

GSA'S HOLIDAY PARTY IS JUST AROUND THE CORNER!



2018 has just flown by, and our holiday party is coming up fast! With local favorite *It's In the Sauce* once again providing mouthwatering BBQ, fabulous door prizes and games, and some amazing gift basket raffles, this year's party will be better than ever! Keep your eyes peeled for some exciting fundraisers between now and December, and let the fun begin!

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# GSA Insider

*Great Service Always!*



GENERAL SERVICES AGENCY NEWSLETTER SEPT 2018

## From the Director

It's hard to believe that fall is already here. GSA is gearing up for the rest of the year in many ways, from taking on more work in Fleet under a new Intergovernmental Service Agreement with the Navy Base Ventura County, to gearing up for a big change in our Parks reservation system for our beach parks. Read on to find out about these projects and others.

GSA is also very proud of our commitment to improving our professional community through collaboration, especially via our work with professional organizations like CGSA, CSAC, and Gold Coast Fleet Association. This past summer, Fleet hosted the monthly meeting of Gold Coast Fleet Association and took the opportunity to share their success



with telematics, among other things. And throughout the year, I am serving as vice president of CGSA, which in the past has honored Ventura County GSA with the opportunity to present material at it's annual conference, and

recognized our innovation with annual achievement awards.

Another way in which we share our knowledge and experience is through continuous process improvement, and I was excited to give a Board of Supervisors' presentation with GSA's own Lean Six Sigma Blackbelt-in-training, Brittany Stephens, on all that our agency has accomplished this past fiscal year. You can read all about our special guest appearance at the September 11 Board meeting in this issue.

It's true, the past several months have been extremely busy at GSA, and even though the seasons change, we don't show any signs of slowing down.

Until next time,

## GSA's Newest Award Honors Employees Both Inside the Agency and Across the County

This year, GSA launched a brand new award, the Director's Award of Excellence. Personified by a two-sided, full-color Challenge Coin that showcases the GSA logo on one side and the County logo on the other, the award highlights the agency's values of Integrity, Stewardship, Customer Service, Communication, Leadership/Innovation, and Partnership. This special award is earned by

those individuals who have been recognized as having consistently gone above and beyond in their job duties. As reported in our last issue of *The GSA Insider*, the agency's first challenge coin was awarded to Parks Service Ranger II Paul Lozano (right) for his selfless acts of kindness to the public and his coworkers during the Thomas Fire in 2017.



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## *GSA Employees Get Fire Safety Ready*

On June 26, employees from the Facilities and Materials and Fleet divisions participated in Fire Extinguisher training class, put on by the Ventura County Fire Master. Participants practiced safe fire extinguisher use techniques and even got hands-on experience putting out simulated “fires” in a classroom environment.

Thanks to GSA Health and Safety for presenting us with the opportunity!

Right: John “JJ” Jauregui, Fleet Services, demonstrates safe fire extinguisher usage techniques



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Since then, six other Challenge Coins have been awarded, both within GSA and to individuals in other agencies who’s service to GSA has exemplified what teamwork across the County family is all about:

- **Jeewoong “June” Kim**, Public Works Agency Transportation Engineering Manager, was recognized for his efforts to save GSA time and money in the repaving of the budget-constrained Oak View Park and Resource Center, by diagnosing the center’s paving needs, and preparing a bid scope draft that will aid in securing more reasonable contractor bids.
- **Jose Moreno**, Resource Management Agency GIS Supervisor went above and beyond to provide data on city and unincorporated addresses, which was used to provide the CEO’s office a report of County utility accounts. His assistance helped GSA produce the report timely and accurately.
- **Lucy Martinez**, GSA Business Support Services Courier II showed quick thinking in spotting a potential HIPPA violation when she identified and pulled roughly 30 pieces of outgoing mail, returning the mail to the client, who then took steps to prevent future mail prep errors. Lucy’s actions helped protect sensitive information and County interest.



