

2016 General Services Conference: Leading By Design
General Services For the Next Generation

Monday – April 4, 2016		
7:30 am – 12:00 pm	Registration	
8:00 a.m. – 5:00 p.m.	(CCAEA People’s Choice Award Voting throughout the day on Monday)	
8:00 am – 11:15 am	Central Pacific Room: Lean Six Sigma; Champion Training (optional) Presented by Paul Stamper Deputy County Executive, Ventura County	
9:00 am – 11:00 am		Facility Tour: Sacramento Entertainment & Sports Complex (optional) Meet in hotel lobby at 8:45 for a 3/4 mile walk to tour the new \$500 million sports arena, scheduled to open in the Fall of 2016. 20 people max; safety vests and hard hats are required, and will be distributed at the site.
11:15 am – 12:00 pm	A light lunch/snack will be provided for those that attend one of the morning optional sessions	
12:00 pm – 12:15 pm	Welcome – Conference Kickoff	
12:15 pm – 1:00 pm	1. Lt. Col. Patricia Murray – “Run Your Own Race” – A perspective on innovative leadership for the next generation of General Service’s managers. (Sponsored by Argyle Security - a leading provider of physical and electronic security solutions)	
	Central Pacific Room	Steamboat Room
1:15 pm – 2:00 pm	2. EV Deployment - Best Practices for Effective Results and EV Infrastructure - The ADA/Accessibility Challenge	3. Climate Action, Beyond Operations
2:15 pm – 3:00 pm	4. Centralized SB854 Reporting and Decentralized Management of Modular Office System Installation	5. E:Procurement
3:15 pm – 4:45 pm	6. Correctional Medical Facilities Lawsuits: Kitchell	7. “Exploring the Myths & Misconceptions of GPS Fleet Tracking for Government Fleets”
5:00 pm – 6:30 pm	Networking Reception– 2 nd Floor Terrace (included w/your room charge – complimentary drink tickets will be distributed if you are not staying at the E.S.) (refreshments courtesy of Kitchell CEM and DLR)	

Tuesday – April 5, 2016

	Breakfast on your own (included with your room charge if you stay at the E.S.) Continental breakfast included in registration		
	Central Pacific Room	Steamboat Room	
8:30 am – 9:15 am	8. 8:30 – 10:15: Leading in a World of VUCA: Simple Ideas – Complex Organizations Bill Chiat; Dean of CSAC Institute	9. Alameda – Highland Hospital ATR Project. (8:30 – 9:15)	
9:30 am – 10:15 am		10. Echowater Project Overview: (9:30 – 10:15)	
10:30 am – 11:15	11. The Technician Shortage: How Fleet Managers are growing the Technicians of the Future	12. Water Conservation – Cooling Tower Design & Construction	
11:30 pm – 12:45 pm	CGSA/CCA EA Awards Luncheon – 2 nd Floor Terrace (Sponsored by Kitchell CEM and DLR Architects)		
1:00 pm – 1:45 pm	13. ADA Compliance	14. Best Value Source Selection	
2:00 pm – 3:30 pm	15. Active Shooter Presenter: Hector Alvarez		
3:45 pm – 4:45 pm	16. Providing Safe and Secure Facilities Presenters: Vanir Construction Management and Argyle Security		
5:00 pm – 6:30 pm	Networking Reception – 2 nd Floor Terrace (included w/your room charge – complimentary drink tickets will be distributed if you are not staying at the E.S.) (refreshments courtesy of Kitchell CEM and DLR)		
Wednesday – April 6, 2016			
	Breakfast on your own (included with your room charge if you stay at the E.S.) Continental breakfast included in registration		
8:30 am – 9:30 am	17. Cheewa James: "Leap to Leadership: Principles of Eagles" (Sponsored by Vanir Construction Management)		
9:45 am – 10:30 am	Keynote Speaker: Jack Gallagher: http://www.jackgallagher.info/Home.cfm		
10:30 am	Conference Wrap-Up and Raffle		
11:00 am	Professional Association Business Meetings	Professional Association Business Meetings	11:30 a.m. – Hotel Lobby Facility Tour: Sacramento Entertainment Sports Complex 20 people max; safety vests and hard hats are required, and will be distributed at the site.

