

**GSA FLEET OPERATIONS HONORED FOR PARTNERSHIP WITH OXNARD COLLEGE**

**O**n August 1, 2017, the County Board of Supervisors, led by Board Chair John Zaragoza, recognized a special partnership between Oxnard College Automotive Tech program and the County of Ventura GSA Fleet Operations. Former Fleet Operations manager Peter Bednar crafted the ground-breaking program, which aims to

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# GSA Insider

*Great Service Always!*



GENERAL SERVICES AGENCY NEWSLETTER OCT 2017

## From the Director

It's often said that without change, humankind in general doesn't evolve, doesn't grow, doesn't learn how to be better than the sum of its parts. It's certainly true that in GSA, change is our mantra: we are always asking, not "how do I do that?" but "how can I do that *better*?" Exploring ways to be efficient, effective, and cutting-edge is just one more way we strive to deliver great service always.

It's no surprise that these things are also at the heart of Lean Six Sigma. GSA is committed to using Lean Six Sigma principles and practices to improve how we do business: as I write this, there are more than 35 LSS events planned for this fiscal year alone, and many more happen spontaneously, as ideas for streamlining our business practices occur. I encourage



each of you to ask yourselves, your coworkers, and your managers: how can I (or my team) do my job better, and faster, or more efficiently? These questions are at the core of LSS, and keep us always focused on that key factor so vital to a healthy organization: **change.**

I'm excited by the changes I see going on in GSA today: from the interns in our organization with creative new ideas, like a new look for Fleet's website, to creative and customer-service-oriented solutions that help our customers, both of which you can read all about in this quarter's issue. When we're proactive in solving a potential crisis for a customer, we are finding ways to work better and more efficiently—using Six Sigma practices and Lean principles to run a healthy organization in ways that are significant no matter

how big or small. That's quite an achievement.

Until next time,

David Sasek

## Facilities Manager Rick Bobosky Embarks on an Epic Adventure in Alaska

I went to Anchorage, Alaska to spend the week of 4<sup>th</sup> of July at the Silver Salmon Creek Lodge within Cooks Inlet, about a one-hour flight from Anchorage. We flew in to the lodge on a 1949 Dehavilland Beaver single-engine plane that held 6 passengers – including the pilot. We were only allowed 65 lbs. of luggage per person. We landed on the beach

and the scenery was incredible. The primary reason for this trip was photography. I took over 3,000 pictures. I learned a lot about brown bears, and honed my photography skills. I also met a lot of great photographers from all



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## Housekeeping to the Rescue!! Custodian José Marquez Shows Extraordinary Initiative

“On August 17, our building badge readers went down first thing in the morning. José, without direction or request from us, stepped up and assessed the situation to develop a plan that went beyond the call of service to ensure our staff were escorted around the building to get to their work stations. I just wanted to make sure you knew that we appreciate what your staff did, and look forward to the continual support from fine staff. Again, THANK YOU!”

*Michael Palyok,  
HSA Facilities  
Senior Project Manager*

### GSA Housekeeping Supervisor Allyn Cahoon reports:

*“At 7:00 a.m. on Thursday 17 August 2017, Custodian II José Marquez (assigned to 855 Partridge Bldg.) reported the card readers were not working on the 2nd floor, and one card reader on the 1<sup>st</sup> floor (secured door to the roof) was not working either. I called Security Dispatch and reported the situation.*

*At 7:10 a.m. José Marquez reported that one employee had requested that he open the door for her to get into her work station [due to the non-operational card readers]. José asked for advice and I told him to try our custodial office key to open the secured doors. While he was escorting the employee, he noticed that all card readers on the 2<sup>nd</sup> floor were non-operational. By then HSA employees started rolling in so, without hesitation, he then escorted each and every employee, and opened the doors for them to gain access to their respective work stations, ensuring each employee had their badges. The operation went smoothly; customers were happy and appreciative; all conditions were back to normal after GSA Tech and IT services fixed the problem. José was also helpful showing them which doors he felt were still having issues after they reset the system.”*



Employee José Marquez

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over the world: Australia, Great Britain, Denmark, Germany, and a number of different states. We had two guides that had us shooting pictures virtually 11 hours a day: from 6 am to 10 pm, as it doesn't really get dark there this time of year. After 6 days at the lodge I took a train to Sew-

ard and took a day-boat cruise around Resurrection Bay on the Kenai Peninsula. We saw Orca whales, grey whales, and plenty of other wildlife and also the Glacier Fields.

