



2019



ANNUAL

REPORT



General Services Agency

DIRECTOR &
DEPUTY DIRECTORS



David J. Sasek, P.E.
Director

Vacant

Chief Deputy Director

FACILITIES & MATERIALS DEPARTMENT



Gregory Bergman
Deputy Director
ADMINISTRATION



Christopher Melton
Deputy Director
FLEET SERVICES
DEPARTMENT



Ron VanDyck
Deputy Director
PARKS DEPARTMENT

This past year, GSA has experienced a renewed focus on our employees and the amazing work they do: providing great service always.

Our employees – from buyers and accountants to park rangers and mechanics – share common goals: providing great service at all times to our County customers; saving the County taxpayers money; and finding ways to be more efficient, more lean, and more green, reducing our carbon footprint to create a better world for those who come after us.

You can see “GSA at Work” in the following pages of our 2019 Annual Report. To begin with, we reported some innovative Lean Six Sigma events in 2019, two of which were awarded the County’s SEAward: Fleet’s EMS Mass Casualty Bus Retrofit, which saved HCA more than \$200,000, as opposed to the cost of purchasing a new bus; and Business Support Services’ Records Center Reorganization, a LSS Kaizen that reduces fees and labor costs by approximately \$225,000 annually. These were just a few of the many events the agency is proud to have completed this past year. We look forward to even more innovative process improvements in 2020.

Speaking of great service, our Business Support Services department continues to be at the top of their game, as they’ve stepped up their services to provide data analytics to several clients. Specifically, data analytics are now being used to help identify demographics for the Fall Prevention Coalition, which then assist the group in a number of ways. In addition, GSA Graphics helped the Coalition produce some outstanding material in support of their programs. The end result of this very successful partnership has been the Coalition’s ability to secure grant funds totaling more than \$120,000.

GSA has also been taking a close look at how we support our infrastructure this past year, conducting an overall Facilities Condition Assessment on all County-owned facilities that are more than 20,000 square feet. The assessment is vital for their long-term health and well-being, and ultimately will assist with validating deferred maintenance costs and future forecasted costs, among other things.

We plan to have a very busy year in 2020 – and our employees will be at the center of it all, as always. Or, they may be behind the scenes, making sure a meeting is running smoothly, or the motor pool vehicles are ready and waiting for you, or that your invoices are processed. It’s hard to say. What I can tell you is that where ever needed, that’s where GSA will be: **PROVIDING GREAT SERVICE, ALWAYS.**

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



CONTACT INFORMATION

GSA ADMINISTRATION

General Assistance: (805) 654-3701

PROCUREMENT

<https://www.ventura.org/general-services-agency/procurement-services>

Purchasing Assistance: (805) 654-3750

PARKS

<https://www.ventura.org/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

<https://www.ventura.org/general-services-agency/fleet-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

26

Lean Six Sigma Events completed in 2019:

22 JDI

1 Kaizen

3 A3s

191

Lean Six Sigma Events completed since 2008

OVER \$8.5 MILLION SAVED

- Annual soft savings: \$374,823
- Annual hard savings: \$394,119

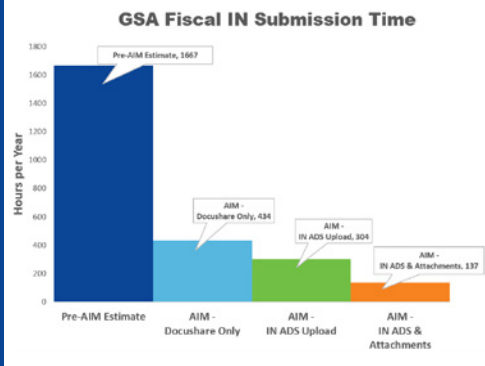
55 GSA employees participated in LSS events during 2018-2019

At the end of 2019, the Service Excellence Council recognized GSA's continued success in implementing Lean Six Sigma throughout the agency, selecting two of GSA's recent LSS projects as recipients of the County's SEAward:



- Fleet EMS Mass Casualty Bus Retrofit
- Records Center Reorganization Kaizen

Lean Six Sigma Events



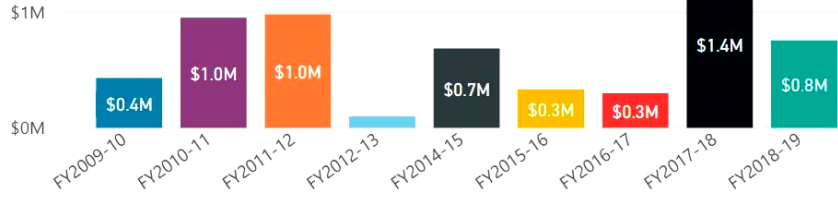
ACCOUNTING truly demonstrates their belief in continuous process improvement. After developing AIM – Automated Invoice Management, they continue to work with the data and the Auditor Controller's office to create new ways to streamline invoice submission into the financial system, saving approximately 1,530 hours annually after several Lean Six Events.



CUSTOMER FEEDBACK drove this Lean event and the transition from first-come, first-serve to online reservations at the County beach parks (Faria, Hobson and the Rincon), for a soft savings of over \$166,000. Removing over \$1.7M per year in Ranger cash handling created more field time and accessibility for them to provide great service to our Park patrons.

GOOD GOVERNMENT:

Internal Process Improvements



GOING GREEN, GSA upgraded its automated process for bike locker registration, assignment, and management system, as well as the lockers themselves. Driven by the Employee Ridesharing Program, bike lockers are available at most County worksites. The new process incorporates updated electronic locks compatible with cellphones apps, customer-driven data capture, and a newly created eForm application, enabling 100% accuracy of locker/assignment inventory, for a savings of nearly \$1,000 annually.

- Implementation of NeoGov to facilitate online interview scheduling for hiring**

GSA HR made significant improvements to the recruitment process via a LSS Kaizen and are now saving 2-3 weeks per recruitment. This was accomplished through NeoGov online interview scheduling, task automation, and other streamlining efforts.

The GSA hiring process was streamlined and cut down, saving 14-21 days overall. Several tasks in the hiring process were automated, and steps were eliminated within the hiring process workflow.

- Development of Tracking Dashboards for supervisors and management**

GSA Administration used PowerBi to develop dashboard reporting for multiple areas in the Agency. Staff training and performance reviews that were past due dropped between 72-91% as a result of the increased focus from the dashboards. Development has since expanded to include tracking of LSS events and Nuts & Bolts training compliance for management.

TEAMWORK AND SAFETY

were on display during the Ergonomics Lab Creation Kaizen, saving over \$18,000. GSA teamed with CEO Risk Management to better



provide our workforce and staff with more supportive and safe features like ergonomic chairs, computer keyboards, and workstations. Procurement also joined the team to work with vendors to streamline the purchasing and acquisition process. Training of multiple safety officers across the County has taken place in the new ergonomics lab.

SMALL STEPS, BIG CHANGES:

Fiscal Year 2018-2019 Improvement Events



**\$768,
942**
TOTAL FY18-19
SAVINGS

▪ Shoe Voucher Decentralization	\$13,612
▪ Social Tables Program Upgrade	\$3,284
▪ E-Procurement Ventura County Vendor Information Portal (VCVIP)	\$10,427
▪ Electronic Daily Task Sheet	\$31,805
▪ GSA Maintenance Dispatch Kaizen	\$2,568
▪ Electronic Earth Day Tour Registration	\$99
▪ GSA Dispatch Work Order Kaizen	\$8,742
▪ Beach Parks Transition to Online Reservation System	\$166,054
▪ Business Card Ordering & Production Automation	\$4,167
▪ Business Support Contract Renewals and Vendor Review	\$18,095
▪ Temperature Alarm Monitoring, HCA Medication Refrigerators	\$5,565
▪ Fleet New Vehicle Assignment Sheet	\$846
▪ Fleet Kenworth Truck Refurbishment	\$136,549
▪ Streamline New Employees R-Lot Parking Permits	\$370
▪ Bike Locker Management	\$494
▪ Pallet Storage Reporting	\$1,877
▪ Ergonomics Lab Creation in GSA Lower Plaza	\$18,726
▪ Records Center Data Consolidation Formula	\$2,371
▪ Online Cancellation of Parks Reservations	\$14,669
▪ Bike Locker Permit Process	\$247
▪ EMS Mass Casualty Bus Retrofit	\$200,287
▪ Security Incident Reporting - Daily Report	\$99,150
▪ Records Storage Iron Mountain Permanent Removals	\$15,000
▪ Fiscal ADS IN Upload with Attachments	\$13,938

COMPREHENSIVE AGENCY SUCCESS FY 18-19

FLEET

- 1,943 vehicles & heavy equipment maintained
- \$64.1 million worth in vehicles & heavy equipment in fleet
- 47% of motor pool is hybrid/electric
- 104 vehicles and heavy equipment worth \$3.7 million purchased
- 15.5 million miles driven
- 1.1 million gallons of fuel served
- 7 fuel storage facilities operated
- 105,300-gallon fuel-storage capacity
- 10,145 fleet work orders completed

MAINTENANCE

- 73 facilities maintenance staff
- 110 of buildings maintained
- 3.3 million square feet of facilities maintained
- 20,100 corrective maintenance work orders completed
- 6,500 preventive maintenance work orders completed
- \$14.5 million in facilities maintenance work completed
- \$9.6 million in utility expenses managed
- 90 refrigeration alarms managed and monitored for HCA clinics

PROCUREMENT

- 13 full-time Procurement staff
- 22,621 transactions processed
- \$316 million in products and services procured

PROJECTS

- 3 full-time Facility Project Specialists
- 110 facilities projects completed
- \$13 million worth of projects completed
- 1,416 furniture work orders completed

SPECIAL SERVICES

- 46 custodial and landscaping staff
- 3 million square feet of facilities cleaned
- 236 acres of landscaping maintained
- 408 security cameras monitored
- 980 card readers maintained/managed

BUSINESS SUPPORT SERVICES

- 17.5 million pages of digital print output managed
- 4,500 on-line VCPrint orders received
- 408 design projects completed
- 4 million pieces of mail processed
- \$209,000 in presort mail savings
- 3.2 million images scanned for HSA
- 55,899 invoices and packing slips processed through AIM for GSA, HCA, and Sheriff
- 72,000 record containers managed
- 5 courier routes serve 249 daily stops daily
- 883 surplus pick-ups, returning over \$815,000 in revenue to the County

PARKS

- 22 full-time staff/19 park hosts
- 14 regional facilities for camping and day use and 6 local parks support 7-days-a-week operations
- 5,300 acres, including 3 oceanfront camping parks
- 3 County historic sites maintained
- 476 campsites in inventory
- 83,501 camping nights booked
- Campground utilization has increased by 58% since FY 07-08
- 82% increase in park attendance since FY 07-08
- 3 golf courses: Soule rated best value in the County 3 years in a row

TECHNOLOGY

- 1,351 Information Technology service requests
- 5,552 Digital Systems Electronic Technicians' (DSETs) work orders fulfilled in FY 19-20
- 1,000+ cameras supported by DSETs, including an increase of 237% in Genetec solutions since 2013
- 95 public meetings supported in Board of Supervisors' meeting room

FLEET



Saved the HCA
\$200,287

Good Government/Public Safety

The County of Ventura Health Care Agency's Emergency Medical Services needed a mass casualty transportation vehicle. The estimate for acquisition and the associated build-out to meet EMS' specific needs was \$350,000. GSA Fleet and GSA Heavy Equipment personnel repurposed and rebuilt a used passenger bus from the ground up, saving the Health Care Agency \$200,287.



