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The Road Less Traveled Still Costs You Money

The H.O.V. lanes have come to the Island Empire. This officially began with a new stretch of road that was dedicated along Interstate 10 through Orange and Montclair. They can be either three or four lanes wide. Carpool lanes; diamond lanes; carpool lanes, or commuter lanes. They are designed to help cars carpool.

It is time to stop painting diamonds on the roads, and start turning them over to the people who drive in them. More lanes — in the direction more cars are going, is the only logical way to travel.

more than one person get where they are going, faster. In a way, it makes more sense to increase the flow of traffic. In another way, it is an admission that the Southern California highway system doesn’t work.

Other states have done the math, and they figured out that these H.O.V. lanes are a mistake. If anything, they make the problem worse. On a four-lane highway, if one lane carries 10 percent of the traffic, the other 90 percent has to jam up on 75 percent of the road. The result is more congestion, and the highway is wide open to everyone.

Some states have figured out that reversible lanes are the best way to go. This idea was even in San Diego. There is a great reversible system at the bottom of the I-5. It is an unfortunate reality that many Island Empire residents have to sit in traffic every morning and burn up their brakes and radiators heating east every night.

Millions are being spent on the highway system, but traffic doesn’t seem to be getting any better.

Caltrans does constant traffic studies and knows which way the flow goes. It is time to stop painting diamonds on the roads, and start turning them over to the people who drive in them and pay for them. More lanes — in the direction more cars are going, is the only logical way to travel.

The Reason Behind... The Island Empire

When a laborer employment relationship opened up at the TWA maintenance headquarters. When I got the job, I thought I was really "hot stuff." A whole new world of challenges opened up for me. I worked for 10 years, gaining experience and expertise at four different locales: Kansas City, MO; New York, San Francisco, and Los Angeles. I continued to be involved with the labor unions, communicating with TWA pilots, machinists, and flight attendants, negotiating grievances and arbitrating differences.

There were or three times when the situation at the pocket turned ugly, when emotions were running high, and he was threatened physically. I was young and foolishly, he remembers. "But, by and large, those in management are honorable and are out to do a job (not at all costs), and are civil and rational while debating issues. "Sit down and discuss." the reasonable people taught me. Eventually, Williams began training supervisors and negotiating grievances and arbitrating differences.

"This has been a worthwhile while learning experience," he says to the people who drive in them and pay for them. More lanes — in the direction more cars are going, is the only logical way to travel.

The Reason Behind... The Island Empire
Proposition 26 would lower the vote requirement on local school bonds from two-thirds to a simple majority.

Information reprinted from the "Election Brief" published by EdSource Inc. is used to explain this pending legislation.

The state's constitution has always required a two-thirds vote to approve local bonded indebtedness. Proposition 26 is an initiative circulated for voter signatures by Silicon Valley venture capitalist and former California Treasurer John Mahoney.

Proposition 26, if approved, would lower the vote requirement on local school bonds from two-thirds (66.7 percent) to a simple majority (50 percent +1).

add performance and financial accountability requirements, including audits of the use of local bond money, and require school districts to provide "accountability reports" to facilities for children attended by the district's students.

Proposition 26 would amend Articles XIIIA and XVI to authorize a simple majority vote for the approval of local school bonds.

Proposition 26 would make up to $1 billion in bond money available for special education, library construction, maintenance, technology, and other local education projects. The potential financial impact of Proposition 26 is expected to be considerable.

Proponents of the measure argue that two-thirds is an overly high hurdle for voters to overcome, and that a simple majority vote would be more fair and representative of the people's will. They point to other states, such as Oregon and Washington, which have successfully used a simple majority vote for school bond approval.

Conversely, opponents argue that a two-thirds vote is necessary to ensure that local voters have a strong say in their school bond spending. They point to examples where simple majority votes have led to poor bond projects or failed bond measures altogether.

The California Chamber of Commerce endorses Proposition 26, "Let's Fix Our Schools" initiative that will undergo a voter referendum on the March, 2000 ballot and "will allow local school bonds to be approved by a simple majority vote, instead of the currently required two-thirds vote," according to the chamber's Allan Zaremberg.

Zaremberg continues, "The California Chamber of Commerce endorses Proposition 26, 'Let's Fix Our Schools' initiative that will undergo a voter referendum on the March, 2000 ballot and "will allow local school bonds to be approved by a simple majority vote, instead of the currently required two-thirds vote,' according to the chamber's Allan Zaremberg. Californians overwhelmingly rank education as their highest priority, he said. "Proposition 26 will invest in California's schools, while holding school districts strictly accountable, ensuring that all local school bonds are efficiently utilized."

The opposition to Proposition 26 is headed by the California Teachers Association, which supports the two-thirds vote requirement. According to the organization, Proposition 26 would change the "watering down" the historical requirement for a two-thirds vote to raise the property taxes. The association introduces the following arguments against Proposition 26:

- A majority vote does not make sense at the local level, because it affects just one group of taxpayers — property owners.
- The local matching requirement should be met by alternative local sources, such as developer fees, and "existing revenue" between a local general obligation bond, and a state general obligation bond, which "purchases the full faith and credit" of the state for payment of the premium and interest. The payments are made from the state's revenues, without an increase in state taxes.
- When voters authorize a local bond, they are simultaneously authorizing an increase in local property taxes to pay the principal and interest of "the general obligation bond." This means that voters accept any necessary tax increases, and always include an estimate.

Proposition 26 could shift a substantial part of the state's debt service to local debt service for new school construction, renovation, and other needs. The potential financial impact of the proposition relates to the difference between a local general obligation bond, and a state general obligation bond, which "purchases the full faith and credit" of the state for payment of the premium and interest. The payments are made from the state's revenues, without an increase in state taxes.

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Glasses for Your Vision Statement—How to Get Some!

by Ron Burgess

Employee reach for ideas that are better for the organization and see the benefit to life in general and themselves in particular. The vision statement is communicated, not just written. Companies can be a difficult experience, not just a statement on a wall.

Some management gurus see vision as requiring activities that 80s trend that has run its course. Even Tom Peters seems to have reversed himself on this issue. However, the great companies that I see, whether formal or informal, seem to understand what they are, where they are going, and how to communicate them.

For companies that lack passion, the task is more difficult. Many companies are a result of the owner or founder's need to make a living. These companies, motivated by profit, can become hollow and without a soul. They can survive, given a healthy market environment, but they are never great companies and work to become a little to society.

Communicating a vision and values may add to the business and provide a standard of living and society for employees. Cyndi is also available for in-house seminars on the subject of organization. She can be reached by e-mail at streamlineorg@earthlink.net, or by calling (909) 241-2690. For references used in this column or for more on these subjects, go to the Web site of David Allen, a time management guru and entrepreneur. Cyndi is also available from employees.

The better organized you'll be, just trust me. Why categorize? Why not! This month, let's focus on your things-to-do, but categorizing them. Why? How about from some one else.

OnJine

Projects - tasks related to specific business projects

On-line - a list of personal or professional

 Errands

 Personal

- tasks to do while you're at home (read, laundry, organize closets, etc.)

- tasks related to specific home projects (bathroom remodeling, etc.)

- tasks related to specific personal projects (grocery list, laundry)

- appointments, important dates, projects, contacts, and other important stuff.

- things to speak to them. Why categorize? Why not!

- what the company wants to achieve. Customers - how your customers will be treated.

- things you need to speak to them.

- things you need to speak to someone else.

- things you need to speak to someone else. What type of culture for companies that lack passion, the task is more difficult. Many companies are a result of the owner or founder's need to make a living. These companies, motivated by profit, can become hollow and without a soul. They can survive, given a healthy market environment, but they are never great companies and work to become a little to society.

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The Wonderful World of Wireless

by J. Allen Leinberger

I was wrong.

When I first heard about the wireless Internet, I thought I would have to be across the room from my laptop—which would, in turn, have to be hand-wired through the phone lines—to my Internet service. I was wrong. Wireless is more, much more.

When I saw that silly movie with Cindy Crawford, I noticed the bad guys were able to track satellite surveillance with a laptop in a speeding car. It now appears that bad guys were able to track satellite surveillance with a laptop in a parking lot, or out on the Interstate, makes things exciting. Just flip up the antenna and the address of the place you are going to, it will even give you directions. No more stopping at gas stations just because the lady in the passenger seat has seen too many comedy shows on her cable TV.

Yes, you can do all of these things on your home computer. The 56K modem and the DSL and even the fiber optic cable access allows you these options. But to do this sort of thing in the parking lot, or out on the Interstate, makes things exciting. Just flip up the antenna and you're on it.

But, wait, there's more.

