

FLAG RECYCLE PROGRAM GETS A BOOST



The General Services Agency manages the County's Flag Recycle Program, which recycles more than 60 American flags each year. GSA recently expanded the flag retirement program by providing a permanent retired flag collection box here at the Government Center campus. It's located outside the HOA near the mailboxes by parking lot F. Flags collected here are given to the Ventura County Vietnam Veterans to be honorably discharged, or repaired and reused. Further, the flag poles at each County facility are changed out as needed to avoid signs of damage or distress, and those flags are also honorably discharged.

INSIDE THIS ISSUE:

- Mgt. Council Awards** 1-2
- Business Support Earns Accolades** 2
- Coming & Going** 3
- Beacon Spotlight Award** 3
- GSA at Work Photo Gallery** 4-5
- Employee Compliments** 6
- New in GSA IT** 7
- Did You Know?** 8
- New LSS Dashboard** 8
- What's New in Parks** 9
- Employee Spotlight** 10

GSA Insider

Great Service Always!



GENERAL SERVICES AGENCY NEWSLETTER JAN 2020

From the Director



Well, it's been a busy year for GSA, with quite a lot of changes. It seems like every time I sit down to pen a note to you all, there is so much going on in our agency I don't know where to begin. This past year, GSA focused on ways to both be

healthier and to save energy, earning both a Beacon Spotlight award for energy efficiency and second place in the County's Golden Sneaker challenge. Look out—we aim to come in first in 2020! Business Support Services also continued their tradition of providing innovative and excellent customer service to their graphics partners and were honored before the Board of Supervisors this past fall. Read about their creativity in this issue. And Fleet Services took their winning ways to the next level, picking up not one but two awards at the annual Management Council Awards luncheon in January. Who garnered the honors in Fleet? Read the article below to find out.

As I look ahead to 2020, I'm excited by all the things we have in store, from the "GSA at Work" gallery that really was a labor of love for our team, to the Lean Six Sigma Share-Point site that our IT and Admin teams are putting the finishing touches on. Speaking of the IT group, they really worked behind the scenes this year to keep GSA running like a well-oiled machine. Finally, GSA Parks has undergone a lot of renovations to bring some of our parks into ADA compliance, and to make our parks more accessible and inviting for our parks patrons. This issue of the newsletter shares some photos of two of our recently remodeled parks, Kenney Grove and Oak Park.

Until next time,

David Sasek

GSA Fleet Services' Newest Managers Earn County Management Council Honors

Each January, the Ventura County Management Council holds its annual luncheon and honors those members of County management that have performed their jobs in exemplary fashion. It's a little bit like the Oscars for those of us who work behind the scenes—a chance for County managers to stop and take a breath, honor each other, and celebrate their coworkers' achievements over a nice meal in good company. The categories span a diverse range, from "Best Kept Secret" to "Innovation," "Integrity," "Rising Star" and "Superior Customer Service." While the time-honored cliché about being nominated is an honor, in this case, it's definitely true when one is nominated by one's peers. This year, GSA celebrated three nominees at the Management Council Awards luncheon: all of them from the Fleet Services Division.



(Continued on Page 2)

Business Support Services Earns Accolades from Board of Supervisors, Health Care, and Area on Aging

On Tuesday, September 17, 2019, GSA Business Support was recognized before the Board of Supervisors by Dr. Thomas Duncan of the Ventura County Area on Aging when they were asked to join the Health Care Agency, VCAAA, and the VCMC Trauma team in being recognized by the coalition for Fall Prevention and Fall Prevention Week.



Rogesh Raja, far left, pictured with Supv. Zaragoza and representatives from HCA, VCAAA, and VCMC Trauma team.

GSA Graphics Technician Donna Schmidt has created many of their promotional and event materials. Staff Services Manager Rogesh Raja has developed evidence-based data and analytics which has been tied to grant and research award (lead by Dr. Duncan and Dr. Graal Diaz), along with pending state funding. Dr. Duncan has a deeply personal mission to assist the elderly in Ventura County obtain referrals to help mitigate problems with balance and the risks of falling. Dr. Duncan was generous in recognizing the GSA team, and also complimented Rogesh on “the best data dashboard I have ever seen.”

