



GSA earned one of the County's first "Golden Sneakers"—and certain bragging rights—this past January after competing in the Wellness Program's "Celebrations Around the Globe" competition. Winning agency team members who achieved at least 7,000 average daily steps earned a golden sneaker pin, and the top agencies in each competing class—small, medium, and large sizes—with the most average daily steps in the 6-week competition period earned the Golden Sneaker trophy. GSA won the challenge for "medium-sized agencies" with an employee count between 200-299, and an impressive average of 11,200 daily steps. Well done!

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GSA Insider

Great Service Always!



GENERAL SERVICES AGENCY NEWSLETTER FEB 2018

From the Director

As we start the new year, it's natural to look back on what we've accomplished over 2017, and also to look ahead to all the exciting things to come. One of the ways we strive to provide great service always to our customers is by continuously exploring how we can keep the agency's mission, vision, and values relevant and fresh. With this in mind, GSA recently sent out a customer service survey to over 3,000 internal and external stakeholders—in fact, you may have been asked to participate! Keep your eyes peeled for an update on the results of the surveys in a later issue of the **GSA Insider**.

Speaking of great service always, in November we held our annual celebration of milestone anniversaries for several of our employees, who have a combined 475 years of County service. That's pretty incredible when you think about it, and we were pleased that County Chief Executive Officer Mike Powers was able to help us host more than 75 friends, family members, and coworkers in the Lower Plaza Assembly room on November 3rd. Check out the photos and article inside for a glimpse of the event.



We were also proud to award our agency's Employee of the Year for 2017 at this year's All Hands' meeting, held in January. Selecting the finalists, and a winner, from a talented pool of nominees was extremely difficult, and we're pleased to announce that this year's Employee of the Year, Cinthya Santos de Perez, really exemplifies what GSA is all about. You may already know Cinthya or have seen her about—she's always smiling, and always willing to go the extra mile to provide great service always. Read on to find out more about Cinthya, and all the nominees. The tragedy of the Thomas Fire affected so much of our County, including some of

our County Parks. We are so grateful for the efforts of our firefighters, our first responders, and everyone who showed their strength and courage while our County was tested during the recent disaster. We're grateful that the damage to our parks was not more extensive, and rebuilding efforts are already underway. Read on to learn more about what's happening on that front.

In January, the Ventura County Management Council held their annual awards ceremony, and GSA's own deputy director, Greg Bergman, was honored with the Management Council's Board of Director's Award. Greg has been wearing two deputy director hats for some time now as interim deputy director of Fleet, while still maintaining his responsibilities in Administration, and we're proud of the recognition he's received.

Finally, there are some changes underway from Special Services/ Security, as we embrace our commitment to become more lean—including a move to make the ID Badge process electronic. See page 10 to learn more.

Until next time,

Dave

PHOTOS:

Below: Carol McWilliams (center) is honored for her achievement with (left to right) David Sasek, Greg Bergman, Mike Powers, Ron Van Dyck, and Paul Young.

Right: Carlito Aspuria accepts his 10-year service award.

Bottom Middle: CEO Mike Powers addresses the assembly...

Bottom Right: ... as the audience listens.

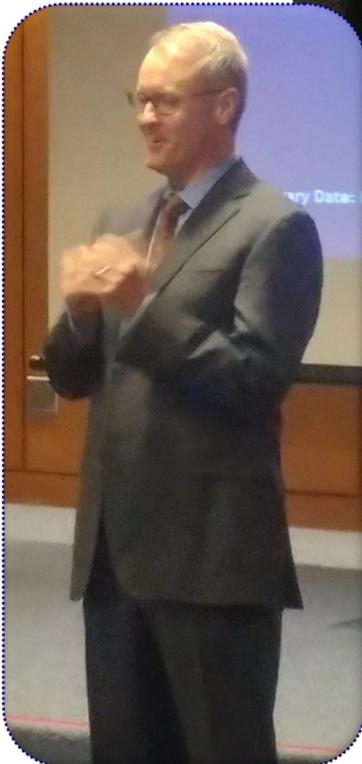


Employees' Years of Service Honored at Annual Awards Ceremony

On November 1, 2017, **GSA** honored its longtime employees celebrating 10 years or more of service at the annual awards ceremony, held in the Lower Plaza Assembly Room at the Hall of Administration. More than 75 GSA and County employees, friends, and family were present to honor 26 agency employees celebrating a combined 475 years of service, including one employee with a memorable milestone: Records Technician Carol McWilliams with Business Support Services celebrated her 55-year anniversary with the County on July 16, 2017.

