

GSA SECURITY/SPECIAL SERVICES GOES COMPLETELY PAPERLESS



GSA Security/Special Services has gone paperless! Through a commitment to continuous process improvement, the department's 18 forms have been converted to either e-forms or e-processes, including: the ID Badge Requisition form, Parking Permit form, Film Permit form, and others. For a complete list, go to <http://myvcweb/index.php/special-services-security> Contact Stephanie Peres at (805) 477-7187 for more information.

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GSA Insider

Great Service Always!



GENERAL SERVICES AGENCY NEWSLETTER MARCH 2019



From the Director

As we start a new year, it occurs to me that while Ventu-

ra County has always been known as one of the most desirable places to live and work, that has never been more evident than now, as we close out 2018 and turn our attention to the new year.

But before we do, I invite you to join me in reflecting on GSA's achievements in 2018—by enjoying our first agency Annual Report. Read on about

it, our All Hands' meetings, and our agency's employees of the year.

Yes, indeed, it's been an extremely busy new year already, and GSA isn't slowing down! GSA Procurement has already awarded a new multifunction copier contract to Canon this year—be on the lookout for new machines to be installed County-wide. You can find out more in this issue.

The GSA Fiscal and BSS team have also been busy, fine-tuning an innovative new method of processing invoices. Perhaps you caught the recent news

feature and video about them in the *VC Star*? Our team's commitment to process improvement was the focus of an illuminating article on County efficiency. Next time you see them, be sure to ask about AIM and what it can do.

Finally, our employees have really stepped up their game in providing great customer service recently, showing that "great service always" is just an integral part of who we are. Read on for some really great stories about our employees—from letters and notes of thanks, to brief anecdotes of how we help our customers, to a heartwarming story of how GSA Fleet rescued something precious to a valued customer.

Until next time,

GSA's Annual Report and Employees of the Year Impress for 2019 All Hands' Meeting

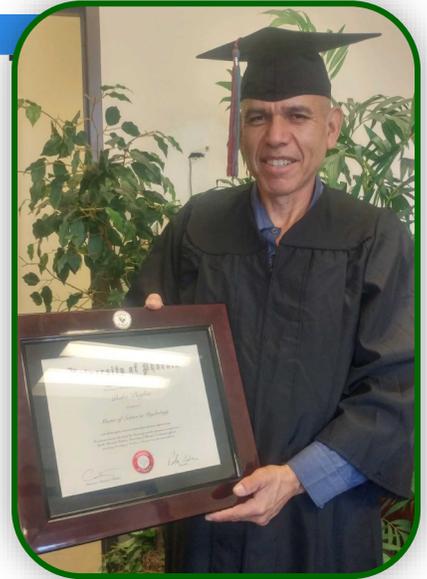
What do you do when you have employees that consistently excel at making your agency shine? When it's just too difficult to select only one of the many employees whose names are submitted each year for recognition as Employee of the Year? You expand your ability to recognize excellence, of course!

At GSA's annual All Hands' meetings this past January, Director David Sasek unveiled three new categories for the agency's Employee of the Year award: Management, Administration, and Line Staff. The change, he explained, was due to a desire to recognize employees in each category, rather than just a single employee for the entire agency, and to ensure more fairness across the board. The result was a record number of nominees: 22 total across all categories, more than prior years. The increase in awareness, says Director Sasek, is great for the agency.



Congratulations, Pedro!

Congratulations to Housekeeping & Grounds' Pedro Baylon, Custodian II with GSA since 2017, who graduated on September 8, 2018 with a Master's degree in Psychology from University of Phoenix. Pedro began his higher education journey in 2009 and he ultimately hopes to be a social worker with the County of Ventura. GSA is very proud of Pedro for achieving this milestone and congratulates him on his outstanding accomplishment! Well done, Pedro!!