- Purchased 10 new heavy-duty trucks, including eight 10-yard dump trucks for PWA with improved cab design to enhance ergonomics for equipment operators.

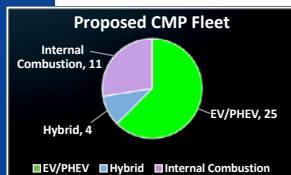
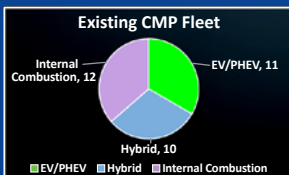


Environment, Land Use and Infrastructure

GSA Fleet Services analyzed Electric Vehicle integration opportunities for the County's fleet. Central Motor Pool has the highest utilization of all non-specialized vehicles and presented the best opportunity for electrification and ROI. GSA Fleet and Facilities & Materials departments are partnering with Southern California Edison, and SCE will install the infrastructure for 7 dual-port EV charging stations at no cost to the County.

FY18/19: Created an Electric Vehicle Transition Strategy, which was presented to the Board of Supervisors on July 23, 2019.

- "Phase I" will be Central Motor Pool Electrification
- Fleet will add 14 electric Chevrolet Bolts to the Central Motor Pool



PARKS



86,197
camping nights
sold in 2019

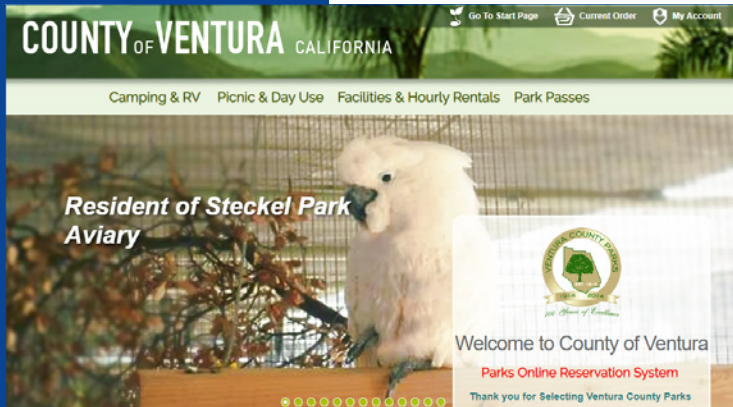


Parks 2019 Accomplishments

- Set new camping and attendance records by 7.94% and 3.63% respectively over previous record year
- Began accepting reservations-only for all camping, reducing Ranger cash handling by more than \$1.7M per year
- Opened Hike and Bike campground at Foster Park
- Cut 2 miles of new trails at Toland Park after the Thomas fire
- Upgraded showers at Kenney Grove Park to bring into ADA compliance
- Purchased the Boy Scout property at Oak Dell to have more recreation opportunities in the future and secured needed parking area for the ball fields
- Launched upgraded reservation system, providing better tracking and reports; public can now cancel reservations, pay off balances due, and order annual passes online
- Performed emergency repairs to riprap at Faria after storm damage, preventing the loss of campsites
- Replaced playground equipment at Saticoy Park
- Repaired the narrow entrance at Oak Park with new gates and vault, saving over \$20K by using inhouse staff

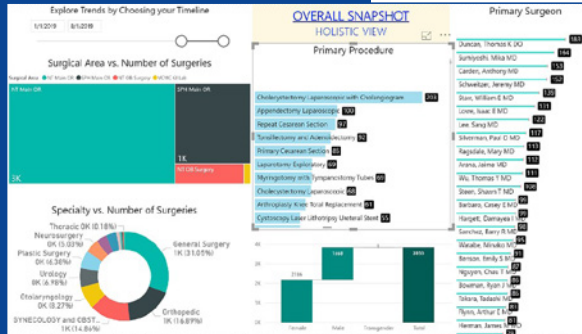


- Painted Saticoy Community Center inside and out
- Completed Hobson and Faria annual maintenance and planted a dozen new trees at Faria
- Earned 4th place and best-in-show plaque at the Ventura County Fair



FACILITIES & MATERIALS

BUSINESS SUPPORT



Data Analytics

Business Support Services utilizes a Data Analytics program that develops and designs data and dashboard reporting to improve decision making and track trends.