The annual event featured refreshments from local bakery Nothing Bundt Cakes and was commemorated by **County CEO Mike Powers**, who welcomed the

assembled guests and thanked them for dedicating their careers to public service. GSA Director David J. Sasek and deputy directors Greg Bergman, Paul Young, and Ron Van Dyck presented each honoree with his or her service award and a special gift. Congratulations to everyone who celebrated a milestone anniversary with the County and with GSA, and best wishes for many more to come!



GSA Shows “Can”-Do Spirit!!

On December 1, 2017, Ventura County FoodShare held it’s 6th annual CAN-Tree event, with several County agencies participating in a little friendly competition to see who could build the most creative holiday trees out of canned goods. While we saw some amazing canned trees, GSA was not ready to concede defeat—vowing to come up with the most creative tree ever... “next year”! In the meantime, everyone who participated donned their holiday hats and holiday spirit, and joined several other County agencies, including Public Works, RMA, CEO, and others, to build trees out of canned goods that were donated to FoodShare to help feed the less fortunate in Ventura County. Even the County’s Chief Executive Officer Michael Powers joined in the fun.

Agency Director David Sasek and Chief Deputy Director Paul Young were there to lend a hand, and special thanks go to event coordinators Lieba Butler and Magali Rodriguez, who put in lots of time to fundraise money and cans for GSA’s trees. Thanks also go to all the GSA helpers who came to build trees on the afternoon of December 1st—the festive CAN-trees were on public display all weekend in downtown Ventura before being transported to FoodShare. We look forward to doing it again next year!



Above: David Sasek works on one of the trees.



It was a day of fun as well as giving.

Above: The group is busy building a total of 4 CAN-trees.

RIGHT: Several members of the GSA team pose with County CEO Mike Powers, center, around GSA’s CAN-tree. Shown from left to right: Denise Santoyo, Jody Howard, Lieba Butler, CEO Mike Powers, Charlotte Cubitt-Serrano, Magali Rodriguez, Brittany Stephens, and Olivia Cortez





Movin' and Shakin' *who's coming, who's going* in GSA

Promotions

Donna Breeze, Accountant II
Curtis Heath, Buyer
Jose Marquez, Custodian III
Roderick Tolentino, Senior Buyer
Dana Vodantis, Accountant II

New Hires

Gina Arroyo, Purchasing Technician
Jacob Castro, Heavy Equip. Mechanic I
Shannon Combs, Maintenance Plumber
John Gill, Custodian II
Charles Griep, Courier II (EH)
My Gem Lee Guzman, Student Worker III
Arturo Huizar, Accounting Assistant I
Timothy Jackson, Inv. Mgt. Asst. III (temp)

Andrew Juarez, Custodian II
Janice R. Pulley, Custodian II
Anthony Santiago, Courier II (EH)

Resignations/Separations

George Albanez, Courier II
David Bellos, Inv. Mgt. Asst. I
Dylan Carr, Park Services Ranger Trainee
Tino Contreras, Student Worker III
Heather Evjen, Student Worker III
Cheryl Finnegan, Office Assistant III
Syanna Reyes, Student Worker III
William Rinne, Auto Mechanic II
Esteban Rodriguez, Student Worker III
Angelo Sorrentino, Park Services Ranger Trainee



Recently promoted Accountant II Dana Vodantis receives a Certificate of Merit from Agency Director David Sasek.

Spotlight On...