Some facts about brown bears, the average weight of a brown bear in Alaska is between 800-1,500 lbs. – they make quit an impression! We saw at least



three sets of cubs and mother bears of various ages.

The mother bear (sow) will kick her cubs out after the 4<sup>th</sup> season, they are 4 year olds and she will just leave them on their own at some point or chase

them off. The male bear (boar) will mate and then he is out of the picture, and has even been known to kill the cubs if he encounters them in the wild. The bears spend their days in the month of July eating grass and clams from the nearby beach. We photographed bears clamming on the shore when the tide went out early in the morning. Bears walk around and can feel the vibration from the clams, and just dig like crazy and they come up with them and eat the clams right on the spot; they know the tides and show up on the beach in the mornings and show the young ones how to do it. Since on the 4<sup>th</sup> of July I saw a couple eagles in some trees in the distance I made my way across a swamp to get some shots. There

were a fair amount of Bald Eagles – seeing them on the 4<sup>th</sup> of July just made it extra special. It took two years to get a reservation [for this trip] but it was a great experience.





I am writing to commend **Kerry Crawford** for his excellent, responsive, above-the-call-of-duty customer service. Kerry always ensures that the auditorium is open at least an hour prior to our classes. He makes a point to personally stop by to ensure everything runs smoothly. When there is a last-minute issue or if something comes up during class, we text or call Kerry – he responds right away.

A couple of months ago we experienced intermittent video issues which couldn't be pinpointed. Kerry stepped in, added some sort of adaptor to the audio plug, and we have had terrific sound ever since.

I could go on and on, but suffice it to say we appreciate the excellent service Kerry routinely provides us and are very thankful for his dedication to high-quality customer satisfaction.

*Sheila Norman*

Training & Development Analyst, CEO HR

## GSA F&M Special Services Goes Above and Beyond

Doug Cooke, Facility Operations Specialist I, has been Kerry Crawford's supervisor for the past 5 years. In Doug's words, "Kerry handles and takes charge of the many requests for conference room meeting set ups on the Government Center campus, off-site events, and he occasionally assists with the Board of Supervisors hearings. He also assists with special requests from the County supervisors.

"Kerry starts his day at 7:00 am and may have as many as three or four set ups to complete by 8:00 am. During the remainder of the day, some rooms may have multiple setups and equipment requests. Kerry contacts the customers and ensures their requests are satisfied and completed on time. Not a week will go by that I don't receive a thank-you for Kerry's efforts and concern for his customers. He is eager to please and will assist when requested. He has made himself available for many after-hours and off-site events for the County supervisors and various County agencies. It is a pleasure to work with Kerry. His efforts and reliability ensure the room reservation service is an outstanding success."

In addition to his main duties, which encompass daily room setups for GSA F&M Special Services, Kerry continues his training as a DSET I in various County security systems, such as badge reader access, digital security cameras, and panic alarms. He also assists his coworkers in Special Services with their duties whenever necessary.



