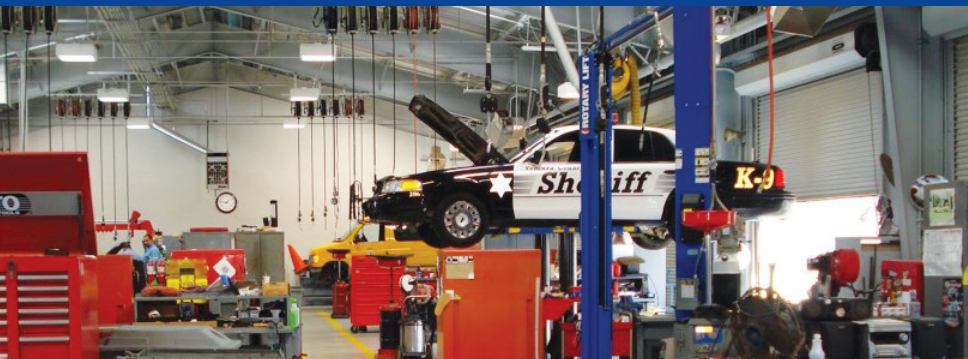




2 0 1 8 A N N U A L R E P O R T



FLEET

PARKS

FACILITIES &
MATERIALS

- Business Support*
- Grounds*
- Housekeeping*
- Maintenance*
- Projects*
- Security & Special Services*

PROCUREMENT

FISCAL

Take a
closer look
to see what
we do for
the County
of Ventura



General Services Agency

Director & Deputy Directors



David J. Sasek, P.E.
Director



Paul R. Young
Chief Deputy Director
FACILITIES & MATERIALS
DEPARTMENT



Gregory Bergman
Deputy Director
ADMINISTRATION



Christopher Melton
Deputy Director
FLEET SERVICES DEPARTMENT



Ron VanDyck
Deputy Director
PARKS DEPARTMENT

We've all heard it said that the only constant in life is change.

Change can be “scary at the beginning, messy in the middle, and gorgeous at the end.” 2018 was a year of challenges and changes for GSA. As GSA continuously strives to improve the services we provide for our County customers and the public, I'd like to share some of the accomplishments and milestones we've reached this past year.

GSA Fleet Services welcomed new Deputy Director Christopher Melton, who came to us from the City of New Orleans. Chris embraced Fleet's efforts to branch out and support new customers – like the Navy Base Ventura County via a one-of-a-kind Intergovernmental Support Agreement – and streamlined implementing Fleet's efforts to incorporate new technology. Chris's strong background in disaster relief management was definitely tested this past year, as the Woolsey and Hill fires broke out immediately following the tragedy of the Thousand Oaks Borderline shooting incident. Under his leadership, GSA Fleet provided strong support to the Sheriff's Department in the midst of these crises.

Perhaps nothing epitomized the saying about change more than the Parks department's switch from first-come, first-serve camping to reservations-only camping at the Rincon Parkway and Faria and Hobson beach parks. Customer feedback necessitated changing to reservations-only for our most popular parks, and after much planning and discussion, the switch was carried out this past November. While initially challenging, the end result was a process that is smoother and easier for everyone.

It's been a busy year for GSA Facilities & Materials as well. The Maintenance Department partnered with HCA to assume the maintenance operations of more than 30 facilities and clinics at the beginning of FY18-19. GSA Projects has a new leader, as Phil Nelson, formerly with PWA Engineering, rejoins the County family after a brief sojourn away. Our Housekeeping division continues to excel in delivering great service, as evidenced by the many positive comments received from our County customers. And Security/Special Services increased their offering of security training classes this past year, as employee safety takes a prominent place in our County lives.

GSA also had a strong year fiscally. With the introduction of AIM for Accounts Payable scanning and data solutions, we've been able to process invoices much quicker than before, reducing staff overtime by more than 82%. The Procurement Department also introduced some exciting new changes, expanding the use of Ventura County Vendor Information Portal to accept electronic bid solicitations and online contract management; digitizing all contracts, bids, and proposal documents; and automating the collection of vendor insurance certificates.