Student Worker My Gem Lee Guzman



GSA Special Services is pleased to share that intern My Gem Lee Guzman — working in Environmental Health and Sustainability (her specialty) — is now a Student Worker III with GSA Housekeeping and Grounds. Gem is part of the Henry Lacayo Internship program through Cal State University Channel Islands.

Gem's interest in sustainability stems from a class she took on water quality in her sophomore year. From there, she volunteered with Tree People and was responsible for planting new trees and taking care of existing trees in local area parks and, in December 2016, she spent a week in an eco-village in India, where she learned even more about sustainability.

As an intern, Gem studied Canary Island Pines and American Sweetgum trees. She researched the health of the trees, suggesting possible cures for those trees which were diseased or which had bark beetles, or if the trees needed to be removed. Gem also researched how to prevent the spread of diseases, such as investigating various types of pesticides.

As a student, Gem has a double major in Biology and Spanish, with a minor in Chemistry. She plans to graduate from CSUCI in 2019, and hopes to go into research.

DID YOU KNOW...?

Did you know... During an annual "America Recycles" event in November, GSA Special Services gave out more than **350** RAP boxes, while putting together a special display with a video and handouts for the public—all in a joint effort with Public Works Integrated Waste Management, Risk Management, and Resource Management Agency? Just another example of great collaboration between GSA and other agencies here at the County!



Did you know... In 2017, GSA completed 26 Lean Six Sigma events, for a total savings of \$601,417? That breaks down to:

Soft Savings: \$284,225

Hard Savings: \$317,192

We completed **22** Just Do Its, **1** Kaizen, and **3** Value Stream Analysis processes, out of which many more process improvement strategies will be realized this year. Great work, everyone! GSA really knows how to find creative ways to keep providing Great Service Always, and to save money while doing it, too!



Brittany Stephens and Greg Bergman demonstrate a visual representation of process improvement during a LSS presentation.

GSA Security Does It Again

For the 9th consecutive year, GSA Security has been awarded the highly prestigious Top 500 Security Leaders award plaque, placing 21st on the "Government (Federal/State/Local)" list for going beyond Best Practice and employing Best Fit Security Strategies.

Critical categories in which the scoring was based include:

- Business Resilience (Continuity, Disaster Recovery)
- Contract Management (Guards, Employees, Technology)
- Security Technology
- Weather and Natural Disasters
- Workplace Violence and Active Shooter Training
- Cybersecurity
- Terrorism
- Political Unrest
- Regulatory Compliance
- Risk Management Planning
- Executive Protection
- Asset Protection, Theft, and Investigations



Competition was Fierce for 2017's Employee of the Year

From a Park Services Ranger to an Inventory Management Assistant, this past year's group of Employee of the Year nominees represented a wide range of GSA talent—one of the largest pools GSA has seen in recent years. It's encouraging to think that there are so many worthy candidates for the agency's highest honor. The nine employees nominated by their immediate supervisors and managers were:

- Sabino Benitez, Maintenance Worker III, Housekeeping and Grounds
- Brent Clements, Certified Building Maintenance Engineer, Maintenance
- Charlotte Cubitt-Serrano, Management Assistant II, Business Support Services
- Cherri Francis, Management Assistant II, Fleet
- Roland Houben, Office Systems Coordinator, Fleet
- Paul Lozano, Park Services Ranger II, Parks
- Ryan Pimental, Inventory Management Assistant III, Surplus
- Cinthya Santos de Perez, Custodian II, Housekeeping and Grounds
- Antonio Barajas Trujillo, Maintenance Worker III, Housekeeping and Grounds

Although all nine nominated employees were worthy, senior management narrowed the field to

three finalists: Paul Lozano, Parks; Cherri Francis, Fleet; and Cinthya Santos de Perez, Housekeeping (see below). Paul, a Park Services Ranger, was recognized for his extraordinary integrity and kindness shown toward patrons of GSA Parks, especially during the Thomas Fire crisis this past winter. Cherri has been the backbone of Fleet Administration, going above and beyond in her job duties, underfilling as a Staff Services Specialist and supporting Fleet's efforts to successfully launch Telematics and the web-based PM Scheduler. Cinthya's sincere commitment to customer service has distinguished her as a role model for all GSA employees. Read more about her, below.



