City of Garden Grove Public Works

P.R.I.D.E.

JANUARY/FEBRUARY/MARCH

Save the Date

February 16th President's Day

March 8th Daylight Saving Time



Pride Staff

Carolyn Melanson Scott Lowe Phil Carter Brent Hayes Cel Pasillas Raquel Manson Rosemarie Jacot Rosie Gross



Past PW employees remembered at Memorial Flagpole Ceremony, see Pg 3



DIRECTOR'S CHAIR

Last Year at a Glimpse....

We finished last year with a bang, thanks to staff's hard work and dedication! Because of this, we were able accomplish many goals. Much progress was made on improving ancient procedures, updating antique equipment/tools and adding on more employees to our talented group. Here are some highlights from last year's accomplishments:



Euclid Street/median improvements



23 Residential/Collector Street Improvements



Water Improvements Buaro/Haster Strand Stone Gate Condos

New Sails Ahead

As we say goodbye to previous City Manager and Mayor last year, we begin a new year with the new Interim City Manager, Mayor and Council ⁴ Member.





From Left to Right: Phat Bui, Council Member Bao Nguyen, Mayor Allan Roeder, Interim City Manager



2015

High on the mayor's agenda is education and community engagement. So what better way to engage the public by

bringing back our Open House this October! Stay tuned for more information as the comittee is being assembled.

Looking forward this year, we have the following projects lined up and

-Harbor Blvd Median Landscape (Palm-Chapman Ave)

-Brookhurst Street Rehab (Chapman Ave-Katella Ave)

-Sewer Improvements (Joyzelle St -Hill Rd)

-Water Improvements (West St-Daniel Ave)

-Chapman Library Remodel

-CMC Remodel

-Fire Station 6 Reconstruction/New Station

On management's side, this is a year of education on showing the public ALL that we do. Last year, we



started this process by developing a Department Facebook page:

https://www.facebook.com/pages/Garden-Grove-Public-Works-Department/560742707365984

Check it out and "Like" the page to keep informed. To our benefit, we have seen more community involvement than anticipated with comments and compliments received by council members and the public.









ready to go:

As for the budget, the City remains fiscally cautious as retirement costs continue to rise.



Our other focus this year is in retaining, building and strengthening our workforce, the heart of the department. Management remains committed towards filling vacancies, as resources become available.

Current vacancies range from entry to managerial level positions within the following sections: Engineering, Streets, Parks, Trees, Custodial, Water, Vehicle and Parking Control.



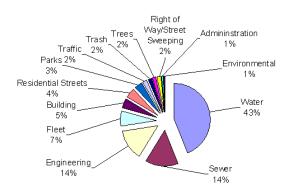
For questions on current vacancies, please contact the department's HR Liaison, Raquel Manson, at extension 5554 or by email rmanson@ci.garden-grove.ca.us.

As you can see, we have some fun and exciting opportunities ahead of us that cannot be done without that Public Works spirit! Thanks you all for your daily efforts that MAKE A DIFFERENCE! Wishing you all a prosperous, happy new year!

PUBLIC WORKS FAST FACTS

| | 2012 | 2013 | % |
|---|--------|--------|------|
| | | | |
| Department Work Orders | | | |
| (Decrease was due to less | | | |
| graffiti related workorders) | 20,500 | 19,000 | -7% |
| Graffiti-Related Work Orders (Decrease due to less calls | 8.000 | 7 600 | -12% |
| received by the public) | 8,600 | 7,600 | -12% |
| Sewer Main Lines Cleaned (Million Sq Linear Ft) (Decrease due to staff focusing more on repairs that year) | 1.41 | 1.28 | -9% |
| Water Gate Valve Replace- ments (Decrease due to staff address- ing more service line breaks) | 61 | 51 | -16% |
| Water Service Line Replace- ments | 372 | 405 | 9% |

Percentage breakdown of total annual Department expenses:



Coach's Corner By Carolyn Melanson Customer Service - 2014



What a terrific year the Customer Service Team had this past year. The team consisted of Albert Carrisoza (Trees), Chris Releford (Building Maintenance), Shan Lewis (Water), Yuki Nakagawa (Parks), Mike Bos (Engineering), Scott Lowe (Water Engineering), Suzi Vitali (Graffiti/ROW), Brett Meislahn (Vehicle Maintenance), Ervin Dubrul (Sanitation), Katie Victoria (Water Services

Admin), Buster Eurs (Building Maintenance), Bill Pickrell (Building Maintenance), and Raquel Manson (Main Office Admin).

