

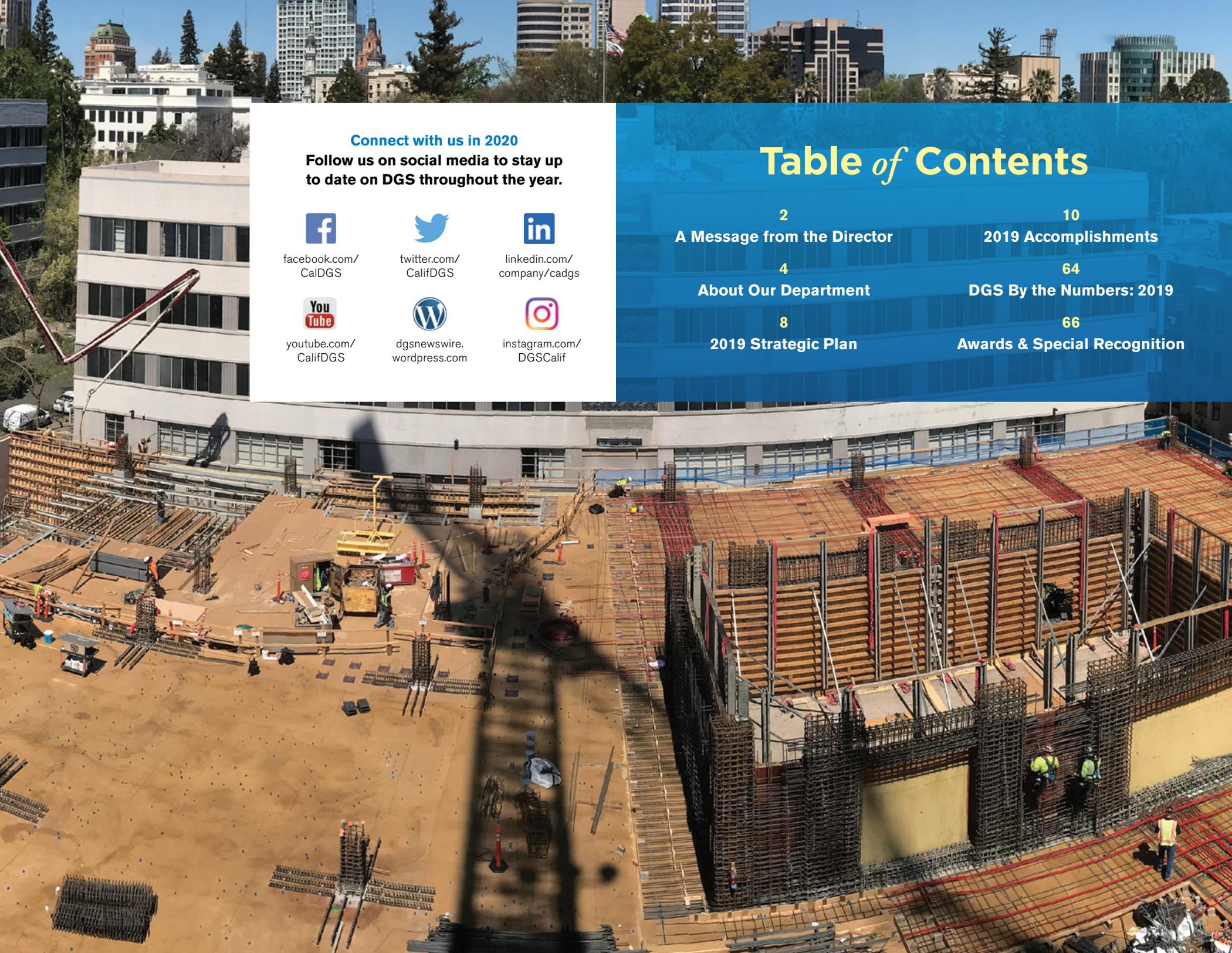
2019

DGS
GENERAL SERVICES

YEAR IN REVIEW

DEPARTMENT *of* GENERAL SERVICES





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A Message *from* the Director



As we reflect on the close of another productive year, we at DGS are pleased to share this Year in Review that includes our major accomplishments and completed strategic goals for the year.

This is the fourth time we have published the Year in Review, and from my perspective, this yearly accounting of our achievements affirms the value created by our Strategic Planning process. At the beginning of each year, every division at DGS creates a list of strategic goals—you might call them “stretch” goals—designed to challenge the department to innovate.

The innovations we’re seeking come in the form of new services and products that make things easier and less expensive for our customers; improvements that make our internal processes more efficient; and groundbreaking policies that further California’s standing as a leader in the fight against climate change.

During 2019, DGS achieved all that and more, completing 37 of the 57 goals we published in our plan at the start of the year, along with another three goals from 2018. Because our goals are ambitious by design, we don’t expect that all of them will be completed within the year; but this approach pushes us to work harder and smarter, ultimately accomplishing more than what we could have imagined.

I feel very fortunate to lead an organization that embraces its core values of integrity, accountability, communication, excellence, innovation and teamwork. These values guide our daily operations as we strive to better serve you, our customer, as “one DGS.”

Sincerely,

DANIEL C. KIM | DIRECTOR



About Our Department

The Department of General Services (DGS) serves as business manager for the state of California.

DGS offers perhaps the most diverse set of services in all of California state government. Our employees do everything from managing construction projects to procuring vital equipment to overseeing a statewide vehicle fleet—and much, much more.

Executive Office

Procurement Division

Real Estate Services Division (RESD)

Facilities Management Division (FMD)

Office of Sustainability

Interagency Support Division (ISD)

- Office of Fleet and Asset Management (OFAM)
- Office of State Publishing (OSP)
- California Building Standards Commission (CBSC)
- Office of Public School Construction (OPSC)
- California Commission on Disability Access (CCDA)

Division of the State Architect (DSA)

Office of Administrative Hearings

Administration Division

- Enterprise Technology Solutions (ETS)
- Office of Fiscal Services (OFS)
- Office of Human Resources (OHR)
- Office of Business and Acquisition Services (OBAS)
- Office of Risk and Insurance Management (ORIM)

Director's Office

- Office of Audit Services (OAS)
- Office of Legal Services (OLS)
- Office of Strategic Planning, Policy and Research (OSPPR)
- Equal Employment Opportunity Office (EEO)
- Office of Legislative Affairs (OLA)
- Office of Public Affairs (OPA)



2019 Strategic Plan



DGS has five strategic themes that drive our direction throughout the year. These are:

STRATEGIC DIRECTION



Collaborative: We solicit input from our partners to collectively improve our outcomes.



Consultative: We offer counsel and advice so our customers can maximize benefit and mitigate risk.



Sustainable: We serve as good stewards of state resources and help “green” government.



Data-Informed: We use and share data to make better decisions for ourselves and our customers.



Effective: We continuously develop ourselves so we can better serve our customers.



2019 Accomplishments

Executive Office

DGS



DANIEL C. KIM
DIRECTOR, DEPARTMENT OF GENERAL SERVICES



JACQUE ROBERTS
SENIOR ADVISOR, EXECUTIVE OFFICE



ANITA KUNG
SPECIAL ASSISTANT, EXECUTIVE OFFICE

The senior advisor to the Executive Office serves as a policy and political advisor to further DGS' policies and initiatives with external stakeholders – including local, state and federal governments and key interest groups.

The senior advisor works with the executive team to develop policy strategies and cultivates relationships that promote DGS' consultative and collaborative role with clients.

The special assistant to the director coordinates many of the department's external and internal committees and work groups including the DGS Organizational Health Team, leadership training for executive and management teams, and interdepartmental work groups.

DGS



ANGELA SHELL
DEPUTY DIRECTOR, PROCUREMENT DIVISION

Procurement Division

The Procurement Division oversees policies and procedures used by all state agencies in their purchasing and contracting activities. The Procurement Division develops innovative procurement solutions including statewide contracts, purchasing portals, and end-user training; and promotes Small Business and Disabled Veteran Business Enterprise participation in state contracting, enabling state agencies to acquire the goods and services needed to serve the people of California.

The deputy director of the Procurement Division acts as the state's chief procurement officer. In 2019 the Procurement Division continued to serve our customers by implementing new methods to train state buyers and to streamline processes. Below are some of our most significant accomplishments.

- ✦ **Completed deliverables on pharmaceuticals for executive order**—In accordance with Executive Order N-01-19, which states, "DGS, in consultation with the California Pharmaceutical Collaborative, shall develop a list of prescription drugs that could appropriately be prioritized for future bulk purchasing initiatives or reexamined for potential renegotiation with the manufacturer," the Pharmaceutical Acquisitions team completed all three deliverables—including "Prioritized Drugs

✦ 2019 Strategic Plan Goal

2019 ACCOMPLISHMENTS

for Bulk Purchasing,” “Developing and Implementing Bulk Purchasing” and “Framework for Private Entities” – within a six-month period. These deliverables helped to focus on strategies to reduce the state’s spending on prescription drugs.