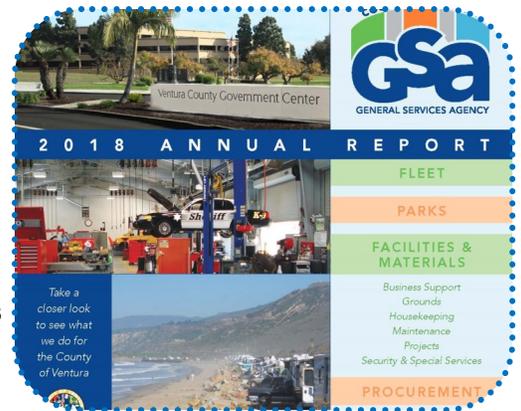


(Continued from Page 1)



"This year, the decision [for Employee(s) of the Year] was especially hard," said David Sasek. "There is so much really amazing work being done by our employees." The 2018 Employees of the Year, shown here and on display in our building lobbies all year long, are: Cherri Francis, Administration (finalists: Eileen Ozawa and Yolanda Ruiz); Amber Butler, Management (finalists: Jorge Bonilla and Kate Mason); and Erica Agnew, Line Staff (finalists: Josh Gannon and Ricardo Guedea). We'd like to offer our congratulations to all of the nominees this year—pictured below and recognized with Certificates of Merit. Well done!

In addition to recognizing our EOY honorees, the All Hands' meetings provided an opportunity to report out on the state of the agency with a "year in review" for Parks, Fleet, Facilities & Materials, and Administration. Deputy Director Greg Bergman also gave a short talk about GSA's FY19/20 budget, touching upon a few key factors that will affect GSA's square footage rates when GSA presents its budget to the Board of Supervisors in the coming months. These include an increase in the state's minimum wage, rising pension costs, and utility costs increasing due to participation in the Clean Power Alliance. Director David Sasek also reminded everyone that GSA's annual Employee and Customer Service surveys were underway and reminded everyone of the importance of completing them—in keeping with the agency's commitment to Strategic Plan goals to both employee development and high customer service satisfaction. Stay tuned to a later issue of the *GSA Insider* for an update on the surveys' results!!



Captions:

Page 1: the 3 Employees of Year, from left to right: Cherri Francis, Administration; Amber Butler, Management; Erica Agnew, Line Staff
Above: Director David Sasek kicks off the All Hands' meeting
Right: the cover of the 2018 Annual Report
Below: there were 22 nominees total for all 3 categories for 2018 Employee of the Year, nearly all of whom are pictured here.

Finally, this year GSA launched something all new, just in time for the All Hands' meetings. With design support from BSS's top-notch Graphics team, senior management put together a 16-page annual report that shared GSA's successes and various projects, and the milestones attained in 2018. The glossy brochure was distributed to the CEO, Board of Supervisors, and other County officials, and even shared with other counties across the state at a quarterly County General Services Agency Association Meeting in January. You can access it for yourself on the agency's website. Go to <https://www.ventura.org/general-services-agency/>

and click on the image of the report cover (as pictured above) to take a look at everything GSA has been up to over the last year.



Movin' and Shakin' — who's coming,



who's going in GSA

New Hires/Transfers into GSA

Matthew Alamillo, Parks Maintenance Worker II
 Shadoe Austin, Parks Service Ranger I
 Marcos Cavazos, Custodian I
 Sarah Corona, Office Assistant III
 James Fitzgerald, Office Services Coordinator I
 Timothy Fontaine, Senior Accountant
 Alicia Francis, Administrative Assistant I
 Diane Grace, Parks Maintenance Worker II
 Garrett Harmon, Maintenance Engineer
 Samira Humaran, Accountant I
 Glen Infuso, Facility Operations Specialist II
 Alex Juarez-Piña, Staff Services Manager I (Safety Officer)
 Cesar Luna, Accountant I
 Hayden McPherson, Parks Services Ranger I
 Diane Maldonado, Management Assistant II

Phil Nelson, Facility Projects Manager
 Matthew Sams, Maintenance Worker II
 Gilbert Scroggy, Courier II
 Robert Windren, Custodian I

Promotions

Steve Bonilla, Facility Project Specialist
 Curtis Heath, Senior Buyer
 Julie Miller, Senior Buyer
 Andrew Smith, Senior Accounting Assistant
 Brittany Stephens, Administrative Assistant I, Administration
 Vanesa Varela, Parks Services Ranger I
 Jacob Ward, Technical Specialist IV -PH, BSS

Transfers from GSA

Amber Butler, Transfer to Sheriff's Department
 Donna Breeze, Transfer to Auditor Controller
 Servando Briggs, Transfer to CEO
 Graciela Zamora, Transfer to Probation Department