I am so grateful to each of these individuals for their loyal participation throughout the year for the various events that we hosted. Many others helped that were not officially on the team, but as everyone knows, "it takes a village" to host a Public Works event.

Remembering back, Customer Service offered a free ice cream social in March; in April everyone enjoyed a sub sandwich lunch, with prizes, a raffle and all while being entertained by D.J., Mike Rodriquez; early on August 28th, everyone enjoyed a Pancake Breakfast; and on September 24th, Customer Service hosted a terrific retirement party for Ron Meislahn with BBQ tri-tip, heart-attack bread, potato salad, and Ron Meislahn homemade baked beans, all while being entertained by the band "Late Start". On December 18th, Customer Service was able to provide support and gifts to the Christmas Breakfast hosted by Public Works Management as a thank you to their employees. It was well attended, and a lot of great fun!

And, last but not least, the Customer Service gift to Public Works this year, is a Memorial Flag (please see article, pg 5).

Keeping the "synergy" going, we are all very happy and excited that the new Customer Service Coach for 2015 is **Buster Eurs**. Look for more great events to follow!

Caught Red-Handed

A letter was received from former Fire Chief, David Barlag, who wrote about a continual problem with a downstairs kitchen sink at Fire Station One. The issue had persisted for quite some time with the fix only lasting a day or two. However, former Chief Barlag was impressed that **Buster Eurs** (Building Maintenance Foreman) and his crew of **Chris Releford** and **Rick Williams** went further to check out the problem. They ended up replacing a rotting floor beneath the sink, replaced the leaky fixtures, and dug up the old mislaid pipes and replaced them with a proper pipe configuration. The former Chief was thankful and noted, "My staff now has a whole new outlook on life." Way to go Building Maintenance!!

Ron Alward, a resident in Garden Grove, wrote to say that upon returning home from an out-of-town trip, found a water leak that had become a river going down the street. Water employee **Ryan Hart**, along with **Elias Rios, Shan Lewis,** and **Ron Wolland** responded to the call and spent two hours repairing the leak. The resident responded with, "They are to be commended. They went above and beyond and should be recognized for their expertise." Great job!

Parks Division Supervisor, Patricia Hayes, sent an email thanking the following staff who assisted the Marine Recruits at the Garden Grove Boulevard planting project in August. These projects "greatly improved the looks of neglected City properties." Patricia noted that the assistance of these individuals along with the youth groups, made it a positive team effort. Special thank you to Allen Serna, Albert Carrisoza, Rolando Quiroz, Steve Tauanau, Chris Allen, Alex Valenzuela, Sr, Mauricio Garcia, John Zavala, Rick Duvall, Yuki Nakagawa, and Mike Thompson. Chris, John, Alex, Rick, Yuki and Mike also helped with an Eagle Scout planting and irrigation project on Roan. This is truly teamwork!

A phone call from a Garden Grove resident on Aldgate Avenue and Songish Street was received. They took the time to express their appreciation of the fact that **Brent Kaylor** called three times until he was able to speak to the resident, to explain the particular issue at that location. **Brent** also offered a temporary fix, which made the resident very happy. Outstanding customer service, Brent.

A letter was received from Mary Drummond, a resident of the City of Garden Grove, who took the time to send kudos **Shan Lewis** and **Steve Moya** from the Water Division for responding to her call within minutes. She was "appreciative of the quality of customer service that these wonderful men provided. They were (are) so friendly and the job was taken care of right away." Nice! Joyce Luithle, a property owner in Garden Grove, sent a letter thanking **Steve Porras** from the Sanitation Department for his quick response to their phone call regarding a sewer problem. The resident indicated that they were "impressed and surprised by the amount of time **Steve** was willing to spend to resolve the problem and to explain what was actually going on in the sewer line." Good Job, Steve!

Tuan Pham, of the City of Westminster, wrote about **Alex Gonzalez** and **Minh Tran** and wanted to send kudos for their "expeditious help on the water abandonment on Bushard Street." Kudos Alex and Minh!

Maureen Blackmun of Garden Park Elementary School, sent an email noting that **Mauricio Garcia**, and **Robert Fitzgerald** did an outstanding job under the direction of **Richard Gosselin** in helping "celebrate Arbor Day with the planting of five Crepe Myrtle Trees on their campus and along the sidewalk in the front of the school. They engaged the students in the plantings and taught them the proper planting techniques for the trees. It was an interactive session for all and was fun too." Nice!