At the same time America Online was merging with Time-Warner in January, they were up to other things as well. The AOL system has linked up with Hewlett-Packard and with the Casio Cassiopeia hand-held PDAs (Personal Digital Assistants). This means that these other palm devices will have AOL's e-mail links in the new models. AOL has also signed an agreement with Public Broadcasting. Want to know what's on “Masterpiece Theatre” next week? The answer can be found in your coin pocket.

Then there's the AOL merger, of course. Downloading will make watching a lot of HBO and Cinemax movies possible on your home monitor. Not to mention CNN news. It may even turn your hand-held device into a kind of Waterphone. Digital Disney/ABC, the NBC news and cable networks—and even the various news and sports channels of FOX—will all be looking for wireless links.

At the moment, the Palm Pilot is the best-selling pocket organizer on the market. It lets you track play-off scores. It lets you trade stocks at lunch. And thanks to Quicken, the San Diego company that had that incredible stock jump recently, it can also link to your cell phone so you can post-and-click phone orders on the fly.

By the time you read this article, Apple computers will have their new “Palm-based, hand-held” out on the market. Ironically, it was the Apple Newton that started all of this in the early nineties, but that was a long time ago. Computer years are even shorter than dog years.

MOMUSA is shopping its library of more than 4000 films right now to an Internet provider that has come to a crossroad. This will no doubt include all of those James Bond films, where the secret service and office computers are expanding in memory and speed, while they shrink in size and turn funny colors. Cable companies are making telephone modems a thing of the past—like they did to TV antennas. Very soon, even the handhelds will be old stuff. Dick Tracy style wrist radios are on the drawing board. Prototypes have already appeared for such devices. The first video phone that the phone company tried to sell was one to be used on a desk. That desk box on your desk is going to get dusty.

The key to size is power! The first computers were little more than calculators and they took up an entire city block. As soon as fast computer chips become smaller than a dot and can run on tiny powerful batteries, or solar power, the potential becomes unlimited. How small? How colorful? How loud? People have talked to color screen Casios love them, even though the color hand-held monitor of today sucks up battery life.

I remember back in 1992, when I showed my HP95 to Astronaut Buzz Aldrin. He was fascinated with its abilities. Today, Col. Aldrin is on TV almost every day after his use of the Palm VII in some stock trading Website commercial.

Just as we laugh at 286 computers with dot matrix printers, or old MACs. Is, the remarkable wireless Palm VII will soon be just another collector's item.

Like I said, I was wrong.

I started out to write a few words about how happy I am with the Palm Pilot. This will no doubt include all of those James Bond films, where the secret service and office computers are expanding in memory and speed, while they shrink in size and turn funny colors. Cable companies are making telephone modems a thing of the past—like they did to TV antennas. Very soon, even the handhelds will be old stuff. Dick Tracy style wrist radios are on the drawing board. Prototypes have already appeared for such devices. The first video phone that the phone company tried to sell was one to be used on a desk. That desk box on your desk is going to get dusty.

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Start Off Your New Assignment With a Lighter Load

by Pete G. Parsons

I recently stopped in to congratulate Ming, whose new assignment was about to begin. He looked at me balefully as he headed for the door, his administrative assistant, explaining that the "temp" to handle all the data piled on Ming's desk hadn't shown up yet. Moments later, a young, uncertain manager with a beseeching look rushed in with two more analysts crowded into the doorway clamoring for his attention, until he finally shut the door—a tough decision for a guy known for his open door policy.

Ming had invited me to observe a staff meeting he was about to hold, telling me on the phone that his team was an enviable group of go-getters who had somehow become "stuck." When the clock said it was time for his staff meeting, I saw instead, a group of tired people heading for their chairs in his office.

The meeting went smoothly, but I noticed that Ming did most of the talking. "We're all in this together," he said, describing the current corporate atmosphere as "serious" in the face of an exploding marketplace. "Here's the new revenue target for the company, and here's this group's new objectives and responsibilities." Repeatedly, Ming tried hard to elicit ideas and strategies for approaching the new targets, but in the end, he passed out assignment sheets to a fairly silent bunch.

Ming's work is his life. So, when I tell him the team is exhausted and needs him to reorient the task-loading, his shoulders slump in prospect of yet another task that needs him to do. He confesses he was really hoping that the new group would leap at the challenge, and let him get back a bit of his life. He's struggling to accomplish the goals upper management expects him to meet, working long hours and weekends to do it. Somehow, despite his and the group's best intentions, they've gotten a strung out on this team.

Whether you're on a self-managed team, a team leader, or more traditional manager, here are five suggestions experts say will help you redistribute uneven or too-heavy workloads, and get your team moving again.

This is one of those key moments when the investment of a manager's time to size or re-size the workload can reap tremendous benefits.

1. Find the balance between what is challenging and what is achievable.

Evaluate the workload of individuals working for you. List your employees' current job assignments, and identify the priorities associated with each job. Prepare a plan that readjusts priorities for individuals or shifts job assignments, freeing them for certain employees.

2. Determine how your employees feel about performing their current tasks in terms of the level of effort and quality of product. Observe their work habits. How much time is spent visiting other employees? When do they come and leave, and how much time is spent in meetings? Ask them how they are doing, gather reports of: too much time spent in meetings or waiting for others to complete their work before they can begin, and time spent solving communication problems—all signs of lost productivity.

Examine the work product. Are people producing low quality work because they're too exhausted? Are they confused about how to proceed?

3. Assign work on the basis of how each person best handles it when work is used productively. Tell them you're making the assignments based on your research. If this represents an increase in expectations, tell them about the obstacles you found; provide time planning, too-frequent meetings and so on. Support them with the new management tools, or reward systems for productivitv.

These can be non-money.

4. Set short term goals for improving the tools available to team members. Identify areas you might tend to overlook because of the press of business. Consider improving operating systems; employee training and development; competitive analysis; and computer literacy training. Discuss new working relationships with other departments, identifying a revitalized direction and so on. Then, assign priorities and the level of work expectations for the areas identified.

5. Check that the goals are: measurable, achievable, relevant, and controllable. Measurable, so you can quantify or express it in behavioral terms. Achievable, to be sure it's within employees' ability to accomplish. Relevant, to have a valuable effect on the work unit's productivity, and controllable, for monitoring and involvement if necessary.

If you sense that your team is overwhelmed or stuck in the mud and that your own work is far too heavy, you don't need an expert to tell you a moment to think through whether the remedy isn't a straightforward reassignment or the overall workload. As a good manager, periodically revisit these questions to help keep yourself on track.

Libel Law, Your Good Name and the Media

by Lazaro E. Fernandez

One of the strengths of our nation is free speech. A free press and television media best encompass it. However, we also have a strong tradition of compensation for libel of individuals and businesses. There is a tension between free speech and one's reputation, as recent developments show.

Defamation means any publication that is injurious to the good name or reputation of another. It is broken down into two categories: slander and libel. Slander is spoken, libel shows up in print. For our purposes, I will use the term "defamation" to encompass both forms.

With regard to slander, there are certain categories that are per se slanderous. For example, words that inflict a disease to a community; those that do a public figure because he gave rise to public scorn, hatred, contempt or ridicule. Again, truth is an absolute defense. You can also show through extrinsic evidence that certain words may constitute a slanderous statement.

With regard to libel, you must show a false and malicious writing that subjects the other person to, or rise above the competition!
Kaiser Permanente Presents $25,000 Good Neighbor Grant

Kaiser Permanente Medical Center in Fontana recently awarded a $25,000 Good Neighbor Grant to the Children’s Fund of San Bernardino County. The grant will support the Fontana Assessment Center for physically and sexually abused children.

The goal of the Children’s Fund Assessment Center is to reduce the trauma to child victims and their families, while obtaining the most accurate possible information during a child abuse investigation. This includes: medical examinations, forensic interviews, and psychological assessment and diagnosis, for treatment of suspected victims of child abuse in San Bernardino County. The original Children’s Fund Assessment Center was opened on Jan. 24, 1994. However, due to the increases in number of child abuse cases reported each year, a bigger facility was needed to accommodate the needs of the children.

With the help of the Kaiser Permanente Good Neighbor Grant, Children’s Fund was able to support this program and do what we can to minimize the additional discomfort and trauma children experience during an investigation of abuse.

Children’s Fund was able to expand its program by purchasing, remodeling, and furnishing a 5,500 sq. ft. building. Because of the additional emphasis on the medical needs of the indigent, domestic violence, and teen pregnancy prevention. Kaiser Permanente, the nation’s largest HMO, has been providing health care to the indigent population in California, Riverside, the Kaiser Permanente Medical Group administrator, Kaiser Permanente Medical Center in Fontana. "We are committed to supporting this program and that we can do what we can to minimize the additional discomfort and trauma children experience during an investigation of abuse.”

