



photo by Ty Smedes

Iowa Department of General Services

Annual Report

FY 2000

July 1, 1999 to June 30, 2000

Thomas J. Vilsack
GOVERNOR

Sally J. Pederson
LT. GOVERNOR



3/26/01

Dear Governor Vilsack:

I am pleased to deliver this annual report for the Department of General Services for the fiscal year 2000.

We act as a business agent for state government, working with our business partners to help other agencies meet their infrastructure and administrative needs. Through exemplary performance, we are working to be the preferred provider.

The Department has adopted a customer driven approach in delivering services. We maintain a continuous quality improvement program which brought about significant changes in the delivery of state mail, centralized purchasing, and parking on the Capitol Complex. We have adopted a business planning approach to help us explore how to better address the needs and demands of our customers and the public.

I am proud of the value that DGS employees create for Iowans through their efforts to achieve excellent service at competitive cost.

Sincerely,

A handwritten signature in cursive script that reads 'Richard J. Haines'.

Richard J. Haines, Director
Department of General Services

Department of General Services Financial Report

for
FY 2000

	ADMINISTRATION	UTILITIES	RENTS	TERRACE HILL	CAPITOL		PROPERTY	Total
					PLANNING	COMMISSION		
Balance Brought Forward	403	\$ 249,095					\$ 3,314	\$ 252,812
Appropriation	\$ 1,956,014	\$ 2,036,989	\$ 1,028,898	\$ 236,942	\$ 2,000		\$ 4,524,792	\$ 9,785,635
Appropriation Transfer					499			\$ 499
Intra-State Reimbursements	\$ 34,000	-		\$ 200			\$ 55,485	\$ 89,685
Other Income	\$ 250,148	\$ 133,771	\$ 635,438	\$ 31,348			\$ 883,706	\$ 1,934,411
TOTAL RESOURCES	\$ 2,240,565	\$ 2,419,855	\$ 1,664,336	\$ 268,490	\$ 2,499	\$ 5,467,297	\$ 12,063,042	