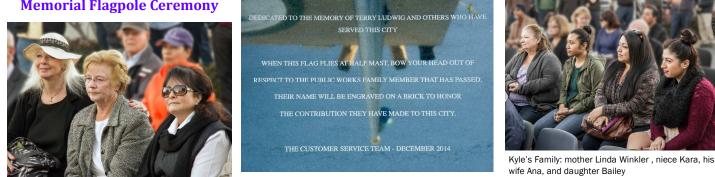
Richard Gosselin also received kudos from resident Annet Chiodo. She had a large pine tree in her parkway that had become very costly. She wrote to express her appreciation for Richard's help in removing the tree. She stated, "We have lived in California for over 46 years. This is the fourth house we have owned and never before has someone followed through to get a job done." You're the best, Richard!

Resident Mary Drummond, wrote kudos to **Allen Kirzhner** for taking her "call for help". She noted that Allen was "over-the-top as nice as can be". Good job, Allen!

Vinnie Tran sent an email to Councilman Steve Jones regarding a medical building located at 10222 Westminster Avenue. He expressed how much he appreciated **Kamyar Dibaj's** services and help throughout his project submittal.



Memorial Flagpole Ceremony



Terry's sisters Marlene, Theresa, and Linda

January 15, 2015 will go down in the history of Public Works as special day when a memorial flag was dedicated to the honor of Public Works employee's that have passed away. The inspiration for the flag pole was the passing of Terry Ludwig, a retired Water Services Division employee who recently passed in September. His best friend, Scott Frye, approached Sanitation supervisor Brent Hayes and shared his dream regarding the flag pole. Brent then approached the Customer Service Committee with the idea. At the end of every year, the Customer Service Committee gives a gift to the department from the monies earned from vending machine sales and special events. It was unanimous that the committee felt this was a noble, and great idea for the department. A small ceremony was planned early in the morning so that many of the Public Works crews could participate before starting their work day. The event was also attended by Mayor Bao Nguyen, Councilman Chris Phan, Interim City Manager Allan Roeder, and Interim Fire Chief Warren Hartley, Also represented were family members of Terry Ludwig: Sister Teresa and her husband Jim, Sister Linda with her husband Richard, and Sister Marlene. Kyle Moya (another City employee who passed) was represented by his Wife Ana Moya, and Daughter Bailey Moya, Mother Linda Winkler, Niece Kara Moya, and Kyle's Mother-In-Law.

Public Works is proud of this new addition to the Municipal Service Center and its significance. We believe our love and respect for our City family will be demonstrated forever.



14 Questions Answered by New Facilities Manager, Phil Carter

1. Congratulations on your recent promotion. What do you expect your time as Facilities Manager will be like?

Thank you, it's still a bit surreal. I think my time as Facilities Manager will be interesting, as well as challenging, I'm going to be learning new things for some time, which should make the first few years fly by. My hope is, in the end my time as a manager will have had a positive impact on the organization.

2. How do you think your management style differs from your predecessor, Ron Meislahn?

That's hard to pin point right now. I can tell you that when Mr. Meislahn retired he took with him a wealth experience, wisdom and information that will take decades to duplicate. Let me share a bit of that wisdom with you. Shortly after I was selected for Facilities Manager, I was commenting to Mr. Meislahn that he was leaving behind big shoes to fill. He promptly replied, "Double up on your socks".

3. Will you miss being vehicle maintenance supervisor? Yes, but at this point in my career, I'm ready for some new challenges

4. I think I know the answer to this one, but for the record Chevy or Ford? Ford

5. From one musician to another I must ask the following: Fender or Gibson guitars? Both, every collection needs a Les Paul. That said, my Strat is the workhorse.

6. Marshall or Mesa amplifier? Mesa

7. Classic rock or blues? Love them both. However, I think I like playing the Blues a bit more.

8. Prefer to hold a solid rhythm or play a blistering solo? My comfort zone is rhythm. However I do enjoy the occasional riff now and then.

9. Is there a song that you play with the band that you can live without ever playing it again? Yes, Brown eyed Girl, by Van Morrison.

10. If you wrote a song about failure, and it didn't sell would it be considered a success?

Interesting question... No. Wait . . . Yes? No. . . . I think.