BE YOUR OWN HERO!

LEARN TO PREVENT FALLS

AT THE FALL PREVENTION FORUM

SPEAKERS: Dr. Thomas Duncan • Dr. Paulo Carvalho

FRIDAY
September 20, 2019
10 am - 1 pm
Registration begins at 9am

- ★ FREE LUNCH for all guests ★ Raffle prizes
- ★ FREE Immunizations & Health Assessments
- ★ Zumba & Tai Chi Demos ★ Balance Screenings
- ★ Space Is Limited, Call VCAAA to register at (805) 477-7300, Option 6

South Oxnard Senior Center
200 E. Bard Road
Oxnard, CA

(Continued from Page 1)

In the category of Best Kept Secret, Jorge Bonilla quietly impressed the selection panel, and CEO Mike Powers, with his outside-the-box thinking and hardworking mentality and strong work ethic. His efforts this past year helped save the County more than \$350K on one project alone. With the idea that “every job is my job,” Jorge captured the hearts and minds of every manager in attendance, and it was easy to see why he was honored with the award out of the largest field of competitors.



In the category of Rising Star, Robert Crawford stood out like a comet. Initially an accountant, Robert transitioned over to Fleet and took on a herculean task: translating raw data from onboard vehicle telematics into an easily understood report that is being used to drive vehicle usage, purchase, and replacement decisions. This will eventually save individual agencies money, as it will help them make more informed decisions about their budgets and eliminate inefficiencies down the road.

“Always a bridesmaid,” joked nominee Christopher Melton, Fleet’s Deputy Director, who didn’t emerge victorious in his category of Superior Customer Service. However, his dominance in the category is apparent in his ability to lead his team to success, and he was extremely pleased to see his nominees, Jorge and Robert, recognized for their good work. We’re all proud of the team Chris has assembled at Fleet to provide Great Service Always to the customers that keep the County motoring along. Congratulations to our managers in Fleet!



Movin' and Shakin' — who's coming,



who's going in GSA

New Hires

Cody Arellano, Auto Mechanic II
 Araceli Flores, Mgt. Asst. II
 Elva Rojas, Accountant II
 Angel Rodriguez, Maintenance Engineer
 Mohammed Moje, Courier II
 Gabriel Martinez, Auto System Tech III
 Jesus Pacheco, Inv. Mgt. Asst. II
 Erin Bridges, Purchasing Tech
 Robert Jenkins, Mgt/ Asst. III (Fleet)
 Daniel Aguiniga, Custodian I
 Ariana Ayala, Custodian I
 John Riddle, Bldg. Equip. Utility Worker
 Anthony DeAnda, Maint. Engineer
 Brian Earles, Maint. Engineer

John Barron, Custodian I

Promotions

Tara Nelson, Accountant I/II (Transfer Promotion)
 Brian Sarff, Park Service Ranger I (Transfer Promotion)
 Timothy Baker, OSC II (EH to Fixed)
 David Bean, Maint. Electrician
 Paul LoVerme, Manager—Facilities and Maintenance (Transfer Promotion)
 Charles Dixon, Principal Accountant (Transfer Promotion)
 Glen Infuso, Facility Project Manager
 Linda Cruz, Mgt. Asst. III (Parks)

Alicia Francis, Admin. Asst. II
 Melissa Lorenzen, Buyer
 Cherrri Francis, Staff Services Specialist I
 Cesar Luna, Accountant II
 Pedro Baylon, Custodian III
 Jared Rohlfing, Maint. Worker II
 Brian Gietzen, Senior Auto Mechanic

Retirements

Paul Young, Chief Deputy Director, Facilities & Materials, 29 years of service, January 24, 2020
 Rosalind Harris, Manager—Facilities Maintenance, 25 years of service, De-

ember 8, 2019

William Bidwell, Senior Auto Mechanic, 31 years of service, November 30, 2019

Martin Schwartz, Maintenance Engineer, 23 years of service, October 19, 2019

Virgilio "Bernie" Garlejo, Certified Maintenance Engineer, 21 years of service, September 29, 2019

Transfers

Jose Marquez, Custodian III—Transfer to HCA
 Samira Humaran, Accountant II—Transfer to Sheriff Department
 Michelle Giron, Senior Accountant—Transfer to CEO

