



In The S W O R K S

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NEWS FROM THE DEPARTMENT OF GENERAL SERVICES - WORKING WITH YOU, WORKING FOR YOU

Working Harder To Make It Easier



**SEPTEMBER/
OCTOBER, 1999**

Highlights Inside This Issue

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A renewed commitment to our customers has resulted in initiatives designed to make services needed by state agencies a little easier to use. The Department of General Services pledged in its 1999 Strategic Plan to enhance customer services and communications. Strategies such as "Customer Friendly Procedures", "Customer Input and Feedback" and "Excellence in Customer Service" challenge us to change things that are not working and sharpen performance in areas that are working. "How Did We Do Today" feedback cards and newsletters are two of the ways we communicate with you and monitor how we do.

It is just the beginning. The department does not always "Get it Right the First Time" or meet "World Class Standards", two more strategies in the DGS plan. We face the same challenges you face -- budgets that do not stretch far enough, staff trying to do more with less, a bureaucracy that is too easy to use as an excuse.

An aging infrastructure seems to pick the

worst times to remind us that deteriorating buildings leak, antiquated mechanical systems do not heat or cool well, and worn-out equipment does not operate effectively.

At the same time, DGS has many opportunities to make things better for customers. Old buildings are being demolished, others are under renovation, and new parking is coming as a result of more infrastructure funding. We can continually improve processes by streamlining and eliminating unnecessary burdens. We can admit when we make a mistake and work with you to correct it. We can aim for "no surprises" by keeping you informed of what will happen before it happens.

This newsletter includes information about ways the Department of General Services is working hard to make things easier for you. Please take time to read it and let us know what you think. Call the contacts listed to get more information on the initiatives developed to make things easier for you.

Roommate Wanted

Over 200 employees from 8 state agencies are moving to a newly constructed office building leased by the Department of General Services under an effort to jointly locate state agencies.

Four bureaus of the Department of Human Services and four licensing boards -- dental, medical, nursing, and pharmacy -- are moving to the River Point Business Park, 400 SW 8th Street, beginning in mid-September. The 40,000 square foot collocation is the largest effort ever undertaken by

the state in the Des Moines area.

According to Barbara Bendon, DGS Leasing Manager, benefits of collocating agencies in leased space includes public convenience, coordination between agencies, and reduced costs from sharing entrances, receiving areas, conference rooms, rest rooms, break rooms, and parking.

For more information about collocations across the state or leasing in the Des Moines area call Barbara at 281-8887.

Capitol Corner

the Capitol's exterior. To ensure the safety of workers as well as building occupants and visitors, both south entrances closed

Capitol South Entrances Closed For Safety

The south side entrances at the Capitol are closed due to work on

August 23. The entrances will remain closed until the beginning of next year.

Although construction managers looked for ways to close only one south side entrance at a time, it was not possible. Signs are posted redirecting people to the east and west entrances.

Capitol Rooms Re-Open For Business

Steady progress on construction means Rooms closed for construction this summer are again open. The Department of Management moved back to their offices in the southeast corner of the Capitol in early September.

Rooms 19 and 118 will be available for use in October. The ground floor men's restroom reopened, and the second floor northeast restroom is again open for women.

Some follow-up work in the remodeled areas will be required to install new air handling systems and other equipment.

Work to finish the elevator in the southeast corner of the Capitol will not be complete until later this fall. The elevator and changes to the areas near the Senate committee rooms mean these rooms will soon be accessible to people with disabilities.

To Request Building Cleaning, Maintenance and Repairs
242-5120

Capitol Support Services Office
(John Nash and Dick Nesselroad)
281-0284

Bloomin' Survival

Flowers in new planters at the north entrance to the legislative parking lot bloomed in spite of summer heat and a double-dose of fertilizer. Individuals in the Department of Corrections' inmate work program built the flowerbeds with materials provided by the Department of General Services. Flowers were donated by Holub Nursery of Ames. The inmates continue to care for the flowerbeds.

The flowers are a reminder that you can get too much of a good thing. The plants got sick after accidentally getting fertilized twice. They recovered and next year's display will be even more colorful as earlier planting allows for more varieties.



On The Move

DEPARTMENT OF HUMAN SERVICES

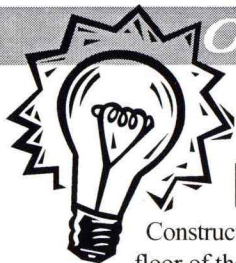
Four bureaus -- ICAR, ISER, Collections, and Foster Care Recovery -- will be at the River Hills Business Park, 400 SW 8th Street, Des Moines, by mid-September.

DEPARTMENT OF MANAGEMENT
DOM returns in September from the Legislative Dining Room to remodeled space in the southwest corner of the Capitol.

STATE LIBRARY
State library staff are headquartering in the west wing of the Ola Babcock Miller (Old Historical) Building for the next year during construction on the east wing.