DSET I Kerry Crawford

*"I second Sheila's comments. Kerry is incredibly helpful, friendly, and responsive when we get stuck."*

*Betsy Swanson Hollinger, MPH  
Manager, Training & Organizational Development, CEO HR*

## Movin' and Shakin' – who's coming,



## who's going in GSA

### Retirements

Rosa Cenicerros, Procurement, 35 years of service

Rod Lohof, Fleet, 11 years of service

Douglas Hansen, Courier III, 29 years of service

### Transfers

Robert Godinez, Grounds to Public Works, Aug. 27

Albert Jimenez, Fleet to Fire, Aug. 13

Cecilia Fernandez, Admin to HCA, July 2

### Resignations/Separations

Elias Damian, Custodian II

Joanne Fernandez, Custodian II

Andrea Lane, Parks Service Ranger I

Marisela Hancock, Parks Service Ranger I

Peter Bednar, Fleet Manager

Masao Okado, Fiscal Technician II

Aaron Mansfield, Maintenance Engineer

### New Hires

Rogesh Shanmugam, Staff Services Mgr. III

Ismael Hurtado, Office Assistant III

Juan Esparza, Custodian II

Alejandro Ramirez, Custodian II

Michelle Tapia, Student Worker III

Kate Mason, Clerical Supv. I

Tyler Hehr, Park Services Ranger I (Permanent)

### Milestone Anniversaries

Michael Carone, Custodian III, 30 years

Selva Measurall, Maintenance Engineer, 35 years

Carol McWilliams, Records Technician, 55 years

**Right:** Dave Sasek presents Carol McWilliams with her 55-year service award.



## GSA Spotlight on...

### *Cliff Chroust, GSA's new Purchasing Agent*



After an extensive, months-long nationwide search, the General Services Agency is pleased to announce the selection of Cliff Chroust to serve as the Purchasing Agent for the County of Ventura. Cliff Chroust replaces Rosa Cenicerros, who retired after 35 years of service to the County ([see sidebar](#)).

The recruitment generated more than 45 possible candidates from coast to coast and ensured that the successful candidate would be the most capable choice available. The final interview included three candidates, two from other parts of the country and one internal candidate.

“GSA is excited to have a leader in Procurement Services who brings a collaborative vision of problem solving and process improvement.”

–Greg Bergman,  
Deputy Director,  
Administration

Prior to joining the County, Cliff Chroust served as the Purchasing Director for Manatee County Schools and had previously served as Bureau Chief of Purchasing Operations for the State of Florida. He has a Bachelor of Arts Degree in Economics from the University of California at Santa Barbara and a Masters of Business Administration from Chapman University in Orange, CA. He is also a Certified Project Management Professional and both a certified buyer and contract manager. While with the State of Florida, he worked on implementation of the Six Sigma DMAIC methodology for quality improvement in State Purchasing. At the school district, Cliff revised purchasing policy, managed diverse commodity teams, served as Chairman of the Bay Area Schools Purchasing Consortium, and as Finance Chair for the Florida Association of Public Procurement Officials. Through his career in public procurement, he has worked as a financial analyst, procurement negotiator, contract manager, eProcurement program manager, and enterprise purchasing training manager.

Cliff has returned to California after several years away with his 3 children: Christopher 4, Elisabeth 2, and Amelia 0.5, and a very patient wife, Jana. He is a private pilot and aviation advocate through Experimental Aircraft Association, where he enjoys introducing children – including his own – to aviation.

Cliff began his official duties on July 24, 2017.







## VCREA Recognizes GSA's Drive Toward Energy Efficiency

**GSA** was recognized last month for continuing efforts to save energy and lower costs. At a Ventura County Regional Energy Alliance (VCREA) reception on August 3, 2017, GSA received the Energy Efficiency All Star Award from Southern California Gas in recognition “outstanding support for SoCal Gas energy efficiency programs, helping customers save energy, money, and the environment.”

Specifically, the award recognized the successful completion of the

installation of hot air duct dampers in the Government Center Hall of Administration, a collaboration with SoCal Gas that was the culmination of more than a year of planning. GSA project manager Terrance Greenlaw completed the installation project last year, which reduces natural gas use by over 42,000 therms per year. The estimated annual savings to the County is approximately \$50,000, with SoCal Gas providing a rebate of just over \$48,000 to help with installation costs as well.