Resignations/Separations

Ramiro Real, Facility Projects Specialist II

Steven Giles, Staff Services Manager (EH)

Kyle MacKrell, Park Services Ranger I

Eric Holliday, Custodian I

Alex Juarez Pina, Staff Services Manager I

Shadoe Austin, Park Services Ranger I

Timothy Jackson, Inventory Mgt. Asst. III

Kathleen Mason, Park Services Ranger I



Willie Bidwell, pictured above (center) receives a resolution commending him for his years of service from the Board of Supervisors, CEO Mike Powers (far right), and GSA director David Sasek, left, with Fleet Deputy Director Chris Melton.



County of Ventura Shines Bright at Beacon Spotlight Awards

The County of Ventura, and GSA in particular, sparkled when it was presented with the Gold Level Beacon Spotlight Award. Heather Allen joined GSA's for a recent Leadership Council meeting to present the award, which Paul Young accepted on behalf of the agency (see photo, left). Ventura County is one of only three counties to receive a Beacon award for 2019, honoring natural gas savings, and the only county in the south central coast region to do so. Honoring a 14% reduction in usage, the County—and GSA—last earned this award in 2016, when they achieved a 12% reduction. 2019's reductions were the result of 10 different energy-efficient retrofits undertaken at agency facilities countywide. Congratulations, and thank you for being energy efficient!

New Gallery Celebrates the Dedication of GSA Employees in the Workplace

If you haven't been by the administrative offices of the General Services Agency in the Hall of Administration in a while, you're probably in for a surprise the next time you need to pay them a visit. In early 2019, the space was remodeled, condensing cubicles to maximize efficiency and make the most of the area—planning for possible eventual growth and eliminating some workspaces that had become oversized and inefficient. A modern “business center” was installed and some outdated, unused office equipment was repurposed and recycled.

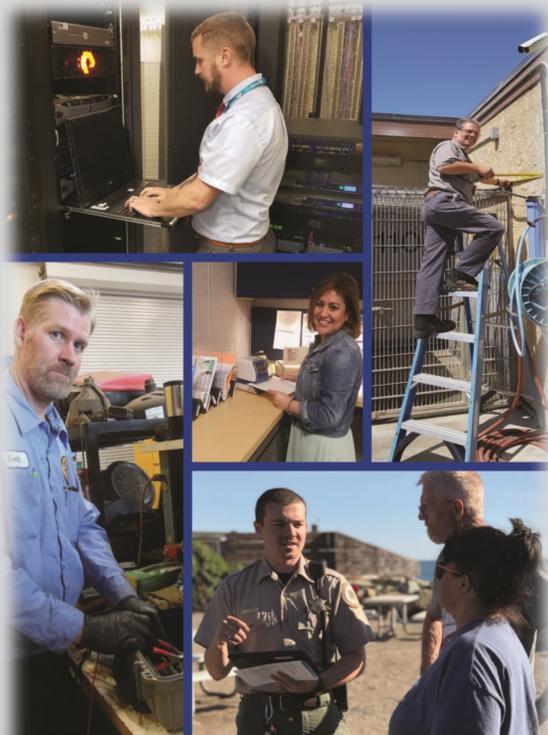
But possibly the most noticeable change will be one that didn't increase efficiency or repurpose space. Instead, it celebrates the spirit of GSA and the people who contribute to making the agency what it is: a place that's made up of people who take pride in providing Great Service Always. This

small change—in its final stages now—will go a long way toward honoring those people, boosting morale and telling their unique stories in a special “GSA a Work” photo gallery.

The GSA at Work gallery is a collection of photo collages, each representing various work groups that make up GSA. There are so many different groups, large and small, that make up our unique agency, of course, that not every one can possibly be represented—but we tried! In some cases, special, generalized collages consisting of photos from across the agency were also created. A team of employees that included an administrative intern with expertise in color-correcting photography worked with each group's managers, management assistants, and others to design the artwork: Colorful collages that feature some of the individual work groups that make up GSA. You can see some of them depicted throughout this article.