- * **Deployed new Environmentally Preferable Purchasing training** – The Procurement Division developed new web-based training for state buyers that introduces tools and standards for Environmentally Preferable Purchasing (EPP) for state agencies. The training supports the state’s efforts to reduce greenhouse gas emissions and mitigate the impacts of climate change by empowering and teaching state buyers methods to increase their department’s EPP spending.
- * **Deployed Non Competitive Bid Portal in partnership with the California Department of Technology** – On June 19, 2019, the Non Competitive Bid (NCB) Portal became fully functional and now accepts all NCBs, Special Category Requests (SCRs) and Limit to Brand or Trade Name Statement (LTB) justifications. The NCB Portal allows DGS and end users to move from a paper format to an electronic format to save time by streamlining processes and providing real-time data.
- * **Conducted the first Procurement innovative sprint on behalf of CAL FIRE** – In collaboration with the California Department of Technology (CDT) and CAL FIRE, DGS developed a request for innovation and chose a finalist who will develop demonstration projects to help CAL FIRE prevent, detect or forecast wildfires.
- * **Designed and implemented new online, self-paced CalPCA Basic Acquisition Certificate modules** – Under Executive Order D-55-02, DGS’ California Procurement and Contracting Academy (CalPCA) was tasked with providing acquisition training for all state agencies under DGS oversight. Foremost in CalPCA curriculum is the Basic Acquisition Certificate learning path, covering fundamental laws, regulations, practices and procedures. The new modules will provide essential acquisition training to buyers statewide without incurring travel costs; improve agencies’ acquisition practices; and allow agencies to maintain or raise purchase authority accreditation levels.

- * **Identified suppliers with potential solutions to develop a sustainable purchasing tool for state departments** – DGS is responsible for providing state agencies with information, training and assistance in developing strategies to promote EPP. During 2019, as the first phase of a multiyear project, a Request for Information was issued to identify the existence of information technology service suppliers in the current market interested in creating a web-based sustainability tool to help state buyers “buy green” and measure progress to reduce environmental impacts and address climate change.
- † **Published the state of California’s General Provisions for new Cloud Computing Software as a Service** – The new Software as a Service (SaaS) General Provisions are used in conjunction with the state’s Cloud Computing-SaaS Special Provisions, and are referenced in all Cloud Computing SaaS bid solicitations released or contracts entered into. This completed a 2018 Strategic Plan goal.

* 2019 Strategic Plan Goal † 2018 Strategic Plan Goal



- **Developed and implemented new public works certification program** – Senate Bill 605 (Chapter 673, Statutes of 2017) expanded opportunities for small business in the public works arena by establishing a new Small Business for Public Works (SB-PW) certification effective January 1, 2019. This new certification helps larger businesses that are still relatively small in the public works field to compete for and obtain their fair share of state contracting dollars for public works contracts, and assists state departments in meeting mandated small business goals. DGS' Office of Small Business and Disabled Veteran Business Enterprise Services (OSDS) staff collaborated with state departments and other stakeholders to cohesively translate and transition the legislation into implementation. Between January and September of 2019, OSDS approved more than 1,100 SB-PW certification applications.
- **Launched Green Buyer website** – The Green Buyer website (green.ca.gov/buyer) launched in 2019 with the goal of highlighting EPP for the state of California. In an effort to be transparent and to assist departments in meeting EPP mandates, the website shows each agency's EPP spending vs. potential EPP spending as reported through the state's Financial Information System for California (FI\$Ca) and the State Contract and Procurement Registry System (SCPRS).
- **Conducted Small Business/Disabled Veteran Business Enterprise Program Abuse Training** – Between April and August 2019, OSDS conducted four presentations and six half-day training sessions on Small Business/Disabled Veteran Business Enterprise (SB/DVBE) Program Abuse, reaching approximately 60 SB/DVBE advocates, 120 procurement analysts and 40 procurement managers from more than 54 separate state departments, boards or offices. The updated information and training, which covers commercially useful function and DVBE subcontractor substitution, is posted on the DGS website.

- **Automated the Statewide Consolidated Annual Report on Small Business and DVBE participation in state procurement** – During the last year, OSDS worked closely with FI\$Ca to implement five contracting activity reports into the system, eliminating the need for the manual collecting, tracking and reporting of contracting activity data and submittal in paper format for more than 154 state departments transacting in FI\$Ca. These five reports – collectively called the “Consolidated Annual Report on Small Business and DVBE Participation in State Procurement,” or CAR – are required of state agencies annually. This improvement allows OSDS to run all the reports for these departments, thereby achieving considerable cost and resource savings for the state. A new data validation tool created in 2019 provides departments – for the first time – the ability to verify, validate and correct this required data at any time during the fiscal year.
- **Launched a new dashboard website to assist with purchasing** – Information from the new eProcurement Business Intelligence Strategies Section (eBISS) SCPRS dashboard website launched in 2019 assists departments by allowing them to make more data-informed decisions regarding which DVBE firms to use, and what goods and services are being purchased by other state departments from certified DVBE firms.





JASON KENNEY
DEPUTY DIRECTOR, REAL ESTATE SERVICES DIVISION

Real Estate Services Division

The Real Estate Services Division (RESD) is a full-service real estate organization. Its priority is to provide the highest level of customer service in fulfilling state agencies' facility and real property needs.

Some notable RESD accomplishments this past year included:

- ✦ **Identified state properties suitable for affordable housing development**—Governor Gavin Newsom signed an executive order on January 15, 2019, directing DGS to collaborate with the Department of Housing and Community Development and the California Housing Finance Agency to identify and prioritize excess state-owned property for sustainable, innovative, cost-effective housing projects. DGS reviewed 44,370 parcels and developed an interactive geographic information system (GIS) map reflecting the properties declared as excess and deemed potentially suitable for housing. The GIS map allows for a more comprehensive ability to view and research state structures, property, and leases for asset management as well as for emergency management purposes. In September 2019, a Request for Proposal was issued for a site in Stockton, and DGS awarded a site in Sacramento to the Capitol Area Development Authority. Both sites will emerge as new affordable housing developments.

✦ 2019 Strategic Plan Goal

- ✦ **Completed and submitted the Portfolio Plan for the balance of the state**—The Portfolio Plan is a 10-year plan that provides strategic direction for the 21 state-owned buildings—encompassing 5.8 million gross square feet—under DGS jurisdiction outside of the Sacramento area. The plan, taken together with DGS' Sacramento 10-Year Sequencing Plan, provides a statewide, long-term asset management strategy for DGS' portfolio of office buildings. It resulted in the recommendation and administrative agreement to surplus the state building in downtown San Diego, the Fresno Department of Water Resources building, and the Alfred Alquist building in San Jose.
- ✦ **Implemented project management plans for each DGS-managed project**—Project management plans are intended to increase clarity on project roles and expectations with clients, delineate budget and cost assumptions, and mitigate common issues that delay projects. As part of this goal, RESD ensured that all new projects have signed project management plans and established a process by which the master template can be updated on an annual basis to reflect lessons learned.
- ✦ **Implemented Procore field inspection and quality assurance software**—Procore is a cloud-based solution for construction project documentation that enables real-time mobile access and instantaneous receipt of key documents/notifications by all project participants. Ultimately, the use and application of Procore quality assurance streamlined communications to all project participants by providing better tools, and by increasing staff capabilities for day-to-day tasks.
- **Completed four projects to maximize utilization of state-owned facilities and reduce lease expenditures**—DGS' Asset Management Branch completed four utilization projects that leveraged the use of existing state-owned space to house state departments rather than procuring leased space that would cost the state additional money. These projects took place in the Elihu Harris, Hiram Johnson and Alfred Alquist buildings, totaling approximately 50,000 square feet and saving

✦ 2019 Strategic Plan Goal

\$3.7 million in rent for one year and \$18.5 million over five years. The state departments in these buildings now enjoy a more effective use of their space.

- **Completed Eureka Cannabis One-Stop** – DGS' Real Estate Leasing and Planning Section (RELPS) worked under a constrained time frame and with limited available real estate to secure a facility that accommodates the needs of the growing cannabis industry in Eureka. The one-stop location includes the Departments of Consumer Affairs, Food and Agriculture, and Public Health, as well as the State Water Resources Control Board. The facility provides a secure, one-stop location where entrepreneurs can obtain information, apply for various license opportunities, pay taxes, and get answers to questions about the requirements related to the legalization of cannabis.
- **Completed Santa Ana consolidation** – Eight state departments with 500 employees are now occupying 141,577 net square feet of a modern, nine-story leased facility after the closure of a DGS-owned office building in Santa Ana, thanks to a team effort from RELPS, RESD's Real Properties Services Section and the Portfolio Management Unit. The leased facility, located at 2 MacArthur Place in Santa Ana, features LEED (Leadership in Energy and Environmental Design) Silver for commercial interiors and LEED Gold for operations and maintenance; 20 electric vehicle charging stations; a modern office environment utilizing natural light; power entirely from sustainable energy sources; and a convenient location near the John Wayne Airport and public transportation. This successful relocation pilot project is now the model for other regional state-owned buildings that will be designated surplus in the future.
- **Completed Construction of the Department of Motor Vehicles in Pacoima** – The construction portion of this 20,145-square-foot project was completed in a record four months, and from start to finish completed within one year as part of the goal to meet the DMV's requirements regarding timeline, budget and quality expectations. The project was also certified LEED Silver, and is in the process of achieving LEED Gold – Environmentally Sustainable certification.