Kaiser Permanente’s Community Service Program was developed to improve the needs and conditions of the communities in which it serves. Grants are awarded to non-profit agencies, with special focus on the medical needs of the indigent, domestic violence, and teen pregnancy prevention.

Riverside is Programmed to Fast-Forward Into a Prosperous Future

by Georgeine Ireland

Magic is definitely afloat in the city and county of Riverside. Visionaries at the University of California, Riverside, Chancellor Raymond Orbach, Medical Director of health care programs and at industrial locations, such as the Kaiser Steel Mill in Fontana, andtrialed in public/private partnerships work­

We need to bring in more technological, industrial, and environment-related businesses, such as the Kaiser Steel Mill in Fontana, and out­

per the medical needs of the indigent, domestic violence, and teen pregnancy prevention. Kaiser Permanente, the nation’s largest HMO, has been providing health care to the indigent population.

The Children’s Fund Assessment Center, a multidisciplinary approach to examining abused children, is a much-needed resource in our commun­

The program provides the dedication to high quality and cost effective care given by a team of more than 900 employees, 100 physicians provided by the Valley Medical Center which has led our community medical center to be named to this prestigious list. This program is designed solely on objective, quantitative performance data that are consistent and complete for all hospitals in the U.S. It includes top-performers, based on quality care, efficiency of operations, and sustainability of overall performance.

This annual ranking is based on the following eight measures of clinical quality practices, operations, and financial management:

6. index of total facility occupancy, and
7. productivity (total asset turnover rate).

The study was developed and generously funded by Kaiser Permanente Medical Center in Fontana. "The 100 Top Hospitals study is a timely response to the health care needs of the communities in which we serve," said John Lauri, Chief Executive Officer of the hospital. "This study is a valuable tool for consumers who are looking for ways to help improve the quality of care they receive." The study also shows that hospitals that have implemented the 100 Top Hospitals methodology have improved their performance in a number of ways. For example, hospitals that use the methodology have reduced their readmission rates, improved their patient satisfaction scores, and increased their financial margins.

The study is based solely on objective, quantitative performance data that are consistent and complete for all hospitals in the U.S. It includes top-performers, based on quality care, efficiency of operations, and sustainability of overall performance.

8. productivity (total asset turnover rate).

One example of a hospital that has implemented the methodology is Kaiser Permanente Medical Center in Fontana. "With the help of the Kaiser Permanente Good Neighbor Grant, Children’s Fund was able to support this program and that we can do what we can to minimize the additional discomfort and trauma children experience during an investigation of abuse.”

A New Partner for the Small Business Owner

by Gary Hill, American Management Partners

Most people start a business to do something they love. But, how much do they really know about the business world they are entering? Here are some key points to consider.

1. The characteristics of a successful business are:

a. A clear focus and purpose,

b. A strong team of employees,

c. A solid financial plan,

d. A good marketing strategy,

2. The most important thing to do when starting a business is:

a. Get a mentor who has been successful in the same field,

b. Develop a business plan,

c. Find financing,

d. Find a location.

3. The biggest challenge to starting a business is:

a. Finding the right employees,

b. Finding the right location,

c. Finding the right financing,

d. Finding the right mentor.

4. The biggest mistake entrepreneurs make is:

a. Not having a clear focus and purpose,

b. Not having a good marketing strategy,

c. Not having a solid financial plan,

d. Not having a strong team of employees.

5. The biggest risk of starting a business is:

a. Losing money,

b. Losing time,

c. Losing reputation,

d. Losing control.

6. The biggest reward of starting a business is:

a. Making a difference,

b. Making money,

c. Making a difference,

d. Making a difference.

7. The biggest success factor of starting a business is:

a. A strong team of employees,

b. A good marketing strategy,

c. A solid financial plan,

d. A clear focus and purpose.

8. The biggest failure factor of starting a business is:

a. Not having a good marketing strategy,

b. Not having a solid financial plan,

c. Not having a strong team of employees,

d. Not having a clear focus and purpose.

9. The biggest challenge to running a business is:

a. Finding the right employees,

b. Finding the right location,

c. Finding the right financing,

d. Finding the right mentor.

10. The best advice for starting a business is:

a. Start small and grow,

b. Take risks,

c. Don’t be afraid to fail,

d. Don’t be afraid to succeed.

11. The biggest risk of running a business is:

a. Losing money,

b. Losing time,

c. Losing reputation,

d. Losing control.

12. The biggest reward of running a business is:

a. Making a difference,

b. Making money,

c. Making a difference,

d. Making a difference.

13. The biggest success factor of running a business is:

a. A strong team of employees,

b. A good marketing strategy,

c. A solid financial plan,

d. A clear focus and purpose.

14. The biggest failure factor of running a business is:

a. Not having a good marketing strategy,

b. Not having a solid financial plan,

c. Not having a strong team of employees,

d. Not having a clear focus and purpose.
Charity

Last year they gave an estimated $165 billion to churches and to causes ranging from cancer research to environmental preservation of wetlands. Subscribe to standards established by the National Association of Fundraising Executives. American generosity has spurred the proliferation of less noble-minded fundraisers. Profits-motivated telemarketing outfits routinely sweep into town looking for someone who "just doesn't get it." How can a consumer check out an organization before making a donation? "Ask questions," said Langan. "Say, 'Send me something in writing that tells me exactly who you are.'

Heritage Hospital's Urgent Care Center Closed

Heritage Hospital's Urgent Care Center, located at Heritage Hospital, 10841 White Oak Avenue, Rancho Cucamonga, has been closed since Friday, Jan. 14, until further notice. Patients may request their records by calling Medical Records at (909) 481-2316. Patients should contact their primary care provider prior to seeking care at an urgent care or emergency center. Urgent care services can be accessed in emergency rooms at any of the following locations: San Antonio Medical Center, Upland; U.S. Family Care in Montclair; Chino Valley Medical Center in Chino; Arrowhead Regional Medical Center in Redlands, and Arrowhead Regional Medical Center in Colton.

Our corporate health brochure contains a very unusual feature.

How to Convince Someone Who "Just Doesn't Get It"

by Beverly Bailey

While sexual harassment law has been in existence for many years, the number of sexual harassment cases filed with the EEOC has doubled from 1991 to 1997, and monetary relief for victims of sexual harassment has increased. Under sexual harassment law, not only is the company liable but so are the supervisors. Companies are counseled to have written policies prohibiting sexual harassment, and to provide sexual harassment training for their supervisors. But, sometimes this is not enough. Often, especially in the case of senior managers, such training is interpreted as, "it doesn't apply to me." Or, "I'm just being friendly, this seems like a lot of nonsense." What can a company do if it finds itself with a very productive employee that they have received sexual harassment complaints about, and the company has counseled the employee only so far? Are there more complaints? The employee is confused and just can't seem to understand the seriousness of their action in the work environment. I've heard the story often: "one of our senior managers is going through a mid-life crisis..." "This is a side to him/her we haven't seen before..." "He's had an affair and it's ended badly..." The bottom line is that the "our organization is at risk. This is an issue for every employer at some time or another. In situations like this it is often most helpful to find a training resource outside the organization that can provide individualized training. When my colleagues and I are brought in by a company to counsel and train a senior executive, we use the "taught gams that can be effective when nothing else works. Why? Two Reasons:

1. We, as outside experts, can be blunt, honest and to the point. We paint the picture for the employee, listing specific behaviors that have offended people, and the likely consequences of that behavior if it continues. The fact is the employee must be used, and the organization can be used.

2. We can give the ultimate pitch. "If you don't listen to me now, you will likely listen in court as a witness testifying against you." Companies can protect themselves from lawsuits by providing individual training. If the offending behavior continues, the trainer is often brought in as a witness, thus damaging the very company that went to solve the problem.

Once we have their attention, then counseling and behavior change can really work. One-on-one training offers communication opportunities that do not exist in group employee training. Here, the employee can air their opinions and beliefs about doing so, begin to see how their behavior could be offensive to another.

We live in a different world than the one that existed 10, 20, 30 years ago. Companies cannot afford to ignore complaints of sexual harassment simply because the offending person is a valuable employee. When ordinary training is not enough, one-on-one training can be successful in helping companies keep good employees and maintain a harassment free workplace.
Fields of Dreams.

Download A Homerun With Our Book Of Lists

FEBRUARY 2000

International Trade Program Has Strong Impact Locally

The program, based in Riverside at the Inland Empire Small Business Development Center (SBDC), assists companies that are examining the possibilities of exporting their products or services overseas. The program offers free, one-on-one consulting services, assistance with international market research, and low cost workshops focusing on topics relative to international trade. IET services have had a significant impact on local businesses, and the program is currently enjoying its most successful year since its inception in 1995.