GSA at Work
FLEET



GSA at Work



(Continued on Page 5)

(Continued from Page 4)

From the creation of the photo collages, GSA Business Support Services' Graphics team put on the finishing touches, including adding the logos and text, color-coordinating them to fit with GSA's "branding" plan, and, ultimately, printing and framing them. The final steps will occur when GSA Maintenance mounts all 15 of the collages along the "gallery" corridor hallway and breakroom in the HOA, scheduled to be occur before the end of February 2020.

Even before these unique art pieces were created, however, photos were collected over the course of the last several months, color corrected, and then the "perfect" collages were assembled.

And in true Lean Six Sigma spirit, the collages in the gallery are put to more than one use: you can see them featured in special "GSA at Work" videos that play on GSA's lobby monitors in the HOA and Service Building offices; printed as "miniatures" and used as displays at job fairs and other public events; and added to agency briefs and Board of Supervisor presentations, to name just a few other repurposed uses that have been made of the photos and collages as a whole.

The gallery was definitely a labor of love for GSA Admin and the team, and we're pleased to be able to share it with you. Stop by when you have a moment and take a look!



GSA at Work
PROCUREMENT



GSA at Work
PARKS



GSA at Work



Employee Highlights



I wanted to write to you to let you know what a wonderful job Lawrence (Larry) Villa did for us at the grand opening of the Ventura County Family Justice Center on Saturday, January 11. The event took place in a parking lot located

behind a building on a busy street, so there was a lot of road noise to contend with and adjust to. I asked GSA to provide the audio system for our event and asked someone to arrive at 8:30 a.m. to set up the system. Larry came a few minutes early and was very accommodating to my requests for the set up. He tested the system many times to make sure the system was working correctly at the time of the event. I watched him continuously walk behind the crowd, back and forth, during the speeches to make sure the crowd was able to hear each speaker during the entire event. Along with expecting between 200 and 250 people to attend, we had a Senator, a local mayor, and the DA speak so having an audio system that worked flawlessly was imperative. Larry stayed for the duration of the program and waited until the crowd cleared enough to remove the equipment without disruption to the ongoing activities of the event.

I have worked with Larry most of my 20+ years with the County, and have always been impressed with his knowledge and execution of what was required to get the job done. He is always very professional, accommodating and easy to work with. Aside from his professional qualifications, I find him to be kind, thoughtful and friendly.

Yvonne Pampalona
Executive Assistant
VC District Attorney's Office

GSA Projects Group would like to extend our deepest gratitude to Ignacio "Nacho" Balderama for a job well done. We requested to have our little meeting room patch painted and to our surprise the entire room was painted and new chair rails attached. Nacho was extremely accommodating and expeditious with all of our requests which makes our little room even more special for us! The project was completed with little to no disruption and the efficiency can be seen throughout.

By air mail
Par avion

Dear Sarah,

You have been a wonderful person to engage with in planning my big, end-of-the-year milestone birthday, camporee extravaganza at Kenney Grove Park. You've been informative, kind, and efficient with changing dates and adding sites to my reservation. I want to acknowledge your valuable help and thank you. Happy 2020 to you and yours.



I'd like to recognize and thank two members of the GSA Procurement team, Cliff Chroust and Julie Miller, for expediting the contract with the revenue cycle consultant who is starting soon. Addressing HCA's revenue cycle challenges is a top priority. It was only a couple of weeks ago that I met with you and Cliff to request your help with this, and it was accomplished in record speed. They were great to work with.

—Bill Foley, Director
Health Care Agency



I wanted to thank you all for your assistance completing the asphalt resurfacing project at Animal Services. Our new slurry seal and striping looks fantastic and we're very thankful to have the generator out of our admin parking lot. A special thank you to Rob Harris for getting the project approved and acting as the PM on the job. We appreciate the contributions from everyone on the team—Rob, Rick Bobosky, Jose Olvera, Darren Downey, Patrick Squires, and Jill Siela—in order to complete this project!

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

I wanted to take a moment to compliment Luz Avitud and Magali Rodriguez from GSA HR. We generate a lot of hiring requests and they are always quick to respond, provide thorough follow-up and direction when we ask. All in a very professional manner. I appreciate the work and the effort they provide.