- **Completed Lean 6 implementation** – RELPS completed a LEAN value stream mapping session that identified processes and staffing issues that can be addressed to reduce current project time frames. This session identified solutions to issues including the State Fire Marshal permitting process; responsibility of lessors to ensure Americans with Disabilities Act building compliance; verification of seismic requirements; and construction bidding requirements. RELPS implemented new policies in October, and anticipates they will significantly reduce the lease/space planning process in the future.
- **Relocated the Office of State Publishing** – As part of the 10-Year Sequencing Plan, the Office of State Publishing (OSP) Printing Plant was relocated from its 350,000-square-foot, state-owned facility at 344 North 7th Street in Sacramento to its new, 126,000-square-foot leased home at 885 Riverside Parkway in West Sacramento. OSP operated at the 7th Street facility for the past 67 years, so relocating them to a 224,000-square-foot, smaller building was a monumental task, but was completed under budget. The new facility is LEED Silver certified for commercial interiors and includes 14 electric vehicle charging stations, energy-efficient design and lighting, and drought-tolerant landscaping.
- **Completed new facility for the Department of Justice** – A new, 95,400-square-foot building in Rancho Cordova was constructed for the Department of Justice Bureau of Firearms and Investigations in September 2019. The building achieved LEED commercial interiors certification and is in the process of attaining LEED Silver certification. The building incorporates a variety of special requirements, such as an armory, evidence vault and processing area, warehouse space, high-density filing, secured parking area, electric vehicle charging stations, and a large training facility.



Facilities Management Division

The Facilities Management Division (FMD) strives to take care of state assets, ensure a healthy working environment for tenants and staff, and deliver strong customer service.

The strategic direction of FMD is to increase the ability to address deferred and preventive maintenance in buildings while setting the bar for industry standards as they relate to project management, custodial and trades services, and building management.

- **Implemented new custodial cleaning standards** – FMD implemented new custodial cleaning standards to create uniformity in the services it provides to all of DGS' tenants and clients. This program not only lends transparency to our custodial cleaning methods, but also promotes sustainability through the use of green chemicals in all of our buildings. Other benefits include reduced consumption of one-time-use goods and reduced supply costs.
- **Made significant steps toward new MAXIMO upgrades** – FMD created multiple MAXIMO reports, including the FMD Tenant Report, which is distributed weekly to more than 180 tenants. This report provides increased program transparency and highlights division accomplishments. MAXIMO also now includes: specifications of staff locations; availability of additional assets; and increased ease and accuracy in FMD employee timekeeping; all of which ultimately support a more transparent and accountable FMD.





NANCY ANDER
DEPUTY DIRECTOR, OFFICE OF SUSTAINABILITY

Office of Sustainability

The DGS Office of Sustainability is committed to reducing California's environmental footprint by reducing energy use in the state's buildings; reducing greenhouse gas emissions; and reducing water use.

The Office of Sustainability develops and implements clean energy strategies and programs for state buildings. The office strives to lead by example and implements programs in the areas of clean renewable energy development, energy efficiency retrofits, and electric vehicle (EV) charging infrastructure development. Additionally, the office provides support in many other areas of sustainability, including zero net energy policy development, Leadership in Energy and Environmental Design (LEED) certification, state buildings benchmarking, and recycling policy development to support DGS and other departments in greening state facilities.

- + **Advanced electric vehicle infrastructure** – In 2019, the Office of Sustainability installed 170 additional EV charging ports, bringing the cumulative total to 1,100 EV charging ports installed statewide. Additionally, the office negotiated a key utility agreement to build and fund EV infrastructure on behalf of the state of California. The office also supported the development of the first direct current fast charger stations at state-owned buildings in San Diego, revolutionizing the speed at which the state's fleet of EVs can recharge and continue in service. Finally, this year DGS formed valuable partnerships with Caltrans, Department of Fish and Wildlife, Department

+ 2019 Strategic Plan Goal

of Rehabilitation and other departments to advance transportation electrification.

- + **Increased renewables at state facilities** – DGS buildings in Sacramento are served by 100 percent renewable electricity. In 2019, the Office of Sustainability installed an additional 14 megawatts of onsite solar at state facilities, exceeding our goal for the year by 40 percent. DGS now has a cumulative total of nearly 70 megawatts of solar and wind projects installed at state facilities via power purchase agreements.
- + **Further reduced energy use and carbon emissions** – DGS continues to reduce energy use and carbon emissions through energy-saving retrofit projects and improved operations. In 2019, the Office of Sustainability implemented projects to reduce energy use in state facilities by 6 million kilowatt hours. Through 2018, DGS reduced carbon emissions in DGS facilities by 57 percent from a 2010 baseline. Additionally, DGS reduced water use in its buildings by 17 percent from a 2010 baseline. Thirty-nine DGS-owned buildings are LEED certified. Executive Order B-18-12 sets a target to achieve zero net energy (ZNE) for 50 percent of DGS' existing building square footage by 2025. By the end of 2019 we made significant progress toward the goal, with 22 percent of DGS building area achieving ZNE.

+ 2019 Strategic Plan Goal





BRENT JAMISON | DEPUTY DIRECTOR,
INTERAGENCY SUPPORT DIVISION

Interagency Support Division

The Interagency Support Division (ISD) consists of the Office of Fleet and Asset Management, Office of State Publishing, California Building Standards Commission, Office of Public School Construction, and the California Commission on Disability Access. Throughout 2019, ISD continued to make great strides toward improving business processes and innovating new ways to better serve its customers and the public.



EVAN SPEER
CHIEF, OFFICE OF FLEET AND ASSET MANAGEMENT

Office of Fleet and Asset Management

The Office of Fleet and Asset Management (OFAM) provides general oversight of the state's vehicle and mobile equipment fleet, and ensures compliance with state and federal environmental, energy and fiscal policies. OFAM provides a fleet of monthly leased vehicles to support state agencies' transportation needs; manages DGS' parking facilities; oversees the reutilization of state and federal surplus property; disposes of state surplus property; manages the state's travel planning programs; and provides short-term warehouse services.

Some of the more significant accomplishments for 2019 included:

- ✦ **Increased revenue and eliminated reservation transaction fees for Statewide Travel Program customers**—As of August 2019, OFAM's Statewide Travel Program (STP) took on 24 new accounts for optional users (local government agencies), representing a monthly average revenue increase of approximately \$1.7 million. This is a 17 percent increase in optional users, which exceeds the 2019 strategic goal of a 15 percent increase. Substantial program growth over the past seven years has allowed the STP to eliminate several transaction fees, providing more value to our customers and cost savings to taxpayers.

✦ 2019 Strategic Plan Goal

- * **Created individual preventive maintenance plans for all OFAM-managed parking facilities** – As part of its effort to improve customer experience and facility management operations, the Parking Authority Unit (PAU) created individual preventive maintenance plans for all 23 PAU-managed parking facilities. These provide site-specific plans to address ongoing and preventive maintenance needs of each facility. The implementation of these plans will help OFAM better maintain its parking facilities, leading to long-term savings by preventing costly future repairs. Additionally, the plans will ensure OFAM provides safe, clean, efficient, and cost-effective parking services to state employees.
- * **Developed medium- and heavy-duty zero-emission vehicle purchasing policy** – OFAM worked in collaboration with stakeholder agencies to develop a zero-emission vehicle (ZEV) purchasing policy for medium- and heavy-duty vehicles (MD/HD ZEV policy). While medium- and heavy-duty vehicles only comprise approximately 2 percent of all on-road vehicles, they are responsible for over 20 percent of transportation-related emissions. Similar to the light-duty ZEV/hybrid purchasing mandate, the MD/HD ZEV policy requires state agencies to prioritize the purchase of ZEVs and hybrid vehicles over those with internal combustion engines. This policy aligns with the fleet sustainability goals captured in the ZEV Action Plans, as well as the petroleum reduction and ZEV adoption goal outlined in Executive Order N-19-19. Through this policy, the state intends to significantly reduce petroleum consumption and greenhouse gas emissions, with the intent of reducing state fleet petroleum consumption by 50 percent by 2030 (compared with 2015 levels).
- **Exceeded annual ZEV purchasing targets** – For the fifth year in a row, the state has exceeded the ZEV purchasing requirements issued in Executive Order B-16-12. In fiscal year 2018-19, the state achieved the highest ZEV purchasing percentage to date with a 35 percent ZEV compliance rate, which exceeds the mandated 20 percent compliance rate. This directly translated to an additional 524 ZEVs being approved

for purchase, totaling more than 1,300 ZEVs approved over the past four years. This success is directly attributable to OFAM's aggressive statewide ZEV purchasing policies, strict enforcement, and constant promotion of ZEVs with fleet-owning departments.