Resignations/Separations

Lauren Bassing, Int. Park Services Ranger I
 Larry Castro, Custodian II
 Sally Clark, Custodian II
 Daryl Cote, Office Systems Coordinator II
 Julio Espinoza, Park Services Ranger Trainee
 John Gill, Custodian II
 My Gem Lee Guzman, Park Services Ranger Trainee
 Ismael Hurtado, Office Assistant III
 Kallen Meyer, Purchasing Data Entry Operator I
 Joe Neary, Park Services Ranger I
 Maureen Sheldon, Management Assistant II
 Jorge Valladares Fernandez, Maintenance Worker II



Retirements

Michael Araiza, Parks Maintenance Worker III; 27 years of service, October 7, 2018
Arturo Melgoza (above), Custodian II, 13 years of service, December 15 2018
 Michael Carone, Custodian III, 31 years of service, January 1, 2019
 Paula Serrato, Management Assistant II, 30 years of service, January 26, 2019
 Ray Moreno, Senior Parts Specialist, 28 years of service, February 8, 2019
 Ron Ferrell, Maintenance Plumber, 11 years of service, February 20, 2019



It was a bitter-sweet year for GSA Fiscal, as Accounting Manager II Amber Butler (left) was promoted to Sheriff Bureau Manager. Her final day in GSA was February 22, 2019. We'll miss her.

GSA Spotlight on...

Phil Nelson, Facility Projects Manager

In October 2018, GSA's search for a Facility Projects Manager to replace 25-year employee Glenn Hemme ended when Phil Nelson returned to the County of Ventura and brought his considerable skills with him.

As the new manager of the Facilities Projects group, Phil has an impressive resumé, with extensive experience in both the public and private sectors, including facilities management, operations, capital projects, contracting, fleet management, training and logistics. Phil previously worked for the County from 2008-2013 in the Engineering Services Department of the Public Works Agency, serving as the department's director for most of that time. Phil retired from the Navy in 2007 and became the Director of Planning and Facilities for the Conejo Valley Unified School District in Thousand Oaks before joining the County (for the first time) in 2008. As PWA Engineering Director, he was appointed to California Uniform Construction Cost Accounting Commission as the member representative for all counties and served as the President of the California Counties Architects and Engineering Association. After leaving Public Works he was the Director of Engineering for Global Facilities Operations at Amgen, where he was responsible for building and site infrastructure engineer-

*"Persevering against adversity—that's what inspires me."
—Phil Nelson*

ing and capital project development for multiple non-manufacturing facilities in North America. Following his tenure at Amgen, Phil became the Director of Engineering and Facilities for the Ojai Valley Inn before deciding to join the GSA Facilities Projects group. A Minnesota native, Phil graduated from Iowa State University in 1986 with a bachelor's degree in civil engineering. Following graduation, he was commissioned an ensign in the Navy Civil Engineer Corps and served for over 20 years on active duty in a wide range of leadership positions in facilities engineering assignments, including the Seabees. In 1995 he earned his master's degree in civil engineering with an emphasis in construction management from the University of Washington, and received an advanced management certification from the Tench Francis School of Business in 2004. Phil is also Lean Six Sigma Green Belt Certified with Amgen and the County. He is a registered civil engineer in the State of California. He and his wife, Mary, live in Ventura County and have three grown children and three grandchildren.



Sitting Down for a Q & A With Phil Nelson

Q: What inspires you?

A: People that persevere despite adversity.

Q: What are you passionate about?

A: Church work and photography.

Q: What's your favorite movie?

A: *Shawshank Redemption*, *The Godfather*, and *Master and Commander*

Q: What's the coolest thing you're working on right now?

A: Changing the way that this group does things and adapting to better serve our customers.

Q: What's your secret talent that no one knows about?

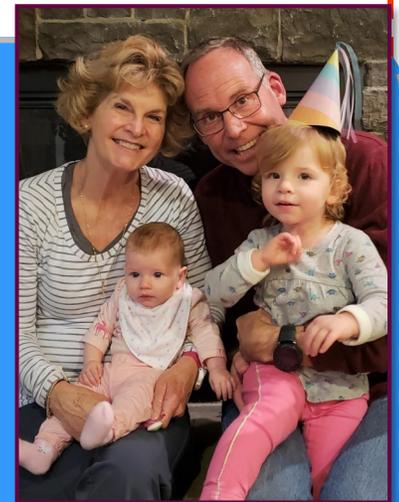
A: Photography. I don't get to do it as much as I'd like, but I'm pretty good at it.

Q: What is your favorite family tradition?

A: Christmastime traditions.