Since July 1995, when trade manager Alan Eldredge joined the program, IET has assisted Inland Empire companies in achieving export sales totaling $6,715,000. Not included in that total is a pending export transaction exceeding $10 million.

One of the beneficiaries of IET services was Karam Savannah Agricultural, located in Ontario. Karam Savannah is a manufacturer and distributor of various products, including: fertilizers, livestock, and veterinary medicine. Karam Savannah's manager, Dr. Mustafa Mubasher said, "Mr. Eldredge and IET have been instrumental in expanding our agriculture export business, specifically to the Middle East and Europe."

Another Inland Empire company that took advantage of IET export consulting services was SAW Company of Rancho Cucamonga. SAW specializes in the medical supply field and has been in business since January 1996. The company approached IET for assistance with the basics of exporting, export market testing, product classification, and methods of payment assistance. Mr. Eldredge provided SAW with market research reports, trade leads, medical supply distributors overseas and in the U.S. With this assistance, it was able to achieve much success in increasing its international market presence.

According to Mr. Shafia Elgendy, President of SAW, "Together with IET, we achieved remarkable success in the international field in terms of increasing our international business. Mr. Eldredge was able to assist in securing business relationships with buyers in South Africa, Ghana and Nigeria."

IET's main focus is to achieve measurable economic development in the Inland Empire region, through the creation of export actions among local businesses that can lead to increased sales, profits, and creation of jobs. The program is a part of L.A. Trade, which is funded through a grant from the federal Economic Development Administration (EDA) The program is hosted by the Inland Empire SBDC and the Inland Empire Economic Partnership.

For additional information contact: Alan Eldredge, Trade Manager, Inland Empire International Trade, 5157 Spruce Street, Riverside, CA 92506.

Phone: (909) 767-2150 Fax: (909) 767-2253 Web site: www.ieitc.org

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Get Your Program Now.

We take great pride in making sure all our lists are clean and ready-to-use. All of the data is loaded into TopList software using the same list categories that appear in our issues and in the Book of Lists. You simply use TopList alone to view, sort by company, line rank or zip code company, print letters and labels. Or, you can easily transfer your selected data or all the lists into your favorite software including Microsoft Word, ACT!, MS Access, and many others. TopList is available for both MAC and Windows. Just head for www.toplist.com. If you don't need to get into the lineup for a few more days, we can send it to you via snail mail for an addition-

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Yes! I will attend March 15, 2000 

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Del Webb Launches National Brand Advertising Campaign

Del Webb Corporation, a dominant firm in the active adult housing market, has launched a multi-dollar advertising campaign to establish it not only as a residential builder, but also as a brand designed to make

"Live On," positioning market, has launched a multi-to establish it not only as a residential builder, but also as a brand designed to make

The print and broadcast ad program, themed "Live On," is designed to make "Del Webb and Sun City" lifestyle terms that are associated with a high-profile magazine, such as: Modern Maturity, Reader's Digest, Time, Newsweek, New Choices, and Better Homes and Gardens. Television ads will be on key mar-

Nationally, the print campaign will run a multi-month cycle in high-profile magazines, such as: Modern Maturity, Reader's Digest, Time, Newsweek, New Choices, and Better Homes and Gardens. Television ads will be on key mar-

"We want people to say they want a Del Webb or Sun City lifestyle when they're describing how they'd like to live," said Gary Newman, Del Webb's vice presi-

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In the Interest of Women

Not Just a Pretty Face; Cake Art Tastes Great!

by Diana Jackson

Bernadette Landry's business has grown substantially in the past seven months. In fact, business has been so strong that she had to hire additional staff. She still can't keep up with the demand. Try to get a couple of minutes of Bernadette's time to talk about the development that has brought her so much success - a story that is worth telling.

All of this demand is due to a picture drawn in edible ink - an $11,000 investment in technology and a dedication to the gourmet arts. Bernadette's business has more than doubled in this fairly unique field, with about three times the number of customers.

"PhotoCake," a combination of scanning technology and wonderful cooking skills, is the name of the cake decorating service Bernadette offers. A combination of scanning technology and wonderful cooking skills, the PhotoCake became popular with customers and a popular confection in just six months.

Bonnie's Country Bakery, All of this demand is due to a picture drawn in edible ink - an $11,000 investment in technology and a dedication to the gourmet arts. Bernadette's business has more than doubled in this fairly unique field, with about three times the number of customers.

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City of Riverside...continued from page 3

Pat Knight
Branch Manager, North County Bank

Pat Knight has recently been named branch manager of North County Bank’s (NCB) Beaumont office. She will be responsible for sales management, customer relations and development, overseeing overall branch performance with emphasis on customer service.

“Pat’s dedication to customer service and sales was an added plus for NCB, she said, “Pat’s outstanding banking management experience is an asset to the organization.”

Before joining North County Bank, Knight was human resources manager for Greater Nevada Credit Union in Carson City, and was formerly the vp/branch manager for First Bank in San Bernadino. She is a veteran of 21 years in the banking business.

She also volunteers at “The Other Place”—an Alzheimer center in Redlands, and with the Redland High School-Compact Program.

I.E. PEOPLE

Sartaj Singh

Sartaj Singh grew up on a 50-acre farm in Punjab, an agricultural region in northern India. He and his family grew everything from grain and cotton, to rice and sugar-arcane. Prior to moving, Singh happened to be at dinner at an Italian restaurant in a Punjab city. His life was forever changed.

Singh traveled to Naples, Italy, where he had a friend, and there he enrolled in a cooking school. A year and a half later he had earned his culinary degree and went to work as a cook at that city’s Piccolo Mondo Hotel, honing his skills before immigrating to the United States.

He worked for two years as a chef at the Portofino Restaurant in La Haina, before opening his own restaurant in 1990. He purchased his first restaurant and two years ago opened Chianti Ristorante Italiano at 405 N. Vineyard Ave. in Rancho Cucamonga. Chianti has 5,000 square feet and 50 tables.

Singh describes the restaurant’s cuisine as “principally Northern Italian, with some Southern touches.” His signature dishes include linguine with fresh clams, linguine with salmon, and a filet with scampi in brandy sauce.

“Don’t go to Chianti’s, which is open seven days a week from 11 a.m. to 3 p.m. for lunch, and 3 p.m. to 10 p.m. for dinner. Singh, 39, enjoys spending time with his wife and two children.

FEBRUARY 2000

City of Riverside... continued from page 3

val, and administrative needs of growing companies. When you include the supply of graduates from nearby colleges and universities, the result is a supply of more than 20,000 graduates per year.

Riverside is also recognized as a leader in K-12 education. By demonstrating an excellent Example-enterprise of Inland Empire public high schools, which ranked two of Riverside’s high schools as the top two schools for academic performance in the Inland Empire. As a result of a number of public/private partnerships, Riverside’s public schools are incorporating computers into their curricula, to better serve the growing demand for companies with exceptional technical and knowledge associated with the traditional reading, writing, and mathematical skills.

As the fastest growing county in California, Riverside provides opportunities to other areas only dream about. The Riverside County Economic Development Agency (EDA) is dedicated to the success of the region by facilitating business development through numerous business assistance. As When it comes to outdoor sports like hot-air ballooning, tennis, golf, ski climbing, fishing, hiking, and mountain desert hiking, the county has it and more. In addition, as well as health spas and luxury resorts with pools, nearby tennis facilities blanket Palm Springs and the Coachella Valley. World-renowned tennis and golf tournaments are annual fea-

The growing crowd...continued...
At Citizens the Key Word is Service

"We have multiple offices and we place employees throughout the Inland Empire and San Gabriel Valley," says Extra Wilcox, president of Manpower, Inc., of San Bernardino. "Citizens has a branch convenient to each of our offices, and the best service anywhere. After forty years in business, I know what I need in a bank."

Amazing Things Happen with the Right Banking Relationship.

If you are looking for a high level of service, and conveniently located branch offices, Citizens Business Bank is the place. We take the time to know our customers and offer them the services they want. That's what you really need from a bank.

Citizens Business Bank is a community business bank, and we care — because your success is our success.

For more information, questions, trip planning or toll calculation assistance, or to open your Citizens Business Bank account online, visit www.ci-bank.com or call The Toll Roads Service Center at 1-800-378-TRAK (8725). Or visit our web site at www.tolled.com.

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All opposed...take The Eastern Toll Road.

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All at 65 mph.

You can pay your toll, with cash or for non-stop automatic toll payment, get a FastTrak™ transponder for your windshield.

So take The Eastern today. It's the shortest distance between you, where you're going...and maybe even lower blood pressure.

