

GSA HOUSEKEEPING VIDEO IS THE SPOTLIGHT AT THE BOARD OF SUPERVISORS' MOMENT OF INSPIRATION



GSA Housekeeping Supervisor Edgar Villasenor put together a video showcasing the work the entire Housekeeping team does behind the scenes to keep everyone at the County safe, everyday. View the video now at: <https://countyofventura-ca.sharepoint.com/sites/GSA/Shared%20Documents/GSA-Moment%20of%20Inspiration-Board%20Meeting%202020%2C09-15.mp4>

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GSA Insider

Great Service Always!



GENERAL SERVICES AGENCY NEWSLETTER SEPT 2020

From the Director

While springtime is often seen as a time of renewal and change, I like to remind myself not to overlook the fall. The weather can change dramatically from one day to the next—one day setting record highs, and the next, mercifully cool again. Things are often like that for us here in GSA as well, especially with the rapidly changing environment that we all currently coexist in.

Luckily, our GSA team is highly dynamic, flexible, and well equipped to deal with change! Not only that, but we thrive on introducing time—and money-saving changes into our processes whenever we can, like the picote tool that GSA Maintenance worked into their plumbing routine. We'll tell you about that inside this



issue. Or—speaking of plumbing—our Business Support Services team members thought of a really great way to save the County, and our taxpayers, of course, money by researching less expensive options for large-roll toilet

paper. From this one idea, came two others, and GSA is now saving money on other paper goods and services. Now *that's* a dynamic way to show that you can trim down and lean your processes! But the highlight of the last quarter would, without a doubt, have to be this past month's moment of inspiration at the September 15 Board of Supervisors' meeting, which celebrated the often unseen work of GSA's hard-working custodial crew. Highlighted in a video created by supervisor Edgar Villasenor, the Board and CEO Mike Powers paid moving tribute to our hardworking team of custodians. Read all about their moment in front of the Board below.

Until next time,

David Sasek

Board of Supervisors Recognizes GSA Housekeeping in a Memorable Moment of Inspiration

On September 15, 2020 the County Board of Supervisors and CEO Mike Powers honored the GSA Housekeeping staff during the Board's "Moment of Inspiration." The moment of inspiration begins nearly every Board of Supervisors' meeting, and is an opportunity for the Board and executive leadership to honor achievements, highlight accomplishments, bring awareness to social issues, spotlight communi-

ty events, and share special triumphs and empowering stories. Our housekeeping staff does amazing work in keeping our buildings safe and clean and have worked especially hard during the COVID crisis. Because they begin work in the dark of night and end in the wee hours of the morning, their efforts largely go unnoticed. That is, until now.



Chief Deputy Director Marina Verdian addresses the Board.

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The meeting served as an opportunity for Director David Sasek to introduce the agency's recently hired Chief Deputy Director, Marina Verdian—who joined the team in May, but due to the unique lockdown restrictions that have been in place for controlling the spread of COVID-19, has been unable to personally meet with the Board. Rest assured, Marina has hit the ground running in GSA,

Photo captions:

Above, GSA Housekeeping Team; **Janice Pulley**, right, and **Pedro Baylon**, below, sanitizing the restrooms in the HOA

though! As reflected in her speech to the Board, Marina has become very familiar with her staff and the exemplary work they do. Explaining to the Board and CEO Powers that she, Facilities Manager Paul

LoVerme, and Housekeeping Staff Services Manager Patrick Squires discovered a hidden gem in

Housekeeping Supervisor Edgar Villasenor's videography skills, they quickly decided that nothing short of a highlight reel paying tribute to the custodial team would suffice for presentation at the Board meeting. But everyone was pleased and astonished at the high-quality, not to mention professional and polished, video that Edgar whipped up to showcase his team. With an excellent voiceover provided by Paul LoVerme—decided on by secret-ballot vote after an intense, down-to-the-wire competition between Paul and Patrick Squires to determine who's

voiceover skills would win the day—the video presented at the Board meeting perfectly

captures the everyday tasks this extraordinary group handles with pride to ensure that all of us, daily, can come to work feeling safe in our County environments. While the global pandemic has changed business operations across the



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Photo, right: **David Sasek** leads the room in a round of applause for the GSA Housekeeping team.



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board for nearly everyone, for those on the custodial team, “changed business operations” means something few people can really understand. It means more intense working conditions, higher standards, greater responsibility, and sometimes longer hours. But our staff keeps at their tasks with unfailing good spirits: always smiling, always greeting their fellow County employees with upbeat attitudes. As Board of Supervisors’ Chair Kelly Long says, they really are the County’s “unsung heroes.” “Thank you,” said Supervisor Long. “I know the night shift is hard, especially with families. The dedication you are providing our employees is powerful. Thank you so much.”