Q: Who, living or dead, would you like to sit down with and share a meal and conversation?

A: Teddy Roosevelt—he did it all and lived life with gusto.



Phil with his wife Mary and granddaughters Lucy and Coralee.

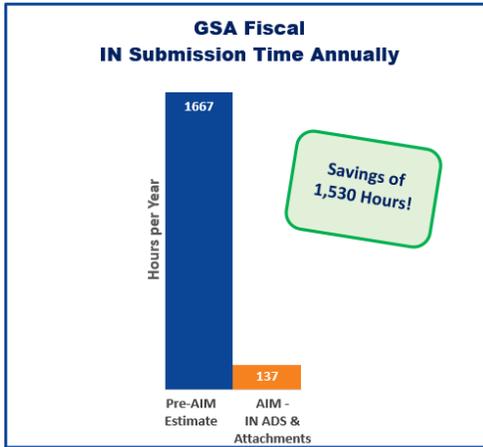
GSA Takes “AIM” at New Ways to Improve Efficiency

The 2018 calendar year ended with some impressive advancements in invoice processing because of the further development of AIM: Automated Invoice Management.

AIM was jointly developed by the GSA Fiscal team and the Business Support team, and utilizes technology to eliminate the need for manual data entry of GSA’s more than 20k invoices for payment processing. The focus of Accounts Payable

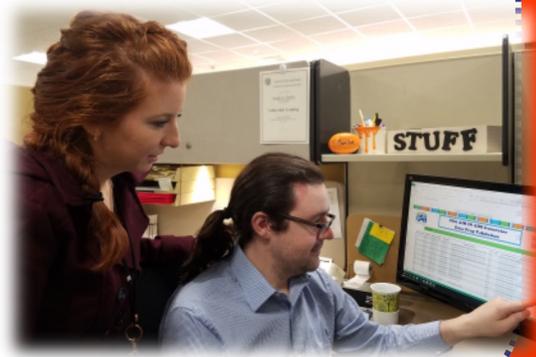
VCFMS, which conservatively could have taken 5 hours. From October 2018 through February 2019, GSA has loaded 5,308 invoices with their associated invoice images at an average of 25 seconds per invoice! If these more than 5,000 invoices were each created manually with a single IN document—as is the current process for other County agencies—they would have taken over 442 hours to process. GSA did it in just 36 hours!

Given the level of inter- and intra-agency cooperation, the original vision of what AIM could be has far exceeded initial expectations. GSA would like to extend our sincere thanks to the A/C office for supporting our attempt to create efficiencies in the County, and to GSA Deputy Director Greg Bergman, who made the final push for their support. While currently this process is only available to GSA, it is likely that with the continued development of AIM, it may become available to other agencies. Stay tuned for more information!!



staff’s role thus changes from data entry operators to value-added data review and reconciliations.

In the later half of 2018, with support from the Auditor Controller’s office, Senior Accounting Assistant Andrew Smith tested an ADS load “with associated invoice images” into VCFMS, with the assistance of the A/C office IT team. This testing process was completely successful, and in October, 2018, GSA Fiscal moved into the “live” version. The first live load processed a batch of 97 invoices in 15 minutes versus single IN document processing within



Snr. Accounting Asst. Andrew Smith demonstrates the power of AIM to Admin. Asst. Brittany Stephens.



GSA FLEET PROVES THAT HEROES CAN BE ANYONE, AT ANY TIME

Imagine you are driving along in your County car and drop your wedding ring while you are driving. Once you reach your destination, you search for it, but it’s nowhere to be found.

Enter GSA Fleet department employees, JJ Jauregui and John Everton, to save the day. They take everything out of the vehicle—including the seats!—to no avail. So they start to tear out the carpet... the ring is finally found under the carpet in the back seat, of all places! How did it get back there? Who would have

thought this could happen?! But it did. Thank you, JJ and John, for providing GREAT customer service and tearing apart the car, looking for and helping find this wedding ring. For obvious reasons, the ring’s owner would rather remain anonymous, but VC Probation is grateful to you.



Holy Toolbox, Batman! These mighty mechanics are really going the extra mile for their customer!



THANK YOU, GSA!



**Thank you Sam [Jamshidi] for a great move experience!!! It went very well!!! Appreciate all your help!!!! You rock!
- Dee Pupa, HCA**

On behalf of Supervisor Zaragoza, Thank you so much Stephanie [Peres] and Kerry Crawford for helping Supervisor Zaragoza and the County look so good to State and Federal guests, and to County residents, at today's press conference.