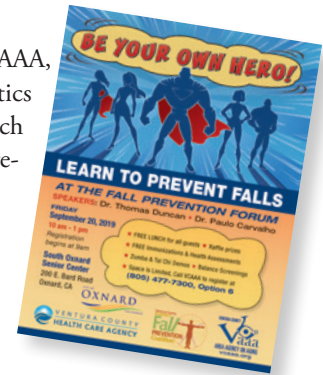
Client projects include:

- **VCMC OPERATING ROOM**

Measurement systems to monitor operating room efficiency, resulting in improved scheduling and increased revenue generation.

- **FALL PREVENTION COALITION**

A joint partnership between CMH, VCMC, VCAAA, and County Ambulatory Services. Data analytics used to identify demographics and sources which can benefit from class enrollment, with measurements to calculate pre- and post-accident rates.



The program was recognized and awarded grants totaling \$120K by the CMS Innovation Center.

- **WORKPLACE INJURY AND VIOLENCE REPORTING**

Data collection and display to track and inform safety initiatives. Reporting also assists HCA with meeting regulatory requirements, such as OSHA.

- **ACCOUNTS PAYABLE ACCRUAL AND INVOICE DASHBOARDS**

Real-time visibility and reporting of pending invoice approvals. Usage lowers cycle times, exposes bottlenecks for problem solving, and promotes efficient AP staffing.

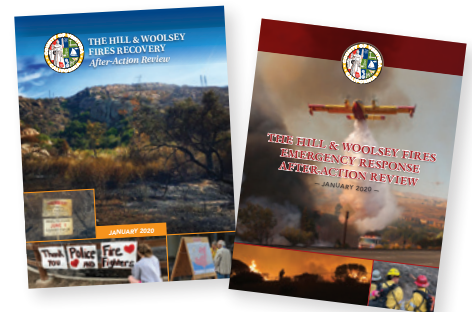
Scan Center

Business Support entered into an agreement with RMA and PWA for high-volume scanning and indexing services to improve enterprise search, standardize document archiving, and provide disaster back-up. Projects have opened up valuable floor space and will provide improved value and integrations with Acela permit system.

Graphic Design

- Communications in support of the Woolsey Fire Response and Recovery efforts were designed, printed and distributed

The VC Fire Department's booth at the Ventura County Fair won first place with an assist from GSA Graphics



HCA Safety Officers reduce injury rate by **46.7%** (2017 to 2019)



Grounds/Housekeeping

Earth Day events, pictured at right

- Recognized by the Board of Supervisors along with PWA, declaring November 15, 2019 America Recycles Day
- Recognized by the Board of Supervisors for excellence in environmental stewardship for 2019 Earth Day
- Has not used glyphosate, EPA tier I or II pesticides since 2015
- 236 acres of grounds maintained



GROUND & HOUSEKEEPING



156

customer compliments received in 2019 for Housekeeping staff

Security/Special Services – Security and awareness training conducted 13 classes addressing security issues in the workplace as part of the overall security program, the goal of which is to promote safe and healthy workplace practices. Over 552 County employees were trained this past fiscal year.