- **Established a first-of-its-kind emergency response base camp reservation system** – From November 2018 to March 2019, OFAM created, implemented and maintained an emergency response lodging program that managed the reservation, arrival and departure processes for over 1,300 personnel involved in Camp Fire (Paradise, CA) response and recovery. On November 12, 2018, four days after the start of the Camp Fire, the Governor's Office of Emergency Services tasked DGS with creating a new online reservation system that would serve as the main lodging management system for all response personnel staying at the Chico Base Camp. Within two days, OFAM researched, identified, acquired, programmed, and deployed a full reservation system at the newly formed base camp. Within two days of deployment, OFAM created comprehensive operating procedures and training manuals for a 24-hour onsite base camp reservation center and established a process to staff the center with 24-hour volunteer support. Over the course of four months, OFAM trained and scheduled more than 50 volunteers to staff the base camp reservation center, which accommodated more than 1,300 responders for a total of more than 13,000 nights stayed. The establishment of an online reservation system decreased staff time needed to field requests for accommodations, allowed the base camp to quickly report on available response personnel, and provided analytics to proactively predict and adjust to future supply needs. While the staffing of the base camp reservation center transitioned to a contracted vendor in April 2019, the system that was acquired and programmed by OFAM is still used to manage the base camp a year later and will likely be used in future response operations.



JERRY HILL
STATE PRINTER, OFFICE OF STATE PUBLISHING

Office of State Publishing

The Office of State Publishing (OSP) provides innovative printing and communications solutions and services to state, federal, county and city agencies.

For more than 170 years, OSP has provided critical services to California state government operations. OSP remains committed to our customers and their evolving demands for high-quality products and publishing services. In 2019, OSP made some notable strides to become more cost-effective.

- ✦ **Relocated the OSP main plant facility**—In August 2019, OSP completed the final phase of its multiyear goal to relocate its 67-year-old main printing plant to a more modern, cost-effective, and environmentally friendly facility. As part of OSP's commitment to modernization and efficiency, the main plant relocation included reconditioning two of OSP's largest printing presses to like-new condition, and decommissioning seven out-of-date offset printing presses and replacing them with new digital printing presses that eliminate the plate-making process. The new location is smaller, and it is estimated that it will reduce OSP's energy usage and major maintenance costs by more than \$1 million a year.
- **Transitioned legislative printing from offset to digital**—In 2019, OSP transitioned the majority of its legislative printing from offset printing to a digital printing process. The Legislature produces more than 75,000 pages of publications annually, with the majority of publications having a low page count and

✦ 2019 Strategic Plan Goal

requiring small production quantities. Digital printing is more environmentally friendly and cost-effective, and the successful transition to digital printing will result in cost savings to the Legislature.

- **Implemented policies to improve state printing operations**—

The State Printer implemented a series of policies to improve the efficiency and transparency of printing operations in state government. These policies assist the 30-plus state agencies that operate their own print shops—known as in-plants—to ensure their operations are cost-effective and not unnecessarily duplicative. OSP developed a specialized team to meet with in-plants and OSP customers and to oversee printing services and printing equipment purchases throughout the state.





California Building Standards Commission

The California Building Standards Commission (CBSC) administers the rulemaking process, adoption and publication of the California Building Standards Code (California Code of Regulations, Title 24).

Significant accomplishments in 2019 included:

- **Published 2019 California Building Standards Code, Title 24, California Code of Regulations** – CBSC oversees the development, adoption, approval, publication and implementation of California’s building codes. CBSC successfully published the 2019 California Building Standards Code, Title 24, California Code of Regulations, effective January 1, 2020. CBSC collaborated with various agency representatives and publishing partners, including the International Code Council, the International Association of Plumbing and Mechanical Officials, and the National Fire Protection Association, who worked diligently and meticulously throughout all phases of the code development process. This transparent process included Code Advisory Committee review of proposed code amendments, public comment periods, and the commission’s final action to adopt and approve the 2019 California Building Standards Code.
- **Published guidebooks and resources** – CBSC published the following written guidebooks and resources: “2019 Guide to Title 24,” “Maintaining Your Title 24” (revised June 2019), “Code Book Fundamentals” (revised September 2019), “Guide for Creating

Proposed Building Standards” (4th edition March 2019), and “Public Guide to the Building Standards Adoption Process” (3rd edition March 2019). These guidebooks are available free of charge on the CBSC section of the DGS website under the Resources page, and complement CBSC’s educational videos.

- **Improved search method and new educational resources for filed local amendments** – CBSC improved the search method for filed local amendments (suggested changes to building code from local jurisdictions) by creating a more user-friendly approach for the public and local jurisdictions to view local amendments. State law authorizes local jurisdictions to enact ordinances making building standards amendments that are more restrictive than the 2019 California Building Standards Code (California Code of Regulations, Title 24). The ordinances are submitted to CBSC and reviewed for compliance with building standards law. Once reviewed and accepted for filing, ordinances are posted on the CBSC website under “Local Amendments to Building Standards – Ordinances” in alphabetical order. To help assist the local jurisdictions, CBSC also collaborated with the International Code Council to produce an educational video titled “2019 California Code Adoption for Local Jurisdictions,” which is a companion to the “Guide for Local Amendments of Building Standards.”





Office of Public School Construction

The Office of Public School Construction (OPSC) facilitates the processing of School Facility Program (SFP) construction applications to make voter-approved state bond matching funds available to qualifying school districts. The office implements and administers the \$42 billion voter-approved bond program.

In 2019, OPSC successfully processed \$1.5 billion in grant applications under Proposition 51 for New Construction, Modernization, Career Technical Education Facilities, and Charter School Facility Program projects. These projects will receive cash proceeds from fall 2019 and spring 2020 statewide general obligation bond sales. With these funds, more than 1,150 new classrooms will be built to house incoming students; more than 1,850 classrooms will be modernized; and 175 classrooms will be built or modernized for the purpose of delivering the career technical education curriculum necessary for students to pursue meaningful jobs after high school. Additionally, OPSC processed 46 projects totaling \$95 million for the Full-Day Kindergarten Facilities Grant Program that provides grants to school districts that lack the facilities to provide full-day kindergarten.

OPSC's mission is to enrich the lives of California's schoolchildren as stewards of the taxpayers' commitment to education.

★ 2019 Strategic Plan Goal

- ★ **Implemented Full-Day Kindergarten Facilities Grant Program**—Assembly Bill (AB) 1808 (Statutes of 2019) added Article 7 to Chapter 3 of Part 10.5 of Division 1 of the Education Code on June 27, 2018 to create the Full-Day Kindergarten Facilities Grant Program. In a survey conducted by the California Department of Education, school districts cited lack of facilities as the main reason for not offering full-day kindergarten on a more widespread basis. AB 1808 was approved to address those needs. In 2018, OPSC implemented the program and in 2019, distributed nearly \$100 million in funding for the construction or retrofitting of new full-day kindergarten classrooms. With these funds, 131 new classrooms will be constructed and an additional 13 will be retrofitted, enabling 3,600 additional students to receive a full-day kindergarten curriculum in a kindergarten-appropriate classroom.
- ★ **Integrated the School Facility Program Funding Dashboard and Open Data Portal**—To promote transparency and accessibility of state school bond information, OPSC published SFP funding information to the state of California's Open Data Portal. The Open Data Portal allows school districts, legislative members, and interested stakeholders to download SFP data in an easy-to-use format. The Open Data Portal can be found here: <https://data.ca.gov/dataset/opsc-open-data>
- OPSC has also published SFP funding information in visual formats including charts, graphs and maps in OPSC's new Data Dashboard to inform interested school districts, legislative members and stakeholders. Providing easy access to the data further promotes accountability for bond funds.
- **Funded public schools on military installations**—Similar to past years, OPSC has continued to assist military base schools in obtaining funding through the SFP and the U.S. Department of Defense's Office of Economic Adjustment (OEA). In December 2018, Akers Elementary School in Central Union Elementary School District was approved for a total of \$6,888,512 on an accelerated basis for campus-

★ 2019 Strategic Plan Goal

wide modernization. Funds were released to the district in May 2019. This enabled the school district to obtain over \$20 million in additional funding from OEA. Muroc Joint Unified was also approved for more than \$7 million through the Facility Hardship program to address health and safety issues concerning asbestos, lead paint, and structural deficiencies at Desert Junior-Senior High, as well as \$6 million from the Career Technical Education Facilities Program for two programs at this site. These funds will enable the district to access additional funding from the OEA.