Lourdes Solorzano
Office of County Supervisor
John C. Zaragoza, 5th District

Recently my wife and I had the opportunity to stay at Oak Park in the Simi Valley area. Before our stay we were unaware that this facility existed in Simi Valley. I attempted to make reservations and was having some difficulty getting through on the telephone to do so. We drove down to Oak Park and I left a note at the camps host's motorhome asking for a return call.

About an hour after we left we received a call from the camp host (Fred) and he provided us with contact information to facilitate the reservation. I was able to speak with Pam Gallo and she was extremely helpful about setting up the reservations. I would like to commend your staff on their helpful attitude and friendliness. The park is very well kept and clean in a very nice place to stay. I must say that Fred and Carol are very vigilant and we feel very safe staying at this park. That's not something I can say about a lot of public parks in California.

Please pass on our thanks to Fred, Carol and Pam for doing such an outstanding job for the Ventura Parks system. We look forward to a return visit in the future.

- Jeff & Vicki Morgan, Brian Head, Utah

Mr. Woolson,

This is a brief note acknowledging the two gentlemen, JJ Vaivao and John (TriCounty) who moved furniture to and from my office yesterday. They were professional, courteous, lightning fast and yet patient at the same time. They did their work efficiently and with great care for the furniture being moved, the premises, persons nearby, and themselves. Others at our office have noticed and commented to one another on their good work in the past, but I wanted to make sure you heard about them as well. Please let them know that we at the Public Defender's Office appreciate their efforts.

Ben Maserang
Sr. Deputy Public Defender

I was not sure what the transition to GSA would look like when this fiscal year started, but I have been so pleased with James Weaver. He has been able to fix temperature issues at SPW that have been an ongoing problem during the 10 years I have worked here. He has a positive attitude, is helpful, and does not give up until the problem is fixed. I don't know much about the GSA staff, but if they are all like James, you are lucky bosses.

-Shannon Enochs, BSN, RN
Clinic Administrator, Santa Paula Hospital Clinic

JJ [Vaivao] has been doing an excellent job with services in our office here at the Public Health Nursing in Gonzalez. He has a great personality and goes above and beyond to make sure we are happy with his work. I just wanted to make sure you were aware of the great and wonderful work he is doing.

Veronica Martinez, RN
PHN, BSN,
Ventura County Public Health,

This letter is to offer praise/kudos to the new system OneilOrder. Since 1996, I have worked in many different types of data bases. In September 2015 after my first purge, Kit [Pendergast] was very helpful in every step through the (old) process, from ordering boxes to how to complete the forms. Entering OneilOrder (2017) was a first for me and so easy to learn. Joshua [Gannon] and Shawn [Mitchell] made themselves available to guide me through the process, including accessing Skype to interact with Joshua. I had many questions and I would email Joshua or call him for advice and he was more than helpful. I truly appreciate all of his assistance. Kit, Joshua and/or staff couriers quickly set up time to come pick up purged boxes. Thank you; the time I now spend purging and preparing the boxes to cataloging and entering into OneilOrder has been minimized. Purging is so much more efficient.

- Leticia Espinoza,
Office Assistant III, VCHC Plan Claims

KUDOS TO OUR COWORKERS



This letter is to compliment Mr. James Weaver. James has been my go-to person for the several (8 or so) years, whenever air conditioning/area temperature issues cause more than average discomfort. Yesterday, I asked him to check the wall sensors, since several people ... had been experiencing cold air to the point of work distraction. Two sensors were out of calibration; he adjusted them. Today, lawyers and clerks in the offices report they are no longer uncomfortable. Whenever I call on Mr. Weaver for assistance, he generally responds within the hour... He's openly concerned for personnel comfort, and he does not leave until the problem is resolved. In my opinion, James is a highly valuable asset to the County—certainly to your department.

*Jeane Renick,
Legal Management Asst. III,
Public Defender Appellate Department*

WE AGREE:

- Denise McPeak, Senior DPD*
- Melanie Miles, Senior DPD*
- Hali Ford, DPD*
- Andrea Kim, DPD*

Compliment received from NBVC upon receiving a Fleet repair estimate for \$318.00 after an outside vendor estimated \$25,000, saving the Navy thousands of dollars and performing the repairs in less time.