As we look ahead to 2019, it's tempting to ask, “what more could GSA possibly accomplish?” The answer is, “quite a lot!” I'm proud to work with an agency of talented individuals who embrace the one constant here at the County: Change. Our team is poised to search out continuous process improvement, and seek bigger and better ways to do what we do – *PROVIDE GREAT SERVICE, ALWAYS.*

David J. Sasek, P.E., Agency Director



CONTACT INFORMATION

PROCUREMENT

<http://myvcweb/index.php/procurement-home/procurement-intranet>

Purchasing Assistance: (805) 654-3750

GSA ADMINISTRATION

General Assistance: (805) 654-3701

PARKS

www.ventura.org/general-services-agency/parks-department

Reservation Line: (805) 654-3951

Park Ranger Desk: (805) 672-2071

Park Maintenance Desk: (805) 672-2073

General Questions and Comments:
county.parks@ventura.org

FLEET

www.ventura.org/gsa/fleet-services/home

Email: Fleet.Dispatch@ventura.org

After-Hours Contact Number: (805) 672-2060

Saticoy: (805) 672-2060

Car Wash: 24/7 Fuel Site: 24/7

Government Center: (805) 654-3908

Car Wash Hours: 7 a.m. – 4 p.m. Fuel Site: 24/7

East Valley: (805) 494-8270 Fuel Site: 24/7

FACILITIES & MATERIALS

Business Support Services: <http://gsa-business>

Maintenance Dispatch: (805) 654-3878 or
<http://gsa-mstar/WorkRequest>

Email: gsa.maintenance@ventura.org

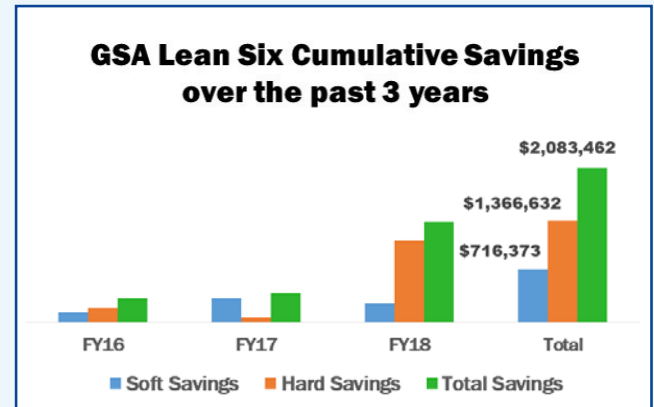
Projects: (805) 654-1356

Security Control: (805) 654-2931

LEAN SIX SIGMA

- 165 Lean Six Sigma Events completed since 2008
- Over \$7.9 million saved (hard and soft savings, excluding recurring savings)
- 91 GSA employees participated in LSS events during 2017-18

In September, as part of the CEO Service Excellence 10-year anniversary celebration, GSA was invited to give a presentation to the Ventura County Board of Supervisors.



Brittany Stephens and Director David Sasek briefed the Board on GSA's past decade of success instilling and encouraging the Lean culture, including 100% LSS overview/introduction agencywide. This

immersion training successfully encompasses 98 Yellowbelts and 31 Greenbelts, as well as one Blackbelt, and another in training. Focusing on this past fiscal year, nearly 30% of GSA staff have participated in a Lean Six event.