- **Approved funding for Paradise Unified School District modernization project** – Following the Camp Fire in November 2018, staff recommended accelerated funding in the amount of \$157,484 for a health and safety project at Paradise Unified School District's Paradise Senior High School at the December 2018 meeting. Continuing OPSC's assistance with relief efforts, at the January 2019 State Allocation Board (SAB) meeting, staff presented the school district's request for accelerated processing of its modernization project and presented recommendations for a two-year waiver on unused site fees. As a result, the SAB approved \$5.3 million for the district's modernization project at Paradise Senior High School in April 2019.



California Commission on Disability Access

The mission of the California Commission on Disability Access (CCDA) is to promote disability access in California through dialogue and collaboration with stakeholders including, but not limited to, the disability and business communities as well as all levels of government.

During 2019, CCDA moved forward in its efforts to provide much-needed information, education, outreach and training targeted at making the state accessible for all its citizens, including over 4 million Californians who have a disability and/or provide support for this community.

- **Developed a survey for state accessibility compliance** – CCDA partnered with a research university in 2019 to develop and conduct a survey of state government operations and the effectiveness of Americans with Disabilities Act (ADA) coordinators with regard to disability access. The report of survey results will inform state government operations on opportunities to improve accessibility compliance and coordination. A roster of statewide ADA coordinators developed as a result of the research effort is published on the CCDA website.
- **Developed electronic claim submission** – One of CCDA's functions is to review pre-litigation letters and complaints for construction-related accessibility claims from the legal community. CCDA developed the Electronic Data Collection

• 2019 Strategic Plan Goal

Project to make this process more efficient and environmentally friendly, and to promote better data analysis. In 2019, CCDA began phase 2 of the project with the creation of a secure database and a web-based form that will allow the legal community to submit claims electronically to CCDA.

- + **Completed California Community Gathering outreach series** – From November 2018 to June 2019, CCDA held three outreach events with targeted focus on the restaurant industry. These events provided opportunities for local businesses to receive information about ADA access; learn about solutions and options for making their businesses compliant; and hear experiences from members of the disability community. CCDA conducted these outreach events in Fresno and Elk Grove. Along with other education and outreach listening forums throughout California, these events completed a 2018 strategic goal.
- Partnered with Small Business Development Center of Northern California** – CCDA collaborated with California’s Small Business Development Center (SBDC) Network. SBDC serves the state as a resource affiliate for small business assistance at no cost to its clients. CCDA and SBDC piloted an ADA mentorship program using Certified Access Specialists and customer service experts with the intent to brand the program’s use throughout the regions.

+ 2018 Strategic Plan Goal



Division of the State Architect

The Division of the State Architect (DSA) provides design and construction oversight for state-owned facilities and public schools.

While DSA continued to maintain its proven success of ensuring the safety of public school construction through stringent oversight and review, significant strides were made in 2019. These accomplishments include:

- * **Created online CASp courses** – DSA created online courses for the Certified Access Specialist (CASp) program, as well as access and structural plan review courses that are prepared and ready to launch utilizing DGS’ new Learning Management System. It was important to provide varied educational delivery methods for increased accessibility purposes as well as user convenience. Stakeholders can take courses and receive education credits. Additionally, this approach allows better record-keeping of courses taken and certificates earned.
- Implemented a standard electronic payment portal** – DSA client school districts and individuals taking DSA’s online courses utilizing DGS’ Learning Management System, as well as those making Public Records Act requests, can now pay their plan review and educational course and printing fees via electronic funds transfer. This secure and convenient payment method is the latest achievement – begun in 2018 with DSA’s transition to electronic plan review – toward being a near-paperless organization.

* 2019 Strategic Plan Goal



Office of Administrative Hearings

The Office of Administrative Hearings (OAH) serves as a neutral forum for fair and independent resolution of administrative matters for state and local government agencies.

OAH is divided into two statewide divisions: the General Jurisdiction Division and the Special Education Division.

In 2019, OAH focused its efforts on bringing greater efficiencies to the services we provide to both internal and external parties. We strive to deliver the highest quality administrative hearing services in a secure, cost-effective manner. To this end, in 2019, OAH completed the following:

- **Implemented a system to make all newly generated documents compliant with accessibility mandates –**
Developed and implemented a document generation program for all judges' decisions and orders, as well as all public-facing written materials, so that all new documents generated are now fully accessible and compliant with the Americans with Disabilities Act (ADA).





ANDREW STURMFELS | DEPUTY DIRECTOR,
ADMINISTRATION DIVISION

Administration Division

2019 was a busy and successful year for the Administration Division. The division made substantial progress toward meeting its vision of being a statewide leader in delivering administrative services. Significant division-wide accomplishments include the adoption of electronic signatures for service contracts, the completion of more than two dozen enhancements to the Financial Information System for California (FI\$Cal), the addition of three new Contracted Fiscal Services clients, and the revitalization of the statewide forms management program.



GARY RENSLÓ | CHIEF INFORMATION OFFICER,
ENTERPRISE TECHNOLOGY SOLUTIONS

Enterprise Technology Solutions

Enterprise Technology Solutions (ETS) provides technology services critical to DGS operations, including systems and enterprise tool development; network connectivity; desktop support; security; technology implementation and strategic planning; and compliance with state information technology policies.

In 2019, ETS completed several new projects and made substantial improvements to the department's technology infrastructure for ongoing sustainability.

- ✦ **Created accurate, appropriate and timely reporting solutions using FI\$Cal data** – ETS worked closely with all business programs to assess the gaps with FI\$Cal reporting and system access. The project granted additional FI\$Cal access, which provided end users with various reports needed for business operations. ETS – in coordination with FI\$Cal – developed, tested, and implemented five custom dashboards that provide financial and accounting data directly from FI\$Cal. These updates empowered DGS' end users to utilize the FI\$Cal system efficiently and obtain access to reports and data while leveraging ETS to support day-to-day business operation needs.
- ✦ **Launched the migration of DGS storage and systems to the cloud** – ETS launched the migration of DGS storage and

✦ 2019 Strategic Plan Goal

systems to the cloud, completing the migration of its Human Resources, Project Accounting and Leave, and State Property Inventory systems, the DGS website and five custom applications. Further, ETS moved the on-premises file storage to OneDrive in the cloud for all DGS staff. These changes reduce cost for hardware, administration and power. Additionally, DGS benefits from disaster recovery, application redundancy and higher availability of applications. All of these benefits accrue in addition to compliance with the California Department of Technology's Cloud Computing Policy.

- **Implemented SharePoint Online for three DGS offices –** ETS developed a new SharePoint Online framework that includes site templates to accommodate various program needs such as departmental communication, projects and processes. The project provides a library of user resources, user governance, standards, best practices, and the establishment of a DGS University instructor-led training program to educate and empower site owners to create and maintain their own team work spaces. Further, the solution fosters the consolidation of redundant intranet, internet, and SharePoint information and improves access to essential information.
- **Implemented Contracts Status Dashboard –** ETS worked with the Office of Legal Services (OLS) to implement a public-facing, self-service website that provides contract status and bid protest information. In addition to the benefits realized by OLS staff, public/external users can determine where their contract is in the review process and when to expect approval – without having to contact OLS. Similarly, users can check on bid protest status, when protest responses are due, and when to expect a decision on the contract award.
- **Implemented multi-factor authentication –** ETS successfully implemented multi-factor authentication (MFA) for all DGS employees. MFA creates a layered defense and makes it more difficult for an unauthorized person to access targets such as computing devices, databases or a network. MFA significantly reduces the risk of an unwanted party accessing our most important systems, adds a layer of security that is hard to breach, and satisfies state compliance regulations.

★ 2019 Strategic Plan Goal

- **Remediated documents for the Americans with Disabilities Act –** ETS has remediated the 3,000-page State Administrative Manual (SAM) Word document that received over 100,000 unique page views in the first seven months of 2019. Additionally, 100 percent of the 180 standard forms have been remediated; many of these are used by the public. Finally, a series of knowledge articles has been created and uploaded onto the DGS Service Portal to assist content authors in best practices for ADA remediation. This effort is to ensure compliance with California AB 434 (Chapter 780, Statutes of 2017), which requires government website content to be accessible to all individuals regardless of disabilities.
- **Adopted Statewide Forms Program –** In February 2019, the Administration Division adopted the Statewide Forms Program. The Statewide Forms Program webpage was developed as a centralized location for everything forms-related, consisting of the CA State Forms Directory, eSignature Toolkit and Americans with Disabilities Act (ADA) Compliance Toolkit for Forms. Since the adoption of the forms program, the Administration Division has conducted a statewide inventory of all forms, working closely with state agencies to remove any obsolete forms from the directory and update all forms to meet ADA compliance requirements.