2016 Conference Sessions

Monday, April 4, 2016

Optional Session: 8:00 – 11:15

Lean Six Sigma Champions Course: The success of a Lean Six Sigma strategy is dependent upon the support and actions of Lean Six Sigma Champions. Typically, Champions are senior managers that have access to resources needed to drive and support the implementation of Six Sigma projects. Champions help remove roadblocks the Lean Six Sigma Black Belts encounter, and in general “champion” the cause and needs of the black belts to deliver maximum benefit to the organization.

Presenter:

Paul Stamper, Deputy Executive Officer, Ventura County. Paul has led a County-wide effort in continuous process improvement, called Service Excellence Program, using the Six Sigma methodology. He has trained thousands of employees in Change Management, Leadership, and Lean Six Sigma, and is now offering his experience and services to CGSA.

Optional Tour: 8:45 – 11:00

Sacramento Entertainment and Sports Complex: Since ancient Roman times, great cities have centered around magnificent coliseums, where diverse citizenry would gather, connect, and enjoy public spectacle. In more than 2,000 years, very little has changed, except the citizens of “Civilization 3.0” are sophisticated and demanding. The pressures on their time are unprecedented; their entertainment options, virtually unlimited. Given this environment, Sacramento is recreating the connection, spectacle, and drawing power that coliseums of Rome mastered centuries ago. As was the case with the Coliseum, it starts with cutting-edge architecture and engineering, though this time, with a decidedly 21st century and uniquely California approach. Enjoy a fascinating behind the scenes tour of the new Golden1 Center – an extraordinary venue with the most radical and futuristic technology.

1. “Run Your Own Race” A perspective on innovative leadership for the next generation of General Service’s managers. 12:15 – 1:00

Guest Speaker: Lt. Col. Patricia Murray: Lt. Col. Murray has a B.S. in Aeronautical Engineering from California Polytechnic State University and used her scholarship earned as Miss California 1992 to pursue a career in commercial aviation. She was recruited by the California Air National Guard to fly the C-130 J Super Hercules aircraft and she was awarded the top honor of the Commanders Trophy at military pilot training graduation. She has since obtained her Masters of Science Degree in Military Science and Operational Art. She is an Instructor Pilot for the California Air National Guard in the 115th Airlift Squadron and has flown five tours of duty in the Middle East and has been awarded 5 flying Air Medals. She is also a Modular Airborne Fire Fighting Pilot, trained to fight wildfires from the skies.

Patricia is currently a director on the Disabled Veterans Charities board that helps disabled and struggling veterans in the Los Angeles Area. She was recently appointed as Interim President and CEO of the Miss California Scholarship Organization. She has flown 16 years as a pilot for American Airlines and resides with her husband Andrew and daughters Carlyn, Aislin and Shayne in Redondo Beach.

2. EV Deployment - Best Practices for Effective Results and EV Infrastructure - The ADA/Accessibility Challenge 1:15 – 2:00

Proper location choice, infrastructure cost, equipment design, data collection, ADA/Accessibility issues, charging levels, "fleet use only" versus being publicly available, are just some of the challenges that need to be addressed when adding Electric Vehicles to your fleet and develop a charging station network. Fleet Managers at the

forefront of deploying EV's and charging station networks since 2009 will share their knowledge, gained through trial and error. The results of their efforts led to best practices to help ensure success in government fleets across the country. The session will include information on the latest proposed California Building Codes changes related to deployment of EV infrastructure that will go into effect in January of 2017.

Presenters:

Doug Bond is the Transportation Services Manager for the County of Alameda. The organization he leads has been ranked as the 3rd best of the 100 Best Government Fleets in 2015, achieved the #5 Government Green Fleet in 2015, awarded the Sustainable Fleet Award in 2015 from Bobit Media, and received the Flexy Award from NAFA in 2015. Doug's department also received the 2014 Bay Area EV Readiness Award from the Bay Area Climate Collaborative and the Silicon Valley Leadership Group.

David Worthington is the Fleet Manager for the County of Sonoma and has over 25 years of comprehensive management experience in automotive and truck related industries. The County of Sonoma Fleet Operations Division has been recognized as one of the 50 Leading Fleets, one of the Top 100 Best Fleets and the #1 Government Green Fleet in 2015. David was recognized in 2013 as one of the 40 Sustainability All-Stars by Green Fleet Magazine for his efforts and successes in sustainable fleet facility operations and electric and hybrid electric vehicle fleet integration. He also helped bring international electric motorcycle competition to the United States beginning in 2009 to further promote engineering advancements of technology in production vehicles.