26

Lean Six Sigma Events completed in 2018

COMPREHENSIVE AGENCY SUCCESS

FLEET

- 1,892 vehicles & heavy equipment maintained
- \$64.5 million worth in vehicles & heavy equipment in fleet
- 47% of motor pool is hybrid/electric
- 90 vehicles purchased annually
- \$4.5 million worth of vehicles & heavy equipment purchased annually
- 14.25 million miles driven annually
- 1.2 million gallons of fuel served annually
- 7 fuel storage facilities operated
- 105,300-gallon fuel-storage capacity
- 920 fleet work orders completed monthly

MAINTENANCE

- 75 facilities maintenance staff
- 3.3 million SF of facilities maintained
- 6,700 facilities maintenance Preventative Maintenance work orders (PMs) completed annually
- 19,300 maintenance work orders completed annually
- \$15.3 million worth of facilities maintenance completed annually
- \$13.4 million of utilities expenses managed

PROCUREMENT

- 13 full-time Procurement staff
- 21,421 transactions processed in FY17-18
- \$370 million in products and services procured in FY 17-18

PROJECTS

- 7 facilities project specialists on staff
- 230 facilities projects completed annually
- \$15 to \$20 million worth of projects completed annually

SPECIAL SERVICES

- 46 custodial and landscaping staff
- 2.8 million SF of facilities cleaned by in-house and contract custodial staff
- 236 acres of landscaping maintained
- 365 security cameras monitored
- 984 card readers maintained/managed

BUSINESS SUPPORT SERVICES

- 17.5 million pages of managed digital print output
- 4 million pieces of mail processed in FY 17-18
- \$282,000 in presort mail savings in FY 17-18
- 3.6 million images scanned for HSA in FY 17-18
- 89,182 invoices and packing slips scanned and indexed with AIM AP automation for GSA, HCA, and Sheriff
- 400 design projects, edits, and creations for FY 17-18 created by the Graphic Design team
- 69,000 managed record containers
- 5 courier routes operated serving 260 daily stops
- 810 surplus pick-ups in FY 17-18
- Over \$800,000 in County Surplus revenue returned to the County in FY 17-18

PARKS

- 22 full-time staff/19 park hosts
- 14 regional facilities for camping and day use and 6 local parks 7 days a week
- 5,300 acres, includes 3 oceanfront camping parks
- 3 County historic sites maintained
- 450 campsites in inventory
- 74,309 camping nights booked in FY 17-18
- 71% increase in park attendance since FY 07-08
- 3 golf courses: Rustic Canyon is listed in the top 100 in the country to play and number 11 in the state

SMALL STEPS, BIG CHANGES:

Fiscal Year 2017-2018 Improvement Events

TOTAL FY18 SAVINGS:

\$1 million,
356
thousand,
591
dollars

▪ Fiscal Credit Card Processing in VCFMS	\$3,853
▪ Automated IN Invoice Approval in VCFMS	\$4,715
▪ Master Agreement Expenditure Tracking System	\$5,137
▪ Steckel Park Domestic Rate to Commercial Rate	\$4,000
▪ Remove Xylosma to Reduce and Redistribute Labor	\$102,731
▪ Temporary Staff Request Approval Process of Custodians & Grounds Maintenance Workers	\$405
▪ Parks Internal Soule Park Domestic Waterline Replacement	\$200,000
▪ Warehouse Pitney Bowes Postage Electronic EFT Initiation	\$1,296
▪ E-Kiosks Data Entry and Scheduling Process	\$14,726
▪ Custom Design Setups Program for Room Reservations	\$16,880
▪ Parks Reorganization of Housekeeping Task Productivity	\$34,991
▪ Parks Security Deposits Refund Process	\$2,123
▪ Electronic ID Badge Request	\$5,484
▪ Creation of Cash Receipts Fiscal Upload Process	\$6,520
▪ Elimination of Third Party Courier Services	\$30,000
▪ BOS Meeting Presentations Coordination	\$7,409
▪ Invoice Automated Document Submission in VCFMS	\$1,295
▪ HOA Lower Plaza Supply Cabinet Inventory & Relocation	\$1,136
▪ Record Center Wi-Fi Real Time Data Transfer Process	\$8,940
▪ Automated ID Badge Billing	\$4,706
▪ Fleet Telematics	\$160,155
▪ New E-Kiosk in HOA Main Entrance	\$9,147
▪ New Parks Storage/ Break Room	\$1,501
▪ Fleet Parts Supply Chain	\$446,994
▪ Fleet Preventive Maintenance Scheduler	\$55,604
▪ Records Center Reorganization	\$226,843

