
GENERAL SERVICES AGENCY

GOALS, OBJECTIVES AND ACCOMPLISHMENTS

FISCAL YEAR 2007-2008

GSA Mission Statement

The General Services Agency assists in providing the foundation upon which County Government is built.

GSA Long Term Goals

- To Improve Customer Service
- To Improve Communication (Internal and External)
- To Integrate Service Delivery Amongst the 4 Divisions
- To Provide Training

GSA Short Term Objectives

- To Improve Customer Service
 - Internal / External Needs Assessment
 - Improve Customer Service Responses (user-friendly)
- To Improve Communication
 - GSA Newsletter – Internal and External
 - Complete GSA Website – Intranet and Internet
 - Service Level Agreements for Departments
- To Integrate Service Delivery Amongst the 4 Divisions
 - Teamwork
 - Cross Organizational Teams (COTS)
 - Employee Recognition Program
 - Review Systems
 - Inventory and Review Systems/Needs Assessment
 - Combine Jobs where possible
 - Cross – Training
- To Provide Training
 - Create Incentives
 - Recognition Awards/Annual Events/Newsletter for GSA Employees (short term)
 - County-Wide Incentive Program for Customer Trainings (long term)
 - Identify Training Needs
 - Taken care of through Needs Assessment (Internal and External)
 - Develop Training Program
 - Start each Division and work toward a GSA Training Program
 - Make Training a part of every project (Policy)
 - From now on every plan/project/program will come with a training and documentation component

CENTRAL SERVICES DIVISION

Departmental Functions (Central Services Division)

The Central Services Division's primary responsibility is the cost-effective acquisition of materials and equipment on behalf of County departments. Aside from Purchasing, the services provided to County departments include processing formal bids and requests for proposal/qualifications, printing, mail courier, telecommunications, fixed asset tracking, real property acquisition and management, and surplus equipment disposal.

Central Services Division - Accomplishments

- Participated in the reorganization and formation of the General Services Agency, which included the addition of Information Services
- Conducted an analysis of the administrative functions of the GSA and modified staffing assignments and programmatic support based upon findings
- Reassigned tasks to appropriate functional areas as a result of operational auditing, including: Communications (transferred to Information Services); Authorized Driver requests (to Facilities and Fleet); Purchasing related functions
- Implemented consistent competitive bidding procedures, including sole source request process and procedures
- Reviewed and enhanced the County's Surplus program by automating and creating procedural documentation
- Participated in the transition to the new Finance/Human Resources/Payroll software system
- Issued more than 85 Requests for Quotes, Bids and/or proposals, including the following: direct purchase for copier paper, county-wide copier services, professional forester services and logging of timber at Little River Airport, medical services providers for the Jail, the County's new finance and payroll system, and office supplies for the entire County
- Developed and published GSA Website
- Developed and received Board approval of Proposition 40 funding allocation and program administration guidelines and assisted Board members with disbursement of funds
- Finalized outstanding Proposition 12 project reimbursement and submitted Phase II project applications
- Created and implemented Competitive Bidding and sole source acquisition guidelines and procedures
- Successfully updated Mendocino County Policy No. 26 – Vehicle Use Policy and MCC 3.12 and implemented departmental vehicle use tracking processes and procedures
- Participated in a Committee to review and update County Policy No. 1, the County's Purchasing, Leasing, and Contracting Policy; developed training manual
- Updated MCC 2.32 to coincide with Policy No. 1 and applicable Government Code

- Developed a GSA Resource Guide: A consolidated resource of various mandates, regulatory requirements, policies, and procedures (specific to the GSA and Purchasing Agent)

FACILITIES AND FLEET DIVISION

Departmental Functions (Facilities and Fleet Division)

The Facilities and Fleet Division is charged with routine and responsive maintenance, custodial, and groundskeeping responsibilities for all County-owned and many leased facilities. Included in this responsibility is that of operating and maintaining all County-owned parks and recreation areas. The Facilities and Fleet Division maintains these public recreational facilities and more than 100 buildings, comprising approximately 700,000 square feet, and their adjacent grounds and parking facilities throughout the county, using its skilled crew of building maintenance mechanics, experienced grounds maintenance technicians, and custodians, augmented, when necessary and cost-effective, by outside contractors and trades people. The Division is also responsible for the maintenance, repair and in-town fueling of more than 300 vehicles in the County fleet. The fleet is comprised of Sheriff's patrol vehicles, four-wheel drive utility vehicles, light trucks, vans, and passenger sedans. Included among these are 34 "pool" vehicles that are available for use by all County departments. In the aggregate, Garage-maintained vehicles travel nearly three million miles per year. The Garage is funded through a per-mile operating cost to user departments.