Real Estate

Seven of Nation's 10 Most Expensive Housing Markets are in California

Despite a vibrant California economy that is expected to generate 400,000 new jobs in the coming year, the share of working families able to afford a median-priced home continues to fall, according to a report published by the National Association of Home Builders.

A third-quarter 1999 survey comparing family income to home sales prices in 25 cities nationwide showed that seven California metropolitan areas dominated the "top 10" list of least affordable metropolitan areas in the country last year [see accompanying sidebar]. San Francisco and Santa Cruz-Watsonville ranked at the top of the list of least affordable metropolitan areas in the U.S.

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INLAND EMPIRE BUSINESS JOURNAL • PAGE 29

Page dimensions: 1426.8x888.0

[Image 0x0 to 1427x888]
The value of professional investment advice continues to grow. Today, investors have far more at stake. They have sizable investment portfolios and are concerned not only about their retirement, their children's college education and caring for their parents, but also about the complexities of tax and estate planning. Add to that a proliferation in investment choices, and it's clear to see why the demand for objective, professional investment advice continues to grow.

With the assistance of your PPF Branch Manager, PPF BANK & TRUST can design a financial service package that caters specifically to your business needs. As big as you need, as small as you like. Call 1-888-DIAL-PFF or visit us at pffbank.com for more information.

**Demand for Investment Advice is Growing**

The American Institute of Certified Public Accountants (AICPA) and Fidelity Investments' Institutional Brokerage Group (IBG) announced the formation of a strategic alliance whereby IBG will be the exclusive and preferred provider of custody and clearing services in the AICPA's Center for Investment Advisory Services (CIAS).

The alliance offers CPAs the resources and support needed to establish and grow an investment advisory practice. CPAs interested in the CIAS program can get more information by calling 1-877-662-4273 or by visiting http://investmentadvisory.aicpa.org. CPAs interested in IBG's services and the benefits offered to AICPA members, may call 1-800-854-4772.

"As one of the most trusted professional service providers, CPAs are increasingly turning to their CPAs for help in planning and implementing their investment strategies," said Barry Melancon, president and chief executive officer, AICPA. "Investment advising moves the CPA to a higher service platform, in the context of financial planning. We believe that our alliance with IBG is an important cornerstone. The combined services offered in our Center for Investment Advisory Services will enable our members to enhance their practices and their value to their clients by offering services to help meet clients' growing needs."

"We are excited about the opportunity to help the AICPA's members expand their practices by entering or enhancing their investment advisory businesses," said Robert P. Mazzarella, president, Fidelity's Institutional Brokerage Group. "In designing our offering, we tried to be particularly sensitive to the issues that CPAs may encounter when becoming investment advisors, including: startup support, a comprehensive selection of non-proprietary investment products, technology, and practice building services."

"The Center for Investment Advisory Services is a member-driven initiative designed to help CPAs compete in an evolving marketplace," added Melancon. "Through the center, the AICPA continues to promote CPAs, particularly Personal Financial Specialists, as trusted financial advisors. The center's resources prepare CPAs to maintain high standards as they take on the role of investment advisor, and provides continuing support to CPAs in that role."

As part of AICPA's Center for Investment Advisory Services, IBG will offer CPAs resources, tools, and support needed to offer investment advisory services to their clients, including competitive pricing and other value added services in the following areas:

- Brokerage and Investment Services
- Technology Services

"The plane has been brought out of retirement and is being rehabilitated from nose to tail. I understand [President Zedillo] had a love of the DC-3 and wanted to fly in one," said Pappas. Pappas said that the cost of restoring and refurbishing a DC-3 runs from $200,000 to $1 million, depending on a number of factors; including whether the engine is new or rebuilt; the sophistication of the avionics installed, and the lavishness of the interior fittings.

Apparently, that fascination also extends to Mexican baby boomers. And he has flown the DC-3 for many, many years in different situations, and in different parts of the world, including Africa and South America.

The Mexican DC-3 odyssey began when Zedillo learned that one of the classic World War II transports was tucked away in the presidential hangar at Benito Juarez Airport in Mexico City. "It is an air force plane that has been brought out of retirement and is being rehabilitated from nose to tail," Pappas said, noting that the plane, flown by every U.S. airliner until the introduction of modern jets, has a special appeal for the baby-boom generation.

As a part of the agreement, DreamFlight will train pilots, DreamFlight makes both corporate and private pilots available to corporations and individuals, and also offers a charter membership to pilots who want to share in the aircraft's ownership.

Meanwhile, the Mexican pilots are scheduled to return to Corpus Christi in March for additional training in the aircraft, which is limited to an altitude of 12,000 feet because the cabin is not pressurized.
Redlands High School Takes Model Trial Court Championship

Redlands High School triumphed over Apple Valley High School to claim the 1999-2000 San Bernardino County Mock Trial championship, which concluded Saturday, Jan. 8 at the Foothill Law and Justice Center. This is the fourth year running Redlands took the top spot as county champions. The school also claims the championship in 1992-93.

County Superintendent of Schools Dr. Robert Fischer and District Attorney Dennis Stout, announced the winner after exhausting morning and afternoon sessions in which the performances of both teams were highly praised by the judge, Art McKenzie.

Stout said his office was proud of the Redlands team which included Alphonse Bernal, Kaileigh Rutledge, Leanne Martin, Lora Park, and Bill Knecht.

Big League Dreams...

continued from page 3

will feature a variety of sports facilites, but will be best known for the scaled-down versions of famous major league baseball stadiums.

The new park will have a total of five ballfields, sized perfectly for youth baseball or adult softball. Three of the fields will be stadium replicas. Boston's Fenway Park, complete with the "Green Monster" left field wall, will be easily recognizable to even most casual sports fans. The Cathedral City facility also has a Fenway replica.

The other two stadium recre-ations will have a sense of baseball history. One will be named after the Polo Grounds of New York, where Bobby Thomson's "Shot Heard 'Round the World" won the 1951 National League Pennant and was also where Willie Mayes made his famous catch in deep center field, of a long drive from the bat of Vic Wertz in the 1954 World Series. The third stadium will be a replica of Forbes Field in Pittsburgh, best remembered for Bill Mazeroski's dramatic homerun, which won the 1960 World Series. Both Forbes Field and the Polo Grounds would be torn down many years ago.

Besides the three stadium repli- cations, the Big League Dreams com-plex consist of two other softball/baseball; field hockey; basketball; and outdoor recreation areas; sand volleyball courts; batting cages; and 17,000 square foot windsports center.

Redlands School District also claims the championship in 1992-93.

Apple Valley claimed the championship for the past six years - 1993-94 through 1996-97.

The Redlands team will represent San Bernardino County at the state championship, which is scheduled for March 1 through April 2 in Sacramento.

The County Mock Trial competi- tion is co-sponsored by the San Bernardino County superintendents of schools and the San Bernardino County district attorney's office.

"The excellence of our pro- gram is largely attributed to the enthusiastic and knowledgeable support provided by members of the legal community who graciously devote their time and expertise," said Janene Brunett, Redlands School District Superintendent of Schools and the program's lead teacher coach. Mike Knecht, deputy public defender, served as attorney coach.

In this year's case, People vs. Rosé, the issues of possession of a deadly weapon, and search and seizure were argued in a timely and controversial case. Twenty-nine teams from 27 schools throughout the county partic-ipated in this year's competition.

The competition promotes self-confidence and critical thinking, as the attorneys are required to develop their analytical and communication skills, and to present arguments using the working knowledge of legal institutions and the judicial system, as their teams study a hypothetical case, conduct legal research, and receive guidance from volunteer attorneys in courtroom procedure and trial preparation.

Big League Dreams...

Top Commercial / Industrial Contractors

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VIB Corp (NASDAQ: VIBC) acquisition of Kings River State Bank; originally announced in September, has been finalized — bringing VIB Corp assets to approximately $1 billion.

As a subsidiary of VIB Corp, Kings River State Bank will continue to operate under the Kings River State Bank name and state bank charter, under the direction of its board of directors.

VIB Corp’s President and Chief Executive Officer, Dennis Kern, said the acquisition would enhance VIB Corp’s business banking program.

"This is a very positive move for us at Kings River. VIB Corp’s interest alone tells us that we are an attractive bank when you view us from outside," Kern explained that VIB Corp has more than 14 branches located throughout California, Arizona, and Nevada. Bank of Stockdale operates three branch locations in Bakersfield and our one business one in Fresno. For more information on VIB Corp, visit their web site at www.vibcorp.com.
Income Tax Assistance Volunteers Are Needed to Help Others

This year, residents of San Bernardino and surrounding communities can call volunteers, and disabled individuals with income tax counseling assistance, return preparation and electronic filing. And ... you don't have to be a tax whiz to become a volunteer! VITA and TCE volunteers receive free training in basic returns preparation and electronic filing. Best of all, VITA and TCE sites are conveniently located throughout Southern California so you can work close to your home or office.

