



Department of the Month

Department of General Services

A Message From the General Manager, Jon K. Mukri

Welcome to the Department of General Services (GSD). Our Department was established by the Los Angeles City Council on July 1, 1979, to centralize the responsibility for providing general support functions. GSD provides a wide range of services to every Council-controlled department, and is often referred to as “the Heart of the City.”

Accomplishing this task in a timely and efficient manner is pivotal in enabling other departments to provide vital services to the citizens of the City. Our workforce is a highly diverse and extremely talented group of dedicated employees. Skills cover a broad spectrum including the engineering, technical, mechanical, administrative and human resources disciplines. Each and every employee in GSD plays a vital role.

Our mission is service! Much of our success comes from the teamwork exhibited by our employees. Upon hire, every employee is invited to become part of our GSD team and to feel confident that they will fit in with what we all believe to be the best department in the City. We value the contributions of our employees and their willingness to support the Department in every way they can.

GSD employees are located throughout the City of Los Angeles, from the top of Mount Lee to sea level at San Pedro; from the Getty House to the San Fernando Valley; from the City Hall Tower to the Emergency Command Center underground in City Hall East; and from the halls of Council chambers to the heliport; our employees are our number one resource.



Jon K. Mukri,
General Manager,
Department of
General Services

We consider our employees our hidden heroes because they work tirelessly behind the scenes to keep the City of Los Angeles running efficiently, through the many services we provide other City departments. These services include the regular maintenance and upkeep of more than 800 City buildings and facilities; construction, retrofitting and historic landmark preservation projects; as well as keeping the City’s fleet of motor vehicles and aircraft (with the exception of Police and Fire Department) available and

operating safely and efficiently. As pointed out by an equipment mechanic with our Fleet Services Division, the Division services “anything that rolls on its own or is being pulled behind by something else.” This includes hybrid or alternative fuel vehicles; electric and non-electric passenger cars, vans and trucks; refuse vehicles; and aerial vehicles including boom trucks and helicopters, to name a few. “Nothing is left to chance when we’re working on vehi-

cles,” he added. “The safety of the passenger is always first and foremost in our minds.”

Other services we provide City departments include a variety of programs and functions, such as printing, duplicating, custodial, recycling, mail and messenger, materials testing, fuel services and environmental compliance, purchasing, security, and the distribution and warehousing of supplies and equipment. By providing this level of internal support, GSD assists departments in their overall operations and delivery of City services to the public. In addition to the above, GSD manages City-owned and -leased properties and collects parking fees.

As general manager, I also serve as the City’s purchasing agent. This means the Department is responsible for purchasing, warehousing and distributing materials, equipment and supplies for the vast majority of City departments. Practically anything a City department needs to function is delivered to our Central Stores Distribution Center, a huge warehouse facility at Piper Technical Center. This includes everything from petroleum for City vehicles to office supplies; from repair parts to the sandbags used by the Los Angeles Fire Department during flooding situations; from paint, medical supplies, and flashlight batteries to storage boxes and check stubs. And the list continues.

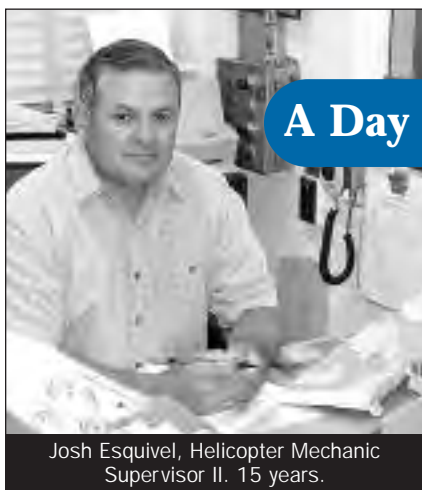
As a Department, we are committed to quality in everything we do. We always put our customers first. I believe our employees will be enthused, happy and have fun doing their jobs,

if they are well trained. I want our employees to be innovative and to come up with the next best idea on how to do business. I want them to be committed to their jobs, their families and themselves. Training helps develop employees who are not only interested in what they are doing but always thinking ahead to what we can do better and how we can better serve our clients. Our effectiveness on the job can only be enhanced with a balanced life between family, friends and work.

This attitude of service is further demonstrated through the Department’s “adoption” of Chernow House as our sponsored charity. This relationship has been ongoing since 1988 because we strongly believe in the House’s mission of serving the homeless. Several times a year our employees voluntarily support the House through donations of canned food items, toys, household items and even cash to assist the families living at the House. The House, named after a committed community member, provides homeless families with housing for up to 90 days and assists them in finding permanent housing, childcare and employment.