- Partnered with the District Attorney, Employee Assistance Program, County Fire Department, Simi Valley Police and Sheriff's Department to conduct security and awareness training
- Currently upgrading card readers at 646 and 669 County Square Drive

GSA Surplus Program

The County Surplus program expanded with shared service partnerships, assisting municipalities and districts with fixed-asset management services and increased revenue:

- DISTRICT ATTORNEY: Victim Restitution program sales of \$258,723 from FY18-19 to YTD
- FIRE PROTECTION DISTRICT: \$162,864 vehicle sales from FY18-19 to YTD
- CALLEGUAS MUNICIPAL WATER DISTRICT: \$78,332.82 FY18-19 to YTD
- CASITAS MUNICIPAL WATER DISTRICT: \$3,874 FY18-19
- PUBLIC GUARDIAN: \$26,401 FY19-20



County of Ventura
Building # 11 - Government
Ventura, California 93003

SECURITY & SPECIAL SERVICES

Over
550
employees received security training in FY18-19

FACILITIES & MATERIALS

MAINTENANCE, PROJECTS & UTILITIES

GSA Maintenance created an interactive customer dashboard for Maintenance clients to use to review the status of their work orders for the past year.

- GSA Maintenance, using an outside vendor, conducted a Facilities Condition Assessment for its facilities that are over 20,000 square feet. The Assessment covers over 2,000,000 square feet of County-owned facility assets and assists with validating deferred maintenance costs and future forecasted costs. It also provides a framework for funding and programming to improve the condition of our assets and reduce emergency breakdown responses, which affect operations.
- The Medical Examiner's Office transitioned to GSA Maintenance July 2019.
- Assisted Supervisor Parks and CEO with opening the Growing Works site on County property.



GSA Projects is currently working on major projects to assist with meeting the County's Strategic Goals:

- Converted a former Health Care Agency building to a shared homeless center, assisting with increasing the housing availability for this population. Construction began May 16, 2019 and was completed in January 2020.
- Rehabilitation of old City of Ventura well to provide landscape water for the Government Center, eliminating the need to purchase City water and saving the County thousands of dollars.



GSA Fleet's goal to electrify the County Fleet – and their purchase of 14 electric vehicles – is supported by the Utilities Department, working with SCE. They submitted a successful application under their Charge Ready GAP Program, which includes the electrical infrastructure for a new SCE transformer and meter to the individual charging stations.

- Obtained an SCE grant, worth over \$350,000, to install the infrastructure for seven dual-EV charging stations at the main Government Center campus
- Transitioned over 300 electric accounts from Southern California Edison to the Clean Power Alliance



PROCUREMENT & FISCAL



22,621
transactions in
FY 18-19, worth
\$316 million

Procurement awarded a new multifunction copier RFP that involved extensive testing and demonstrations from a broad group of vendors. This deployment of 710 multifunction copiers, over three months, led by GSA and ITSD, provides nearly 50 million copies a year across every agency in the County. The expansive program also includes non-County units in Superior Courts and First Five Ventura.

- New billing method based on dollars and VCFMS procurement document volume
- Turnaround time averaging just 7.5 workdays for purchases FY 18-19
- 28% increase in the number of vendor contracts awarded

using cooperative procurement methods, resulting in reallocation and avoidance of 1,600 hours of labor

- 39 solicitations, involving 109 vendor responses, and 111 evaluators from across the County family in FY 18-19
- Deployment of new uniform vendor to 82 sites across the County, serving 9 agencies



GSA Fiscal is dedicated to the stewardship of funds and exhibits through partnership and innovation the ability to continuously improve customer service as an ISF fund and enhance our vendor payment and workflow processes.