(From left)

Lydia Cheng-Hui | Accounting Officer, Contracted Fiscal Services

Fee Chang | Accounting Officer, Accounting and Financial Services

Jacqueline Campion | Budget Officer, Budgets and Planning Services

Office of Fiscal Services

The Office of Fiscal Services (OFS) coordinates and develops the DGS rate (price-setting) process, and coordinates and directs all accounting, budgeting and fiscal reporting activities for the department and client state agencies.

OFS staff are very proud of the accomplishments they've made in 2019, which are listed below.

- ✦ **Modernized the Price Book** – OFS modernized the DGS Price Book, which previously was a plain-text, black-and-white list of rates charged to state clients. The intuitive, colorful new Price Book is available online and is compliant with the Americans with Disabilities Act (ADA). It provides detailed information on program operations, guiding principles for rate development, and full transparency regarding our rate development methodologies.
- ✦ **Established customer forums for DGS clients** – OFS established departmentwide monthly forums to efficiently disseminate information and provide important updates regarding accounting and budgeting processes that may impact DGS programs. The monthly forums helped facilitate departmentwide communication and collaboration between Budgets and Planning, Accounting, and other DGS programs.

✦ 2019 Strategic Plan Goal

- ✦ **Implemented enhanced online billing portal for internal and external customers** – OFS implemented an enhanced online customer portal to provide comprehensive billing information from the Architecture Revolving Fund (ARF) to more than 8,000 internal and external customers. The ARF data can be viewed and downloaded to assist customers in record-keeping, reconciliation, and auditing of invoices billed by DGS. In addition, the monthly Construction Work-In-Progress Report, which provides a list of capital outlay projects with their current status and other pertinent information, has also been made available on the online portal.
- ✦ **Expanded the Contracted Fiscal Services Program** – The Contracted Fiscal Services Program provides budgeting and accounting services to other state agencies that do not have the necessary resources to perform these functions. DGS took on four new clients for fiscal year 2019–20: California State Library; California Horse Racing Board; Commission on Peace Officer Standards and Training; and the Office of Administrative Law.

✦ 2019 Strategic Plan Goal





ESTELA GONZALES
CHIEF, OFFICE OF HUMAN RESOURCES

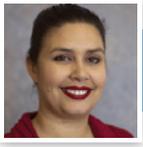
Office of Human Resources

The Office of Human Resources (OHR) provides services in the areas of recruitment; hiring; benefits and pay transactions; employee training and development; and constructive intervention.

- **Developed electronic storage for hiring package** – The implementation of the new electronic hiring program, electronic Request for Personnel Action (eRPA), provided an easy way to store and access hiring packages. In addition, eRPA will help OHR minimize paper waste, maintain confidentiality, increase efficiency, and ensure compliance with all merit rules, regulations and mandated retention time frames.
- **Streamlined departmentwide Pre-Employment Medical** – The departmentwide agreement between OHR and Emeryville Occupational Medical Center, Inc. (Contract 15648) streamlines the process for those positions that require pre-employment medical screening. This will result in notable time savings for programs when sending candidates to an authorized medical facility.

• 2019 Strategic Plan Goal





RACHEL GRANT KILEY
CHIEF, OFFICE OF BUSINESS AND ACQUISITION SERVICES

Office of Business and Acquisition Services

The Office of Business and Acquisition Services (OBAS) provides DGS divisions and offices support in goods and services procurement, including contract processing from solicitation to contract execution; support for the Financial Information System for California (FI\$Cal); CAL-Card administration; and Ziggurat business services, including auditorium reservations, cubicle moves, mail delivery, mobile phones, commuter services, security and document reproduction.

OBAS initiated and completed many projects to streamline internal contracting processes in 2019.

- + **Implemented three certification programs related to procurement**—The Contract Administrator Certification program involves a recently approved policy mandating training for all DGS contract administrators. One of the required training courses for this certification is the OBAS basic training, which OBAS has given in several locations across the state. Another team in OBAS is traveling the state providing CAL-Card training to all DGS cardholders and approving officials. The final certification program is the OBAS Acquisition Analyst Certification Training.

* 2019 Strategic Plan Goal

This training provides OBAS analysts learning paths to become cross-trained on all acquisition types and procurement methods.

- Developed enterprise purchasing portal**—ETS developed a departmentwide purchasing portal in ServiceNow, the cloud-based platform used at DGS to request and track services from ETS. The purchasing portal allows all DGS divisions and offices to submit requisitions, attach all required documentation, automatically route for approvals, and get real-time status. Requisitioners have submitted over 2,400 requests through the portal since it was implemented on May 6, 2019. The portal has improved the quality of the requisition data, the transparency of the purchasing process, and the length of time it takes for DGS to acquire goods and services.
- Approved three new contract policies**—Contracts Governance recently approved three new contracts policies designed to streamline contracting processes. The Revised Service Order Policy allows the department to use simplified terms and conditions for low-value and low-risk services. This policy was revised for the first time in 10 years and the revision includes raising the dollar cap to \$10,000, which will allow for more timely processing of these simple service requests. A policy based on Public Contract Code Section 10122 (d) details how to use the criteria and processes for informal solicitations on public works projects. Finally, the Contract Administrator Policy requires specific training for all DGS contract administrators.





Office of Risk and Insurance Management

The Office of Risk and Insurance Management (ORIM) provides a variety of risk management and insurance services to state and public entities with a primary objective of minimizing exposure to losses. Services include insurance procurement and consulting; natural gas fuel price risk management; claims handling; statewide safety training; and emergency management.

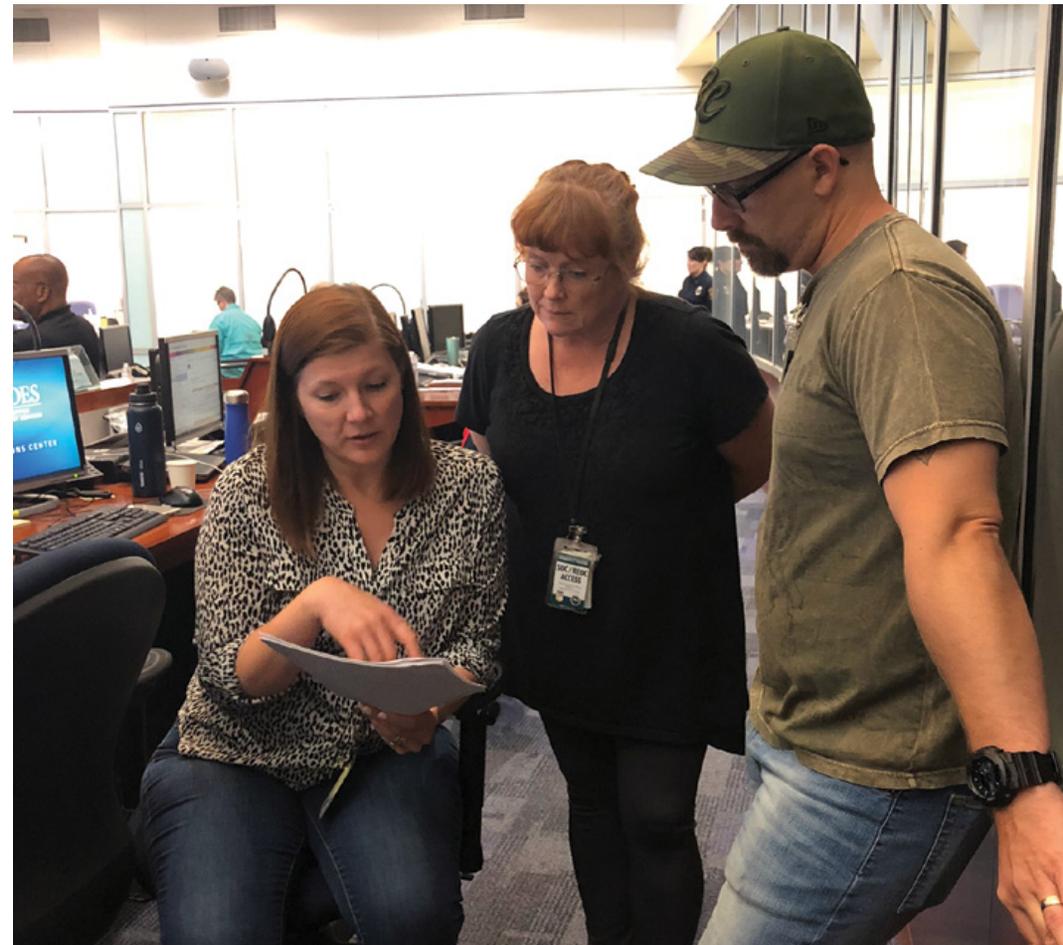
ORIM experienced a very busy year in 2019. The office supported statewide wildfires, requiring 24-hour shift coverage at the State Operations Center at the Governor's Office of Emergency Services. Additional accomplishments are highlighted below.