City departments depend on GSD to provide key support to help them meet their service level demands. We are committed to providing the necessary levels of service to satisfy those needs. Through continuous innovation and effort on the part of our employees, we at GSD look forward to continuing to provide high quality service to our “customers” in the years ahead. ■

A Day in the Life of the General Services Department



Josh Esquivel, Helicopter Mechanic Supervisor II, 15 years.



Vince Garcia with the “Bell Long Ranger,” DWP’s ship. 10 months.



Doug Postal repairing a main rotor fairing. 4 years.



Bill Allender, Helicopter Mechanic, 21 years and Doug Yeretizian, Supervisor I, 23 years.



Wach Kaewboonmee cleaning main rotor bearings.



Reid Shafer, Helicopter Mechanic Supervisor I, 16 years.

Department of the Month

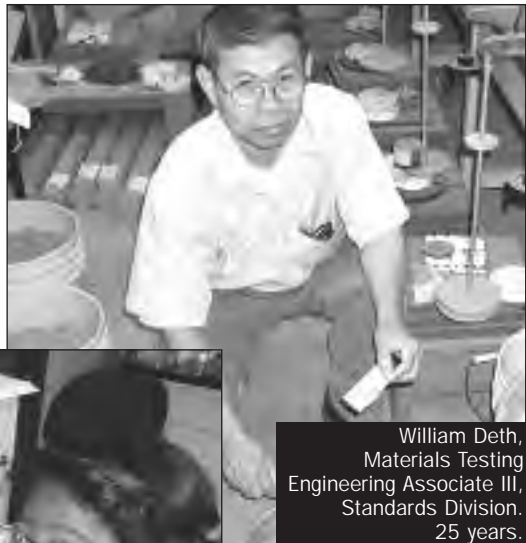
Tony Pircey doing an overhaul on the rotor head for the DWP ship. 4 years.



Papkin Hovasapian, Director of Materials Testing, Standards Division. 31 years.



John Fuller, "Storekeeper II" Helicopter Maintenance parts room. 13 years.



William Deth, Materials Testing Engineering Associate III, Standards Division. 25 years.



Cheryl Walker, Senior Chemist "Organics Lab," Standards Division working with gas chromatography mass spectrometer.



Mike Cheng, Student Worker, Standards Division



Annie David, Chemist II, in the "Wet Chemistry Lab." 11 years.



Endale Tezera, "Falling Weight Deflocto-meter," Standards Division. 5 years.



Cu Luong, Materials Testing Engineer Associate III



Eddie Enriquez, Technician I, Standards Division, "Asphalt Lab."

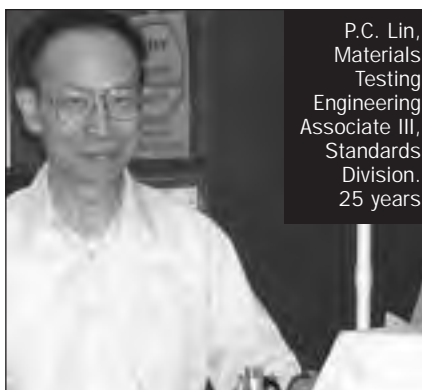


Laura Backstrom, Management Analyst II, 8 years

A Day in the Life of the General Services Department



John Duong, Materials Testing Technician II, Standards Division



P.C. Lin, Materials Testing Engineering Associate III, Standards Division. 25 years



Matthew Smith, Materials Testing Technician, Standards Division.



Javad Valleie, Materials Testing Engineer II, Standards Division.



Borris Kelman, Materials Testing Technician, Standards Division, testing for biological biochemical oxygen demand. 13 years.



Kevin Gropp and Matt Dickinson working on Bell 412, the newest fire fighting copter in the fleet.



Tony Duong and Ralph Barba. Both are Materials Testing Engineering Associates.

Department PROFILE

The Department of General Services fulfills three primary functions: building services, fleet operations and support services. Building services provides building maintenance, completes construction projects, conducts facilities management, and offers security and parking services. Fleet operations maintains the City's fleet, acquires new vehicles for that fleet, and operates the City's helicopter unit. Support services provides purchasing, printing, testing, materials management and mail and messenger services. These primary functions are supported by a general administration staff that includes accounting, management information systems, finance and personnel services. Together, the Department forms an integrated internal support department through which all City departments benefit.

Management

- Jon K. Mukri, General Manager
- Tony DeClue, Assistant General Manager
- David Paschal, Assistant General Manager
- Robert Jensen, Assistant General Manager
- Alvin Blain, Assistant General Manager

Mission

- To have a competent and motivated workforce to provide City leadership in managing facilities, equipment, supplies, security, maintenance and other support services for City departments in a safe, reliable and efficient manner.