3. Climate Action, Beyond Operations 1:15 – 2:00

GSA's are in a unique position to leverage our climate protection leadership and create changes that extend well beyond our traditional areas of influence (buildings, fleets, etc.) Alameda County proposes a panel focusing on our efforts reduce greenhouse gas emissions from a variety of sectors. Speakers would address the following:

Presenter: Carolyn Bloede, Alameda County

4. Centralized SB854 Reporting and Decentralized Management of Modular Office System Installation

2:15 – 3:00

Maintaining compliance with SB854 reporting requirements while allowing departments' the autonomy to manage small dollar systems furniture installation is a challenge. This presentation will explain how Butte County General Services is using countywide contracts and a contract release process to track and report the installation of systems furniture when the project costs exceed \$1,000 but the project scope does not require centralized construction management. The presentation will include:

- A brief overview of SB854's reporting requirements
- Description of the challenges brought on by the new requirements
- Explanation of Butte County's solution
- Explanation of how Butte County plans to kill two birds with one stone and use this process to ensure compliance with Government Code 25502.5

Presenter: Kate Abouzeid is a Senior Administrative Analyst in Butte County General Services Department; she has worked in General Services since June of 2009. Kate specializes in management and system analysis with an emphasis on process improvement.

5. e:Procurement 2:15 – 3:00

This workshop on eProcurement will cover what to expect if/when your agency decides to implement a solution. The workshop will define eProcurement, the recent proliferation of eProcurement, the advantages and disadvantages, lessons learned when implementing an eProcurement solution, and reverse auctions

Presenter: Craig Rader, Sacramento County

6. Planning for Jail Health Care Services: the Challenges, Risks and Opportunities 3:15 – 4:45

This presentation examines changes in the health care arena for the county jails since California's historic prison realignment, the increased exposure to litigation and ways to focus your plans to maximize success/reduce risk. Brenda Epperly and Jared Goldman will familiarize you with the major lawsuits that the California Department of Corrections and Rehabilitation (CDCR) has been grappling with for years; cover the recent healthcare lawsuits against county jails and identify areas of health care services you can evaluate to determine the level of risk in your own system. The presentation also covers how you determine from a business approach if you should build specific medical and mental health units, and the pros and cons whether to seek state licensure for these units.

Presenters:

Brenda Epperly is a registered nurse with 40+ years in health care. She is a former healthcare executive for CDCR, reporting to the Federal Receiver. Prior to working for the Receiver Brenda was CDCR's Statewide Director of Mental Health. Brenda has worked in nearly every health care setting, yet has spent most of her career working in state hospitals, jails and prison settings. She has extensive experience in identifying system-wide needs and improving healthcare delivery systems. She holds a Master's degree in Nursing Administration and Education and is a certified Correctional Health Care Professional and Accreditation Surveyor with the National Commission on Correctional Health Care (NCCHC).

Jared Goldman is a partner in the law firm of Best Best & Krieger LLP and represents the Federal Court's Receiver of the California prison medical system. Among other matters, Jared has advised the Receiver concerning the design, construction and activation of new prison health care facilities, including the 1,700 bed California Health Care Facility in Stockton. Jared has worked closely with the various stakeholders in California's prison health care litigation since the appointment of the Receiver in 2006, and he is intimately familiar with the issues shaping new correctional facility construction in California. Jared also advises hospitals, health plans and clinics regarding health care regulatory compliance and business matters.

7. Exploring the Myths & Misconceptions of GPS Fleet Tracking for Government Fleets 3:15 – 4:00

Presenter: David Pope, Senior Government Sales Manager, GPS Insight

8. Leading in a World of VUCA: Simple Ideas – Complex Organizations 8:30 – 10:15

In uncertain times we often turn to people in leadership roles for order, direction and protection. Yet in the volatile and ambiguous times we find ourselves it is difficult to provide any of these. This session explores the practices to achieve the public value we desire in VUCA times. The conversation highlights leadership in complex 21st century organizations, what it takes to be successful in doing the public good, what to look for in spotting 21st century talent, and strategies to mentor the next generation.