- Developed and perfected AIM's Automated Invoice Generator and Accountant Approval Generator to process IN documents in VCFMS
- With Auditor Controller, developed and implemented a new generator for Payment Request Commodity-Based (PRC2) documents with attachments utilizing AIM and ADS – Automated Document Submission
- Completed rate development for 14 ISF budget units
- Continued partnership with the Sheriff's Department to provide funding for Lockwood Valley Off Highway Vehicle expenses totaling \$113K, including the purchase of a Polaris ATV
- With GSA IT and an outside vendor, reassessed and redefined how GSA manages and develops rates and how to bill for square footage of GSA-managed space

GSA AWARDS & HONORS

- 2019 Annual Achievement of Excellence in Procurement**
20th consecutive year
- 2018 California Counties Facilities Service Association (CCFSA) Award of Excellence**
GSA Maintenance, 13th consecutive year
- 2019 Recognition as top 50 Fleet**
by Government Fleet Magazine
- 2019 ASE Blue Seal of Excellence**
9th consecutive year
- 2019 Annual Award Winner, voted "Best Value/Most Worth the Green Fee" for all of Southern California by Greenskeeper.org**
Soule Park Golf Course, three years in a row
- 2019 CGSA Award – Excellence in Service**
1st Place, Rob Harris
- 2019 9th consecutive Top 500 Security Leaders Award for Government Agencies**
Placing 13th for "Biggest and Best Security Organization in the World"
- 2019 Beacon Spotlight Gold Level Award for Energy Efficiency**
Recognized for achieving 14% natural gas savings



GENERAL SERVICES AGENCY
COUNTY OF VENTURA

DIRECTOR'S AWARD OF EXCELLENCE

- Cintha Santos De Perez, Housekeeping, Custodian III** FEB.20, 2019
- Maeco August, Fleet, Heavy Equip. Mechanic II** APRIL 2, 2019
- Matt Kreiger, BSS, Technical Specialist IV** JULY 2, 2019
- Shawn Mitchell, BSS, Staff Services Specialist** JULY 2, 2019
- Josh Gannon, BSS, Graphics Technician II** JULY 2, 2019
- Cherri Francis, Fleet, Staff Services Specialist** JULY 29, 2019
- Robert Crawford, Fleet, Staff Services Manager** JULY 29, 2019
- Denise Santoyo, Administration, Management Asst. IVC** JULY 29, 2019
- Ryan Pimentel, BSS, Inventory Mgt. Assistant III** SEPT. 2, 2019

2019 BEACON & BEACON SPOTLIGHT AWARDS

COMMUNITY GREENHOUSE GAS REDUCTIONS

Town of Truckee, 33%	City of Grass Valley, 17%
County of Alameda, 14%	City of Bell, 13%
City of Brisbane, 20%	City of National City, 5%
City of Daly City, 20%	
City of Foster City, 20%	

AGENCY GREENHOUSE GAS REDUCTIONS

City of San Carlos, 45%	City of El Cerrito, 10%
City of Grass Valley, 34%	City of Rancho Cucamonga, 10%
City of Indio, 26%	
Town of Truckee, 12%	

AGENCY ENERGY SAVINGS

City of Visalia, 70%	City of Beverly Hills, 14%
City of Carminita, 56%	Town of Truckee, 13%
County of San Benito, 30%	City of San Rafael, 11%
City of Lawndale, 29%	City of Irvine, 9%
City of Carson, 22%	City of Lynwood, 9%
City of Brisbane, 21%	City of Woodland, 9%
City of Arvin, 20%	City of Indio, 6%
City of Pacific Grove, 20%	

NATURAL GAS SAVINGS

County of Ventura, 14%	City of Santa Cruz, 7%
City of Irvine, 13%	Town of Truckee, 6%
City of Pacific Grove, 9%	





**CERTIFICATE
OF
MERIT**

COUNTY OF VENTURA • GENERAL SERVICES AGENCY



- **Antonio Barajas-Trujillo**
Grounds Maintenance Worker II
FEB.20, 2019
- **Sabino Benitez**
Grounds Maintenance Worker II
JUNE 21, 2019
- **Dawn Julian-Burns**
*Maintenance Contracts,
Admin Asst. I*
FEB.20, 2019


 COUNTY OF VENTURA
GSA
 GENERAL SERVICES AGENCY

Cumulative years of
service recognized by
GSA employees in 2019:

515