STATE LICENSING BOARDS
The Boards of Dental, Medical and Pharmacy Examiners, and the Board of Nursing will be at the River Hills Business Park, 400 SW 8th Street, Des Moines, by mid-September.

TREASURER'S OFFICE
Staff moved to the Hoover Building from Capitol Room 18 in July. The Treasurer is back in his formal office on the first floor after construction caused a temporary move. The cashier's window also remains on the first floor of the Capitol.



OPERATION BOLD MOVE

An Inside Look

Lucas

Construction on the fourth floor of the Lucas Building is complete. The Departments of Public Health and Inspection and Appeals, which have been on the third floor, will move into the newly remodeled space by the end of September. Construction then begins on the third floor.

Ola Babcock Miller (Old Historical)

The State Library is operating out of the west wing of the Miller Building for the next year while the east wing is remodeled. Much of the library collection was moved to the west wing and part of the collection is in the Records and Property building at the southwest edge of the Capitol complex.

Annex Axed

Materials suitable and cost effective for recycling, such as wood flooring, marble, and copper, are being removed from the Capitol Annex prior to its demolition in September. The materials will be sold at a public auction on September 4, 10:00 a.m., 523 East 12th, Des Moines.

The Departments of General Services and the Natural Resources are using the annex demolition to study the feasibility of recycling building materials. They will compare the costs to remove materials and the benefits received from recycling.

For more information about the feasibility study call Doug Reed at 242-6151.

Say Hi Dave

Dave Umland is the new "Operation Bold Move" project manager. Dave is a civil engineer with a background in transportation engineering. Call Dave at 242-0043 with questions about Operation Bold Move or just to say "hi".

MOVING THE MAIL

Be sure to notify DGS Mail Services as soon as you know you are moving. Improved services means they now deliver to more state agencies off, as well as on the Capitol complex. Don't forget to notify your customers and the public about your address change. Forwarded mail is slower mail. Call Paula Newbrough at 281-4283 with questions about mail services.

\$avings Up In the Air

Two air travel options, City Pairs and Access Air, are turning into big savings for the state of Iowa.

The City Pairs air travel program, started in January, saved \$320,000 in seven months. It is aimed at the 42% of state travel by air that previously was not at the lowest available fare because travelers could not meet restrictions,

Charge It

By mid-September, employees in a pilot project can say "charge it" to buy needed goods and supplies.

For small transactions, a procurement card will replace the current purchasing system. The card will be tested by the Department of General Services' Capitol Complex Maintenance Division, the Departments of Natural Resources and Transportation, and the Iowa Veterans Home. Plans are to expand the program to other agencies after the pilot.

A work group from the Auditor's Office, General Services, Natural Resources, Revenue and Finance, Transportation, and the Veterans Home designed the program. Call Randy Stapp at 242-5005 for details.

Drivers Hold Winning Cards

Employees who drive a state vehicle can use a new credit card to pay for fuel, parts, and repairs starting in October.

Magnetic-strip cards are replacing cards that had to be manually processed, causing many businesses to refuse them. Employees will have more options as an increased number of businesses accept the new cards.

The new cards are also better for businesses that provide goods and services. Processing magnetic strip cards is more efficient and businesses will get paid more quickly. The

Getting A Car Gets Easier

You get more options for reserving a car when you use the improved on-line motor pool reservation system.

The system now searches for alternatives within a two-hour time period on both ends of your proposed reservation. So if you want a car

such as a Saturday night stay. Therefore, the Department of General Services accepted bids for "City Pairs", flights between the 50 top U.S. destinations of state travelers and ten Iowa airports. Tickets are refundable, do not require a Saturday night stay, and are not limited by black-out periods.

State travelers between Des Moines and Los Angeles or New York City's LaGuardia

Y2K Ready

Purchasing, the state fleet, and Capitol Complex heating, cooling, access, and safety systems will be ready for you to ring in the Year 2000, however you plan to welcome the new year.

The Congressional General Accounting Office recently identified Iowa as one of only three states in the country computer ready for the Year 2000. The DGS Technology Team and Capitol Complex Maintenance are pleased to be doing their part.

After months of work to address computer and embedded chips in important state systems, they say, "Happy New Year!"

automated system will also provide accurate and timely data for managing the fleet.

The card can be used for individual transactions up to 200 dollars. Drivers of agency-assigned vehicles are issued pin numbers. Drivers of pool cars get a card and instructions on how to use the card when they pick up a car. The old cards will be phased out and should be returned to DGS Fleet and Mail Division, Vehicle Motor Pool. For more information call Eddie Sauls at 242-0035.

from 7:00 a.m. Monday morning through 5:00 p.m. Wednesday, and nothing is available for exactly those hours, you may find a car is available if you wait until 8:00 a.m.

When fully implemented the new system will track denied reservations by type of vehicle requested. The data on vehicle demand will be used to make future purchasing decisions. The new system is also capable of automatically scheduling vehicles for maintenance.