11. Do you do dance crazy when no one is looking? Absolutely!

12. What's the last song you listened to on your ipod/cd player? Going Up the Country, by Canned Heat

13. Which celebrity do you get mistaken for mostly? Not sure. Occasionally, I have been told I resemble Bryan Cranston, Breaking Bad's Mr. White.

14. What do you expect for Public Works in 2015?

My expectation is that Public Works will continue to grow and flourish with a revitalized sense of purpose under the responsible direction of our City's leadership.



MANAGE YOUR FUTURE

A Guide to Career Development

Within the next 5 years, the Public Works Department will have more employees eligible for retirement. This will lead to opportunities for promotions and transfers to other sections within the Department. There is no better time than now to start or brush up on your career development plan. Career development is the lifelong process of managing learning, work, leisure and transitions in order to move towards a personally determined and evolving future. It applies to people of all ages.

A Career Development Plan involves the following steps:

Identify Your Next Move

Make a self-assessment of your skills, interests, education/training and experience to determine which position best suits you.

Use Job Descriptions as a Road Map

Job Descriptions are vital to your success in career development and the recruitment process. Job descriptions can be found on the City's website www.garden-grove.org, under the Human Resources section. Carefully review the job descriptions for guidelines on responsibilities, experience, education/training and certificates needed for the position.

(Note: Job descriptions are general guidelines and subject to change based on City/Industry standards, so periodically check city website for changes. Job flyers are more concrete.)

Develop Action Plan

Work towards fulfilling all of the requirements needed for this desired position. Seek opportunities in your current job and volunteer your time to gain more related experience/responsibilities. Seek out educational/training opportunities inside and outside of work. Local colleges like Santa Ana College can offer needed training. Public Works professional organizations like Maintenance Superintendents Association (MSA) and American Public Works Association (APWA) offer classes. Talk with your supervisor about attending classes. APWA, www.apwa.net, is currently offering a web based training on "Effective Public Speaking for Public Works Leaders" and "Moving Others Into Action". Keep a resume and write a list of accomplishments that meet the job description. Review and update your resume and accomplishment list periodically; at minimum, on an annual basis. This will help prepare you and save a lot of time during the job application process.

Acing the Job Recruitment Processes

<u>Online Job Applications:</u> Fill out all of the information requested in the application. Make sure to attach all of the documents required (e.g. driver's license, 10-year history DMV, resumes). **SUBMIT YOUR APPLICATIONS EARLY.** Delaying the process up until the deadline date may lead to unanticipated complications (e.g. computer issues).

<u>Written exams</u>: Read all of the directions and questions. Don't think about the entire test. Instead pay attention to one question at a time. Answer the simple questions first. If you find any question too difficult to answer, you can skip it and answer all the re-



maining questions. Then, try to attend to the difficult questions. Pay attention to keywords like always, except and none. If time permits, check your answers.

Reduce test anxiety. Before the test takes place, make sure you get a good night's rest and exercise to get the blood flowing. On the day of the test, show up early for the test and take a few deep breaths slowly to relax yourself and most importantly, keep a positive attitude.

<u>Oral Interviews:</u> Interviewing can be nerve-wracking. You may feel uncomfortable "selling" yourself. Know that interviewing is a skill that can be learned. With the right tips and techniques, you can become a master at sharing your value.

Be prepared. Create a list of potential interview questions. Some common questions include "Tell me about your experience."; "What are your strengths and weaknesses?"; "How do you deal with angry residents?"; "What problems have you encountered with projects/crews that you have managed and how did you resolve those problems?"; "How do you respond to criticism?". Use the job flyer, resume, and accomplishments list to match your experience, education and training with the desired position requirements. Give plenty of examples of your past duties that relate to the position. If you have no related experience, give an example from your past experiences that may relate to the position or show them that you are a self-learner that will put your best effort into learning the new position.

- Arrive early. Arriving late shows a lack of professionalism.
- Dress appropriately. Wear conservative business attire.
- Avoid distractions. Turn off your cellphone and minimize non-verbal cues (e.g. tapping of feet). This helps the interviewer focus on what you are saying.
- Be confident/enthusiastic. Talk about your skills and experience with pride. If the interviewer describes having to perform a task you are not familiar with, show them how eager you are to learn.
- Make eye contact. This is part of showing your confidence. Give direct eye contact to all of the interviewers.