Added Supervisor Zaragoza, “You are essential workers, you are part of the team that keeps us safe, clean, and happy. *Muchas gracias*, thank you.”

“Bravo! Bravo, to our staff for a great job!” Supervisor Steve Huber praised enthusiastically. “Very much appreciated, thank you!”

“Everyone plays an important role in the mission of Ventura County government. The staff that’s been doing that is every

bit as important as the role that everyone else plays. GSA, I appreciate the presentation today, but more importantly, I appreciate you taking the time to highlight the importance of people who don’t get enough recognition for the critical role they play in helping the whole system function. Thank you,” added Supervisor Steve Bennett.

“Thank you,” said Supervisor Linda Parks. “Sometimes we can take things for granted and this is one of those things that can be taken for granted. ... I love the smiles that were on the employees’ faces, it really does look like a true County family.”

CEO Mike Powers summed it up best: “Supervisor Parks mentioned the smiles. I can tell you that the smiles are still there when the camera is off. I see them a lot of the time coming off the grueling night shift, same thing, positive attitude, ‘how are you doing? How’s it going?’ They’re such an important part of our county family. ... the quality of the facility. We get so many comments about the cleanliness of our facility, the quality. People love it, and that’s a tribute to you. Thank you for all that you do. ... Great job, again. Thank you.”

GSA Employs New Tools to Combat the Spread of Coronavirus and Help Keep County Employees Safe

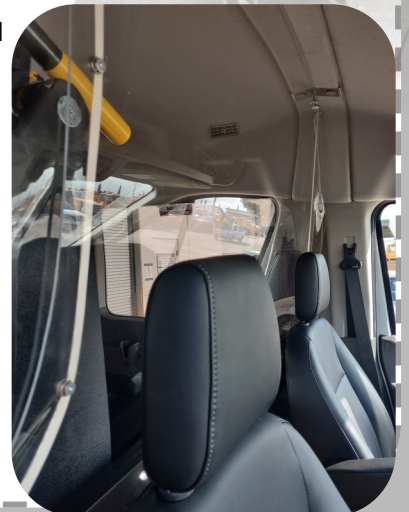
As part of the ongoing effort to curb the spread of the novel coronavirus, GSA has stepped up its efforts to introduce higher level safety tools and measures, including innovative ways to socially distance in the workplace; the latest technology when it comes to cleaning standards and protocols, and testing and trying out effective temperature screening tools at major facility entrances. Check out some of the things we’re doing to keep our employees and customers safe:

- Installing plexiglass shielding inside customers’ vehicles, such as Sheriff and Probation
- Installing plexiglass paneling between workstations where needed and possible, such as for those workstations that were previously open, long counter-top style work spaces
- Building plexiglass counter barriers for public counters
- Building plexiglass semi-enclosures for open workstations that need to remain open, in order to maintain a level of safety for the employee(s)

to continue working

- Exploring the latest cleaning technologies, and bringing them onboard, like the Clorox 360 sanitizer, for use in high-touch, high-use, high-traffic areas and surfaces
- Purchasing digital, touchless temperature readers that can take employees’ temperatures via a scan

Stay tuned—we’re always trying to improve how we can provide Great Service Always—and help you stay safe and healthy, too!



Matt Kreiger and the GSA Graphics Team Show their EPIC Talent

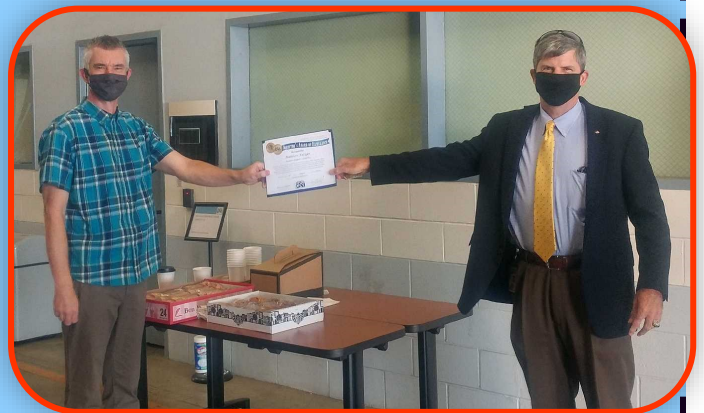
Agencies from across the County of Ventura were recognized this past July by the California Association of Public Information Officers (CAPIO) with Excellence in Public Information and Communications (EPIC) Awards. The County Executive Office, Ventura County Area Agency on Aging, and Ventura County Fire Department received awards recognizing outstanding communications publications and campaigns—chosen from among 275 award entries across the state. The award-winning publications included:

- ◆ **County Executive Office:** 2018 State of the County annual report—EPIC Award
- ◆ **Ventura County Area Agency on Aging:** LIVEWell Resource Guide newsletter/magazine—Award of Distinction
- ◆ **Ventura County Fire Department:** Maria Fire, crisis communications—EPIC Award
- ◆ Everyday Heroes Ventura County Fair Exhibit, special or community event, recurring—Award of Distinction
- ◆ Public Safety Power Shutoffs, communication and marketing process—Award of Distinction

“It’s an honor for so many of our County agencies to be recognized by CAPIO. Our Board and County is committed to providing timely, transparent, and multilingual communications to ensure our residents are informed about programs and services available.”

– Mike Powers, County CEO

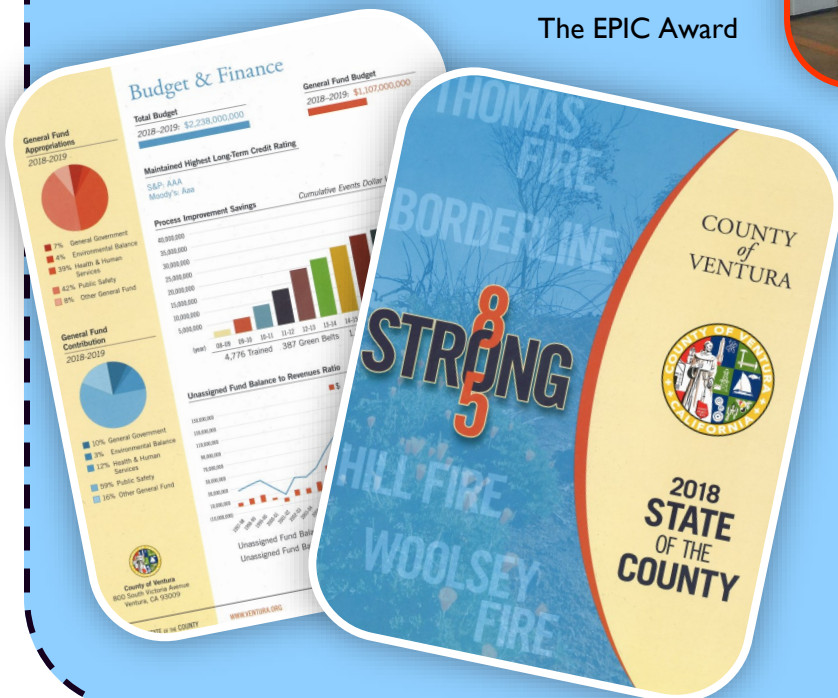
While County agencies have been recognized in the past, this is the first year that multiple agencies have been recognized in the same year for achievements and excellence in public information. GSA Graphics created both the 2018 State of the County Annual Report and the VCAA LIVE-Well Resource Guide and is especially proud of Technical Specialist IV Matthew Kreiger, who served as the lead for the EPIC Award-winning Annual Report.



The EPIC Award

honors both craft and impact, and reflects Matt’s patience and skill as he applied his expertise and superior customer service skills and once again excelled at delivering critical County communications to his customer.

On September 3, Matt was presented with GSA’s Director’s Award of Excellence and Challenge Coin, for his outstanding contributions to these publications. Matt continues to set the bar high for himself and his team, and then meets and exceeds his own standards with every new challenge he undertakes.



Sheriff's RZR Rescue Highlights Support from GSA



"At 2130 hours on 08/15/2020, a male subject [reported] what he thought was a disabled off-road motor vehicle on Lockwood Creek Trail. That area of the Los Padres National Forest is rugged terrain and only accessible by suitable four-wheel-drive vehicles and motorcycles. ... Ventura County Fire Captain D. Dalton and I prepared our OHV RZR's and responded to the trail to look for [the subject,] De Arenosa. About 45 minutes into our search, we found De Arenosa parked on the side of Lockwood Creek Trail. He stated his Jeep suffered a flat tire trying to get out of Sunset Campground ... and he had to stop and change it. He decided to stop for the night and find his way out in the morning. ...