Since Southern California is such a diverse community, there is an urgent need for volunteers who are fluent in English and foreign languages. To find out how you can make a difference in your community, contact Volunteer Income Tax Assistance (VITA) at (909) 388-8186, or Tax Counseling for the Elderly (TCE) at (800) 227-7669.

Imperial Bancorp Announces Eight Percent Stock Dividend

George L. Graziano, chairman of the board, president and chief executive officer of Imperial Bancorp (NYSE: IMP), announced today that the company's board of directors has approved a stock dividend of eight percent to shareholders.

"We are pleased with our accomplishments in 1999, which include the successful initial public offering of Official Payments Corp. (Nasdaq: OPAY), and a significant increase in business relationships and warrant income in our emerging growth division. Imperial has also expanded its Web-based product line, opened new offices in strategic locations, and increased the efficiency of its systems through Y2K readiness efforts. We look forward to reaping the benefits from these investments and increasing shareholder value in 2000," stated Graziano.

The stock dividend will be paid on Feb. 18, 2000, to shareholders of record on Feb. 4, 2000.

Catherine Marshall is Named Vice President-Senior Major Loan Officer

Larry M. Rhode, president and CEO of PFF Bank & Trust (PFF), has announced the appointment of Catherine Marshall to vice president-senior major loan officer. Marshall recently joined PFF as a commercial real estate loan officer. She has more than 20 years experience in commercial lending at a number of local community banks.

She attended Chaffey College and earned an associate of art degree, later joining Peter Collins to study business administration.

Active in community work, Marshall is currently a member of the board of directors and of the Riverside Area Rape Crisis Center, and has served as a board member for six years. Her community service also includes board membership at the Upward Housing Authority which assists low and moderate income individuals attain housing.

Imperial Bank's Growth Spurs Management Promotions

Reflecting the growth of the real estate, small business and commercial lending divisions, Imperial Bank recently promoted two industry experts to senior executive management positions.

Kathleen L. Berry, president of Imperial's real estate division, and Dennis Gragnani, president of Imperial's small business lending and equipment leasing divisions, were promoted to vice presidents of Imperial Bank and appointed members of the bank's management committee. Imperial also announced Daniel B. Mathis, president and chief operating officer of Imperial Bank. The committee is responsible for the overall management of the company, and recommends policies to be set by the board of directors.

Berry will continue to lead the real estate division, and Lacy will maintain his current roles, while assuming responsibility for corporate development activities, including managing the bank's acquisition, investment and divestiture transactions. He will also serve on the boards of Imperial Ventures Inc. and Imperial Creditcorp.

"In 1999, the real estate division completed more than $1 billion in residential construction lending and $575 million in commercial transactions throughout California, Arizona and Colorado," said Berry. "As the residential real estate market continues to flourish, we anticipate that Imperial Bank will continue to provide financing for projects throughout these regions during the year." She added, "This is an exciting time to be a part of Imperial's senior management team," stated Lacy. "The bank is currently expanding its small business lending activities — doubling its underwriting staff and opening new offices nationwide, and the equipment leasing division, which helped establish in November of 1998, continues to develop as planned." With more than 21 years of experience in real estate, Berry joined Imperial Bank in 1990 as a vice president/realestate loan officer, and was named president of the bank's real estate division in 1999, responsible for overseeing the commercial real estate portfolio.

As president of Imperial's equipment leasing division, Lacy oversees a team that provides flexible leasing transactions to mid-sized businesses. In December of 1998, he assumed responsibility for overseeing the small business lending division, which is rapidly expanding nationwide.

With more than $6 billion in assets, Imperial Bank is one of the leading independent business banks with headquarters in California and offers a wide range of financial services tailored to corporate customers, entrepreneurs and professionals. Serving mid-sized businesses, Imperial Bank's strategy focuses on delivering customized financial products and services to a variety of businesses and industries.

Founded in 1963 by California entrepreneurs, Imperial Bank is the principal subsidiary of Imperial Bancorp (NYSE: IMP), with 14 regional banking offices: 12 located throughout California, Arizona, Phoenix, Arizona, and Denver, Colorado. It can be found on the Web at www.imperialbank.com.

The California State Park and Recreation Commission will conduct a series of workshops to provide the public an opportunity to recommend the acquisition, development or rehabilitation of state park system properties for funding from Proposition 12, the proposed park bond that will appear on the March 7, 2000 ballot. These projects will also be considered for funding from other sources available to the department. The proposed projects will be studied by the staff of the California Department of Parks and Recreation, ranked in order of priority, and incorporated into the department's existing funding priorities.

The bond would provide more than a half billion dollars to the department for the rehabilitation, development, and acquisition of state park system lands and facilities. The emphasis of Proposition 12's funding for state parks is the rehabilitation of existing facilities and the protection of existing natural and cultural resources, to improve the recreation experience offered by state parks.

There are funds, however, for the acquisition of lands within and adjacent to existing state parks and lands which provide for habitat preservation. There are also funds for the development of trails and facilities for the development of new facilities.

Proposition 12 also provides funding for other state agencies, conservancies and local government for the development and rehabilitation, and development of park recreation, and open space lands and facilities.

Nominated projects will also be considered in the development of a new state park system plan. This plan will identify a direction and vision for the 21st century. Members of the public are encouraged to attend and participate in these hearings. Individuals who are unable to attend these meetings and who would like to recommend a project should write the California State Park and Recreation Commission at P.O. Box 942986, Sacramento, CA 95877.

NOTICE IS HEREBY GIVEN that four informational workshops will be presented for the public by members of the California State Park and Recreation Commission and staff of the department of parks and recreation. The purpose of the workshops will be to provide the public an opportunity to recommend acquisition development and rehabilitation projects for the state park system to be considered for funding from the Safe Parks Bond Act of 2000.

Save the Date
Women & Business Expo
Friday, May 12, 2000

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Foothill Independent Bank
FEBRUARY 2000

Pitfalls That May Snag Buyers... Continued from page 27

absolve the developer of liability—except for the limited and defined repairs being made.
Question: How much will a lawsuit cost?
Answer: The total cost of prosecuting a lawsuit will depend upon a number of factors, including: the nature and amount of damages awarded to the parties, and the attitudes of the parties. Some lawsuits are settled within a relatively short period of time, while others are not resolved without a trial. Lawsuits can be expensive, and close cooperation between the homeowner and the attorney is necessary to reduce costs as much as possible. One of the major costs is that of expert consultants; these are usually recoverable in the lawsuit. An expert's costs will depend upon the nature and extent of defects and the size of the project.
Question: Where do I get the money to pay for a lawsuit?
Answer: Normally, the homeowner must pay costs and expert fees as they are incurred. In certain cases, the money necessary to fund the payment of costs and expert fees may be advanced by the attorney. All expenses and expert fees will be reimbursed to the attorney out of settlement or judgment proceeds.

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FEBRUARY 2000

Real Estate Notes

The Bradco Companies, a Victorville-based commercial, industrial and retail brokerage company, has been awarded the exclusive contract to market the Victor Valley Promenade, a 40-acre development adjacent to the Mill of Victor Valley. Steve Harrison, a specialist in land and investment transactions, has structured John Vogt as managing principal of the California office of Lee & Associates Commercial Real Estate Services. Vogt is now with Oliphant, Young & Mallory in the Cosella Valley. Michael D. Patrick, of the Elise-based Barratt American Inc., has announced plans for two single-family residential communities in the Temecula Valley. The first development, near Barrett's current holdings in Winchester and Thompson Roads, will consist of 100 homes on 6,000-square-foot lots. The second new development of 364 homes is 1.5 miles east along the Winchester Road corridor, near Lake Damsoigne, a new state aquatic recreation center that will be the largest fresh water body in Southern California when it is completed.

Anthony E. Ghosn, general manager for its Orlando office. Ghosn joined the company as a major account consultant, and is in charge of sales, marketing and sales support and the Inland Empire regional manager. He also facilitates the company's production process, oversees customer relations, and develops marketing programs. He was formerly general manager for Scotts Industries. He has served in senior account management for Keith C. Ferguson Co., and regional sales manager for Lang Manufacturing.

Ghosn graduated from the University of Washington with a bachelor of arts degree, and has an executive certificate in management from Claremont Graduate University's Peter F. Drucker Executive Management Center. He has also completed executive certificate courses at The Wharton School, the University of Pennsylvania. Ghosn lives in Upland with his wife, Patricia, and their two sons.

