



# In The DGS WORKS

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

SPECIAL  
EDITION

## DGS *Still Working* For You

*This special issue is intended to inform you of some changes in the Department of General Services that may affect you, our customer.*

**JULY, 2001**

### Highlights In This Issue

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### Message from Director, Dick Haines

Like many state agencies, the Department of General Services is experiencing challenges due to the fiscal year 2002 budget. In our case, our operating budget was reduced by 20%. The 20% cut to our General Fund Operations will have a significant impact on the service support capabilities of this department.

Although we captured as many non-personnel costs as possible, the fact of the matter is that with 85% of our budget being salary and benefits, the only way to achieve a budget reduction of this magnitude was to ultimately reduce DGS employees.

As we consider and deal with the many changes before us, DGS is always mindful of the health, life, and safety concerns of employees and visitors to the Capitol complex. These concerns were an integral part of our difficult budget reduction decisions.

Our mission is to be the business agent for state government as we assist other departments in accomplishing their missions. I want to assure you that our dependable and capable staff is ready and willing to continue our mission to the best of our ability. We will continue to work hard to provide the highest level of service support possible.

Thank you.

*Dick Haines*

# Renovation to the Restoration Painting Process

Due to recent budget cuts, we regrettably had to lay off one of the two restoration painters on our staff. This will reduce our ability to perform this painstaking process at the same rate that Dick and Mark had accomplished over the last several years.

For over twenty years, the Department of General Services has been restoring the decorative painting in the Capitol Building. We have also worked on the restoration of the decorative painting at Terrace Hill and most recently have started restoring the decorative painting in the Ola Babcock Miller Building.

In the past we have done the research to accurately restore the decorative painting colors and patterns, created the stencils for the decorative work and then applied the paint. We will continue to accomplish all this except we will perform some of this work, such as the restoration of the painting in the



Ola Babcock Miller Building, through the use of contractors.

You may notice delays in responding to damage caused by storm leaks, or to replace the decorative painting as quickly after renovation work on the rooms themselves are completed, in

the Capitol, Ola Babcock Miller Building and at Terrace Hill. We will continue to provide the wall and ceiling background paint applied by contractors after

work is done in these buildings.

Your patience and understanding is greatly appreciated in waiting for us to complete the restoration as we strive to maintain the beauty and integrity of these majestic buildings.

If you have questions regarding the Restoration Painting, please contact Tom Johnson, DGS Administrator, at 281-5838.

## Talkin' Trash

In keeping with our objective to focus on the health, life and safety issues, the Custodial team will concentrate on the core services such as restroom sanitation, trash and recycling services, vacuuming and general office cleaning. In addition, during inclement weather, our Custodial team will be re-directed to clear sidewalks and steps as needed, to ensure the safety of the public and occupants accessing your agency services within the facilities on the Capitol complex.

DGS' commitment in working with you and working for you will *still* be our main objective as we continue to provide you with services to meet your needs for quality, timely, reliable and cost effective support services and a work environment that continues to be healthy, safe and well-maintained.

Please contact our Customer Service Center at 242-5120 with any requests.



## Micrographics Operation Closes Doors... Opening Opportunities for Customers

As of June 29, 2001, the Micrographics Operation of DGS' Printing & Imaging (P&I) Division permanently closed, and the equipment offered for sale. In its present configuration, the operation could not grow. Obsolete equipment, insufficient revenues, and limited FTE's led to the financial decision to close the operation.

**What does this mean to you?** Current agency customers of P&I Micrographics will need to outsource their Micrographic needs from the commercial vendor community via a newly developed State Micrographics Service Contract, which will be awarded by mid-July. With the wide array of services offered from the vendor community you will benefit from competitively priced services.

P&I staff will assist you in facilitating as seamless a transition as possible in obtaining Micrographics needs within the commercial vendor community. A meeting will be held in the near future explaining the transition in more detail. If you have questions, please feel free to contact Scott Bertness, DGS Administrator at 281-5050.

# "The Check Got Lost In The Mail"

## **You won't hear that from our DGS**

**Mailroom staff!** Although staffing reductions necessitated by the recent budget cutback will be immediately visible to our customers, with your cooperation, understanding, and valuable input, the Mail Section will strive to be your provider of choice as we look for efficiencies to enhance the services we continue to provide.

**Capitol, Lucas and Wallace mailrooms** will become self-service mail centers without a DGS staff presence (*effective date to be announced*).

Incoming mail will continue to be delivered and "pigeonholed" to departmental mail slots twice daily. The major difference that you will notice is that outgoing mail will no longer be processed on site; this mail will be picked up from a locked box and delivered to the Grimes Mail room (281-5143). All other deliveries and pickups to complex customers will continue to be twice daily!

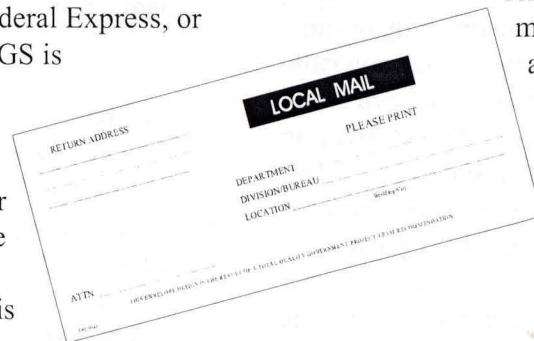
**Off complex** delivery and pickup service will be discontinued, *effective July 16, 2001*.