**Captions:** Director David Sasek awards Challenge Coins to: June Kim, PWATD (above); Theresa Lubin, with Ron Van Dyck, GSA Parks (below); Lucy Martinez, GSA Business Support Services (far right)

- **Lea Hubbard**, GSA Fiscal Principal Accountant, and **Theresa Lubin**, Staff Services Manager I for the Parks Department, were recognized for their efforts, dedication, and extreme diligence in the aftermath of the Thomas Fire, following up meticulously to secure reimbursement funding from the County’s insurance carriers and from FEMA for all GSA Thomas Fire-related expenses and destroyed assets, currently valued at over one million dollars.
- **Julie Miller**, Buyer for GSA Procurement, received the Director’s Award in recognition of her work implementing the County’s insurance portal, authorizing procedures for the use of services, and establishing a repository for legacy documents. Her efforts have resulted in an annual savings in excess of \$28,000 in ITS billings.

GSA is very proud of these awardees, and looks forward to honoring future worthy recipients for their achievements. Congratulations to all!



## DID YOU KNOW...?



*Did you know...* GSA Business Support Graphics recently created its first-ever billboard for Public Works Agency's Integrated Waste Management Division (IWMD)?

The billboard advertises a current program IWMD sponsors for recycling used motor oil and filters. Located downhill on Highway 33 near Casitas Springs, the billboard can be seen as you drive toward Ventura.

## Movin' and Shakin' — who's coming,



## who's going in GSA

### New Hires/Transfers into GSA

Lucy Fernandez, Administrative Officer II  
Garrett Harmon, Maintenance Engineer, Maintenance  
Wayne Pendrey, Maintenance Engineer, Maintenance  
Lee Ramer, Maintenance Engineer, Maintenance  
Joseph Saffa, Maintenance Engineer, Maintenance  
Jim Vines, Maintenance Engineer, Maintenance  
Nelson Salonga, Maintenance Electrician, Maintenance  
Martin Flores, Maintenance Plumber, Maintenance  
Adrian Ayala, Parts Specialist, Fleet  
Brad Wyatt, Office Systems Coordinator III, Admin/IT  
Maureen Sheldon, Management Assistant II, Maintenance

### Transfers from GSA

Monika Maine, Transfer to County Executive Office

### Promotions

Kenny Schmidt, Senior Auto Body/Paint Mechanic, Fleet  
Robert Crawford, Staff Services Manager II, Fleet  
Jesus Chavez, Certified Building Maintenance Engineer, Maintenance  
Vincent Childs, Certified Building Maintenance Engineer, Maintenance  
Jose Acosta, Senior Parts Specialist, Fleet  
Carol King, Office Assistant III, Fleet  
Charles Griep, Courier III, Business Support Services  
Dana Vodantis, Senior Accountant, Fiscal  
Jose Velasco, Maintenance Worker III, Parks  
Magali Rodriguez, Office Assistant IV, Admin

### Retirements

Paula Oberst, Safety Officer/Staff Services Manager I, 20 years of service, July 7, 2018  
Charles Miller, Maintenance Engineer, 40 years of service, August 4, 2018  
Glenn Hemme, Facility Projects Manager, 25 years of service, August 4, 2018  
Francisca Garcia, Custodian II, 10 years of service, August 21, 2018  
Cris Johnson (photo, right), Administrative Assistant II, 10 years of service, September 8, 2018  
Lori Dosa, Staff Services Specialist I

Heavy Equipment/  
Transportation Manager  
Tyler Hehr, Parks Services  
Ranger I  
Dori Kenworthy, Tech Spec IV  
Patrick Carter, Records Tech II

### Resignations/ Separations

Stephen Furman, Fleet



## GSA Spotlight on...

### Theresa Lubin, Parks Manager/Staff Services Manager I



Every so often, we're lucky enough to make a lifelong career doing what we love. As a Staff Services Manager for the Parks Department, Theresa Lubin knows what this is like firsthand, as she serves the public every day while sharing her love of the beautiful county that we live in with as many people as possible. Celebrating a remarkable 30 years with the County on

*"Theresa is a joy to work with and to be around. She is the consummate professional and exemplary steward of the taxpayer's money."*  
 —Ron Van Dyck, Deputy Director, Parks Department

May 1, 2018, Theresa shows no signs of slowing down.



As a Southern California native, I grew up in Hollywood and spent many lazy weekend afternoons with my family at Griffith Park. We enjoyed hiking, horseback riding, picnicking and learning about the stars at the Griffith Park observatory. I attended undergraduate school – receiving a BS in Speech Communication – with the intention of attending the CSUN Master program in Speech Pathology. Then, the summer after graduation,



I took several drawing and drafting classes and my path took a different course all together. When I learned there was a profession that combined form and function in outdoor spaces I knew that Landscape Architecture was where I belonged.