Jorge,
Michael Jordan just reported into me that he met with you and was highly surprised to learn about the pump motor's fuel shut off valve. Thank you for an earth-shattering discovery, education opportunity, and for not taking advantage of the federal government (Navy).

*Don Fuller
Public Works Transportation Superintendent, Navy Base Pt. Mugu*



*We had a good stay.
Ranger Vanessa [Varela]
was helpful and nice.
- Judi Jacobson,
Parks patron*



I wanted to let you know how very grateful we are to have Juan Esparza and Jose Marquez working in our building. They are both absolutely fantastic! They do their jobs well, but they go beyond that. They are always offering to assist us with whatever we may need, and they do it with such positive attitudes. Their customer service skills are truly excellent, and it is a genuine pleasure to interact with them. Everyone has less-than-awesome days, but, if these two gentlemen have, they haven't shown it. We so appreciate them—all they do and how they do it!

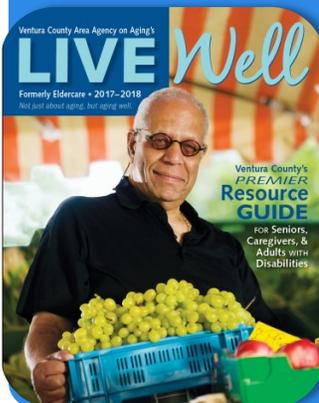
I'm hoping that you will take a moment to acknowledge the high-quality manner in which they perform their jobs. They certainly deserve it!

*—Laura Carlson, Personnel Analyst II
Human Services Agency HR*

Donna Schmidt Shows Creative Flair and Brings Home a Top Award

The art and skill within Business Support Services' Graphic Design team yields significant business benefits, helping GSA maintain strong relationships with our strategic partners. Donna Schmidt, one of GSA's graphic designers, has recently been recognized for her outstanding contributions and hard work. Her balance of content, color, and form brings confidence and cohesion to County messages and projects.

A recent "Photo of the Week" on *myvcweb* featured recognition from the Board of Supervisors for the County's civic leadership within the Fall Prevention Coalition. Donna designed the materials and conference publications for this event, bringing branding and style to their best conference yet. Specifically, Donna lent her expertise to the Ventura County Area on Aging's (VCAAA) *LIVEWell* publication, VCAAA's resource guide for seniors, caregivers, and adults with disabilities. VCAAA has just been honored with a 2018 Merit Award for *LIVEWell* from the National Mature Media Awards – the nation's largest awards program that annually recognizes the best marketing, communications, educational materials, and programs for adults age 50 and older. Congratulations to Donna, BSS, and VCAAA!



DID YOU KNOW...?



Did you know... Repeatedly walking through a planter not only damages the plants and the appearance of the area, but also puts you at risk for a fall and/or injury over an unseen object or change in the surface? Please be considerate of the landscape and your impact on it.

Did you know... eligible County of Ventura employees have access to a benefit pension plan administered by the Ventura County Employees' Retirement Association (VCERA)?



VCERA
VENTURA COUNTY EMPLOYEES'
RETIREMENT ASSOCIATION

VCERA provides service retirement, disability retirement, and death benefits to its vested members and their eligible beneficiaries. Many County employees are aware that VCERA exists, but *did you know* that VCERA has developed a Frequently Asked Questions (FAQ) information sheet for job applicants and potential employees? To find out more, go to [https://vcportal.ventura.org/HR/docs/RETIREMENT - FAQs_2019-03-04.pdf](https://vcportal.ventura.org/HR/docs/RETIREMENT_FAQs_2019-03-04.pdf)



Did you know... that if you have a comment or compliment that you'd like to share with GSA Housekeeping, there's an easy way to send your thoughts to Patrick Squires, manager for Housekeeping & Grounds? On the GSA Housekeeping and Solid Waste web page, just access the "Customer Feedback" link. Your email will go directly to Patrick Squires, who will share it with Housekeeping supervisors and staff as appropriate. Go to: <http://myvcweb/index.php/housekeeping-solid-waste> to navigate to the GSA Housekeeping & Solid Waste home page. GSA wants to hear from you!

Coming Your Way... New **Canon** Copiers!

This March and April, the entire County fleet of Canon copiers—consisting of roughly 700 units—is being upgraded with brand new units due to the award of a new contract to Canon. The new contract is similar to the previous: GSA Procurement negotiated for the machines, services, support, supplies, toner, and paper to be included. In addition, GSA ISF rates will remain the same through at least FY20.