In addition to utility cost reduction, the new system included controls that help maintain better temperature control throughout the Hall of Administration, improving the comfort level of our customers.



Left to right: Becky Estrella and Alma Briseño, SoCal Gas, and David Sasek with Mike Duncan, GSA

*She's in a League of Her Own!*

## Rosa Cenicerros, Procurement Manager, Retires After 35 Years of Service to the County

**On July 21, 2017, GSA bid farewell to Rosa Cenicerros, their fearless leader in Procurement,** as she hung up her spikes after 35 years of being on the team for the County of Ventura. The agency turned out en masse to send off Rosa, a crowd favorite who always swung for the fences and never failed to rally her team no matter what the score was. Dignitaries from across the County

were also in attendance, including CEO Mike Powers, Asst. Fire Chief Mike Milkovich, PWA Director Jeff Pratt, and Auditor Controller Jeff Burgh along with deputy auditor controllers Jill Ward and Joanne McDonald.

Rosa proved why she is definitely Procurement's MVP with a touching farewell speech that acknowledged her strong commitment to family values, which she carried into her professional life when she worked her way up the ranks from Account Clerk to Purchasing Agent. She's definitely in a “league of her own” and she will be missed.



# Staff Compliments and Kudos!



On Saturday morning, we had an inmate pulled down the security camera in Sobering Cell #2. As a result, the cell had to be temporary listed as inoperative. Security cameras in the Sobering and Safety Cells are considered as essential to the security of the facility and are considered high priority when damaged (especially on weekends.) When deputies notified maintenance of the needed repair, Jesse [Chavez] realized the importance of the camera system and quickly responded. Jesse remounted the camera and took additional time to clean the lens before repositioning the camera. As quick as Jesse repaired the camera, he tried to leave. Sergeant Hutton and I had to stop him to thank him for his response and the professional manner in which he performed his job. I wanted to let you know, we recognize and appreciate Jesse's attention to detail and the manner which he performs his job.

Thank You, Jesse.  
Sgt. Sullivan , Ventura County Sheriff

*I just got home from a beautiful Sunday morning bike ride around the east end of Ojai, including a cruise through Soule Park. The park looks fantastic and the restroom I used was nearly spotless. The crew there should be proud of how it looks. My compliments to the park supervisor and his crew.*

Thanks,  
Roger Essick (Ventura County Resident)

Today when I came in, I noticed Edgar [Villasenor] assisting a staff member with a vacuum cleaner and explaining what he was doing. I asked him if he was the supervisor and he said, "kind of." I have seen Edgar on many occasions when I arrive in the morning, and I see him interact with his staff. He is always calm, smiles, and is showing and explaining what to do. I have been here many years and it is really nice to see someone take pride in what they are doing and work so well with staff and have a great attitude. I just wanted to share that with you.

– Sheila Harmon,  
Clerk & Recorder's Office

**I am a part-time employee and come to the offices 1-2 days per week. I would like to commend Cinthya (Santos De Peres) and the janitorial team. These offices are by far the most consistently clean of any public building I have worked or visited. The quality adds to my daily comfort and productivity. Sincere thanks to you, Cinthya, and your crew.**

**Julie Clark De Blasio  
Community Education Specialist III**

*Checked into Rincon and the people before us spilled sewage. Called the Ventura Parks number. Donny [Parkerson] came out quickly, cleaned it up, bleached it, rinsed it, and we could continue our vacation. Good job Donny. Thanks!  
– County Parks Patron*

I want to take a moment to thank the Ventura County Parks Department for an outstanding job of managing the potential frustration at Faria Campground. Faria was closed for a week of planned maintenance last month. We were the first to arrive on a Friday at 7:00AM this year. We arrived first because last year, we arrived at 10AM and when the road barriers were removed, there was a stampede down the slope [towards} desired sites. I expected the same chaotic reaction this year too. However, at 8:00AM, a Ventura County Parks ranger arrived and began to allow campers parked near the entrance to preselect campsites in Faria. What a relief it was to be preassigned our desired site. By the time Faria opened at 2:30PM, all sites were preassigned and no stampede ensued. Thanks for taking the initiative and managing the campers. Kudos to the Ventura Parks and Recreation Department.  
–Eugene Eckis, Faria Park Patron





# DID YOU KNOW...?



*Did you know...* In Fiscal Year 16/17, GSA Accounting processed 19,727 vendor invoice payments, and over 250,000 billing transactions via the electronic interchange, excluding Facilities Projects Contracts billings or manual non-County billings?

