

Focus

A Newsletter for Customers of the GSA
Public Buildings Service, Mid-Atlantic Region

Winter 2004



Adaptive Reuse: Win-Win for Federal Government and Erie Community

GSA has reached a milestone in its efforts to respond to the federal courts' changing spatial, functional, and security requirements in Erie, Pennsylvania. In August 2003, GSA Mid-Atlantic Region reached substantial completion on Phase II of an ongoing project in Erie. The 135,000 square foot project incorporates three historic structures, along with the construction of two new additions, into one federal courthouse complex that occupies a prominent location in downtown Erie.



The historic Erie County Library building has been restored and adaptively reused to house federal tenants.

Phase II included the restoration and adaptive reuse of the historic Erie County Library building, built in 1897. The building is listed on the National Register of Historic Places and is one of the oldest buildings in Erie. Once considered one of Pennsylvania's most

endangered properties, the building has been restored and reused to house a new U.S. Bankruptcy Courtroom and related functions and a new U.S. Court of Appeals judge's chambers. On the exterior, a deteriorating marble portico

was dismantled, repaired and carefully reconstructed. Inside, a richly detailed rotunda, including elaborate art murals, was restored and now forms part of a new public circulation area for the complex.

"I am delighted with the restoration of the old Erie County Library," said Judge Richard

L. Nygaard, U.S. Court of Appeals for the Third Circuit and tenant in the new facility. "It is truly magnificent. The entire Erie community will be thrilled that this landmark building was saved

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If you are currently receiving a hard copy of *Focus* and prefer we send it to you electronically, or if you have any comments or ideas for future articles that you would like to share with the publishers of *Focus*, please drop us a note at: r3.custserv@gsa.gov

If there is someone in your office who is not currently receiving *Focus* and would like to subscribe, they can do so via the subscription page on GSA's web site at: www.gsa.gov/midatlanticfocus

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From the Desk of the ARA...

We experienced many proud moments in 2003, and we are honored that *Buildings* magazine included GSA among the top five on their 2003 'A' List of Who's Who in the Building Market. *Buildings* magazine specifically recognized GSA's design and construction excellence and our "significant thrust in green initiatives" which you can read more about in "Making Progress Toward Sustainability Now and for the Future" in this edition of *Focus*.

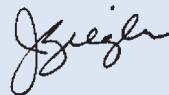
The folks at *Buildings* magazine also note that our benchmarking "has decidedly moved the GSA forward in achieving its vision" of becoming the best real estate organization in the world. We are excited to receive this industry recognition, yet we realize the importance of remaining focused on our federal clients and our commitment to helping you better serve the public by offering, at best value, superior workplaces and smarter solutions.

A true understanding of your workplace needs and expectations enables us to provide these smarter solutions, and we'll continue to seek out client input in 2004. In this edition, we share our plans for soliciting client feedback through our 2004 PBS Customer Satisfaction Survey. In "Clients Share Their Perspective on Successful Project Execution" you can read about our efforts to involve our

clients and ensure the success of projects we manage on your behalf.

Having the information we need to make informed business decisions is vital to us all. We've taken some important steps to put the information needed to make workplace decisions at your fingertips in 2004. In "GSA Puts Information at Customers' Fingertips Through e-Tools on the Web," we've highlighted online sources of information, such as Rent on the Web and our Inventory of Owned and Leased Properties, available through GSA's web site.

While we were very honored to be on *Buildings* magazine's 'A' list in 2003, our focus is on seeking out smarter workplace solutions for our clients in 2004 and beyond. We look forward to our continued partnership with you and wish you a happy, healthy, and prosperous 2004. □



Jan Ziegler
Assistant Regional Administrator
Public Buildings Service
Mid-Atlantic Region

Let Us Know: How Well Does Your Workspace Work For You?

Beginning in May, GSA will be distributing the 2004 PBS Customer Satisfaction Survey in selected GSA owned and leased buildings throughout the nation. We will be distributing the survey in buildings where we last surveyed tenants in 2001 or 2002, or buildings that are new agency locations. Some delegated buildings and customer agency delegated leases will also be surveyed. For a list of Mid-Atlantic Region buildings where we will be surveying tenants this year, please visit www.gsa.gov/midatlanticsurvey and click on "Survey and Related Information."

For the first time, we will be offering customers a choice of completing a paper survey or an online version. Information

on the online survey will be sent at the same time the paper survey is distributed.

The PBS Customer Satisfaction Survey is administered by the Gallup organization. Gallup provides GSA with expertise in survey methodology, internal controls, and analysis of the results. The confidentiality of your results is maintained, though we ask you to identify your agency so that we can identify common agency concerns across buildings.

If you work in one of the buildings where we will be conducting this year's survey, please take a few moments to let us know how well your workspace works for you. □

Adaptive Reuse: Win-Win for Federal Government and Erie Community

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and refurbished to its original grandeur. I am lucky to have my chambers located within its walls.”

In Phase II, GSA also restored the front portion of the historic Isaac Baker & Sons Building. Built in 1945 and determined eligible for listing on the National Register of Historic Places, the property previously housed the Isaac Baker & Sons men’s clothing store, a local landmark for many years until the storeowner relocated his business in 1992. The space has been adaptively reused as a post office.

“I hope the Erie project will serve both as a functioning courthouse and as a learning device, that it will be a message-builder,” said GSA Chief Architect Ed Feiner. “It shows a clear demonstration of the U.S. government’s commitment to the central business districts and the inner core of American cities.”