GSA AWARDS & HONORS

- **2018-2019 ASE Blue Seal of Excellence**
Multi-Year Award Winner: Award of Excellence to GSA Fleet for 9th consecutive year
- **2017 Annual Achievement of Excellence in Procurement Award** from the National Purchasing Institute (NPI) for the 19th consecutive year (awarded in 2018)
- **CGSA Award – Excellence in Service 1st Place, Greg Bergman**, Awarded in Recognition of Exemplary and Outstanding Contributions as Deputy Director of Administration and Interim Deputy Director of Fleet
- **2017 California Counties Facilities Service Association (CCFSA) Award of Excellence to GSA Maintenance** for 11th consecutive year



- **2018 8th consecutive Top 500 Security Leaders Award**, placing 15th for “Biggest and Best Security Organization in the World”
- **2018 Annual Award Winner**, voted “Best Value/ Most Worth the Green Fee” by Greenskeeper.org Soule Park Golf Course, two years in a row

585

cumulative years
of service recognized
by GSA employees
in 2018



GENERAL SERVICES AGENCY
COUNTY OF VENTURA

DIRECTOR'S AWARD OF EXCELLENCE

- Paul Lozano, Parks, Parks Service Ranger II
- June Kim, Public Works Agency
- Jose Moreno, RMA
- Mary Barrett, IT
- David Stuart, IT
- Lucy Martinez, Business Support Services, Courier II
- Lea Hubbard, Fiscal, Principal Accountant
- Theresa Lubin, Parks, Staff Services Manager I
- Julie Miller, Procurement, Buyer
- Brittany Stephens, Fiscal, Sr. Accounting Assistant
- Eric Jones, Security (contracted), Security Officer

FLEET



The General Services Agency Fleet Department completed installation of GPS telematics in all non-emergency light vehicles. Data received from telematics has reduced fuel use through the reduction of engine idling time, saving \$160,154 this year. The average idle hours per month, per vehicle have trended down from 7 hours to an average of 5.7 hours overall in 2018. Additionally, this data is being used to analyze the utilization of the fleet vehicles and right size our customers' fleets.

- 688 vehicles and 107 trailers are equipped with a device that allows County agencies to identify the status of a vehicle at any time.
- The telematics device is especially helpful in the event of a break down or emergency situation.
- The telematics device is used to provide information to help agencies make decisions about vehicle usage.



In May, the General Services Agency and Naval Base Ventura County signed the first Intergovernmental Support Agreement between the US Navy and a County that enables GSA Fleet to provide maintenance and repair services to heavy equipment belonging to the US Navy. This first-of-its-kind agreement has already saved the US Navy over \$25,000 dollars on the three different repair projects completed to date and has significantly reduced vehicle downtime for Navy fire equipment.



- In June 2018, Fleet completed the first large-vehicle repair, a fire truck, for the NBVC; since that time five additional trucks have had inspections and/or repairs performed by GSA Fleet Services for the Navy.
- Other repairs include wiring, replacing a spray valve, replacing tires, and sending a burned-up hydraulic power unit back to an out-of-state manufacturer for replacement.
- Fleet's road service technician went to Navy Base Point Mugu to successfully diagnose a fire truck that continually shut off as it was driven down a runway, and a master switch was subsequently replaced in the truck.

PARKS



Reservations for Beach Parks

As of November 1, 2018 the three County-operated beach parks shifted to a reservations-only system after decades of operating on a first-come first-served basis. This shift has been well received and long overdue based on customer feedback, will allow for better access, and provide a more safe experience for Parks customers.