The five-year-old on-line reservation system is accessed through CICS by typing RESV on a blank screen. For help in using the on-line system, call the Motor Pool at 281-5123.

may also be eligible for savings through the Iowa-based Access Air state loan repayment program.

You do not need to change how you purchase airline tickets to take advantage of these programs. Call Short's Travel at 515-457-7008 or 800-274-6787. (However, unlike Super Savers, state employees may not use these programs for personal travel.)

Don't Miss It!

Capitol Annex Auction

September 4, 1999 at 10:00 a.m.

523 East 12th, Des Moines

For information, call the Ronald Peck Auction Service at 515-295-7601. Wood flooring, doors, fixtures, marble, copper and other items will be auctioned to the public.

Clean Out Your Files

September 15, 1999 from 8 a.m. to 1 p.m.

Watch for more information from your recycling coordinator.

Clean Out Your Files

Lighten your load by cleaning out your files September 15. From 8 a.m. to 1 p.m., employees in the Capitol, Grimes, Hoover, Workforce Development, Lucas, Vocational Rehabilitation, and Wallace Buildings will compete for the Spirit of Recycling award for enthusiasm and participation in Clean Out Your Files Day.

Iowa received a leadership award for last year's Clean Out Your Files Day. This year's one-day event is being held during National Executive Housekeepers Week to recognize the recycling support provided year-round by DGS Building Services personnel.

Recycling on the Capitol Complex topped 850 tons in 1998.



Like all divisions and offices of state government, the Department of General Services is committed to cost control and protecting our environment. We ask that you join in our efforts by routing or posting this newsletter for other readers. If additional copies are needed, please feel free to duplicate.

If you have a topic or question you would like to see addressed, please contact: Editor, In The Works, phone (515)242-6118, fax (515)242-5974 or e-mail jeconom@max.state.ia.us. To inquire about DGS services call 242-5120.

**"In the Works" Staff
Julie Economaki Julie Hedlund**

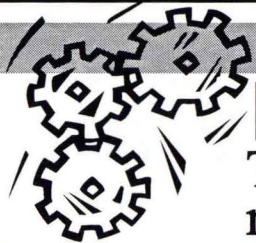
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WORK IN PROGRESS

Progress on Parking

The signs say...
no more all-day street parking.

Space...the final
parking frontier.

The restriction prohibiting early morning street parking will be reinstated when the signs are again uncovered September 7. To better accommodate public meetings, parking will be restricted between 7-8:30 a.m., a change from the previous 9:00 a.m. ending time.

The morning parking restriction is aimed at keeping street parking open to visitors by

encouraging employees to use gated lots. Studies show visitor parking is the biggest unmet need.

The morning restriction was lifted when the parking lot south of Executive Hills was closed for paving. That lot is now open. Also since that time, the lot north of the Grimes building expanded parking for employees and visitors.

New and improved parking space on the Capitol Complex is ready for use. The lot south of Executive Hills reopened with new lights and paving. Lot 16, north of the Grimes Building, expanded to the south and east for employees and visitors. This gravel expansion is meant to be temporary. Visitors enter from East 13th and employees enter from Des Moines Street.

(Be sure to cross Grand Avenue at the corner. Grand is a major traffic thoroughfare and the city of Des Moines will not allow a crosswalk in the middle of the block.)

A search is underway for another spot on the complex for state cars parked overnight. This will free up more space for employee parking in the lot north of the Grimes Building.

Work started on the site that by 2001 will house a 900-stall parking garage north of the Historical Building. A parking lot south of the Wallace Building was redesigned to make space for displaced volunteers and visitors who were parking at the construction site.

Speaking of signs...

An effort to better direct those unfamiliar with the complex is underway. Over the next few months you will begin seeing standardized, easier-to-read signs. Some signs are new – such as the signs along Court Avenue pointing out the native Iowa prairie grasses and wildflowers and signs

around the Capitol helping visitors maneuver around construction. Others replace signs that are worn or no longer accurate.

Please let us know if you are aware of an area that is problematic for visitors. Call Capitol Complex Maintenance at 281-8806.

It's beginning to look a lot like...winter?

Why would anyone want to think about snow and ice while air conditioners are still running? Because Department of General Services' Capitol Complex Maintenance crews have already begun the process of preparing the Capitol Complex for winter.

The 187 acre complex includes 20 parking lots, 70 acres of grass, and 6 miles of sidewalks. Before winter crews will paint all parking lot gates, repaint 26 miles of parking stripes, take steps to ensure weeds do not overtake the grass next year, and complete routine maintenance on monu-

DID YOU KNOW?
Huge boilers in the Central Energy Plant south of Court Avenue heat buildings as far away as the Wallace Building. After turning on a boiler, it takes about four hours to be felt at Wallace. It is hard to keep buildings comfortable in spring and fall when temperatures fluctuate unexpectedly because adjustments must be made during the night to have an effect the next day.

ments and buildings.

Engineers also drain air conditioning systems before it freezes to avoid damage to the pipes and prepare the boilers for heating. During winter, crews have 56 acres to plow each time it snows.

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