<u>Job Offers:</u> Be responsive to calls from Human Resources. **DON'T DELAY THE PROCESS.** It can take time to start a new position with background and medical checks.

<u>Eligibility Lists:</u> If you are not offered a position, do not despair! More opportunities may arise and if you are placed on an eligibility list, you will be considered for future related positions. ELIGIBILITY LISTS ARE IMPORTANT. Management highly recommends employees getting on an eligibility list. Eligibility lists are not always tied to one specific position. For example, if there is a recruitment for a managerial position in the Street's Division, and you are interested in a managerial position in Building Maintenance, you should still apply. Why? Because you can still describe your experiences related to Building Maintenance in the interview and have a chance to get on the list for future managerial positions.

Need More Help? FREE Career Workshops are offered by the County. For monthly listing of class schedules, please visit their website at www.oconestop.com/calendar

We hope these tips will help you succeed!

By: Public Works Management Team



Phil Carter, Facilities Manager



Bill Murray, Public Works Director



Dan Candelaria, City Engineer



Carolyn Melanson, Department Secretary

AJ Holmon III, Environmental/Streets Manager



Raquel Manson, Sr Analyst for Admin

The Car Care Corner

By Steve Sudduth



Looking back as we enter a new year, here is one of the changes we've made to our Police Department fleet. Information provided by Motor Trend magazine regarding the new Ford Explorer SUV Police Interceptor helps understand the transition.

The Ford Crown Victoria Police Interceptor proved to be a favorite among police departments nationwide for many years, however, production of the sedan ended in 2011. While Ford offers the Taurus based sedan in its place, the

Ford Explorer SUV has become the most popular police cruiser in the United States as reported by USA Today.

The Ford Explorer is a fourth-generation SUV with 14,086 (up 140%) sold in 2013 as Police Interceptor vehicles compared to 10,897 (up 31%) sedans sold in 2013. Although Police cruiser sales were up by 22% in 2013, sales of Ford's two interceptor models made up nearly half of all police vehicles sold in America.



Michigan State Police tested the Ford sedan with a 3.5-liter EcoBoost V-6. It proved its worth with a 0 to 60 mph ratio that was faster than the Chevrolet Caprice sedan with a V-8 engine, as well as the Dodge Charger, also with a V8 engine. The Ford

Explorer was also quicker than the out-going Chevrolet Tahoe SUV. In conclusion, Ford credit's its SUV's success to its roomy interior with plenty of space for equipment, EcoBoost engines; and available all-wheel drive. In a statement made to USA Today, Ford Police Marketing Manager, Jonathan Honeycutt stated, "We knew with the amount of equipment officers now have to transport that our utility vehicle would be a hit."

Retirements

Ron Meislahn



On Thursday, September 24th, 2014, the Public Works Department recognized Ron Meislahn, our Facilities Manager for his thirty-one years of service to the City of Garden Grove.

The party was hosted by the Customer Service Committee at the yard because Ron wanted very much to make sure that all of the crews would have the opportunity to attend and have a good time.

We were thrilled that Steve Sudduth brought his "MEGA" BBQ to the yard and cooked a massive amount of tri-tip roasts. He included heart-attack bread and the meal rounded out with potato salad, and tons of baked beans (made by Ron himself).

Many of Ron's family members and friends attended and were entertained by the band *Late Start* of which Ron is also a member.

As a stationary form of entertainment, a car and motorcycle show was part of the event. Several City employees participated with Yuki Nakagawa

winning first prize for the car category, and Richard Pinkston winning for the motorcycle category. Congrats gentlemen! Also noted, one of our retired employees who was the first to sign-up for the car show, passed away only a few days before the event. Special mention of Terry Ludwig was made at the car show, in his honor. We all miss Ron's quick wit, and sense of humor, but we understood how in-

portant his retirement was to him. We were reminded of it daily with his countdown clock and the grin that just got bigger as the time grew closer. By the way, it was also his birthday. What a gift!



Keith Jones, former Public Works Director









(Retirements cont. on pg 8)



Ron rockin' with the Late Start Band



(Retirements continued from page 7.)

David "Rocky" Gutierrez

We celebrated Rocky's retirement at Shakey's on Valley View last Thursday, January 15th. Rocky started as a Parking Control Aide in 1984, then moved to Distribution in 1988 as a Water Meter Reader. Between 1990-92 he was an acting Senior Water Service Worker. In 2004 he moved over to Production. Rocky is known for his friendly nature and greeting you with "Brother". We wish you luck and a Happy Retirement Brother!