Captain Dalton and I returned to Station 11 without further incident. On 08/16/20 at approximately 1200 hours, De Arenosa called to thank us for checking on him and said he had safely made it off the trail and was on his way home. This call wasn't that big of a deal but having both Dalton and I responding in our RZR's was. We both learned things about how to better prepare for future nighttime operations. Sending the helicopter or getting the SAR team out there would have been the only other way to get to this guy if we did not have RZR's."

Deputy Robert Steele, VC Sheriff Department



GSA Parks Department has oversight of the Off-Highway Vehicle (OHV) Trust Fund. The purpose of this fund is to assure ongoing access at a wide variety of high-quality OHV recreational opportunities by providing for education, conservation, and enforcement efforts.

Recently, GSA assisted the Ventura County Sheriff's Department in the acquisition of a Polaris RZR 1000, fulfilling some of the parameters of the OHV trust fund.

The RZR has been put to good use in the Lockwood Valley for both patrol and rescue missions. In the past, many rescue efforts required air support as extraction vehicles could not access many areas in the Valley. The use of the

RZR has not only increased efficiency in the Sheriff's Department, but promotes a safer and faster response to individuals in need.

I wanted to let you know that the RZR has once again been put to good use tonight during the rescue of three dirt bike riders who were stranded on the Lockwood Creek Trail just above Sunset Campground. Two of the riders were over 65 years old and had already come down the Miller Jeep Trail. Two out of the three bikes were inoperable with no fuel and a flat tire. The riders were beyond exhausted and could not continue even if their bikes were operable.

Without the RZR, we would not have been able to access these riders so quickly, efficiently, and safely.

Thank you for your support of our OHV program here in Lockwood as it really does matter to us and the public we serve out here.

Respectfully,

*Sam Moss, Deputy Sheriff
Lockwood Valley Sheriff's Station*

Staff Compliments

Chief Deputy Director Marina Verdian and Facilities Manager Paul LoVerme received a wonderful letter from attorney Irene Ayala, who is a hearing officer for VCERA. She was very happy with Stephanie Peres, who went above and beyond to help the attorney gain access to her meeting room. Ms. Ayala took the time to type a letter detailing her wonderful experience, which said, in part:

“Stephanie was waiting for me when I arrived and very politely and professionally took charge. I was impressed that she took the time to be sure I had what I needed... I could tell from my conversation with Stephanie that she cares about her job and wanted to provide the best service possible to a member of the public who needed to use your facility. ... Stephanie demonstrated her commitment to her job and willingness to resolve my problem with the [building] access card. I’m certain you appreciate knowing you have a staff member who is doing a good job.”



Kudos to Bettina Vicencio, GSA Procurement. She has been very busy with COVID documents (ordering testing supplies, entry scanners, masks and gowns), and recently worked weekend(s) to address the regular Master Agreement renewal workload, logging on and processing over 130 documents for our customers on a Saturday. Way to demonstrate Great Service Always!



Just after 5pm on the Friday before the long Labor Day weekend, GSA received a call from HCA that one of their employees accidentally left a personal item inside a motorpool vehicle. Jorge Bonilla, as acting Fleet Deputy Director, stepped up to the challenge and worked with Joel Miller to remotely access the employee’s reservation and unlock the motorpool reservation lock box, so that the employee and the GSA employee assisting her at the HOA could then access the vehicle and retrieve her belongings. Their creative approach to problem solving rescued the employee from a disastrous holiday weekend, and showed great teamwork – which is what Fleet Services and GSA is all about. Great job, guys!

Josh Bean, GSA Electrician, has been working at TRJ along with Christian Acuna and John Riddle to make wiring changes to correct power and signal problems in Housing A cell doors. Their determination to make these repairs has helped to resolve 19 problems and get the cells back in operation and has been a great help to the TRJ maintenance staff as well as the operation of the jail. From Commander Patti Salas and Ron Nelson: thank you for your work! Your team is awesome!

I would like to take this opportunity to express my satisfaction of the already known customer service of GSA. I have been submitting a few work order requests for RMA and I have to highlight the great service Diana Maldonado has provided to meet our needs. She has gone above and beyond expectations. I would like to also recognize Jesus Chavez for his great customer service and flexibility to our suggestions. He was willing to find alternative solutions for our request. Keep up the good work!

- Magali Rodriguez, RMA HR Program Assistant

“We are all done with the Board of Equalization forms then! Hooray....hooray.....Thank you for all your hard work.”
 Amy Clements, Assessor’s Office, thanking Ben Skirvin, Graphic Tech IV, for his work maintaining their document library

Did You Know?