Annual Budget

- \$274 million

Number of Employees

- More than 1,800 regular employees



Department of the Month

General Services: The Heart of the City

Chances are you know at least one person from the Department of General Services (GSD). That's because General Services supports all City departments and interacts with just about everybody.

The Department's mission is to have a competent and motivated workforce to provide City leadership in managing facilities, equipment, supplies, security, maintenance, and other support services for City departments in a safe, reliable and efficient manner. The Department believes this is accomplished daily through its "commitment to quality service by quality people."

General Services enjoys an annual budget of \$274 million and has more than 1,880 employees. This fiscal year's budget includes increases in funding for the support of the City's Street Resurfacing Program, Alternative Fuels Program, Supply Management System and new facilities maintenance.

With this increase in funding, the Department plans to resurface up to 260 miles of city streets; reduce the level of toxins released into the air by diesel powered vehicles to comply with Southern California Air Quality Management Division (SCAQMD) mandates; maintain on-going system support, training and quality assurance of the Supply Maintenance System (SMS); and complete maintenance for several new and renovated Police, Library, and Information Technology Agency (ITA) facilities opening in 2002-03.

Over the years, GSD has been the recipient of numerous awards on both the local and national level, as a result of the creative ideas of its employees. Its Standards Division, whose involvement in hot asphalt recycling technology has earned it national and interna-

tional fame, was recently honored with the award of Excellence in Hot Asphalt Recycling for 2001.

This award led to a City Council resolution in May 2001, in recognition of the Division's testing and quality control efforts in assisting the Bureau of Street Services in recycling used tires for the application of Rubberized Emulsion Aggregate Slurry. Standards Division is the largest and most comprehensive testing facility operated by the City of Los Angeles, providing materials testing and quality control in the major fields of geotechnical engineering, construction and environmental control.

The Department's involvement in seismic retrofitting and historic landmark preservation efforts by its Construction Forces Division led to the Division receiving a national award for the historic Pico Plaza project near Olvera Street in downtown Los Angeles. In the last six years, the department's Fleet Services Division has won 13 of the Mayor's Productivity Improvement Awards, which has led to reduced operating costs for City departments and savings to the City of millions of dollars.

GSD's Facilities Services Division provides City employees and the public with a clean environment and efficient mail and parking services. The Division's Facilities Recycling Program has been honored with several state awards over the years and has produced a recycling guide and videotape for use by City employees at their workplace. ■

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Derek Young, Delivery Driver, 1 year



Patricia Jackson, Clerk Typist 6 years, and Elizabeth Treviso, Clerk Typist 7 1/2 years,



Laron Cooksey, Drill Rig Operator, 15 years.



Kevin Ward, Messenger Clerk 7 1/2 years.



Ken Mak, Clerk, 3 years.



Harold Skinner, Building Construction Maintenance, General Superintendent II.

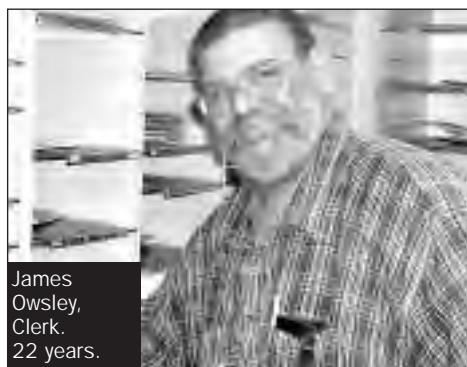


Paul Barangan Sr. Building Operations Engineer, 21 years and Mel Larino, Building Operations Engineer, 19 years

A Day in the Life of the General Services Department



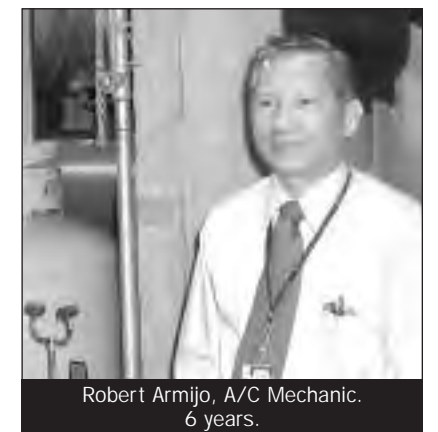
Shaletha Scott, Mail Messenger Clerk, 1 year



James Owsley, Clerk, 22 years.



Randy Gordon, Clerk, 14 years



Robert Armijo, A/C Mechanic, 6 years.



Wendy Murguia, Clerk Typist. 2 years. Kristie Butanda, Clerk Typist. 2 years. Debra Drew, Senior Clerk Typist. 18 years



Jeannett Arnold, Principal Clerk. 23 years.



Kim Harris, 8 months



Chandra Mosley, Chief Clerk, 21 years.