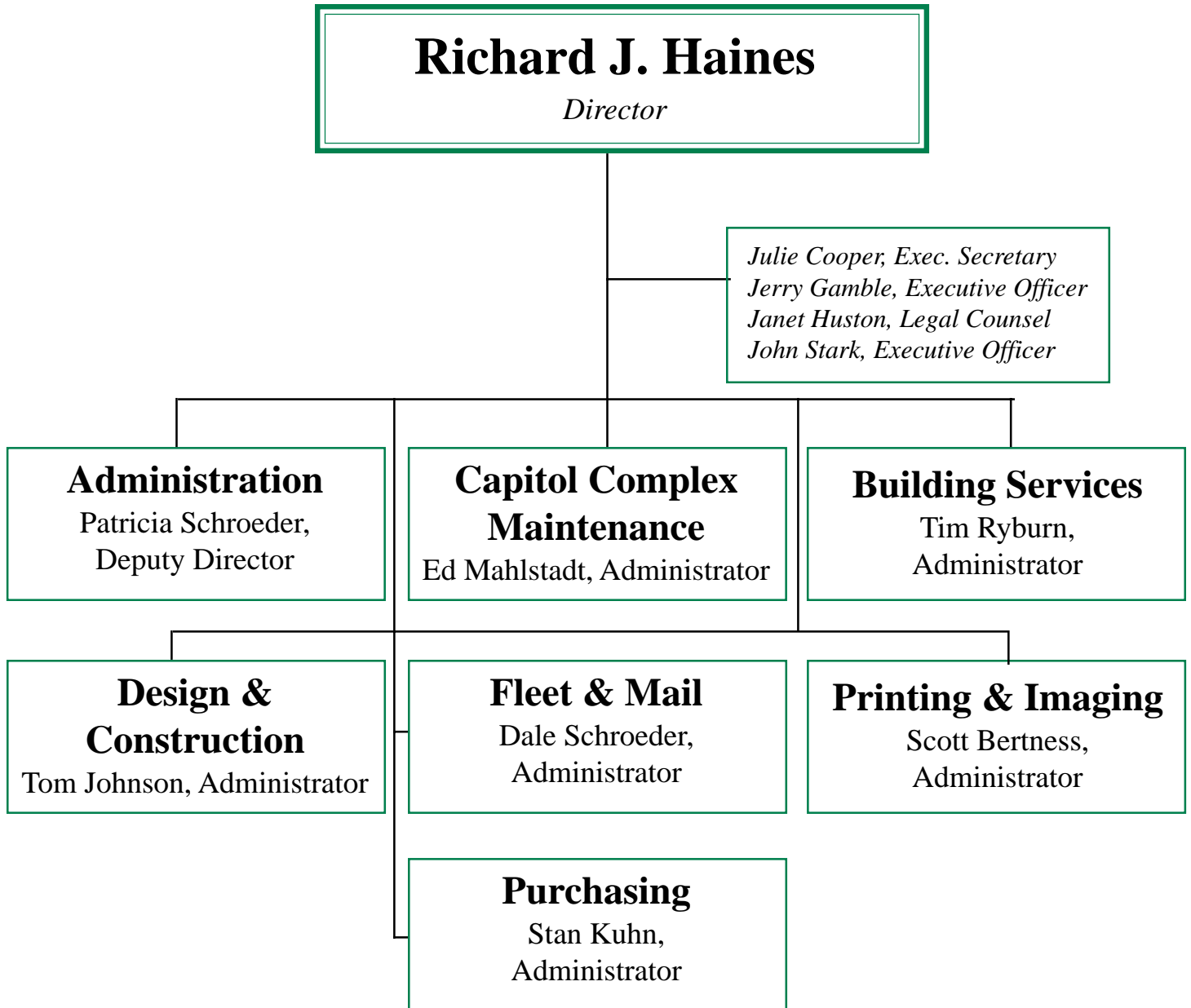
DISPOSITION OF RESOURCES

Personal Services	\$ 1,832,339			\$ 192,898	\$ 1,215	\$ 4,424,707	\$ 6,451,159
Travel In-State	\$ 15,151			\$ 869	\$ 1,284	\$ 18,741	\$ 36,045
State Vehicle Operation	\$ 103			\$ 1,084		\$ 32,219	\$ 33,406
State Vehicle Depreciation	\$ 590					\$ 32,320	\$ 32,910
Travel Out-State	\$ 6,602					\$ 1,419	\$ 8,021
Office Supplies	\$ 32,752			\$ 6,348		\$ 29,137	\$ 68,237
Facility Maintenance Supplies	\$ 2,019			\$ 10,209		\$ 350,166	\$ 362,394
Equipment Maintenance Supplies	\$ 12,360			\$ 1,410		\$ 62,627	\$ 76,397
Prof. & Scientific Serv., Other Suppl. & Printing	\$ 25,811			\$ 1,387		\$ 29,177	\$ 56,375
Communications	\$ 25,854			\$ 10,077		\$ 33,138	\$ 69,069
Rentals	\$ 1,177		\$ 1,526,197				\$ 1,527,374
Utilities	\$ -	\$ 1,974,228	\$ 14,218	\$ 22,403			\$ 2,010,849
Intra Transfers	\$ -						\$ -
Outside Repairs, Services & Misc.	\$ 118,315	\$ 87,722	\$ 12,376	\$ 8,829		\$ 244,692	\$ 471,934
Attorney General Reimbursements	\$ 4,007			\$ 1,671		\$ 10,635	\$ 16,313
Reimbursements to Other Agencies	\$ 126,848			\$ 8,523		\$ 71,116	\$ 206,487
Facility Improvement Reimbursement	\$ -	\$ 87,387					\$ 87,387
Equipment	\$ 32,828			\$ 2,774		\$ 123,010	\$ 158,612
Other Expenses & Obligations Reversions	\$ 1,288		\$ 99,325			\$ 700	\$ 101,313
Appropriation Transfer	\$ 499	\$ 248,000	\$ 12,000				\$ 260,499
Reversions	\$ 1,517		\$ 220	\$ 8		\$ 2,620	\$ 4,365
Balance Carried Forward	\$ 505	\$ 22,518				\$ 873	\$ 23,896
TOTAL DISPOSITIONS	\$ 2,240,565	\$ 2,419,855	\$ 1,664,336	\$ 268,490	\$ 2,499	\$ 5,467,297	\$ 12,063,042