From Left to Right: EOY Finalists Paul Lozano, Cherri Francis, and Cinthya Santos de Perez

Congratulations to Employee of the Year Cinthya Santos de Perez



"Humble" is the first adjective that comes to mind when you meet GSA's 2017 Employee of the Year, Cinthya Santos de Perez, a Custodian II with Housekeeping/Grounds division. Of course, you might not get a chance to meet her often, because Cinthya works the "graveyard" shift from 12am to 8:30am—but always, as noted by the numerous compliments she receives, with a smile on her face and a cheerful, can-do attitude.

It's that attitude that sets Cinthya apart and has her customers, coworkers, and supervisors talking about how Cinthya personifies what GSA is all about: Great Service, *Always*. It's that "Always" that earned Cinthya more genuine letters of praise from satisfied customers across many different agencies in the County than any other GSA employee last year—31, to be exact. She received such gushing notes of customer appreciation, wrote her department manager, Rosalind Harris, on her nomination form, "that it may have reached legendary status."

"Am I the first Custodian to have won?" asked an incredulous Cinthya when presented with the honor. She was still in shock a few days later, when she accepted her plaque and said she was proud to be able to send it back to her parents, who live in Mexico, and were ecstatic about her achievement. So are we.

Thank You, GSA!

Just wanted to give you guys a shout-out, especially to Vince, for thinking outside the box and coming up with a solution to our lack of a/c power in Chief Varela's office. We recently experienced the excessive heat in Ventura and even though I'm sure GSA was inundated with hot calls, Vince, Orville and Chuck came up to try and figure out why the Chief wasn't getting circulation in his office. Although there wasn't much that could be done as the system was working as hard as possible, they showed up with a portable unit to help cool down the room. I wanted to thank them for pursuing a solution even when they were told there was no more that could be done about the a/c.