Zach Barrett

Zack started with the City back in 1978 and retired on December 31st of 2014. He first started in Water Distribution putting in new services for about 15 years. He then moved to Water Production for close to 11 years. And finally advancing to Water Quality where he quickly assumed the supervisor position. In addition to work-



Zack with Cody, Jan and Cel

ing in the water field during his whole career with Garden Grove, Zack raced flat track motorcycles for several years where he won many races as a young lad. Zack has also been involved in several charities including trips to Haiti to provide humanitarian aide after the huge earthquake in 2010, and continues to remain active within his church.

MOVIE REVIEWS FOR NEW YEARS EDITION By Rosie Gross



WILD

This movie was adapted from a best-selling memoir. It stars Reese Witherspoon as a very unhappy, self-destructive woman who decides to turn her life around and conquer her issues, by

hiking the Pacific Crest Trail, a journey of 1100 miles across rugged, challenging, dangerous terrain – a difficult course even for the strongest man.

Reese playing Cheryl, loses her mother from cancer, which triggers her soul searching and the start of her journey of rediscovery. Her childhood had been tumultuous, watching her mother be abused by a brute of a father. When her mother finally became strong enough to take her kids and run away from the dysfunction, she was diagnosed with terminal cancer. This was more than her children were prepared to deal with, and thus began Cheryl's search for a way to cope with loss and regain purpose in her life. She hits bottom, and that is when she begins her arduous trek.

Knowing that this is a true story, makes it even more unbelievable to watch. The dangers and setbacks that Cheryl overcomes, are horrendous. But she perseveres and finishes the journey with a new confidence and peace in her life. Very moving and inspiring. Witherspoon is amazing.

THE THEORY OF EVERYTHING:



Eddie Redmayne portrays Stephen Hawking, the renowned scientist who has long been considered one of the most amazing minds of our generation. While studying at Cambridge University. Hawking begins to experience difficulty walk-

ing and controlling his body movements. He is diagnosed with ALS. All this happens when his work is becoming more and more recognized. The diagnosis is grim, but Hawking is determined to move on as normally as possible. He meets and falls in love with Jane, who becomes his wife and devoted caregiver. After many years, she begins to feel more like a nurse, not a wife, and she falls in love with the choir director of their church. They put their feelings aside, but Hawking begins a relationship with a woman who takes over his care, and they separate. Despite his handicaps, Hawking fathered four children with Jane over the course of their marriage. A moving tribute to this brilliant mind and an amazing performance by Eddie Redmayne, who received a Golden Globe.

Provided by Rovi

Fric Johnson

EMPLOYEE BIRTHDAYS



1/1

Alex Valenzuela 1/2 Dara Danley 1/4 Allen G Kirzhner 1/5 Todd Reed 1/8 **Rafael Robles** 1/8 **Bill White** 1/8 **Rick Duvall** 1/10Kyle Trans 1/10Jose A. Vasquez 1/10**Conrad Fernandez** 1/12 Adrian Sarmiento 1/12 **Richard Williams** 1/12David Gutierrez 1/13Stephanie Wasinger 1/17 Kirk Natland 1/18Alan Sarver 1/19 Raul Leyva 1/20 Robert McLogan 1/20 Victor Blas 1/22 Digna DeLosReyes 1/31 **Rigo Mendez** 1/31 **Delfrado Reyes** 2/3 Edward Huy 2/5 Carolyn Melanson 2/7 Alex Valenzuela, Jr 2/15

| Gloria Gaw | 2/15 |
|-------------------|---------|
| Michael Rocha | 2/16 |
| Vincent de la Ros | sa 2/18 |
| Modesto Saldana | a 2/18 |
| Jeffrey G Cantrel | l 2/19 |
| Ronald Sandifort | h 2/20 |
| Brent Hayes | 2/25 |
| Gloria Haro | 2/27 |
| Michael Bos | 2/28 |
| Eugene Mackey | 3/2 |
| Jason Fertal | 3/3 |
| William F. Pearso | on 3/5 |
| Tom Counts | 3/8 |
| Navin Maru | 3/11 |
| John Zavala | 3/12 |
| Mike Thompson | 3/13 |
| Elias Rios | 3/16 |
| A. J. Holmon | 3/17 |
| Mark Ladney | 3/18 |
| | |