Faces in Business

Anthony E. Ghosn General Manager, ZLand.com

Tecoterra International, a Web-based business solutions for small- and mid-sized companies worldwide, has named Anthony A. Ghosn as general manager for its Orlando office. Ghosn joined the company as a major account consultant, and is in charge of sales, marketing and sales support and the Inland Empire regional manager. He also facilitates the company's production process, oversees customer relations, and develops marketing programs. He was formerly general manager for Scotts Industries. He has served in senior account management for Keith C. Ferguson Co., and regional sales manager for Lang Manufacturing.

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Humane Treatment Key to Keeping Good Employees

“Love ‘Em or Lose ‘Em: Jordan Evans; Berrett-Koehler Publishers, Inc. San Francisco, California; 1999; 234 Pages; $17.95.

Less than 10 years ago one of the hardest tasks a human resources manager faced was telling entire teams of employees why they were no longer part of the company. As we usher in the 21st century, the hardest task facing HR firms, acknowledge America’s worst kept secret: it’s a seller’s market. Many employers have risen and some employers are reinstating perks that were common during the 1960s.

One of the most interesting chapters is titled “Jerk. Don’t Be One.” In the authors’ experience, most bosses who behave badly never know how poorly their employees respect them until it’s too late. They encourage taking a self-test, then comparing this to honest feedback. The problem, however, is that this begs the question: Getting honest feedback is going to be challenging—especially if you really are a jerk.

Jordan and Evans also offer a good reason why you should not get honest feedback. It’s not fear of losing the job, but of losing a career growth opportunity within a company, because of intense internal competition. That’s why mentoring is a key role for the boss. Most people claim they do not like playing politics, states the authors. “But it’s because of its corporate life, a mentor watches out for the organization’s well-being as a partner.”

A refreshing new look at keeping good people on your team. “Love ‘Em or Lose ‘Em” is a valuable management tool in a labor market where losing people is like losing sales. With this book’s worth the admission price to a banquet of ideas.

—Henry Holtzman

Best-selling Business Books

Here are the current top 10 best-selling books for business. The list is compiled based on information received from retail booksellers throughout the U.S.A.


3. “Business at the Speed of Thought,” by Bill Gates with Collins Hemingway (Wacker Books $26.00) (4) Gates forecasts how business will work in the Knowledge Age.

4. “Who Moved My Cheese,” by Spencer Johnson (Pattan $19.95) (5) A way to deal with change at work and away from it.

5. customers.com: How to Create A Profitable Business Strategy for the Internet and Beyond,” by Patrick R. Beshold with Russi T. Mantsh (Time Business-Time House $27.50) (6) How to get new customers via the Internet.


*G — Indicates a book’s previous position on the list.
**G — Indicates a book’s first appearance on the list.
Seven of Nation's Most Expensive Housing...

continued from page 29

San Diego, which documented the cost of government (fees and other costs associated with the building requirements in a specific area) in an average city in San Diego County. The report found that the cost of government for the new home in the city of Carlsbad was more than $96,000.

California's housing crisis is most acute in the high job growth areas, where the cost of owning a home is three times that of Springfield. "In San Jose, the cost of a home is so outrageous," said Jim Preville, president of the California Building Industry, "that a job earning you $90,000 qualifies you for housing subsidies. The only problem is there isn't any affordable housing available in the city."

A Restaurant Critic Marches on His Conch

by Joe Lyons

Too often I say nice things about the restaurants where I dine and people think that I am easily impressed.

The truth is: I am not.

I am too busy doing a lot of nice dining locations in the Island Empire, and Southern California in general.

The CIBA is lobbying for the development of a statewide infrastructure investment plan and for construction defect litigation reform.

Meanwhile, a California Department of Finance study indicated that California is producing 2.8 new jobs for every new home construction. According to the report, the city of Yucaipa, California Building Industry, "that a job earning you $90,000 qualifies you for housing subsidies. The only problem is there isn't any affordable housing available in the city."

The truth is...

"I was the only thing in the general plan for the city of Yucaipa. As an engineering major, I wanted to encompass the 94-acre Oak Ridge Village regional commercial center and that branch adjacently 65-acre Wildwood Center, a master-planned residential and commercial community.

The land on which Robinson ranch property is today situated was part of the 6,000-acre Robinson estate of the town of Yucaipa. The development is part of the 500-acre Robinson Ranch, a master-planned community initiated by Grant and Tosh Robinson in 1955. It is situated along the north- east span of the 10-11 interchange at Oak Glen Road. Specifically, the property is bounded on the south by the 10-11 and Caloma Blvd., on the north by Oak Glen Road, on the east by Wildwood Canyon Road, and on the north by Oak Glen Road.

With its "high visibility/easy access" location along the 1-10/Oak Glen Road interchange, Robinson Ranch North is strategically placed to serve as both a regional commercial center and the gateway to the city of Yucaipa.

Under the proposed plan for Robinson Ranch North, the only res-

affordable housing available in the city.
INLAND EMPIRE BUSINESS JOURNAL/FEBRUARY 2000

INVESTMENTS & FINANCE

INLAND EMPIRE BUSINESS JOURNAL/DUFF & PHELPS, LLC STOCK SHEET

THE GAINERS

Top five, by percentage

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<th>Company</th>
<th>Current</th>
<th>Beg. of Month</th>
<th>Month</th>
<th>% Change</th>
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<td>Channell Commercial Corp. (H)</td>
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<td>Fleetwood Enterprises Inc. (L)</td>
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<td>23.125</td>
<td>1.000</td>
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<td>12.383</td>
<td>11.621</td>
<td>0.762</td>
<td>6.6</td>
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THE LOSERS

Top five, by percentage

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<td>Hot Topic Inc.</td>
<td>18.125</td>
<td>23.259</td>
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<td>19.375</td>
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<td>-17.4</td>
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<td>National RV Holdings Inc.</td>
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<td>19.250</td>
<td>-2.875</td>
<td>-14.9</td>
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<tr>
<td>Westcore Financial Corp. (L)</td>
<td>23.118</td>
<td>19.260</td>
<td>-3.858</td>
<td>-16.6</td>
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<tr>
<td>Automotive Stone Inc. (L)</td>
<td>5.535</td>
<td>5.875</td>
<td>-0.340</td>
<td>-5.9</td>
</tr>
</tbody>
</table>

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Life Financial Corp.

Channell Commercial Corp.

CVB Financial Corp.

INLAND EMPIRE BUSINESS

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John Laing Homes has been named winner of the "Builder of the Decade" award, based upon overall homeowner satisfaction awards during the 1990s, announced Robert Mirman, president of National Survey Systems, Inc. (NSS). This is a special addition to the annual Home* Builders Choice awards given out each March by NSS, in which John Laing Homes has won "Builder of the Year" in four of the past nine years.

"One of our company's goals is to give every customer an excellent homeowner experience," said Larry Webb, chief executive officer of WL, Homes, which was deemed a reflection of our success and means a lot to the company and to every employee," he said.

Business Bancorp is a newly-formed California corporation, organized at the BZBC.OB.

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Business Bancorp is a newly-formed California corporation, organized at the direction of the board of directors of Business Bank of California. Allen J. Lane, president and chief executive officer of the parent bank company commented, "Formation of the holding company represents achievement of a strategic goal to enhance the bank's franchise. The new corporate structure will better position the company to respond to changes in the banking and financial services industry, while providing greater flexibility in meeting future financing needs of the holding company and its subsidiaries."

Business Bank of California is planning, on or about March 27, 1999, to file a shelf registration statement with the Securities and Exchange Commission which would allow the company to sell from time to time, subject to market conditions, shares of its common stock. Under the shelf registration statement, the bank is offering an additional 9,000,000 shares of its common stock to the public.

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Inland Empire Restaurant Review

The "New" Calla Is Not Supposed To Be the "Old" Calla
by Joe Lyons

Calla, the little door in the lobby at the Ontario Airport Hilton that leads to an intimate dining room, is back. But if you're looking for the old five-star elegance, it's not there.

Remember the original Calla, with "old" John Hanson in charge? The food was good, distinguished and had a slightly European accent. He was later replaced by "young" John. John Hanson was a surfer dude from Newport Beach by day. By night, he was the perfect, truffled maitre d'. He knew your drink, even after a year. He organized monthly wine dinners. He could prepare Caesar salad, Chateaubriand and banana's foster, tableside, and still keep the room clean.

Of course, the room has only five booths and about eight tables. He even kept a fine liquor cabinet and Napoleon brandy. When John downed an order that only one restaurant in the Inland Empire, it still makes for a very pleasant getaway.

Calla is in the lobby of the Ontario Airport Hilton, 700 North Haven Avenue in Ontario. Phone (909) 980-0400.