- ✦ **Expanded Master Builder's Risk program through approaching and engaging departments with public works authority**—ORIM's implementation of this project improved continuity of state coverage, and established a process by which departments enroll projects and develop informational outreach materials that highlight the benefits of the Master Builder's Risk program.
- ✦ **Refreshed DGS' health and wellness program**—ORIM helped improve employees' overall mental and physical health awareness, fostering healthier employees who feel good

✦ 2019 Strategic Plan Goal

and are more productive. Throughout 2019, ORIM increased the number of classes, activities, trainings and tools available to improve employees' health, and maximized staff participation by ensuring that all employees are aware of the programs in place.

- ✦ **Upgraded emergency management notification**—Send Word Now (SWN), an alerting and mass notification platform, was successfully implemented as an emergency communications tool and was utilized for several events during 2019. Alerts can be customized depending on the severity of an incident, and the platform has given DGS the ability to create pre-scripted alerts for urgent warnings should particular events occur.





ANDY WON
DEPUTY DIRECTOR, OFFICE OF AUDIT SERVICES

Office of Audit Services

The Office of Audit Services (OAS) conducts audits of other state agencies to determine compliance with requirements contained in delegations or exemptions granted by DGS. Our audits include a review of the business management functions and services under the purview of DGS.

In 2019, OAS focused its efforts on key areas and goals for providing enhanced information and assistance to other state agencies and stakeholders.

- * **Developed an automated audit tracking system and annual analysis of all external audit findings to improve statewide compliance**—OAS now records and tracks audit findings from external compliance audits into a database for each audit engagement. Through the recording and tracking of audit data, trend analysis or pattern recognition helps DGS programs better manage and communicate their oversight responsibilities to external departments and agencies.
- * **Developed a customer survey for completed audits and an annual satisfaction report was prepared at the end of November**—OAS increased its communication with the state agencies it audits to gather valuable feedback. This identified opportunities to improve and add value to its audit program.

* 2019 Strategic Plan Goal

- * **Standardized all external compliance audit reports**—OAS standardized its template for reporting and audit findings to ensure consistency and clarity on identified weaknesses. Providing a comprehensive and detailed report on audit findings assists departments in making improvements in their business management functions and services.

* 2019 Strategic Plan Goal





Office of Legal Services

The Office of Legal Services (OLS) provides guidance and training to state contracting staff regarding the state's contracting and procurement laws and policies, and advises DGS management on a myriad of legal issues.

Some of the most notable accomplishments of 2019 are summarized below:

- + **Provided online information on the status of contracts for services**—OLS' database, which captures the status of services contracts that have been submitted for review and approval, is available online – allowing contracting agencies and their staff to independently track and confirm the status of their contracts.
- Partnered with CAL FIRE and the Department of Finance to negotiate the terms of real property acquisitions from PG&E**—DGS and the CAL FIRE worked with Pacific Gas & Electric (PG&E) for many years to acquire—at no cost to the state—various properties from PG&E for CAL FIRE and other state entities. The first transaction involved over 1,100 acres of land near the Mokelumne River that, as part of its 2003 bankruptcy case, PG&E transferred to CAL FIRE for use as a demonstration forest. Successful completion of the transaction involved years of complex negotiations between various state stakeholders (DGS, CAL FIRE, Department of Finance) and PG&E. The Delta Stewardship Council and the California Public Utilities Commission approved the

transaction in 2019 and DGS anticipates close of escrow to occur in early 2020. In addition to CAL FIRE's demonstration forest program, these lands will be conserved through conservation easement(s) for a broad range of beneficial public initiatives, including the protection of the natural habitat of fish, wildlife and plants; the preservation of open space; outdoor recreation by the general public; sustainable forestry; agricultural uses; and historical value.

- Collaborated and consulted within DGS and with other state agencies to implement executive order designed to garner innovative wildfire fighting solutions**—DGS' Procurement Division, OLS, the Department of Technology, and CAL FIRE collaborated with experts and government leaders to implement Executive Order N-04-19. The state's goal in issuing the first Request for Innovative Ideas (RFI2) under Executive Order N-04-19 is to put cutting-edge firefighting technology in the hands of emergency responders. Under Executive Order N-04-19, a problem statement was developed for a solicitation to address wildfire management, focusing on detection, prediction and notification. Out of 131 proposals, two innovators were selected to conduct what is known as a "Proof of Concept," a working model to be initially tested on a small scale in the field; and two contracts for a "Wildfire Innovation Sprint" were awarded in August 2019. Ten additional applicants were invited to become part of an innovator pool for future consideration.
- Collaborated with DGS' Real Estate Services Division and the Department of Housing and Community Development to implement Executive Order N-06-19**—Working closely and in consultation with DGS' Real Estate Services Division (RESD) and the Department of Housing and Community Development, OLS drafted the transaction documents that were part of the first Requests for Proposals issued in support of the state's implementation of Governor Newsom's Executive Order N-06-19, which addresses the development of affordable housing on excess state property.



Office of Strategic Planning, Policy and Research

The Office of Strategic Planning, Policy and Research (OSP) assists DGS divisions and offices with long-term planning; facilitates the creation of the department's strategic plan; oversees customer survey development and analysis; provides consultative data analysis and oversees delivery of departmentwide training initiatives.

In 2019, OSP made advancements toward refreshing and upgrading policy and technology supports within DGS. We will continue building on these gains in 2020.

- **Began pilot use of DGS' Learning Management System –**

In 2019, DGS commenced pilot use of our Learning Management System (LMS) as the internal training system of record for several DGS offices. As of the close of 2019, the system is being readied for rollout to all remaining DGS divisions and offices. The LMS enables business process improvements for training enrollment, approvals and reporting. It also enables DGS to better leverage online and self-paced training to meet our enterprise training needs. The LMS includes functionality to provide both guidance and tracking for new employees' completion of mandatory training, based on their roles. As DGS expands the LMS, it will be extended to include training that DGS provides to external (non-DGS) learners.

- **Executed critical training programs –** The DGS University (DGSU), under OSP, developed and implemented training programs to ensure compliance with legal mandates, support strategic goals, and enable employee growth.

DGSU provided Sexual Harassment Prevention Training to approximately 2,500 DGS staff in accordance with AB 2053 (Chapter 306, Statutes of 2014). Additionally, DGSU provided training to ensure that published materials meet the requirements of the Americans with Disabilities Act (ADA). The "Leading at the Speed of Trust" training that was provided to supervisors and managers in 2018 was made available for all staff in 2019.





EBENEZER AMPAH
CHIEF, EQUAL EMPLOYMENT OPPORTUNITY OFFICE

Equal Employment Opportunity Office

The Equal Employment Opportunity (EEO) Office is responsible for overseeing DGS' compliance with various federal and state civil rights laws and implementing regulations and executive orders pertaining to employment and services by DGS. EEO uses monitoring systems to achieve its mission to provide a discrimination-free environment in all aspects of employment for employees, applicants and customers. We intend to prevent harassment and discriminatory conduct rather than simply reacting or responding to such behavior.

- + **Completed and disseminated an EEO handbook for DGS managers and supervisors**—In 2019, the EEO Office developed an EEO handbook, which consists of two parts: the DGS Supervisor Checklist, which provides a list of guidelines to equip management with an easily accessible tool in effectively addressing EEO complaints in a timely fashion and contributing to a positive work environment; and the EEO Quick Reference, consisting of helpful information that management can share with staff and complainants to advise them of their rights, procedures for filing complaints, and avenues to have their concerns addressed.

+ 2019 Strategic Plan Goal

- Eliminated case backlog and reduced complaint processing times**—EEO standardized, revised, and created templates for official communications (letters of determination/closure letters) and investigative reports. This improved our efficiency and timeliness in processing complaints received, and allowed us to reach our goal of completing investigations within 90 days of receipt by the EEO Office.
- Improved EEO collaboration with the Office of Human Resources' Constructive Intervention Unit to effectively and promptly resolve EEO issues/complaints**—EEO established a 30-day follow-up with the Constructive Intervention Unit and programs to ensure substantiated allegations were addressed and preventive/corrective actions were taken and documented.