At the end of my second year as a student of Landscape Architecture, I was checking the job board and saw a notice that the County of Ventura Parks Department was recruiting for a draftsman. What started as a temp position has grown into a rewarding and fulfilling career as the Ventura County Parks Manager, a position that has allowed me to participate in many exciting projects with a staff of exceptional people that I'm privileged to work with every day.

Captions clockwise from top left: Theresa with Paul Grossgold, left, and Jeff Pratt, right, after being honored with a SEAward for the San Antonio Creek Bridge project; Theresa as the proud winner of the 2017 Mother's Day gift basket raffle; At the ribbon cutting (holding the ceremonial scissors with Supervisor Bennett) of the Ojai Valley Trail bridge; Pictured, left, when she first started with County Parks.



## Fleet Completes First Major Project Under New Partnership With Navy Base Ventura County



*On May 1, 2018 the County of Ventura General Services Agency signed an Intergovernmental Support Agreement (IGSA) for large-vehicle maintenance with the Navy Base Ventura County (NBVC). This agreement allows for GSA Fleet Services to provide maintenance services for NBVC for their large vehicles, such as the fire truck pictured here, for a cost that is substantially lower than what NBVC had been previously paying.*

*The agreement also allows the NBVC to keep their repairs local, rather than sending their vehicles out of county at a much higher expense, and allows for a quicker overall turnaround time. Finally, the agreement allows for GSA to build an intergovernmental relationship with the NBVC, which directly aligns with GSA's efforts to support the County's Strategic Plan.*

*The NBVC fire truck pictured above was diagnosed with a defective generator by the technicians at the GSA Heavy Equipment repair shop. After determining that the Hydra-Gen was not putting out any electricity, Technician Maeco August, pictured here, installed a new Hydra-Gen in record time and the fire truck's repairs were completed on August 30, 2018. This is the first of what will be many large-vehicle repairs to be completed under the new IGSA for the NBVC.*

## GSA FLEET HOSTS SUCCESSFUL MEETING OF GOLD COAST FLEET ASSOCIATION MINDS

On July 18, 2018 the County of Ventura, Fleet Services played host to the Gold Coast Fleet Association, holding the association's July meeting and luncheon in the Public Works Agency's Saticoy Conference Room. This association is made up of cities and counties that each manage their own fleet of vehicles. The purpose of the monthly meetings is to exchange information that may be helpful to other member agencies, and each month, a different agency hosts the meeting at their site. The agenda for the July meeting touched on GSA Fleet's experience related to telematics, point-based vehicle replacement system, and GSA Fleet's partnership with Oxnard College. It was a well-attended meeting with 19 people attending, representing 8 different municipalities from Santa Barbara to Camarillo.



Caption: GSA Fleet join members of the Gold Coast Fleet Association at the group's monthly meeting.

# Staff Compliments

Hi Chris [Melton].

Just wanted to say thank you for the use of the van yesterday. It was so much better! I appreciate that someone delivered the vehicle to the government center. Great customer service!

Sue Hughes,  
Senior Deputy Executive Officer,  
CEO's Office

Hello Jorge [Bonilla],  
I just wanted to let you know that I received really positive feedback regarding [Fleet's] work on the dozer. They are very happy with the results.

Thank you,  
Greg Romey, Safety Officer  
Casitas Municipal Water District



Julie [Miller] and Cliff [Chroust],  
Thank you for your assistance on getting the ECG contract executed—HCA really appreciates the dedication and support received from the GSA Procurement Services team, especially with these recent “emergency” contract requests.

Terry Garman,  
Director, Contracts Management  
VC HCA



I was trying to reserve Mo-topool but kept getting an error. Carol King called and helped me. She is VERY nice, patient, and helpful! She took care of me and I am all set. Thanks!

Jill K. Ward, CPA  
Chief Deputy Auditor-Controller

Dear Lucia,  
On behalf of HCA, I want to thank you for paying close attention to the mail that goes out. Because of your attentiveness, we were able to avoid sending out mail that could have potentially sent out protected information. Thank you for being a great team player and looking out for the County family.