The "New" Calla

In the last few years, wine critics have been saying that wines are better. One reason for this is that the farming methods have changed. And the way the wine is made has changed. Gallo wines have changed a lot. The Gallo sons have taken over and they have changed the way the wine is made. Today's Gallo wine is made in a different way than it was made in the past. Today's Gallo wine is made with more care and attention to detail. It is made with more precision and it is made with more care. Today's Gallo wine is made with more care and attention to detail. It is made with more precision and it is made with more care. Today's Gallo wine is made with more care and attention to detail. It is made with more precision and it is made with more care.
**MORE NEW BUSINESS**

**FEBRUARY 2000**

**Bankruptcies**

- **Thomas Alan Abshun,dba Allison’s Construction Co.**
  9745 Kaiser Court, Fontana, debt: $19,803, assets: $49,918.

- **Alejandro A., aka Alex Albornoz Fernández**
  3003 Via Cansino, Montebello, debt: $179,360, assets: $17,540.

- **Andrew A. Hernandez, aka Andrew Robert A.**
  San Dimas, debt: $362,800, assets: $121,510.

- **William Lee Bryant, aka William Robert Bryant,**
  145 Hard St. San Bernardino, debt: $1,612,774, assets: $16,542.

- **Santis R. Campos, Goulash Camps, dba G & D, debt: $45,196**
  1370 North Av., Fontana, assets: $1,200.

- **Ronald Ernest Collins, aka Ronald Collins, dba Millennium**
  Family Daycare, 21228 Paseo Drive, Cudahy, debt: $48,600, assets: $13,550.

- **Jerry R. Cowley, Jr. & J.A.**
  Family Care, 5901 E. 14th St., Fontana, debt: $26,000, assets: $13,575.

- **Roy George Jarlbert, Nancy E.**

- **Mary Johnson, aka Mary Jane Johnson, dba R. J. Johnson, dba R. J. Johnson’s Pool Service**, 18484 Daisy Court, Murrieta, debt: $20,400, assets: $18,490.

- **Douglas D. Sickey, aka Dan Ramsey**
  dba Rapid Service, 4151 Arlington Ave., Fontana, debt: $12,600, assets: $6,185.

- **Michael Charles Keller, aka Matthew Keller,**

- **Marc R. Stone, aka Don R. Stone,**
  dba DMB Services, dba Don M. Stone President, 11327 Breakwater Ave., Chino Hills, debt: $6,090, assets: $17,350.

- **Alessio Flores, Letitia Flores, dba Fantasy Ice Cream, 1354 N. Austin Ave., Upland, debt: $9,800, assets: $290,350.

- **Erie Peter Hanson, aka Eric P. Hanson,**

- **Steven Wayne Maita Kitty Long, dba ITP Trucking,**
  1700 W. Riverside Ave., Mortenson, debt: $259,954, assets: $228,900.

- **Stephen Richard Miller, aka Romeo Lee Miller,**
  dba USA Inc., 21917 Big Range Rd., Fontana, debt: $179,360, assets: $17,540.

- **Arnold William Lian, Susan Caryl Lian,**
  dba A.W. Lian, dba A W Lian, dba Wildflower, 76446 Diamond Drive, Palm Desert, debt: $3,220,755, assets: $2,656,200.


- **Ronald M. Coleman, Debra S. Coleman, dba Zoni & Son, dba Zoni & Son Construction,**
  34791 Valley Center Circle, Corona, debt: assets schedule not available.


- **John Leland Allen, Elaine Leland Allen,**

- **Michael Joseph Pellegreno, Mary Jane Pelletier, dba Mary Jane Pelletier,**

For total protection rely on the name of the following companies:

- **Peter J. Hanson, aka Eric P. Hanson,**
  dba Eric Hanson, dba Milton A. Perkins, dba Melissa A Perkins, dba Perkins,
  91360, debt: $145,872, assets: $145,872.

- **Bernard Shonkoski Jr., aka Steve Shonkoski,**

- **Ron Silva, aka Ronaldo Silva,**

- **Kyung W. Yang, Kyung S. Whang,**
  dba 12th St. Laundry, 2255 Century, Exposed to Biff’s, 1255 Century, debt: $172,825, Chapter 7.

- **Jack Willford, Elaine Willford,**
  dba Bimmers of, 2669 Allen Way, Loma Linda, debt: $486,476, assets: $160,000.

B�indano, CA 93516

- **Dena Adelman, aka Eric P. Hanson,**
  dba Eric Hanson, dba Milton A. Perkins, dba Melissa A Perkins, dba Perkins,
  91360, debt: $145,872, assets: $145,872.

- **Bernard Shonkoski Jr., aka Steve Shonkoski,**

- **Ron Silva, aka Ronaldo Silva,**

- **Kyung W. Yang, Kyung S. Whang,**
  dba 12th St. Laundry, 2255 Century, Exposed to Biff’s, 1255 Century, debt: $172,825, Chapter 7.

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Professional Women's Organizations

Professional Women's Roundtable (PWR Chapter of the National Assn. for Female Executives): Robbie Motter, Exec. Dir. 909-679-8848.


Women to Women Networking Group, Inland Empire: Patricia Heacock, 909-427-1839.


East Valley Professional Women's Network: Terry Brown, 909-793-1131.


Women's Roundtable: Marcy Musselman, 909-789-8417.

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BUSINESS INFORMATION RESOURCES

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Agricultural Export Program (AEP), Calif. Dept. of Food and Agriculture http://www.aep.ca.gov
Bank of America, Union Bank’s International Banking Center http://www.intbanking.com
Business of California http://www.business.com
California State Government Home Page http://www.ca.gov
Center for International Trade Development http://www.resource4all.com/citd
City Business Guide CITIVO Rancho Cucamonga http://www.resource4all.com/citd
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by Camille Bounds, travel editor

Sydney is Australia as San Francisco is to the United States, or Paris is to France. It is completely unique from the rest of this down under land. You can never say you have seen Australia if you have only been to Sydney. Yet it is a welcome contrast to a continent that seems the average urbanized traveler.

ly atmosphere just about everywhere you go, with a glorious mix of humanity from around the globe. Cultures of Indonesians, Islanders, and of course the original Aboriginal people, to name just a few, make up modern-day Sydney. "Sydneysiders" are as happy, congenial and laid-back as one can get.

Sydney has a rich, gutsy history that reads like a novel. In 1787, the area was populated by about 3000 Aborigines. In 1788, the first fleet of ships arrived from England transporting convicts, sailors and soldiers to settle the area. Governed at one time by the infamous Captain Bligh (before his well-documented sea voyage) and a series of governors after him, Sydney evolved in a little more than 200 years into an industrial giant and tourist haven.

The weather is almost always warm and balmy and the glittering Sydney Harbor makes it one of the world's most beautiful cities, offering some of the best in dining, sports, culture, and night-life.

Where to stay and dine in Sydney

The Parkroyal Plaza (formerly the Park Lane), a Southern Pacific hotel, boasts 24 lavishly decorated rooms, beauty and convenience. This lovely establishment rises majestically over Hyde Park with stunning views of Sydney and the harbor. It is located in the center of Sydney's shopping and business district, minutes from all transportation, making it an ideal choice for visitors and business meetings. A complete business center with executive secretarial services is available seven days a week.

Rooms are spacious and tastefully furnished with a million dollars in contemporary Australian artwork adorning the walls. Just when you think they have thought of everything, one will find a little yellow rubber duck perched on the tub, along with the bubble bath and shampoo.

The Gekko Restaurant in the Parkroyal Plaza (named for an indigenous lizard) is unique. It offers guests the opportunity to select their own wines in a special wine cellar. Pepper's guesthouse in Hunter Valley is set right in the heart of the vineyard. A lovely, relaxing farm-house-style guesthouse, it is more like home than a hotel. The renowned Chez Pok is a gourmet's delight, and is frequented by the finest in the area.

A hop, skip and a jump away is Robert's Restaurant is a leisurely stroll from Sydney Hamilton Island off the Queensland coast, and connect with the luxury catamarans that will transport you to Hayman Island, a $200 million resort located on the northernmost of the Whitsunday Islands. A literal "Garden of Eden", just off the Barrier Reef, everything is here for your enjoyment and pleasure: huge, luxurious, beautifully decorated terrace rooms with glorious ocean views; service we dream about, six restaurants of a caliber we did not think existed, each with a different flavor and every outdoor sport available. Explore the Barrier Reef up close and personal in scale, or just take a leisurely boat ride on the crystal clear waters. For reservations and rates, call 1-800-227-9246.

Hayman Islands

Hamman Island, a "Rocks Luxury Resort" was built for the pioneering Brigidine Convent. From Pepper's to Hayman Island, a 17-room hotel. Room service is available seven days a week.

Hunter Valley

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