Source Bdgt Bfin BB1

Department of General Services

January, 2001





Our Mission and Vision

The Department of General Services is a leader in Iowa state government relative to strategic planning. In fact, our mission and vision statements reflect our commitment to excellence:

Mission:

As the *state's business agent*, the Department of General Services and our business partners work to meet our customer's needs for quality, timely, reliable and cost-effective support services and a work environment that is healthy, safe and well-maintained.

Vision:

To be the *preferred service provider* through exemplary performance in assisting our customers to accomplish their missions.

DGS takes its role of supporting state government seriously. We thrive on customer input and make changes based on sound management principles and data.

DGS was one of the first state departments to embrace the Iowa Excellence process as a whole department. Our assessment was exhaustive and eye-opening! The feedback we received was valuable and we have developed specific action plans to improve based on our experience.

The following pages highlight some of the accomplishments that the dedicated employees of DGS achieved last year, Working With You; Working For You.

Administration

Mission: To strive to become the service provider of choice through exemplary performance to assist our customers in accomplishing their missions.

- Improved business management information systems by preparing and distributing timely, monthly financial, budgetary and productivity reports for use by management to assess progress toward department goals
- As a member of the Governor's Taskforce on Targeted Small Businesses, submitted a final report of recommendations to the Governor. Governor Vilsack endorsed the recommendations in the report and asked DGS to coordinate the implementation of these recommendations

Customer Service Center

- Handled an average of 82 calls per day, and 4,525 Help Desk calls annually, representing a variety of requests for services on the Capitol Complex
- Scheduled 208 events on the Capitol Complex, most notably, facilitating media needs for the Iowa Caucuses and the internationally recognized World Food Prize
- Processed 438 parking applications every month

Accounting

- Reduced preaudit error rate from 9% to 2% (statewide average is 4%)
- Revamped and simplified the record filing system, making it easier to use and maintain
- Established monthly interagency billing (postage, printing and office supplies) and reporting (operating and infrastructure) issuance goals to ensure timely billings and reports for our customers

Technology Support Team

- LAN (Local Area Network) Team maintained eight servers and 175 personal computers within the department
- Maintained 55 packaged software programs, five mainframe applications and ten personal computer applications
- Worked with several divisions to install or upgrade systems, most notably including:
 - MacAfee - virus protection software
 - RiskPro - vehicle risk management system
 - Computer Dynamics Pro-shop - printing work order system
 - Fixed Asset Tracking System
 - Wright Express Billing System - for vehicle use and maintenance
 - Reynolds and Reynolds - vehicle work order system
 - MP2 - request for services tracking system

Building Services

Mission: To preserve, maintain and enhance the Capitol complex buildings and grounds by providing safe, efficient and quality services to our customers in support of their missions.

Custodial Services Team

- Changed over 23,000 lights as part of routine requests from customers
- Over 200 cleaning tasks performed daily
- Benchmark to industry cleaning standards
- Implement “just in time” delivery system for custodial supplies, via the Internet
- Cost effective use of communications technology to increase the percentage of staff accessible to respond to customer emergencies and other needs

Off Complex Space Management (Leasing)

- Clear customer expectations for DGS leasing space outside the seat of government
- Completed ADA assessments of Capitol Complex buildings, grounds and parking lots and compiled ADA deficiencies in a draft transitional plan for the State of Iowa to the Lt. Governor
- Developed and distributed a statewide leasing procedure manual for field offices located outside the City of Des Moines
- Developed a statewide leasing database for properties leased outside the City of Des Moines

On Complex Space Management assisted with & planned the following:

- Department of Inspections and Appeals into newly remodeled space on the 3rd floor of the Lucas Building
- Department of Human Rights into remodeled space, 2nd floor, Lucas Building
- Auditors Office into remodeled space, 2nd floor, Lucas Building
- The State Library into newly remodeled space in the east wing of the Ola Babcock Miller Building
- Department of Natural Resources on 4th floor of the Wallace now has a newly remodeled efficient office environment

Safety & Health

- Trained over 100 DGS employees and five from DHS on powered industrial truck
- Organized monthly training programs (videos, sign-in sheets, handouts)

Locksmith

- Full accountability at all times for all keys issued by the locksmith
- Installation of the Medeco high security key system in CCM Maintenance Building, CCM Power Plant, Hoover Building, and Lucas Building, 2nd through 6th floors

Capitol Complex Maintenance

Mission: To maintain the Capitol Complex buildings and grounds to provide a safe, healthy, cost effective and aesthetically pleasing environment for elected officials, employees and visitors.

Mechanical Maintenance

- Received 2,970 Help Desk Calls, closed out 100%. Customer calls are down from 3,606 or 28% from the previous year
- Installed variable frequency drives on air handler fans in the Hoover, Grimes, and Wallace Buildings, improving energy use and customer comfort
- Replaced two, 60-year old boilers in the Records and Property Building, significantly upgrading operational efficiency
- Replaced boiler #1 at the Central Energy Plant, providing for future demand on the growing Complex campus

Grounds and Construction

- Removed 20 damaged or diseased trees and recycled all branches and limbs for chipped wood to be placed in flowerbeds complex-wide
- Installed over 1,000 feet of post cable in parking lots on the Complex, improving the aesthetics and reducing maintenance hours
- Re-marked parking lots to accommodate ADA parking needs on the complex
- Provided additional visitor, handicapped and employee parking areas north & south of the Capitol

Support Personnel

- Reduced the supply inventory of unneeded/unused items and started transitioning to a just-in-time delivery method
- Completed nine major maintenance projects on time and using the most cost effective method
- Managed utility usage by maintaining proper hours for lighting and equipment operation within the complex buildings to accommodate the needs of building occupants

Design and Construction

Mission: To assist state agencies in facilities design, construction, and management by providing or managing those professional services required by our customers in the performance of their respective missions.

Restoration Painting

- Interior restoration painting of the Capitol Building continued with work in the Secretary of State's office
- Interior restoration painting of the Southeast Pavilion of the Capitol Building continued in Senate Committee Room 22
- Exploratory restoration paintwork continued in the House and Senate Chambers

Vertical Infrastructure

- The inventory and assessment of the condition of the state's vertical infrastructure (building & grounds) was completed. The inventory and assessment included properties for the Departments of Corrections, General Services, Human Services, Cultural Affairs, and Public Safety and for the Iowa Veterans Home and Vocational-Rehabilitation Division of the Department of Education
- The Vertical Infrastructure Advisory Committee was formed; committee started visits to all locations for first hand evaluation of issues
- Strategic plan of action was implemented and a process established to select and prioritize the most critical projects

Design & Construction

- Renovation of Terrace Hill continued
- Renovation of the Lucas Building continued with completion of the sixth through second floors. Construction began on the remaining three floors. Work on the mechanical and electrical systems continued. Exterior work 95% complete
- Renovation of the Ola Babcock Miller Building (formerly the Old Historical Building) continued with work on the exterior and rotunda substantially complete. Exterior work 90 % complete
- Replacement of the Woodward Resource Center electrical distribution system was completed
- Design of the replacement of the electrical distribution system for Glenwood Resource Center and Independence Mental Health Institute was continued
- Began construction of a 200-bed special needs facility at the Iowa State Penitentiary in Fort Madison
- Completed construction of the new District 1 Patrol Post in Des Moines
- Design of a 450-space parking structure (immediately west of the Wallace Building) was started
- The restoration of the Treasurer's Office, Room 116, the Legislative Dining Rooms, Room G17 and one room in the Department of Management continued
- Work of the exterior restoration of stone on the Capitol Building continued
- Design of the dining project at the Iowa Veterans Home was completed and construction is underway
- ADA accessible doors were installed in the New Historical Building
- 400 bed addition at Fort Dodge Correctional Facility

Fleet and Mail

Mission: To provide essential support services to assist other state agencies of Iowa in the performance of their respective missions. To provide for and support the vehicular travel requirements of state agencies. To provide reliable and cost effective receipt, processing and distribution of U.S. and interoffice mail for state agencies within the Des Moines metropolitan area. To provide to state agencies within the Des Moines area the pickup and delivery of records and data processing.