Facilities and Fleet Division - Accomplishments

- FACILITIES OPERATIONS AND MAINTENANCE
 - ❖ Completed major interior improvements to the Willits Veterans Building, including new flooring and paint.
 - ❖ Completed remodel and upgrades to the mechanics shop and restroom facility at the Covelo DOT Yard.
 - ❖ Installed new energy efficient dual-pane front windows at the Ukiah DOT facility.
 - ❖ Completed conference room remodel, new carpet, ceiling tiles, sheetrock walls and paint at Juvenile Probation.
 - ❖ Installed new carpet in the Juvenile Hall control room and Boy's recreation room.
 - ❖ Remodeled large office space, to better accommodate staffing, at Mental Health-WISC.
 - ❖ Installed new safety handrail extension (to the existing second tier handrail) to provide better safety for Corrections Officers and inmates at the Main Jail, Building II.
 - ❖ Hired a Facilities Administrator to oversee daily operations, providing better customer service, and improved communication with maintenance and custodial personnel.
 - ❖ Creation and implementation of the County's Internal Recycling Policy

- FACILITIES ADMINISTRATION
 - ❖ Developed the contract, and began the study, for the Criminal Justice Center Site and Feasibility Study with General Services Agency staff, the Sheriff's Department and other Criminal Justice Departments.
 - ❖ Completed a major renovation and remodel of the Fort Bragg Library.
 - ❖ Completed a remodel and ADA upgrades to the General Services Agency facility.
 - ❖ Completed an addition and major remodel to the Fort Bragg Animal Shelter.
 - ❖ Began construction at the Ukiah Veterans Memorial Building to provide ADA upgrades and remodeling.
 - ❖ Began construction at the Main Jail Booking area to provide ADA upgrades and major remodeling.
- FLEET OPERATIONS
 - ❖ Developed and implemented policies and procedures for the optimal, most cost-effective, operation and in-turn reduced the size of the fleet.
 - ❖ Maintained vehicle lift equipment in regulatory compliance through increased inspections and annual certifications.
 - ❖ Improved and upgraded the fabrication area of the shop.
 - ❖ Increased in-house alignments, minimizing premature tire wear replacement.
 - ❖ Performed research and cost/benefit analysis on alternative fuel vehicles and Hybrids. Consulted with outside agencies to provide further training and equipment for the addition of Hybrids to our County Fleet.
 - ❖ Met with DOT for joint safety/training meetings.
 - ❖ Worked with DOT for towing and sharing of shop resources, reducing outside costs.
 - ❖ Changed car washing protocol to reduce contamination to the storm water drains and route run-off into the sewer treatment drains.
 - ❖ Started the use of a fuel additive that is showing a 2-3 mile-per-gallon increase, thereby reducing the fuel cost for the County.

INFORMATION SERVICES DIVISION

Departmental Functions (Information Services Division)

The Information Services Division's responsibility is to define, understand, and meet the constantly evolving information technology needs of Mendocino County by implementing current technologies and exploring innovative ways to increase the efficiency and effectiveness of the County. Using progressive management techniques, the Information Services Division will evaluate the on-going improvements in the technological base used by the County to meet the demands of the public as well as our in-house needs in a timely and cost-effective manner. Organizational and programmatic efforts will provide technical training and support personnel and end-user training to promote the most efficient use of computer technology on the widest possible scale. Information Services serves as the "umbrella organization" for information

technologies (IT) for the County and is charged with delivery of on-going information technology services for all County departments.

Information Services Division - Accomplishments

- Replaced the Treasurer's Remittance Processor server
- Replaced the County's payroll system
- Replaced the County's Finance system
- Created the General Services Agency On-Line Work Order System
- Completed the Information Services Training Tracking Systems and is being utilized to handle the training needs of the new finance and payroll systems.
- GSA Reorganization activities included:
 - Completed a Classification study utilizing an independent contractor
 - Moved Communications responsibilities from the Central Services Division to the Information Services Division to allow for better service and continuity of business.
 - Moved County Microwave System responsibility from the Central Services Division to the Information Services Division
- Developed the Health and Human Services Agency IntrestNet
- Purchase, installation, and configuration of the IBM iSeries computer. This computer runs the Integrated Justices System and the County Property system, as well as other small systems
- Completed the PC Replacement Plan
- Broadcasted the Board of Supervisor's meetings and copies were made for other cable entities on the coast
- Issued the Public, Education, and Government RFP
- The SAN (storage area network) was replaced. This reduced the maintenance costs significantly as well as doubled the storage capacity.
- Completed the path and site survey report, site assessment report and financial cost report for the County's Microwave System.
- Centralized help desk tracking software was upgraded to the latest version. Self service features for County computer users, better inventory control, availability of problem resolution data base, are just a few of the added and upgraded features of this product.
- County Libraries received a Gates Grant to do a technology refresh this year. These systems were installed and configured at each library to give better access to the public and eliminate down time on these public computers.
- The anti-virus server was replaced this year as well as the Microsoft Patch server.
- Creation of the Network Operations Center
- Completed update to the County's GIS parcel layer
- Completed MCOG grant project to developed a mobile GIS prototype
- Created and installed a new interactive map for the ArcIMS Intranet Project
- Created a schools location GIS data layer to be used for administrative and emergency services planning.