Presenter:

Bill Chiatt (pronounced shy-at): Dean and manager of the CSAC Institute for Excellence in County Government. Bill incorporates over 30 years of practical executive leadership experience in state and local governments into employee development, mixed with a fluency in governance issues and the challenges of managing today's workforce. His expertise spans local and state governments. He served as County Executive Officer of Napa County and Director of Organizational Effectiveness in Santa Barbara County. At the state level, Bill served as Executive Director of the Arizona Governor's Office for Excellence in Government and led the state's executive education program. For eight years until 2012 Bill served as Executive Director of the California Association of Local Agency Formation Commissions.

Bill has a B.S. from the University of Minnesota and a M.S. in natural resources administration from the University of Michigan. He is also a graduate of the Senior Executives in State and Local Government program and the Leadership in the 21st Century program, both from the Kennedy School of Government at Harvard University.

9. County of Alameda Highland Hospital Acute Tower Replacement (ATR) Project 8:30 – 9:15

The Highland Hospital Acute Tower was a \$668 million, 10 year project to modernize Alameda County's flagship Highland Hospital. The County of Alameda General Services Agency Medical Facilities Program will present the cost model and management plan used to successfully deliver the Highland Hospital ATR Project on time and within budget. The ATR Project includes 10 separate capital projects, requiring demolition and new construction of medical facilities on a historic 14.4 acre fully developed campus surrounded by residential uses.

Panel Members:

Ann Ludwig, Alameda County GSA's Medical Facilities Development Program Manager,
Marcene Taylor, MTI Consulting (Cost Planning),
Karl Schultz, Vanir Construction Management (Program Support & Construction Management)

10. Echowater Project Overview 9:30 – 10:15

In December 2010, Regional Sanitation District in Sacramento was issued stringent new treatment requirements from the State of California that require significant upgrades to our wastewater treatment plant. This new system, which must be in place by 2021-2023, will produce cleaner water for discharge to the Sacramento River, as well as for potential reuse as recycled water.

This major upgrade is called the "EchoWater Project" to reflect how it will take our wastewater and return it to a clean, natural state—much like an "echo" returning to its original source. The EchoWater Project, estimated to cost up to \$2 billion, is among the largest public works projects in Sacramento's history. When completed, it will keep Regional San in compliance with its regulatory permits and improve water quality by resulting in a nearly 95 percent reduction in ammonia discharged to the Sacramento-San Joaquin River Delta. Ultimately, EchoWater will be capable of meeting our region's needs and protecting our region's waterways for generations to come.

Presenter: Vick A. Kyotani, Deputy Director of Operations

11. The Technician Shortage: How Fleet Managers are growing the Technicians of the Future 10:30 – 11:15

There is a problem looming over the auto repair industry that could become a real issue over the next few years. This session explores why skilled automotive technicians are becoming harder and harder to find, the generational differences that exist, and what can be done to overcome them. Do you build your own heavy technicians in house by partnering with local or private schools? Should we require ASE certifications or shouldn't we? And we'll discuss how to become an ASE certified shop and ASE compensation incentives. This session will include information on some of the latest solutions to these important issues in our industry.

Presenters:



Dan Sunseri is the Fleet Manager for the City of San Jose and has over 26 years' experience in various capacities within the fleet organization. The City's fleet is comprised of more than 2,700 diverse vehicles and equipment; 40 % of them use some form of alternative fuel such as renewable diesel, bio diesel, CNG, hybrids and EV's with more than 60 EV charging stations throughout the City. San Jose was recognized in 2015 as one of the 100 Best Government Fleets and one of the 50 Leading Fleets from Government Fleet Magazine. Dan spoke at APWA's 2014 International Conference in Toronto on Developing World Class Fleet Technicians.

Carlos Velasquez is the Fleet Manager for Contra Costa County and has over 30 years' experience in the industry, including 26 years at the City of Long Beach where he held several positions including Manager at Fleet Services and Manager at Environmental Services. At Long Beach, he led a great team to be one of the most professional government fleet organizations in the nation. Carlos' awards and achievements include #1 Greenest Fleet in the Nation and ranked #17 in the 100 Best Fleets 3 years in a row. More recently, he obtained the coveted ASE Blue Seal status for Contra Costa County's Fleet Service's Team.