Sincerely,  
Johnson Gill  
Director, Health Care Agency



Kate- Thanks for watching out for patient privacy! - Lucy Marrero, HCA

Dear Kate,  
On behalf of the HCA, I want to thank you and Lucia for making sure that the mail going out does not in any way compromise our commitment to our patients for protecting their information. Your team has a big job sending thousands of pieces of mail out every day. Therefore the attentiveness of your staff becomes even more meaningful. Thank you.

Sincerely,  
Johnson Gill

Thank you for helping me with the certified mail request! You are always fast to respond and assist.

-Marianne Moise, HCA

# GSA Housekeeping and Grounds STRETCHES It!



Want to limber up and start your day out right? That's what we asked our Housekeeping and Grounds staff, and heard a resounding "yes!" In an effort to promote teamwork, prepare for the workday, and reduce job injuries, the County's Wellness Program brought in an exercise physiologist to teach GSA Housekeeping and Grounds staff members whole body stretches, emphasizing the muscle groups associated with repetitive motion specific to their jobs. Just a short 15-minute stretch each day can do wonders for the body and the mind – staff members are already benefiting.

With the goal of providing each team with a copy of their daily workout, GSA Special Services recorded the stretching session and made the recordings available to each work group. There are plans to upload the video online for both GSA and the Wellness Program, who want to develop a similar program for other County employees.



We all work better when we feel better. Why not try stretching today?



## Service Excellence Program's 10-Year Anniversary Board Presentation Also Highlights Accomplishments by GSA

In June 2018, the County of Ventura Service Excellence Program celebrated 10 years of encouraging a Countywide culture of service excellence and continuous improvement, and GSA was a key part of that celebration, as Paul Stamper from the CEO's office invited our agency to be a part of their presentation to the Board of Supervisors on September 11, 2018. The Board presentation highlighted the County's dedication to Lean Six Sigma, of which GSA has long been a pioneering champion.



Director David Sasek and Lean Six Sigma Blackbelt-in-training Brittany Stephens spoke to the board (pictured above) about some of GSA's most recently completed Lean Six Sigma projects: AIM, a collaborative effort between GSA Fiscal and Business Support Services; Procurement's Master Agreements Kaizen; and several projects from Fleet, including the Parts Shop's partnership with Napa. During the presentation, all GSA staff who were present and had participated in a process improvement event were asked to stand and be recognized—just a sample of the 91 participants from FY 17/18. "It's truly remarkable that GSA employees completed 27 projects totaling over 1.1 million in savings this last fiscal year," said Brittany. "I'm proud of the culture here at GSA that encourages Lean Six Sigma training and promotes staff participation."

### Small Steps, BIG Changes

Fiscal year 2017-2018 Improvement Events

- Credit Card Processing in VCFMS - \$3,853
- Automated IN Approval in VCFMS - \$4,715
- Master Agreement Expenditure Tracking System - \$5,137
- Stacked Park Domestic Rate to Commercial Rate - \$4,000
- Remove Wagon to Reduce Aerial Redistribution Labor - \$102,731
- GSA Temp Staff Service Approval Process of Custodians and Grounds Maintenance Workers - \$405
- Soild Park Domestic Waterline - \$200,000
- PublicSurplus.com ACH Setup
- Pitney Bowes EFT Initiation - \$1,296
- E-Kiosk - \$14,724
- Custom Setups - \$16,880
- Housekeeping Productivity - \$34,591
- Parks Security Deposits - \$2,121
- Electronic ID Badge Request - \$5,484
- GSA Cash Receipts - \$6,520
- Elimination of Third Party Courier Services - \$30,000
- BOS Meeting Presentations Coordination - \$7,409
- ADS IN Submission in VCFMS - \$1,295
- HQA Lower Plaza Supply Cabinet - \$1,136
- GSA Record Center Wi-Fi - \$8,940
- ID Badge Billing Automated - \$4,706
- Telematics - \$160,155
- New E-Kiosk in HQA Main Entrance - \$9,147
- Parts Storage Area - \$1,301
- Parts Supply Chain - \$446,994
- PM Scheduler - \$55,604

**TOTAL FY18 Savings**  
**\$1,129,748**



# What's New in Parks?

## *County Parks Makes a Change for the Beach Parks*

**T**he County's beach parks are changing over to a reservations only policy to provide better access for our customers. As of November 1, 2018 we will shift from a first-come, first-served policy to a reservations-only policy for the beach parks. This decision was driven by multiple factors, primarily customer feedback — that is, the high number of public comments the Parks Department receives about the existing system. In addition, trends in technology have changed the way in which the public conducts business transactions, making this the appropriate time to implement this change.