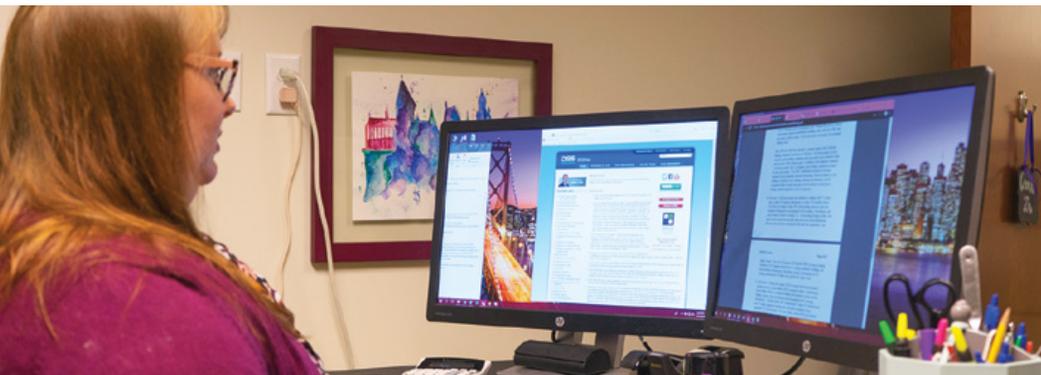


MATT BENDER | ACTING DEPUTY DIRECTOR,
LEGISLATIVE AFFAIRS

Office of Legislative Affairs

The Office of Legislative Affairs (OLA) coordinates all legislative activities for DGS, from the development of bill analyses to representing the department at legislative hearings. OLA also coordinates reports to the Legislature.

In the first year of the 2019–20 legislative session, OLA monitored and tracked 360 bills related to DGS' jurisdiction or expertise, engaged with the Legislature on many of them, and provided final recommendations on 34 bills that reached the governor's desk. The governor signed bills to put a \$15 billion educational facilities bond measure on the ballot, make improvements to Disabled Veteran Business Enterprise program requirements, create a planning and disposition process for Sonoma Developmental Center, and authorize the disposal of surplus state property. OLA also conducted legislative outreach and coordination for DGS' portfolio plan for state office buildings outside Sacramento; implementation of Executive Order N-06-19 on affordable housing; and three legislative hearings.



MONICA HASSAN
DEPUTY DIRECTOR, OFFICE OF PUBLIC AFFAIRS

Office of Public Affairs

The Office of Public Affairs (OPA) is responsible for news media relations; managing DGS social media channels; guidance on writing according to DGS style; providing photography resources and video production; and website management oversight.

OPA works hard to elevate the remarkable accomplishments of each division and office within the department by creating news releases, updating the internal and external websites, blogging on Newswire and posting on social media.

- + **Completed website redesign** — OPA worked closely with Enterprise Technology Solutions and DGS website content managers on the enormous task of redesigning the department's external website. The innovative design and improved navigation proved successful. This goal was carried over from 2018.
- **Updated New Employee Orientation video** — OPA updated the New Employee Orientation video to provide new employees with the most recent DGS information to ease their transition into their new workplace.
- **Updated Disabled Veteran Business Enterprise video** — The Disabled Veteran Business Enterprise video is used in outreach programs to help disabled veterans pursue contract opportunities with the state. The video was updated to reflect the new faces working on the program and to include information vital to successful contracts.

+ 2018 Strategic Plan Goal

DGS *By The* Numbers: 2019

186 Strategic Plan goals completed by DGS divisions and offices since 2016.

62 DGS' ranking in the Business Travel News Group's Top 100 U.S. corporate travel programs, based on U.S.-booked airfare spend during the prior year (if the ranking included DGS' travel program).

34,842 Orders completed in 2019 by the Office of State Publishing.

12,817 Cases handled by the Office of Administrative Hearings for state and local agencies.

10,693 School facilities projects certified by the Division of the State Architect.

18,016 Megawatt hours of electricity DGS saved the state by purchasing EnergyStar IT products, the equivalent of powering 2,663 homes annually.

14 Megawatt hours of clean, renewable energy generated by DGS' Clean Energy Program.

10 Million Gallons of petroleum fuel displaced by the use of alternative fuel since 2015.

51,000 Number of vehicles DGS oversees.

1,000 Number of zero-emission vehicles adopted into the state fleet.

1,761 and 19 Million Number of leases managed for state agencies and number of square feet managed by DGS.

19 Million Number of square feet of state-owned facility space operated by DGS.

207 Number of additional partial-service buildings (non-DGS-managed) where FMD staff provide services; for a total service responsibility of 29,401,814 square feet.

5,500-Plus Number of contracts reviewed and approved by Office of Legal Services.

742.5 Million Value of goods and services California counties, cities and school districts procured using the DGS Procurement Division-administered statewide contracts, as of December 1, 2019.

16,116 Number of small businesses certified to do business with the state as of December 1, 2019.

1,682 Number of Disabled Veteran Business Enterprises certified to do business with the state as of December 1, 2019.

1,221 Number of businesses certified under the Small Business – Public Works program to do business with the state as of December 1, 2019.

DGS 2019 Awards *and* Special Recognition



Enterprise Technology Solutions and Office of Business and Acquisition Services | The National Association of State Chief Administrators Award for e-signature for Acquisitions

DGS' Innovations in State Government submission "e-signature for Acquisitions" was chosen by the National Association of State Chief Administrators (NASCA) as a winner in the category of General Services for 2019. DGS won for its innovative approach to implementing process and technology that modernized a lengthy manual process: reducing processing time, providing transparency and accountability, and overall operational effectiveness. DGS developed a thoroughly documented tool and tool kit that can be leveraged by others to implement their own eSignature programs. DGS is experiencing a 62 percent improvement in the time it takes to obtain signatures on contracts.

Procurement Division and Office of Legislative Affairs | CAL FIRE Directors Award for Partnership from CAL FIRE

Procurement Division staff from the Contract Management Unit 2 and the division's Engineering Branch, as well as Matt Bender from the DGS Office of Legislative Affairs, received the Director's Award for Partnership from CAL FIRE. This award came as a result of a two-year partnership with CAL FIRE to create a statewide contract for firefighting helicopters. These DGS employees demonstrated the values of teamwork, innovation, and integrity in partnering with CAL FIRE to protect the lives and property of the state of California.

Facilities Management Division | The Best Overall Asset Performance Program for MAXIMO

The Facilities Management Division (FMD) was awarded the Best Overall Asset Performance Program at the 2019 MAXIMO World Conference, based on the size and scope of FMD's statewide MAXIMO implementation. FMD's 2018 implementation of MAXIMO allowed DGS to provide improved customer service and has supported the department's efforts to be data-driven. The implementation of MAXIMO also required the creation and implementation of statewide infrastructure to support the use of tablets, Wi-Fi, and increased technology training for all FMD staff.

Procurement Division | Electronic Product Environmental Assessment Tool Purchaser Award

The Green Electronics Council chose the state of California for its 2019 Electronic Product Environmental Assessment Tool (EPEAT) Purchaser Award in recognition of the procurement of sustainable IT products. The state earned four stars (one star for each of the product categories in which EPEAT eligibility requirements were met) for the IT products DGS acquired. Choosing EPEAT-certified products translates into considerable environmental benefits.

Procurement Division | Angel Carrera Receives Leadership Award

The late Angel Carrera, Certification and Outreach Branch Chief, accepted a Leadership Award from the California Small Business Association in conjunction with the U.S. Veterans Business Alliance for Excellence and Innovation. Presented during a DGS Small Business Advisory Council meeting at the Ziggurat, the award honored Angel for his service to small and disabled veteran businesses and organizations.

Division of the State Architect | 2019 Growing Greenprint Award

On May 29, the Division of the State Architect (DSA) received the 2019 Growing Greenprint Award at the annual Tree Hero Awards Dinner in Sacramento. The award honors a government entity in the Sacramento Greenprint region that has made noteworthy contributions in building a better urban forest. Starting in 2020, all schools and community college campuses will not only be improved structurally, but also require the establishment of shade trees on site. The planting of more trees will improve air and water quality, save energy, provide shade, educate students and improve communities.

Real Estate Services Division | Chosen for two awards from Construction Managers Association of America

The Construction Managers Association of America (CMAA) chose DGS' Real Estate Services Division (RESD) for two separate awards – one from CMAA's Northern California chapter and one from its Southern California chapter.

The CMAA Northern California Chapter named DGS for its Owner of the Year Award, which is notable because it means someone in the construction industry nominated – and the selection committee chose – DGS from among other public and private nominations.

The CMAA Southern California chapter recognized a team of RESD professionals with the 2019 Project Achievement Award in Education for their work on renovations to the California School for the Deaf in Riverside.

Real Estate Services Division | Michael Meredith receives national Owner of the Year Award

DGS Capital Outlay Program Manager Michael Meredith was acknowledged for his leadership in the State Project Infrastructure Fund (SPIF) program by the Construction Managers Association of America for demonstrating fair, transparent and progressive parameters for designers and builders. His leadership provides consistent approaches to schedules and budgets.

Real Estate Services Division | Platinum Certification Award from the U.S. Resiliency Council

The Clifford L. Allenby building project at 1215 O Street in Sacramento was awarded a U.S. Resiliency Council Platinum rating for Earthquake Structural Resiliency. The award acknowledges the building will perform well in a seismic event, to the degree that minimal damage will be done, and the occupants are considered safer in such a designed building. This is the first state building to receive the award.



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