*Did you know...* GSA Fleet Operations Department does a lot of behind-the-scenes work to provide Great Service Always? Fleet Operations

Supervisor Jorge Bonilla (pictured above), replaced the cylinder heads and injection pump of a groundwater pump for the City of Fillmore, while technicians Scott Harris and Maeco August remove a generator from a no-longer-in-use County work furlough building in Camarillo (pictured right). Showing off their versatility in getting the job done is what being a part of GSA is all about!



**C**ongratulations to **Tyler Ostrom**, the son of Certified Maintenance Engineer Eric Ostrom! Tyler, who is in his senior year at Saint Bonaventure High School and is a star offensive tackle for the Seraphs, has announced his commitment to attend San Jose State University on a **full ride** scholarship. Not only is Tyler an excellent offensive tackle, he also excels academically. Congratulations, Tyler!



## Stepping Up in Fleet: An Innovative Way to Introduce New Vehicles Into Service

**Fleet Operations Department** has developed a new, hands-on, user-friendly method to introduce customers to their new vehicles when they come out to Fleet to receive their vehicles. Launched in March of this year, Fleet's new service promises each customer a hands-on tour of their new vehicle.

Most new vehicles have many more safety and technology features incorporated in their design than their older predecessors did. Fleet wants to be

proactive in making sure Fleet customers understand all the features of their new vehicle, and customers are encouraged to ask questions throughout the process. A checklist of items will be reviewed with each customer regarding features that are important for them to know about the operation of their vehicle.

Topics and features covered in each tutorial include:

- ✓ Braking system: autonomous/automatic braking, parking brake, including new push-button parking brakes where applicable
- ✓ Windshield wipers: some models' wipers automatically turn on in the car wash
- ✓ Lane departure warning system/side blind zone alert & lane change alert
- ✓ Ignition key/remote fob: many new vehicles have a push-button start
- ✓ Rear view/back-up camera and rear parking sensors
- ✓ Lighting system/automatic headlights
- ✓ Emergency Information: accident or mechanical breakdown procedures
- ✓ Maintenance schedule
- ✓ Hybrid information: gasoline engine stopping and starting is normal
- ✓ Bluetooth system
- ✓ Telematics



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give students hands-on, real-life experience in the field of automotive repair. College students participate in job-readiness training, learning practical skills in the workplace while pursuing an associate of applied science degree in Automotive Technology—all while being introduced to employment opportunities with the County of Ventura Fleet

Operations Department, a win-win situation for both the students, Oxnard College, and GSA. Five Oxnard College students have already completed this partnership program, and another five are currently enrolled: Anahe Partida, Matthew Gallegos, Heather Evjen, Daniel Calderon, and Esteban Rodriguez. All five were honored at the Board meeting August 1, along with Fleet staff and Oxnard College dignitaries pictured, right, with the students and GSA staff: Oxnard College Dean of Career Technical Education Christina Tafoya (3<sup>rd</sup> from left), Ventura County Community College District

Chancellor Greg Gillespie (4<sup>th</sup> from left), VCCCD Board Vice Chair Arturo Hernández (7<sup>th</sup> from left); and Oxnard College Automotive Technology program staff Jeff Hibben (1<sup>st</sup> left), Kevin Corse (2<sup>nd</sup> left), Jose Ortego (5<sup>th</sup> left), Rich Williams (2<sup>nd</sup> right), and Anthony Diaz-Brown (center right). Congratulations to everyone!