Over the past few months, GSA Maintenance set up and installed:

- social distancing markers at 17 public counters
- screening stations at 9 locations, like the one pictured here, right, at GSA Fleet
- triage tents at 7 HCA locations

In addition, they have custom built social distancing barriers for employees offices, like those below.



Movin' and Shakin' — who's coming,



who's going in GSA

Promotions

Luz Avitud, Administrative Assistant II
 Samantha Borunda, Student Worker III
 Joey Carmona, Facility Operations Specialist II
 Ali Esquivel, Courier III
 Alicia Francis, Staff Services Manager I—
 GSA Safety Officer
 Diane Grace, Maintenance Worker III,
 Parks
 JJ Jauregui, Auto Mechanic I
 Geraldine Johnson, Purchasing Tech
 Gabriel Martinez, Auto Systems Tech III
 Leslie Reed, Parks Operation Supervisor
 Brittany Stephens, Administrative Assistant IV

New Hires

Christian Acuna, Maintenance Engineer
 Nathaniel Dixon, Maintenance Engineer
 Sabrina Fraijo, Purchasing Tech
 Fernando Naranjo, Maintenance Worker II

Jesus Sandoval, Park Services
 Ranger Trainee

Retirements

Jeralee Seymour, Purchasing
 Technician, 6 years of service, July
 29, 2020

Resignations/Separations

Cameron Davis, Park Services
 Ranger Trainee (transferred)
 Michael Dodge, Park Services
 Ranger Trainee
 Devin Gonsalves, Park Services
 Ranger Trainee
 Steven Harvey, Custodian II
 Glen Infuso, Facility Projects Man-
 ager
 Jason James, Auto Systems Tech II
 Paul Lozano, Park Services Rang-
 er II
 Denise Mejia, Custodian II
 Weston Miyasaki, Park Services

Ranger Trainee
 Francisco Sanchez, Custodian III



GSA Admin staff presented Purchasing Tech Jeralee Seymour with a "memory board" to commemorate her time with the County.

SPOTLIGHT ON... LEAN SIX SIGMA

Event: Just Do It

Team members: Melyssa Vicencio, James Dorman



When vendor House Sanitary advised Business Support Services that their regular supplier for jumbo toilet paper rolls was not only experiencing difficulty obtaining their regular brand, Optima, they also shared that the cost per case would increase by 10% starting in October.

paper products nationwide, Melyssa began researching and found 2 more products at lower pricing: multi-fold towels and center pull towels—which resulted in two additional LSS events.



Given that information, Business Support reached out to other competitive suppliers for alternatives. Melyssa Vicencio (left) took the lead, inquiring with Sinclair Sanitary for price comparisons and alternative options like Livi brand.

The team hoped to find an arrangement to supply jumbo toilet paper at a lower cost than House Sanitary.

Sinclair Sanitary provided a sample case of Livi brand jumbo toilet paper to test against other samples, and informed the team that the cost would be ten dollars per case less than the Optima brand from House Sanitary. Overall, the **annual cost savings would amount to more than \$8,000**, based on the County's past 12

months' usage – not to mention a savings of \$5,000 over an alternate brand that House Sanitary was offering.

This Just Do It triggered a larger process improvement event: Paper Products Inventory Proactive Review. Due to the current erratic availability of

Highlights of the savings achieved include:

Jumbo Toilet Paper Rolls:

- 818 cases issued at House charges of \$25,521 (current price). Cost increase of 10%, or an additional \$2,552 annually to continue using the current supplier's brand. By switching to Sinclair and using the same number of cases as a comparison, next calendar year will only cost \$19,983 – an **annual savings of \$8,090**.

TOTAL ANNUAL SAVINGS POSSIBLE = \$25,907

Multi-Fold Towels:

- 22,486 cases received at House charges of \$26.22/case. Sinclair offered \$20.22/case of the same brand-name Livi product.
- \$6 per-case savings using Sinclair Sanitary vs. House Sanitary; based on the previous calendar year's usage this represents an **annual savings of \$14,916**.

Center-Pull Towels:

- 1,594 cases received at House charges of \$25.32/case, Sinclair offered \$23.50/case.
- \$1.82 per-case savings using Sinclair vs. House Sanitary; based on the previous calendar year's usage this represents an **annual savings of \$2,901**.