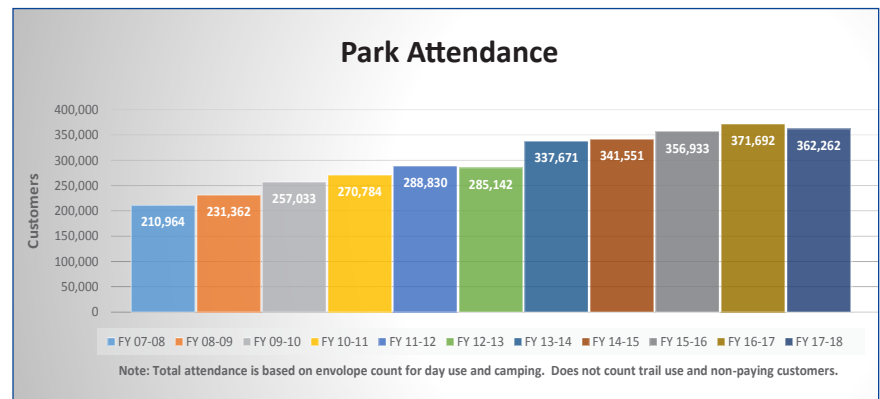
11,336
reservations
made in 2018

New Public Reservation Site

Parks rolled out a new Public Reservation website in April 2018. The new website provides better overall information and ease of use for Parks patrons when self-booking their stays.

Consolidation of Operations

In October 2018, Parks consolidated all operations under one roof. The Hall of Administration reservation desk was relocated from the County Government Center campus to the Saticoy Yard office. This reservation desk is now integrated into the rest of Parks operations, making Parks a “one-stop shop” for its customers.



FACILITIES & MATERIALS

BUSINESS SUPPORT



17.5
million pages of
managed digital
print output



Graphic Design and Printing

Our creative design team's digital marketing efforts continue to build partnerships with County agencies to promote their messages, work, and success. Across over 400 orders, notable projects include publications for the CEO's Office, Agricultural Commissioner's Office, Public Works, Sheriff Department, Health Care Plan:

- New Business Support Services website portal launched.
- GSA's first ever billboard was designed by Matt Kreiger for Public Works Agency Integrated Waste Management Division.
- Donna Schmidt designed the *LIVEWell Resource Guide* for the Area Agency on Aging, which won a National Mature Media

Merit Award in the magazine category.

- VCPrint software upgrade now offers drag & drop file support and real-time proofing.
- On-line business card templates improve the VCPrint user and ordering experience, while reducing staff steps and processing time by 40%.
- The Scan Center now offers oversize scanning, printing and digital indexing/archiving of planning maps and Auto-Cad files.



Mail Center and Courier Services

- Consolidated mail courier routes to eliminate Central Courier, saving \$30K in vendor expense.
- Received HCA Director's recognition for preventing potential HIPPA violations.
- Implemented a cross-training program for seven GSA couriers – all staff are fully trained on five courier routes and all Mail Center duties.
- Mail Center Supervisor obtained Mail Design Professional certification.
- Mail Center staff maintained service levels during two fires, navigated dangerous conditions and maintained customer service levels without jeopardizing staff safety.



Warehouse and Distribution Services

Leveraging this platform to reduce costs for its customers, in 2018 GSA Custodial and Landscaping partnered with GSA Distribution to provide logistic support and stock distribution throughout multiple locations. Services are driven by Erica Agnew and Ruben Silva. Utilizing the ASAP inventory management system, they record stock and transactional information as well as provide expense reporting, which has improved budget tracking and stock visibility:



- Janitorial supply expenditures 10% under budget.
- Reduced SKUs and stock levels
- Universal part numbers created to allow competitive bidding and increased vendor supply options.
- Delivery process streamlined by utilizing daily courier services to off-site custodial closets.

Records Center

GSA Record Center re-launched with new technology and mobile service platforms through a Renovation Process Improvement Kaizen, led by Green Belts Shawn Mitchell, Joshua Gannon and Jacob Ward. This reduced fees and labor costs by \$225,000 annually. A new client reception area was created, new customer training was provided to over 100 users, backlogs have been eliminated, pickups have been reduced from nearly 3 months to under a week, and most record requests are processed within 24 hours.