12. Water Conservation 10:30 – 11:15

With no end in sight to California's drought conditions, water conservation is crucial throughout all county facilities. With industrial water for use in HVAC applications as a large water consumer on many sites, it is essential to analyze your current water treatment protocol to ensure maximum water savings. In that light, the County San Diego initiated the Advanced Water Savings Technology (AWST) Project to address high water use by central plant cooling towers. The AWST system consists of a water softening system and two formulated blends of scale and corrosion inhibitors in the condensing water to support operation at significantly higher cycles of concentration. Advanced Chemical Technology (ACT) will discuss the best practices for optimizing your HVAC water usage through proper chemistry and equipment design/modification.

Presenters:

Bryan Small, Sales Consultant, Advanced Chemical Technology, Inc. (ACT). Bryan has been with ACT for 5 years managing customer accounts and sales of water treatment services, chemicals and equipment. He has over 30 years of high tech industrial sales including factory automation systems, instrumentation, building automation and controls, specialty chemicals and industrial water treatment. Bryan has been the primary sales consultant for the County of San Diego for the past 3 years managing sales, contact administration and project management the for Advanced Water Savings Technology implementation at the various sites.

Matt Fogle – Chemist, ACT

Matt graduated summa cum laude from the University of California, San Diego with a Bachelor of Science degree in Biochemistry/Chemistry. He spent the first 5 years of his career in pharmaceutical formulation development before joining Advanced Chemical Technology, Inc. (ACT) in 2011. As the lead chemist at ACT, Matt oversees new product formulation development and was instrumental in the design of the Advanced Water Savings Technology (AWST) protocol that has helped many of their clients achieve a savings of at least 25% on industrial water used in their cooling towers.

13. ADA Compliance and Accessibility 1:00 – 1:45

This presentation will address the Americans with Disabilities Act (ADA) and Accessibility provisions outlined in the California Building Code (CBC, Title 24, Part 2, Volume 1, Chapter 11B) within the context of the requirement of State and Local Government Entities to perform a Self-evaluation and develop a written Transition Plan as mandated in Title II of the ADA. We will discuss a variety of different paths to execute a Self-evaluation as well as how to draft and adopt a Transition Plan. We'll also be juxtaposing Butte County's experiences with third party vendor Disability Access Consultants (DAC) and third-party audits performed by the California Department of Transportation (Caltrans). This is a "Lessons Learned" type of presentation and discussion; feel free to join us and share your unique experiences with the development of your County's Self-evaluation and Transition Plan or come to get an understanding of what might lay before you if you are early in the process of satisfying your County's obligations under Title II of the ADA.

Panel Members:

Benjamin Matray, NCARB, LEED AP BD+C, County Architect, Butte County

Barbara Thorpe, President DAC

Michael Boga, DAC

14. Best Value Source Selection 1:00 – 1:45

Best Value selection has long been used for vendor selection under RFP procurement, and is now available for Design-Build and CM at Risk construction. But what is Best Value selection? Even the recent Design-Build and CM at Risk code provisions offer different definitions and Design-Build even provides varied interpretations.

Rochelle Lowe and Tom Fincher of San Diego County will discuss how San Diego is using Best Value Source Selection and consistent best practices to achieve high quality results across varied procurements.

Presenters:

Rochelle Lowe, MBA: Rochelle's career spans more than 25 years in procurement and contracts. Her experience and career background include her current position as Chief, Departmental Operations at the County San Diego and previous positions as a Small Business Liaison Officer (SBLO) and Small Business Program Manager in the federal and commercial marketplace. She is a recognized industry subject matter expert and frequent presenter on building value in enterprise-wide small business programs, from both an industry and government perspective as well as from a small business point of view. Rochelle also teaches a purchasing and contracts class at San Diego State University – College of Extended Studies. She has a MBA and BA in Public Administration from San Diego State University as well as a degree in Purchasing and Materials Management.