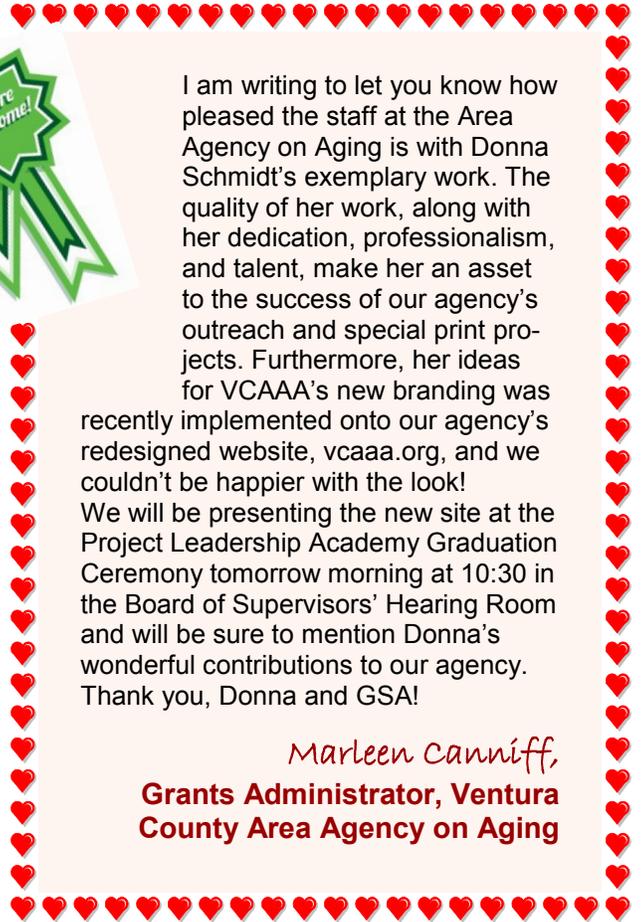
– Milane Acevedo, Probation Agency

On behalf of the hospital replacement wing (HRW) leadership team at Ventura County Medical Center, I would like to thank you and your staff for your support and hard work over the last 3 years. We could not have completed the HRW project without the professional services of the GSA purchasing staff. I particularly want to call out Rick Tolentino. During this time, Rick has assisted our team with the purchase of over 80 million dollars of equipment. Put into perspective, nearly every piece of equipment has Rick's input and assistance. Before we broke ground, we started the process with multiple high-dollar RFPs that Rick put together, administered, and assisted our staff with in the procurement process. ... Rick provided our team with consistent, professional, and objective information so we could make well-informed decisions while still following County guidelines for proper purchasing. Oftentimes, we do not take the opportunity to share true victories. Staff do their jobs with little fanfare or reward other than knowing they did their best in service to others. The HRW project is the biggest project in the history of Ventura County. Many, many people contributed to its successful completion. However, Rick's perpetual dedication to our team and the County should be recognized as nothing less than stellar. We could not have done it without him and the GSA team.

Susan M. Scott

Director of HRW Transition
Ventura County Health Care Agency

I just have to tell you thank you so much for all your help with our badging ceremony. We hadn't held it in the BOS before and you guys helped us tremendously getting the photo backdrop there and our video up on the screens. Probation staff (Jerry and Leonard) came back to the office telling me how helpful you guys were and that they were very thankful! Just wanted to let you know that your efforts are appreciated, because I know people don't always mention them! Thank you again!



I am writing to let you know how pleased the staff at the Area Agency on Aging is with Donna Schmidt's exemplary work. The quality of her work, along with her dedication, professionalism, and talent, make her an asset to the success of our agency's outreach and special print projects. Furthermore, her ideas for VCAA's new branding was recently implemented onto our agency's redesigned website, vcaa.org, and we couldn't be happier with the look! We will be presenting the new site at the Project Leadership Academy Graduation Ceremony tomorrow morning at 10:30 in the Board of Supervisors' Hearing Room and will be sure to mention Donna's wonderful contributions to our agency. Thank you, Donna and GSA!

Marleen Canniff,

Grants Administrator, Ventura County Area Agency on Aging

Our residential section has completed canvassing for the properties affected by the Thomas Fire and we can go back to our usual motor pool use. Our office can't thank your department [Fleet Services] enough for your help during this crunch time!! Thanks so much!

Pam Whitaker
Ventura County Assessor's Office

Please accept my thanks for the terrific work performed by GSA on my behalf since I returned to work with a partial disability (October 2017). My office is now equipped with a standing desk set-up which makes life much easier. At the request of Karen Simpson from our office, Mr. Woolson then quickly arranged to have Mr. J. J. Vaivao rearrange all my furniture to accommodate my walker.

It means a lot to receive such a timely and comprehensive response to my concerns.

Elisabeth Main
Deputy District Attorney

Deputy Director Greg Bergman Honored with the Ventura County Management Council's 2017 Director's Award

One of the primary objectives of the Ventura County Management Council is to recognize what's good in government – to celebrate successes, recognize qualities that epitomize excellent public service, and promote service within our community. Each year, the Management Council seeks nominations to honor achievement in a series of categories that best exemplify these qualities:

- Integrity
- Customer Service
- Mentoring
- Innovation
- Best Kept Secret

The winner of the Management Council Director's Award is chosen from the nominees for these awards as well. While the recipient of this honor has to be nominated in one of the above categories, he or she did not necessarily have to *win* in their category to be considered for the Director's Award.