GSA Surplus Program

- Created new shared service contracts with the City of Santa Paula to begin sales and asset management in 2019.
- Partnered with the District Attorney to liquidate seized assets to recover restitution for victims of fraud. In 2018, Surplus received over 400 individual items, including high-end name-brand clothing, jewelry, and a vehicle. To date, over \$35,000 has been recovered from 50 individual sales. Highlights from the DA sales include a Toyota Prius, which sold for \$7,850, and two Chanel handbags, which brought in a combined revenue of over \$3,550.

GROUNDS & HOUSEKEEPING



Water conservation reduced irrigation by 88% overall from 2007 to 2018. GSA saved more than 23 million gallons of water this year when weighed against pre-drought standards.



231
custodial
customer
compliments
received
in 2018

FACILITIES & MATERIALS

MAINTENANCE & PROJECTS



GSA partnered with the Health Care Agency to assume the maintenance operations of 31 HCA facilities and clinics on July 1, 2018. This effort will benefit both agencies.

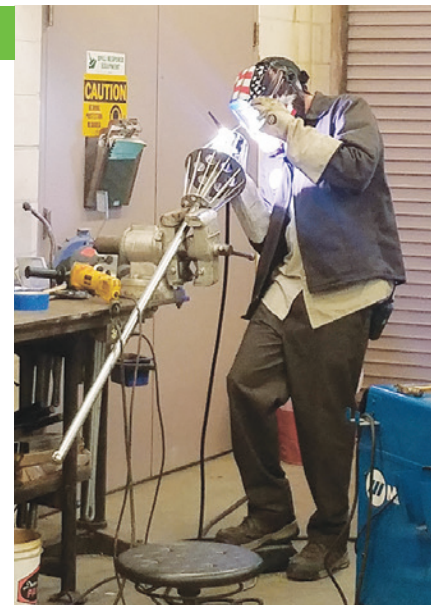


2018 Lean Six Sigma Ongoing Event

GSA Maintenance Work Order Kaizen

GSA streamlined the entry process for work orders to reduce error rates, reduce client wait time, and provide more accurate information for tradesmen to complete works orders quicker.

- Work orders transformed from paper-based and faxes sent to customers, to scanned work orders and electronic routing.
- Maintenance is pleased to report the process changed from 62 to 44 steps, a 29% step reduction.
- Implementation creates the ability to send customers notifications when their work order is received, its status, and when a work order is closed. Improvement measures are still being realized.



SECURITY & SPECIAL SERVICES

741

employees trained in 2018



Security Training

GSA partnered with the District Attorney, Employee Assistance, Fire Department, Simi Valley Police and Sheriff's department to improve building security for employees through education and awareness. Our comprehensive training curriculum, geared towards specific workplace risks, continues to gain momentum. We have trained 6,480 employees since 2011 and 741 in 2018.

COURSES INCLUDE:

- Workplace Shootings
- Hate Crimes and Extremism
- Domestic Terrorism
- Dynamics of Domestic Violence
- De-Escalation Training
- Ventura County Gangs and Gang Life
- Bomb Threat Training
- Background Investigations
- Vulnerability & Risk Assessments
- Security and Emergency Action Plan Training
- Fire and Disaster Safety
- Restraining Orders
- Surviving Violent Encounters

America Recycles Day

GSA expanded this year's effort by partnering with the Public Works Agency (PWA), CEO Risk Management Department, and the Resource Management Agency to create the America Recycles Day display. Employee participation increased by approximately 199. One thousand "Recycle All Products" (RAP) boxes were distributed to new and existing program participants. Through a PWA initiative, GSA received a portion of a \$27,141 Cal Recycle grant.



Earth Day 2018 Observance Success

During the week of April 16-20, 2018, GSA Security & Special Services hosted a display of Earth Day and recycling materials in the Hall of Administration, focusing on educating employees and the community on GSA's efforts to preserve the environment. We distributed 456 RAP boxes and gave out our Earth Day book, Employee Recycling book, and seeds for drought-tolerant flowers. The new employee-created Activity book was very popular.