The single exception is service will still be provided to departments located in the east "River Hills" office area. DGS will request that the U.S. Postal Service begin direct delivery service to our affected

customers by reassigning zip codes. The significant issue to be faced by off-complex departments will be processing their outgoing federal mail. In order to continue to receive the postal discounts available for pre-sorted metered and mail originating from state offices, off-complex departments will be asked to deliver this mail to the Grimes Mailroom for processing. Two means are available:

1. Delivery by department staff.
2. Use of the contract for courier service currently provided by Priority Express.

Off-complex customers with package mailing requirements may directly obtain service from the U.S. Postal Service, UPS, Federal Express, or other carriers. DGS is currently developing a contract for overnight package and letter service; please be alert for an announcement on this new service.



Please visit our website

[www.state.ia.us/government/dgs/Services/mail.html](http://www.state.ia.us/government/dgs/Services/mail.html)

for the latest announcements detailing our revised service area, scheduled stops and times, and listing of interoffice mail delivery options.

**You** may notice a slight slowdown in processing. Staffing reductions may add one additional day to our normal 24-hour turnaround time for sorting, processing, and delivery of mail during certain peak volume periods such as three-day holiday weekends (Christmas, Memorial Day, Thanksgiving, etc.) or during unscheduled staff absences.

We are committed to being your service provider of choice. If you have any questions or concerns about the changes in mail processing, please feel free to contact Paula Newbrough or Stella Sussex at 281-4283, or Dale Schroeder, DGS Administrator, at 281-7702. We welcome your suggestions and comments.

**Interoffice (Local) mail service** between complex and off-complex locations to be discontinued.

With deliveries and pickup service discontinued to off-complex customers, correspondence and packages between offices on and off complex will no longer be processed through interoffice or "local mail".

Priority mail of this type may be delivered via: department staff, or by use of the contract for courier service currently provided by Priority Express. Less sensitive interoffice mail to offices no longer serviced by DGS may be processed as regular outgoing metered mail.



## Grass Takes A Cut

**D**id you know that there are 180 acres of ground on the Capitol complex? Some of those blades of grass may not be cut quite as often.

Keeping in mind the primary focus of health, life and safety issues, we will be making a few changes in the upkeep of the grounds here on complex. Attention to the public access areas will be first and foremost.

An example might be, during a snowfall, the building entrances and immediate public parking areas will receive the primary attention first. As available staff time allows, parking areas will be completed. We do not foresee a problem with parking lot snow removal, only a slight delay in the completion of the process.

Painting of parking stalls and interior public access areas such as elevator lobbys will be our primary emphasis. Requests for painting of interior office spaces will be still handled by Capitol Complex Maintenance, however this service may be coordinated through other available resources.

Parking lot repairs, new signage replacement and installation will still occur, it may not, however, be with the same frequency you have experienced in the past.

You may see an impact on the reduction of flowerbeds being planted, trees pruned, and the amount and location of grass being cut. Some outlying areas may be left to go to seed to conserve on gas and man-hours.

Our commitment to you, our customer remains the same. We have worked very hard to elevate the look and care of the Capitol grounds and will continue to be proud of our majestic Capitol so that visitors and employees will experience a safe and healthy environment.

If you have any concerns or comments regarding these changes, please feel free to contact Ed Mahlstadt, DGS Administrator, at 242-6203.

## Federal Surplus On The Move

**I**n more ways than one! The State Fair Board has asked the program to move from its current location at the Fairgrounds. Thus, by this Fall, the program will have a new address. We are looking for a location more convenient to our customers.

Secondly, the amount of federal surplus property available to the State has decreased by over 50% during the last two years. Both factors, and the availability of the Internet, are changing our way of doing business.

The Federal Surplus Property program (FSP) provides surplus items to government agencies and other non-profit organizations. Soon, available federal surplus property can be viewed through the Internet. We'll be helping our customers search for and obtain items using the Internet. FSP staff will continue to obtain items that appear to have high value for our customers, and we'll be stepping up our efforts to move those items quickly from the federal sites to our customers. The amount of inventory maintained at the FSP warehouse will decrease significantly.

Although we are moving and modifying our business model, our mission remains the same; find and provide federal surplus property to our customers at a very low cost. Please direct any questions regarding the changes in FSP to Stan Kuhn, DGS Administrator, at 281-5802.

**Read a copy of "In The Works" on our Web Site at [www.state.ia.us/government/dgs/index.html](http://www.state.ia.us/government/dgs/index.html). If you would like to be on our mailing list, send the title of your position, department, and address to Julie Cooper, Editor, In The Works, or on the Hub to [julie.cooper@dgs.state.ia.us](mailto:julie.cooper@dgs.state.ia.us), or call 515-281-3196.**



# Federal Cuplus On The Move

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