This year's Director's Award was presented to GSA's own Greg Bergman, for the outstanding work he has done in 2017 as Interim Deputy Director of Fleet Services, while still fulfilling his responsibilities as Deputy Director of Administration. In October 2017, Greg stepped into the role of interim Deputy Director of Fleet, and very quickly made his mark on the division—which manages a fleet of 1,900 vehicles and heavy equipment valued at over \$64 million. He initiated and completed a number of changes that will save hundreds of thousands of dollars, including:

- Overseeing a comprehensive Fleet review that included hiring an independent consultant to review and evaluate the overall operation against industry best practices, to evaluate the overall cost competitiveness of Fleet, and to provide recommendations for areas of improvement.
 - Leveraging both technology and economies of scale to create a modern supply chain. By creating a strategic partnership with a single vendor, the process was streamlined, and the number of invoices processed per year will be reduced from 6,000 to an estimated 52. He also drove a reduction in the parts inventory, implemented a process to electronically stock and track parts, and negotiated an aggressive parts discount from the vendor, resulting in a projected greater than \$500,000 per year savings.
 - Initiated and completed a comprehensive revision of the Fleet Heavy Equipment rate structure. The new rate methodology will give the Public Works Agency complete and accurate visibility of the cost of owning and operating their Heavy Equipment Fleet. Savings are projected to be in the hundreds of thousands of dollars per year.
 - Oversaw the implementation of a web-based preventative maintenance (PM) appointment system for County Fleet vehicles, streamlining the ability to manage workload and greatly reducing the need for overtime. In addition, the PM Scheduler is more efficient for Fleet clients, reducing their wait time for maintenance repairs.

Greg has driven all of these changes, and more, which ultimately resulted is several hundred thousand dollars' worth of savings for Fleet customers and earned him this prestigious honor. Congratulations, Greg!



What's New in Parks?



We all know about the Thomas Fire, but did you know that the County Parks were somewhat spared by the fire, due to some outstanding firefighting efforts? Our

leasehold KOA at Steckel Park took the brunt of the damage, with 11 camping cabins destroyed. The County side of Steckel Park lost its maintenance yard and two County vehicles (pictured above).

Dennison Park (right and below) was the only other County park that sustained damage that affects park patrons, while some other County parks sustained some damage, but not in developed areas.



All County parks are back open and cleanup efforts have already begun.

Contact Us

If you have questions about Parks projects, please email Theresa Lubin at theresa.lubin@ventura.org. All other inquires can be directed to the appropriate email 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.



New from GSA Special Services/Security



GSA Special Services/Security administers most of the County's security contract and monitors security guard performance, but in addition to security, GSA Special Services/Security is responsible for a number of day-to-day services that help make the County run smoothly and provide Great Service Always. These include:

- ✓ Parking and Carpool Permits
- ✓ Electric Vehicle Charging
- ✓ Employee Identification Badges
- ✓ Conference Room Reservations
- ✓ Special Use Permits
- ✓ Vending Machine Contracts
- ✓ Evacuation Training and Fire Drills
- ✓ Workplace Security Training
- ✓ Recycling Programs
- ✓ Public Tours

... and much more. Read on to find out the most recent updates in GSA Special Services/Security.

VC Notify

The VCNotify process is set to provide real-time emergency notices to subscribed County phones. In order to ensure that the system is functioning properly, test messages are sent out to various subscribed groups on a schedule. The majority of the tests are scheduled for daytime working hours to avoid inconveniencing subscribers after hours and to ensure that the system can be monitored during the test. All test messages are clearly indicated as such.

Electric Vehicle Charging

The County of Ventura has a number of Electric Vehicle Charging Stations at various worksite locations. A good number of these are dedicated for use with County vehicles. Where appropriate, public charging stations have also been placed for privately owned electric vehicles at a rate of \$1.60/hour. These chargers require the user to submit payment at the device. Use of the County vehicle chargers for private vehicles is prohibited, and vehicles misusing the electric chargers are subject to citation.

ID Badging Goes Paperless!

GSA Special Services is moving toward more paperless processes. The ID Badge request form is available on the GSA Special Services Intranet site. The updated process uses a fill-in PDF form that should be completed and sent from an authorized agent via email prior to an employee's arrival to pick up his or her new ID badge. The form will be processed, stored, and retained electronically. Any questions can be directed to the ID Badge Desk at 477-1554.