Above: Faria Beach Park

This shift to a reservations-based policy for our beach parks will generate the following benefits for our patrons, and improvements in Parks staff efficiency:

- Allow customers to reserve a camping site in advance, from 12 months in advance to within 48 hours of their planned arrival date, eliminating the guesswork of site availability
- Improved customer access to beach parks
- Eliminate groups from holding/managing spaces for other groups
- Allow park rangers to be more accessible and provide better customer service to beach park patrons
- Reduce calls for service to the sheriff to resolve disputes (i.e., fighting over sites)
- Length-of-stay and return policies will remain the same. More data will now be available to staff for better enforcement of the rules and tracking of customer compliance with usage policies.
- Improving public safety and patron peace of mind by:
  - Keeping bike lanes clear from RVs waiting for a site to become available
  - Eliminating onsite campers searching for a space to open – which both contributes to carbon emissions from RVs driving up and down the road continuously and disturbs those already camping (i.e., continually being asked “When you are leaving?”)

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Left:  
Rincon Beach.

The change will also allow for self-booking of beach-site reservations via the Parks public website <http://www.venturaparks.org/>. As always, all County Parks reservations can still be made by calling the Parks reservation line at (805) 654-3951.

## *In Other News...*

Construction will soon be underway on restrooms remodels at Oak Park to bring them into ADA compliance. The work is scheduled to be completed mid-winter 2018.

Parks had another successful year at the County Fair as we promoted camping in the parks. Our booth earned a fourth-place ribbon.



Right: The Parks  
Department booth at  
the Ventura County  
Fair.

## 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).

## Security Training Bids Farewell and Good Luck to an Icon

On August 8th, 2018, Scott Barash, EAP, conducted his final Security Training class on the Impact of Domestic Violence in the Workplace to a full house of eager employees. When Scott retires after 31 years of public service this fall, over 10 years of support to GSA's Security Training Program will come to an end. Scott's training sessions have been among the most popular of the classes, including Key Elements to De-Escalation, as well as special trainings he conducted for Housekeeping and Grounds, such as Behavior and Communication Styles, Conflict Resolution, Connectivity in the Workplace, and Team Building. Once people found out that Scott was piloting the training, GSA Security & Special Services was always guaranteed a full house, with a waiting list for the overflow. Scott selflessly gave his time and shared his vast knowledge of psychology, encouraging all of us to be better people and to better understand the world around us. GSA sincerely thanks him for successfully teaching more than 3,000 County of Ventura employees. He will be greatly missed.



## 2nd Annual Summer at the County Internship Program a Success for GSA

**This past summer**, GSA once again participated in the Alliance for Linked Learning—a high school internship program partnership with the Oxnard Union High School District that the County of Ventura proudly takes part in to promote learning about leadership and teach valuable skills to high-school-age interns.

GSA's intern for the summer, Daniel Burciaga, a junior at Santa Paula High School, worked in F&M for seven weeks, learning the ins and outs of various Business Support Services departments, including Graphics and the Warehouse. During his time in BSS, he helped out in Graphics by stuffing envelopes, and lent a hand in the warehouse when things got busy. Some of his tasks included:

- ◆ Counting WIC (Women-Infant-Children) stock to ensure inventory was correct
- ◆ Looking up inventory items in the system, and adjusting them as necessary
- ◆ Changing inventory item locations in the system after looking them up as needed
- ◆ Receiving FedEx and UPS deliveries and logging them into SC Logic
- ◆ Assisting in deliveries to the District Attorney's office and Sheriff's Department

No task was too big or too small. The culmination of Daniel's time with BSS came when he was given a research project: asked to research the Green



Business Engagement National Network to see if F&M BSS would qualify for the program. In the words of Daniel's team, he did an amazing job! We look forward to hosting another summer intern at the County next year as part of the Alliance for Linked Learning.

*"Daniel was a big help to our warehouse daily operations. He was a quick learner and always eager to learn new tasks."*  
 —Erica Agnew, Inventory Management Assistant III



Captions: Above: Daniel, left, with his fellow interns at the completion of the program; Top right: Daniel, right, next to Erica Agnew and the team from the GSA Warehouse.