Mail Section

- Processed 11,420,000 mail pieces, including 98,800 parcels, at a cost of \$5,365,000 for complex agencies during the fiscal year
- Began twice daily pickup and delivery of federal and interoffice mail for complex and metropolitan Des Moines based offices
- Upgraded mail management software to automate the transmission of postage data from the seven mail processing centers connected to the system, resulting in more timely and more reliable data available to the customer

Fleet Section

- During the fiscal year, 2,596 vehicles were on the highways of Iowa driving 48.75 million miles
- The average miles per gallon of the State fleet was 20.5 miles per gallon
- 513 state vehicles were replaced during the year
- 405 state vehicles were sold at vehicle auctions; auction receipts averaged \$4,770 per retired vehicle
- The DGS fleet of E85 vehicles grew from 240 to 322 vehicles including the acquisition of E85 minivans and light duty pickups. These vehicles utilized 99,500 gallons of corn based high blend ethanol fuel during the year
- 2.5 million gallons of gasohol, a ten percent ethanol based fuel, were consumed by the remaining vehicles in the state fleet
- Cost of operation of the state's 1067 vehicles classified as passenger vehicles (in contrast to light truck and enforcement classifications) remained under 21 cents per mile, comparing quite favorably to the AAA benchmark of 43.4 cents per mile
- Completed installation of the centralized billing system with all Ford Motor Company dealers in Iowa, resulting in a substantial reduction of charges for parts and labor for state vehicle repairs

Printing and Imaging

Mission: To assist state agency customers in the cost-effective creation and replication of information products and services and to maintain the public trust by providing the most efficient and effective means of accessing state government information and services.

Centralized Printing and Satellite Copy Centers

- Implemented job tracking spreadsheet (Excel-based) logs, which track status on production jobs in Centralized Printing, allowing staff to more rapidly and accurately respond to customer inquiries
- Acquired a PantherPro digital Imagesetter
- A customer survey was conducted in spring 2000; generated baseline information for re-survey in spring of 2001
- Reconfigured business card production process; outsourced card typesetting & composition, thereby reducing order turnaround times to two weeks (plus proofing)
- Accomplished 90% reduction from FY99 in technical consulting costs for xerographic system through reliance on internal expertise and less-costly contractors

Micrographics Operation

- Reconfigured service plans & contracts to reduce annual costs; re-negotiated rates with equipment and consumable supply vendors
- Established cooperative out-sourcing/overflow load-sharing relationships with commercial micrographics vendors to ensure continuous, “seamless” customer service with existing customers

Publications Operations

- Developed new operational standards for publications customer service (turnaround times, phone answering protocols, record-keeping)
- Worked with agencies to streamline and target publication quantities with an intent to reduce unnecessary printing & waste and harmonizing production with actual demand

Purchasing

Mission: To provide exemplary procurement services with an emphasis on meeting the needs of our customers in accomplishing their missions.

Centralized Purchasing

- Managed contracts and purchase orders totaling over \$268,000,000
- Trained 500 agency employees to use the extended purchasing computer system
- Certified Targeted Small Business purchasing totaling \$9.0 million

Federal Surplus

- 999 active accounts with Federal Surplus
- Government acquisition cost of property distributed to donees in FY00 totaled \$2.0 million
- Savings to Iowa donees through the receipt of Federal Surplus property totaled \$288,000
- 47 federal vehicles acquired at auction for state and local government

For more information about the Department of General Services, visit our website at www.state.ia.us/government/dgs





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