. Gina Christenson, Public Administrator Public Guardian, complimented their project, saying, "what a pleasure to work with someone who is passionate about their work and helps me do my job better!" illustrating the dedicated work of GSA's newest certified Green Belts.

Congratulations to *all* of our new Green Belts! We look forward to seeing what process improvements they will be implementing in the future.

Photos:

Left: Shawn Mitchell maps out a process during the kaizen;

Above: Josh Gannon writes out the "5 Whys" during an exercise for the Records Center kaizen.





GSA Fleet Custom Builds Bus for County Emergency Medical Services

GSA Fleet Services moved up to another level of customer service with a custom vehicle build for the County's Emergency Medical Services Department. The Upfit and Paint/Body Shop custom built a Mass Casualty transport bus in response to a request from Emergency Medical Services after the 2018 Thomas Fire.



Before (above) and after (below): the interior of the custom-built EMS Bus.

While evacuating medical facilities in Ojai during the Thomas Fire, it took more than 20 trips in standard ambulances to move ill and invalid patients out of

the fire's path. EMS requested GSA Fleet's assistance in finding a better way to meet the needs these unique types of

situations created, and Fleet was up to the challenge. By repurposing a bus that was destined for auction, Fleet Services was able to build the bus to the exact requirements their customer needed—coincidentally saving approximately \$200,287 in taxpayer dollars versus buying an equivalent bus from a specialty manufacturer. These savings were then used by EMS to purchase two additional response vehicles and a support trailer, and to upgrade their radios.

Not only is the build an example of making taxpayer dollars go farther, it's an excellent example of working collaboratively to solve a unique problem, and an excellent learning experience for current and future employees, as the EMS bus was a huge hit at Fleet's exhibit this year during Public Works Week's event day in May.



A member of the public admires the interior of the EMS Bus during Public Works Week.



What's New in Parks?

What Do Our Patrons Think About Us in Ventura County Parks?

I love the new [reservation] system: very easy and user friendly. The park rangers are nice, friendly and extremely helpful. I love the food at Hobson Beach—Nic and Mariah are amazing. Laura at Faria Beach also has delicious food. I love the convenience of not always cooking. My two favorite beaches in all of California! Love it all.

Steven Greene,

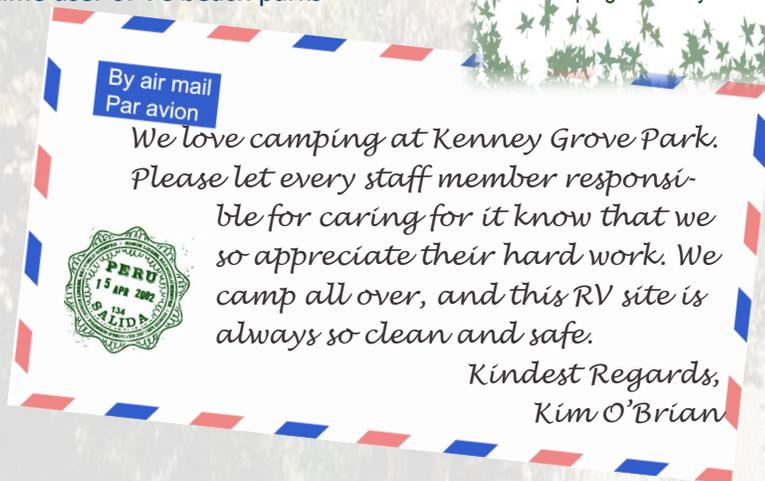
Longtime user of VC beach parks

As a "senior citizen," I've watched us as a society become disconnected and downright rude with one another. Sad.

Having talked with Ranger Patricia Monsour, my heart was pleased and my hope for a kinder, gentler society in a small way was restored. She was helpful and kind.

Donna Condon,

Camping for 30+ years at Rincon



As you can see by some of the feedback we receive, our Parks patrons think we're tops! Many took the opportunity to stop by our booth at this year's Ventura County Fair, where Parks' staff's creativity earned top honors, taking home both



the "Best Natural Resource Exhibit" award and a 4th place ribbon for their camping-themed display. We can't wait to see what they come up with next year!

Contact Us

If you have questions about park projects, please e-mail Theresa Lubin at theresa.lubin@ventura.org. All other inquires can be directed to the appropriate e-mail address or phone number listed below.

Park Reservations Line:
(805) 654-3951

(to reserve group day-use areas and individual campsites)

Park Ranger Desk:
(805) 672-2071

Park Maintenance Desk:
(805) 672-2073

General Questions and Comments:

county.parks@ventura.org

Visit us on the web at:
www.ventura.org/general-services-agency/parks-department.





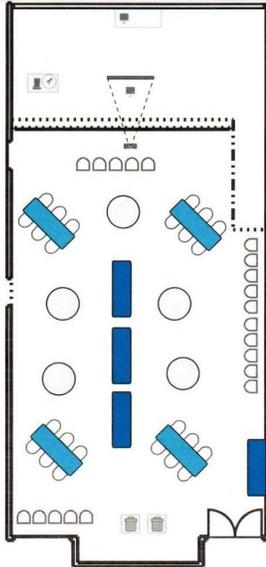
DID YOU KNOW...?

Did you know... that you can learn about the County of Ventura's ongoing efforts to reduce, reuse, and recycle in a 7-minute instructional video accessible through GSA Housekeeping's webpage? You can also view the video by clicking on the link: <https://bit.ly/2ZMDAWI/>

Did you know... GSA Special Services launched the Social Tables program last year in May 2018 to aid clients in planning their events, meetings, and conferences?

If your event requires equipment or furniture staging, Social Tables makes it easier to communicate your needs by allowing you to design your layout without having to hand-draw a sketch, and even submit it into the EMS room reservation system.

For more information, contact Rosalind Harris at Rosalind.harris@ventura.org.



Did you know... the 2019 Ventura County Earth Day Awards honor only 5 environmental champions in Ventura County? And that Ventura County Supervisor John Zaragoza, District 5, selected GSA for our annual Earth Day educational tour, with this year's theme of "Save Our Species." The award was presented during the Board of Supervisors' meeting on April 23, 2019. Rosalind Harris, Manager of Housekeeping, Grounds, and Security/ Special Services; Cyndy Taschman, Management Assistant II and Earth Day Coordinator; and staff members of Housekeeping, Grounds, and Special Services were present to receive the award.



Panic Alarm Training

Panic alarms are a useful notification system when an emergency situation occurs at an agency's front desk. GSA periodically conducts training on how the panic alarm system works. Topics include:

- Review of procedures
- Purpose of the panic alarm
- When to use the panic alarm
- What happens when the panic alarm is activated
- When should 911 be contacted
- How the panic alarms are reset
- Questions and answers

GSA has scheduled an upcoming training session this month. To reserve a seat, contact Linda Cruz at (805) 654-3797 or email security.training@ventura.org



When: August 30, 2019
Who: Any users of the panic alarm system, as well as supervisors and managers
Time: 2:00pm-3:00pm
Where: Pacific Conference Room, Hall of Justice, Government Center Campus
Instructor: Sean Payne, GSA Security