Initiative, dedicated work effort, and supervisor support can grow a Just Do It into a process improvement with multiple benefits and a large cost savings for the County. **Kudos to the team for taking one JDI and moving it two steps forward!**

Just Do It Outcome:

Paper Products Inventory Proactive Review created a new process where paper products are reviewed at regular intervals. A "control" was put in place as a reminder to proactively research contracts and pricing and complete a data analysis of pricing comparisons to look for cost savings.

What's New in Parks?

Things are Looking Up After a Rollercoaster Year for Ventura County Parks!

In FY 19/20, the Parks Department was on a record-breaking pace for camping reservations and overall revenue... before COVID-19 changed everything in March 2020.

For the first 8 months of the *fiscal year*, revenue totaled \$409,235 over the previous record for the same period. Pandemic restrictions then took over, resulting in:

- 7,527 reservation cancellations
- \$741,088 lost revenue

As things progressed and COVID restrictions eased, camping reservations were gradually re-permitted by the state. In fact, GSA Parks set a new record for highest ever number of reservation nights made in the month of August: **9,122!**

The rangers and the Parks Department are glad to see their pa-



trons able to enjoy the parks once again, as all regular campgrounds are open at 100% capacity as of September 23, while the predominantly RV-use campgrounds (Hobson, Faria, and Camp Comfort) have been at 100% capacity since August 28. The Rincon, which is RV-use only, was opened at 100% on June 4. Social distance requirements are still in place, so keep a mask handy and be sure to

check signage for site-specific rules!

The ups and downs may continue but the outlook is strong for this Parks team!

Photos:
Above—Rincon Parkway;
Left—Steckel KOA



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 Maintenance Takes Process Improvement to Heart While Stepping Up Its Arsenal in the Plumbing Department



The team in GSA Maintenance is asked to troubleshoot a wide variety of problems as they come up – sometimes typical, some not so typical. An example of these not-so-typical maintenance issues would be the large number of sewer blockages they work behind the scenes to clear every year, so that County employees and the general public suffer as little inconvenience as possible. Without GSA Maintenance, these blockages can shut down restrooms, cause water leakages from the floor drains, and disrupt day-to-day County operations.

All of the buildings on campus retain their original cast iron sewer piping from when they were first constructed. Over the years, cast iron piping will develop corrosion, calcification and rust build up. This reduces the pipes' capacity and allows material that normally flows through the pipes to become trapped. Traditionally, pipes can be cleared by "snaking" the pipe or by using a hydrojet to clean the walls of the pipe; however, both techniques only remove trapped material in the pipe without regaining its water flow capacity, which isn't a viable long-term solution. Eventually, these pipes are recommended for replacement – which is very expensive, as they are buried in concrete, or installed in ceiling cavities that can be difficult to maneuver into and gain access to.

Proving once again that sometimes the best solutions are the leanest, GSA Maintenance Plumber Nathan Paul recommended to Trades Supervisor Doug Cooke that, instead, the department consider purchasing a Picote machine. This is a machine similar to a drain snake, but has a chain on the end that mechanically removes buildup and restores pipe capacity to its original form, without causing damage to the pipe itself. They tested out the picote at 669 County Square Drive to very positive results, and the rest was history – Lean Six Sigma savings history, that is: With an initial investment of around \$13,000, the Picote machine will save the agency thousands of dollars for years to come!



Paul Macias and Nathan Paul clear a drain with a Picote.



The Medical Examiner's Office Shares their Enthusiasm for the Great Service They've Received

"As the Medical Examiner, we have many needs – all of which must be completed with the highest respect and reverence to the dead and their grieving families. When the Medical Examiner's Office became an independent agency and our facilities care was transferred over to GSA, all the MEO staff had concerns. We don't do well with change and some vendors are not okay with being in our location. Our work is highly confidential and sensitive, but things break down or need maintenance. Everything must be done with the highest security, confidentiality, and respect for

those who have passed and their families. The maintenance team might be called at any time; they may have to walk through a procession, or lobby full of grieving families, or meet us in the middle of the night.

From day one, Jill Siela has taken a pro-active hands-on approach, holding many transition meetings, making notes of all current and future needs, and prioritizing projects. She took the time to meet with each of our staff and introduced the primary members of our maintenance team. In every way possible she ensured that each person would be able to perform their best at our office and has put all our staff at ease. She got several projects off the starting block and completed, including lighting replacements, plumbing repairs, and even the long-overdue building exterior painted. Jill is our hero and whenever staff report problems, they say: **"Call Jill!"**

need maintenance. Everything must be done with the highest security, confidentiality, and respect for