*Patrick Squires, Staff Services Manager
GSA Housekeeping and Grounds*

What's New from GSA Information Technology Group

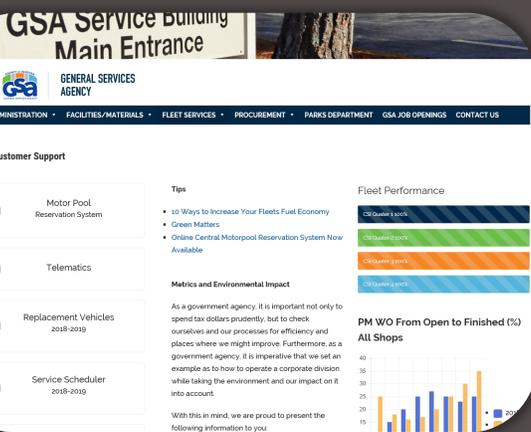
Behind the scenes, there's a group of GSA team members essential to the success of the agency. You will almost never see them—unless a core system on your computer stops working; or the network crashes; or your keyboard, monitor, or mouse suddenly decides that it would rather take a nap—usually right when you need it most. These team members are the super heroes that go by the title of Office Systems Coordinator, under the leadership of Staff Services Manager Robert Langley.

"Jim Fitzgerald is very responsive, prompt, and courteous of our unit. He checks on us almost daily to make sure we have what we need and that our systems are working properly. He helped me set up my new work station, and retain the hard drive from my predecessor's old computer tower. We all work really well with him and all of Robert Langley's group."

The Information Technology group in GSA has seen a great many changes in 2019, including continuing the process—began in 2018—of solidifying their presence under one roof (the Hall of Administration) by bringing the Digital Systems Electronics Technicians (DSETS) into the IT group fold, and expanding the range of services they provide agencywide.

The list of their accomplishments in 2019 include:

- ◆ Implementing an alternative flash storage solution to increase both the speed and resiliency of GSA's software applications
- ◆ Upgrading computer operating systems of more than 40 servers from Windows 2008 to Windows 2012



◆ Exploring options to increase services to other agencies Countywide. For example, the IT group provides video surveillance monitoring for HCA and HSA on a case-by-case basis. Other County agencies, such as the Department of Airports, have started to take notice of the great service they provide. As a result, the IT group has been asked to review their video surveillance systems, and provide feedback and assessment for the future

◆ The successful completion of GSA's "intranet" to "internet" migration. Coinciding with ushering in a new decade, the IT group is thrilled to provide a public-facing user experience on ventura.org for anyone—regardless of status as a

County employee or regular citizen—to keep up with agency news. The level of functionality that existed on the previously hosted intranet platform (myvcweb) exists on the current platform, ventura.org. By consolidating online resources into one centralized location, the new GSA webpage serves as a hub for all agency news and content.

The IT group is focused on improvements both within their team, and for the betterment of the County, as well. OSC-IV Roy Morris completed his Greenbelt certification this past year, and manager Robert Langley, with complete faith in the strong team he has built, was able to focus on his own growth as a leader, by completing both the LEAP series of classes and the Nuts and Bolts program for managers (see photo, right). We're very proud of both Roy and Robert's achievements, and the agency was in good hands with their team while they were away. We know we can expect great things in 2020.

Just wanted to give a shout out to your guys [Ethan and Wayne]. They always do great work for us in the CEO and it does not go unnoticed. Sometimes I think they don't get enough recognition so I wanted to send you this email. We appreciate all they do and enjoy working with them. They are a credit to your department.

- Steve Long, Systems Analyst, CEO IT Services



Did You Know?

Did you know... GSA Technology Group closed 1,560 requests throughout calendar year 2019 agencywide? That's equal to more than 6 service requests each day, or roughly one per hour, every work day, without fail, while still keeping our systems maintained, and our network up and running smoothly. Our team really knows how to hustle to get the job done and provide great service, always!