# What's New in Parks?



**Y**ou may not know it, but the **Ventura County Parks Department** has an award-winning County Fair booth every year to promote and market our County parks. With staff manning the booth Friday through Sunday both weekends during the fair, they have the opportunity to engage with passersby and provide information about the wonderful facilities we have in the Ventura County Parks Department.

Our booth has been an award winner for the past 8 years, with 5 first-place ribbons and one Best Natural Resource Exhibit in 2014 (pictured above).

As a marketing tool, the Ventura County Fair allows us to get the word out to the public about the great resources available to them here locally: from picnicking to hiking to camping at the beach to rustic camping looking out over the Ojai Valley. This marketing outreach has helped VC Parks achieve an increase in camping

use over the last 10 years of over 60%, and a total attendance increase of over 76%.

Come visit our booth at the Ventura County Fair next year, and take some time to visit any of our County parks.



**Top:** County Parks' award-winning Best Natural Resource Exhibit in 2014;  
**Right:** This year's exhibit won a blue ribbon for its creative and fun display.

## Contact Us

If you have questions about park projects, please e-mail Theresa Lubin at [theresa.lubin@ventura.org](mailto: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](mailto:county.parks@ventura.org)

Visit us on the web at:  
[www.ventura.org/general-services-agency/parks-department](http://www.ventura.org/general-services-agency/parks-department).





## Help Us Create Something Great for Earth Day 2018!

Are you artistic? Can you draw, or create something fun? Why not try your hand at developing a crossword puzzle, Sudoku puzzle, word search, word scramble, creating a maze, or something interesting for kids to color or solve?

GSA Special Services is putting together a coloring/activity book for Earth Day 2018, and we are looking for your original submissions.

GSA is seeking fresh new GSA-themed material that illustrates how we are green and highlights what we do to help save the environment. We'd like to showcase GSA's accomplishments: what we stand for and what we do. The coloring/activity book will be part of our Earth Day 2018 display and activities, with copies available for the public.

Submission guidelines include:

- Vertical format
- 8.5" x 11" plain white paper (not lined)
- For drawings, use a fine point black Sharpie marker (this can be on top of original pencil drawings or tracings)
- High-resolution PDF or jpeg (300 dpi) if possible
- **ORIGINAL SUBMISSIONS ONLY**, no copyrighted submissions
- For puzzles that require a solution, please be sure to provide the solution
- Open to all GSA employees and family members
- **Submissions accepted through November 9, 2017**

Questions? Contact GSA Special Services at 654-2051. Submit your contributions to Cyndy Taschman at L#3030, or [cyndy.taschman@ventura.org](mailto:cyndy.taschman@ventura.org).

## GSA Helps Launch New Internship Program Between the County and the Oxnard Union High School District



This past summer, GSA was part of an exciting high school internship program, in conjunction with CEO HR, called Alliance for Linked Learning.

Participating students were eligible to apply for the Oxnard Union High School District— and County-sponsored program, and, if accepted, worked at the County as paid student interns.

GSA's student intern, Aidan Cabral—soon to be a junior at Camarillo High School—was a smart, motivated student who quickly adapted to the challenge of working on a daunting task: developing new website portal pages for GSA Fleet Operations. Aidan met with Fleet staff, including Heavy Equipment Manager Rod Lohof, and Staff Services Manager Steve Furman, to determine

Fleet's immediate needs for a new Fleet website, and to work out a new look and feel for the new pages. Aidan also proved himself very adaptable, learning website development program Joomla with no previous experience. After much work, and several meetings and brainstorming sessions, Aidan presented a finished product to GSA Fleet and other senior staff members, and his peers in the Internship program, and the site went live on August 18, 2017, just before Aidan went back to school.



**Top left:** Aidan Cabral flexes his muscles on a day out at Fleet. **Above:** The Interns in the program with several of their program facilitators.