Want to know more about the functions and features of the units? Canon offers **free** online training videos that you can watch on your own time. Just visit Canon's eLearning portal at <https://elearning.csa.canon.com/>. You can also check out the Copier Program page on the County's Intranet at <http://myvcweb/index.php/copier-program> *

Here you can find:

- Contract highlights
- Supply order forms
- Request forms for moves/add/upgrades
- Copier guides & manuals
- Environment and energy conservation brochures

*Please note: This site is being updated



For more information on the copier program, please contact Curtis Heath, Senior Buyer, at (805) 654-2483 or Curtis.heath@ventura.org.

What's New in Parks?

Faria Beach Park had a near miss during the early storms in February. As the photo below (left) shows, there was a blowout of riprap that started eroding the edge of the park. With the help of GSA Procurement, Parks secured an emergency Purchase Order to have our contractor make repairs immediately (below right). This immediate action saved us from potentially irreversible damage.



Construction is now underway on the restrooms remodel at Oak Regional Park to bring them into ADA compliance (bottom left). Work is scheduled to be completed and the facilities reopened April 2019.

IT Services Division recently provided technical support in the installation of a cell signal booster at Tapo Canyon Park (bottom right), which is located in a canyon that normally does not receive cell reception. The newly installed booster helps grab a weak signal and magnifies it to improve patrons' ability to get cell service. Thanks for the help, ITSD!



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.



Security/Special Services Opens the County's First Self-Service "Micro Market" in the GSA Service Complex



Sometimes small changes can yield big results. If you've been to the GSA Service Complex in last few months, you may have noticed something new that has employees and tenants alike buzzing.

The GSA Micro Market was installed in the main breakroom of the GSA Service Complex on January 25, 2019 – the result of a partnership between GSA and Vending One, Inc. Sales are expected to explode. GSA Special Services negotiated a

25% commission on gross sales after the first \$2,000 in sales—which covers the start-up costs of the Micro Market for Vending One, Inc. Given that, countywide, vending machine sales overall reported \$343.10 in gross sales for December 2018—just before the Micro Market was installed—tracking sales

figures over the next few months now that a new, alternative self-service vending market with both standard snack options *and* healthier options is available will be interesting, to say the least!

The GSA Micro Market is open to all building tenants and GSA employees. With an upgrade in food choices, including an expanded selection of fresh foods and drinks, it's a welcome change for tenants in the Service Complex building, especially the 911



"We LOVE it!" Thanks!"

—Erin Brockus,
Sheriff's 911 Center
Manager

operators that work 24/7. Some of the things that you'll see available now include:

- Salads, custom sandwiches, & packaged subs
- Hard-boiled eggs, string cheese, yogurts, & rice pudding
- Iced coffee (Starbucks & Donut House), iced tea, fresh milk, power drinks, sodas, Vitamin water, Smart water, & several varieties of fresh juice
- A variety of snacks, including chips, pastries, granola bars, cookies, crackers, and candy
- Several varieties of instant noodles

To request an assessment of your building for possible installation of a micro market, contact GSA Special Services at (805) 477-7187 or email Stephanie.Peres@ventura.org. In the meantime, come on by and check it out.

"Self service? Fully automated? How exactly does the Micro Market work?"

The completely automated Micro Market has a self-pay kiosk that accepts debit and credit cards, along with unique "vend" cards. Vend cards can be loaded with funds at the kiosk or from your desktop, so it's easy for you to make the funds for your purchases accessible at any time, rendering the need to deal in cash virtually unnecessary.

"So the payment kiosk doesn't accept cash?"

While the payment kiosk does not accept cash payments, it is very user friendly. And, if you prefer not to use a debit or credit card, the vend card is very easy to sign up for—simply scan the vend card and enter your name and email address. That's it! You can load it with your payment amount at any time.

"I forgot my vend card, and I can't use cash. Help!!"

Don't worry! An added feature built into the Micro Market is the ability to pay with your fingerprint, making it extremely convenient to purchase a snack even when you are not carrying your card. Just set up "fingerprint pay" ahead of time and you're good to go!



GSA Director Dave Sasek, shown here with chief deputy director Paul R. Young (left) and Administrative Assistant Stephanie Peres (center), couldn't resist playing around with the kiosk and easily purchased a snack.