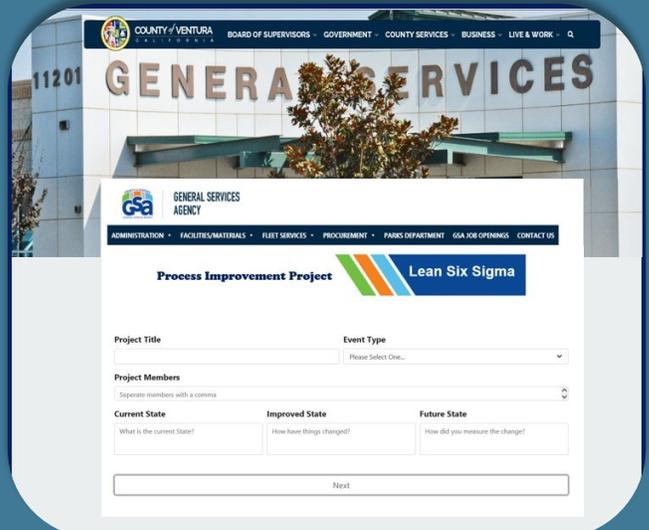


Did you know... GSA Fleet Services has replaced nine aging vehicles with 2020 Nissan NV200 vans—which are more fuel efficient than their predecessors. These vans average 25MPG, compared to the 17MPG that the vehicles they are replacing averaged, which ultimately saves the County money and reduces greenhouse gas emissions.

New LSS Dashboard Coming Soon to a Desktop & Mobile App Near You!



Do you have an idea or suggestion for a process improvement? GSA is developing an app to easily capture those ideas and help you turn them into real projects!



GSA is designing a modernized way to submit ideas, create events, and track progress for lean events. The app will synchronize with a new platform for measuring and actively pursuing our successes. The new submission form is designed to simply walk through each event and finalize our wins to be reported to the CEO Service Excellence Council. Stay tuned for more information once the app launches later this year!

What's New in Parks?

Construction is complete on restroom remodels at Oak Regional Park to bring them into ADA compliance (*right*).



Effective January 1, 2020 the Oak Park upper campground area is open to reservations. This area used to be available only for group reservations. However, after an assessment of the current policy, GSA Parks Department decided it would be in the best interest of our customers to open the area to all. Reservations can be made on via our website.

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.



GSA Parks Maintenance staff completed the construction of a new host site/compound at Kenney Grove Park (*pictured above*). This new location will place the host at the beginning of the camping area without taking up a camping spot that can be used by a park patron, a win-win for everyone. Because the work was completed by Parks staff, GSA Parks saved County taxpayers approximately \$10,000 in contract costs.



Employee Spotlight: GSA's Kenny Milton Turns a Hobby into Artistic Passion

G In a previous chapter of his life, Kenny Milton aspired to be a pro athlete – his sport was baseball. Although Kenny could throw a 90-mile-per-hour fastball in college, that particular door never opened for him. Instead, Kenny's life took a different turn, and he eventually found a home with GSA, where, as a Building Equipment Utility Worker, he can be found during the day doing a variety of different tasks, such as assisting GSA's tile setter, performing small painting jobs around campus (such as painting curbs around



the government center or at other

County-maintained facilities), or assisting the maintenance engineers. In his off hours, Kenny can be found expressing himself in different ways: through art in general and wood sculpting in particular. Though he enjoys various mediums, he'll tell you that his real passion is wood carving.

Although Kenny was quite the athlete, art was never far from Kenny's life. He began his artistic journey in high school, working with wood and doodling ideas which turned into carvings. In 2002, he began painting on palm fronds, imaging the fronds as animal faces – such as elephants – so he made them come alive. He turned others into umbrellas. In 2005, he began entering his work in the Ventura County Fair, and won several first-place awards. This added to his inspiration and motivated him to add wood carving to his portfolio. At first he worked on small pieces using small Dremels.

Kenny's inspiration as a wood carver comes from a gentleman named Vern Fields from Oak View. On any given day, Vern can be seen from Highway 33, carving bears and birds from tree trunks at his location by Nye Road. Kenny liked to visit Fields' Highway 33 location on a

regular basis and was inspired by Fields' ability to create art from trees and stumps using a chainsaw. He decided to give it a try and ended up falling in love with the craft.

Sixteen years later, Kenny's art is thriving. Not only does he sell pieces he creates at his Ventura home, he also transforms trees killed by the Thomas fire into works of art. Kenny finds inspiration in giving back to the County artistically as well. His carvings were used at the Ventura Surf Rodeo this past year in July when they were the centerpieces used to hold the small vertical scoreboards for the annual corn hole tournament.