Tom Fincher, AIA, CFM, LEED AP: Tom is responsible for the capital and major maintenance planning and space management of San Diego County's administrative, operations and program facilities, encompassing over 1,280 leased and owned buildings of almost 10 million sq ft. Over the past 9 years, this program has undertaken major capital development projects valued at over \$1.27 billion, chiefly as design-build, with many of them recognized with numerous regional and national awards. Prior to joining the County, Tom was corporate architect for HomeFed Bank, where he led teams for the restoration of the former Bank of America building in downtown San Diego as HomeFed's headquarters, and development of the HomeFed Operations Center campus in Sorrento Valley, now Qualcomm's headquarters.

15. Active Shooter 2:00 – 3:30

Violent acts that we hear on the news or read in the paper are terrible, senseless acts. At the heart of this session are three simple principles. First, there is no such thing as random violence. It may feel random to us, but make no mistake; the bad guy picked his target for a specific reason. Hector will teach you why and how to avoid being selected. Secondly, and possibly more important, is the fact that most violence is avoidable. Learn how you and your organization can help prevent violence. Lastly, let's recognize that it's impossible to avoid violence all together; learn some simple-to-understand strategies to respond to violent situations.

Presenter:

Hector Alvarez, President of Alvarez Associates. Over 15 years ago Mr. Alvarez started one of the nation's most progressive "civilian focused" active violence prevention programs. He has personally evaluated and managed hundreds of potentially violent situations, developed violence prevention programs and trained thousands of security officers, employees and managers in workplace violence prevention.

16. Providing Safe and Secure Facilities 3:45 – 4:45

Municipalities must ensure their facilities are as safe and secure as possible. Throughout the nation, cities and counties address this challenge with a wide variety of safety measures. Some are implemented through environmental design - others through training and technology. Every municipality is unique. Security measures are a sensitive topic and meeting the needs of your employees and community is paramount. This session will walk you through on how to identify and prioritize important criteria to understand your environment, focusing on the physical improvements essential to create safer buildings. Then, focus on the design, engineering and installation solutions identified. The safety and security assessment process is about your employees and your community.

Panel members:

Gloria Barrera; Vanir Construction Management, Inc. – Safety & Security Assessment
Buddy Johns; Argyle Security - Critical Security Solutions

17. Leap to Leadership: Principles of Eagles 8:30 – 9:30

“Good leaders do not push associates to achieve, but inspire them.” A recent study entitled “Liberating Leadership Report” professes that “...more than 80 percent of those identified as having genuine leadership ability are not in positions of formal authority.” Leadership can be nurtured and developed. Often in looking at leadership, we don’t give adequate attention to the personal attributes of a leader. This workshop will give you some great ideas on achieving life balance, role modeling, and understanding other’s temperaments and emotions. An outstanding leader guides by example and has the ability to work well with the individuals she/he leads.

Guest Speaker:

Cheewa James: A highly sought-after speaker and corporate trainer, Cheewa has worked with associations and corporations across the United States and Canada. She is especially known for her presentations on leadership and dealing with change. A former television anchorwoman and reporter, Cheewa is the recipient of seven UPI (United Press International) awards, and has been awarded the National Golden Mike Award for excellence in television production. Cheewa is also an accomplished author with nearly 150 articles in print. Her latest book, “MODOC: The Tribe That Wouldn’t Die”, is the phenomenal story of her own tribe, written over a 12 year period. She recently won a Will Rogers Medallion Award for excellence in writing on the West.

18. Keynote Speaker: Adapting to Change...And Loving It! 9:45 – 10:30

The world around us changes every day. We recognize it with new technology, with communication and in almost every aspect of our lives. Changes can be small, or big. How we handle the change, now that’s the tricky part. Attendees are invited to attend a training session on this very subject with comedian, actor, writer and three-time Emmy Award winner, Jack Gallagher. Be prepared to be entertained and informed while taking a new look at something we all struggle with.

Special Guest Speaker: Jack Gallagher is a nationally known comedian who has appeared at clubs, colleges and corporate events around the country. Jack has made several appearances on The Tonight Show with both Johnny Carson and Jay Leno and Late Night with Conan O’Brien. Jack can currently be seen as the co-host of the syndicated PBS series “Money Track.” He has received 3 Emmy awards as host for the PBS series “Off-Limits”, “Kids, Cash and Common Sense” and “Discover California.” Jack has written 6 critically acclaimed one-man shows and can be seen in a recurring role on the HBO Original Series “Curb Your Enthusiasm.”