Together with PWA, we made presentations on the Ocean Friendly Garden, pervious pavement, composting, demonstration gardens and more. The crowd was mostly comprised of students from Oxnard Union High School's Green Tech Academy, and also included a Master Gardener from UC COOP, and several County employees.



PROCUREMENT

GSA Procurement Services had a busy year, introducing new changes and meeting new challenges. Accomplishments in 2018 included:



- Expanded use of our Ventura County Vendor Information Portal (VcVIP), an online procurement solution that provides for electronic bid solicitations and online contract management which will increase efficiencies all around.
- All contracts, bids, and proposal documents were previously stored in paper format in files located in the department. These have now been digitized, thus making them more accessible, and the physical space formerly needed to store these documents will be reused in a more effective manner.
- Automated collection of insurance certificates from vendors.
- Completed the consolidation, organization, and relocation of office and paper supplies – a LSS JDI project that generated \$1,136 in savings.

82
purchasing
transactions
processed
daily

Lean Six Sigma Event

Procurement cultivates and develops its workforce to better serve and support our County customers.

Boyd Donavon, Assistant Purchasing Agent, Julie Miller, Buyer, and Cliff Chroust, Procurement Manager, recently graduated in the 27th wave as trained Green Belts in Lean Six Sigma bringing our total to 31 agency green belts.



FISCAL

The General Services Agency designed and developed AIM, the Automated Invoice Management System for Accounts Payable scanning and data solutions.

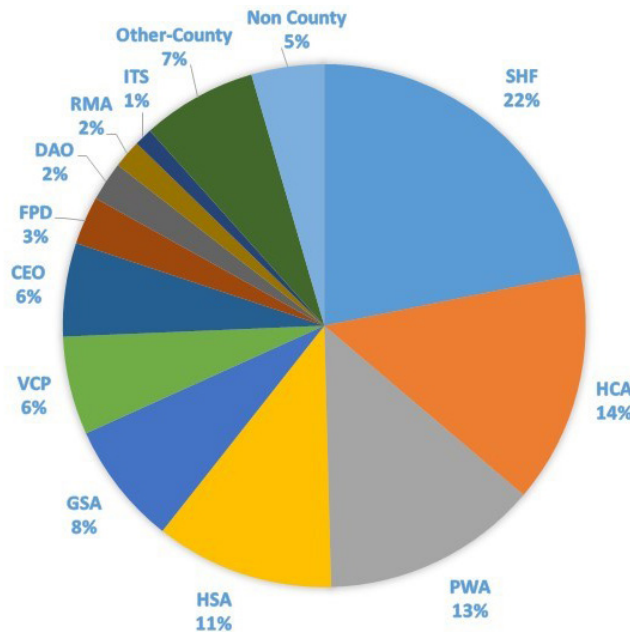
Service Now (ISF Billing Application) Implementation

GSA Accounting migrated all of its Accounts Payables into AIM in FY17/18:

- Paid nearly 20,000 invoices by 2.6 FTE's
- FY 17/18–6-week year-end processing period June–mid-July, overtime was reduced by 82.3%
- Second largest invoice processing agency in the County and completed all FY 17/18 payables at noon, which was 5 hours before the year-end deadline!

GSA customers better served through Service Now cost recovery:

FY 12/18 Annual IET Service Now Billings Amount by Agency



The General Services Agency Accounting department migrated all of the ISF billings from an aged Access database platform to a modern SQL platform.

- Implementation of Service Now for ISF Billings
- FY 17/18–\$73,677,975 of cost recovery was processed in SN
- FY 17/18–122 different billing types were processed
- FY 17/18–292,228 billing lines were processed
- FY 17/18–6-week year-end processing period June–mid-July; overtime was reduced by 99.4%, from 88.6 hours to .5 hours