Construction of a new annex and a glass connector to the existing historic federal building was also completed during Phase II. The most critical design challenge with melding new construction and historic structures into a unified federal complex was addressing tenants’ security criteria and the need for separate circulation spaces. Imaginative problem solving by GSA and project architects DPK&A Architects of Philadelphia and Kingsland Scott Bauer Associates of Pittsburgh led to the inclusion of an atrium

connector lobby, serving as a single point of entry for the complex. The glass connector also houses a shared library for the judges’ use.

Phase III, the final phase of this project, began September 6, 2003 and includes the restoration and modernization of the existing Erie federal building, built in 1937 and also listed on the National Register of Historic Places. Construction completion is projected for July 2004.

“The entire Erie community will be thrilled that this landmark building was saved and refurbished to its original grandeur.”

—Judge Richard L. Nygaard
U.S. Court of Appeals for the Third Circuit

Once completed, a gallery area between the historic federal building and the new Annex will provide a public gathering space for tenants, visitors, and the community and will house display cases where the community can view archeological finds and display boards related to the history of the site.



A glass connector serves as the single point of entry to the federal complex in Erie, Pennsylvania.

“The federal complex says a lot about who we are, as a community and a nation,” said GSA Mid-Atlantic Regional Administrator Barbara L. Shelton. “The prominent downtown location says we value the federal presence in our communities. The architecture expresses pride in our heritage and our commitment to preserve that heritage for future generations. And the design represents a community and a nation that builds on the strengths of our past to find new ways to ensure our continued vitality.”

GSA is currently working on a joint venture with the Erie County Historical Society to publish a book on the history of the site and the federal presence in Erie. □

GSA Puts Information at Customers' Fingertips Through e-Tools on the Web

Our customers want quick, easy access to GSA policy, billing, and other information regarding their workspace. Through GSA's web site at www.gsa.gov, we are providing customers with greater access to information through a variety of e-Tools and other resources. E-Tools, available through www.gsa.gov/e-tools, are online applications that allow you to view information about your locations, your bills, and your workspace options.

Visit www.gsa.gov/e-tools, then click on the link for "Buildings" in the left margin, for access to the following e-Tools:



Rent on the Web: www.gsa.gov/rentontheweb

This popular customer application provides copies of your rent bills on a site that is secure, but easily accessible to you through a password-protected account. *Rent on the Web* not only allows you to view bills for a single location for a particular month, but also provides summary billing information.

For more information: GSA customers can set up an account by requesting a new ID on the web site, or by contacting **Tony Hasci** of the PBS CIO at (202) 501-9176 or tony.hasci@gsa.gov. New user accounts are generally available within 24 hours of your request.

Inventory of Owned and Leased Properties:

www.iolp.gsa.gov

Customers who visit this site can view the entire GSA inventory, including expiring leases, by GSA region, by state, or by congressional district. This site is available to the public, so we do not include sensitive customer agency occupancy information.

For more information: Please contact **Jim Sullivan** at (202) 501-1468 or at jim.sullivan@gsa.gov



Other helpful resources available through GSA's web site include:

Rent Pricing Policy: www.gsa.gov/rentpricingpolicy

This site includes information about how GSA charges for workspace and related services. Through the "Rent Library" on this site, customers can view an online copy of GSA's Pricing Desk Guide and supplemental information relating to rent pricing.

For more information: Please contact **Mary Gibert** at (202) 501-0096 (e-mail mary.gibert@gsa.gov) or your GSA Mid-Atlantic Region Account Manager at (215) 446-4501 (e-mail r3.custserv@gsa.gov)



RWA Form Changes: www.gsa.gov/rwachanges

Here you will find information on the changes to the RWA process required by the Office of Management and Budget, including the revised RWA form.

For more information: Please contact **Pat Sweeney** at (215) 446-2863 or pat.sweeney@gsa.gov



PBS Customer Guide for Real Property:

www.gsa.gov/customerguiderealproperty

Visit this site for an online copy of the *PBS Customer Guide for Real Property*.

For more information: Please contact **Jack Walsh** at (202) 219-1074 or jack.walsh@gsa.gov

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Code Adam: Protecting Children in Federal Facilities



Public Law 108-21, otherwise known as the “Code Adam Act of 2003,” became law on April 30, 2003 requiring designated authorities for public buildings to establish procedures for locating missing children in those buildings. On November 1, 2003 the Department of Homeland Security’s Federal Protective Service (FPS) implemented the Code Adam Alert Program nationwide, establishing procedures for locating missing children in federal facilities. The U.S. General Services Administration (GSA) is disseminating these procedures and will administer the Code Adam Alert Program in GSA owned and leased buildings nationwide.

The following are the steps to follow when a child is announced missing in a federal building or other federally leased space:

- Obtain a detailed description of the child—name, age, gender, race, weight, height, hair and eye color, clothing color and type, shoe color and style. (Shoe description is important because an abductor may change a child’s clothes, but does not usually remove or change a child’s shoes.)
- Report information about the missing child to FPS or security guards on-duty and call 911 to notify local police. (If no security guard is on-duty, contact the onsite facility

manager or delegated official and they will activate the “Code Adam” alert to all building tenants.)

- Security officials will search the building. Tenants may be asked to assist with the search; please cooperate with security personnel.
- If the child is found with someone other than their parent or guardian, use reasonable efforts to delay the departure of the person accompanying the child, but do not put yourself or others at risk. If possible, notify security officials and describe the person accompanying the child.
- When a child is not found, security officials or the onsite facility manager will contact local police again to report any additional information.

GSA is currently in the process of disseminating Code Adam Alert procedures to personnel in our nationwide inventory of owned and leased properties. You can expect to hear more about the Code Adam Alert procedures for your building in the near future. Please visit www.gsa.gov/codeadamalert for more information about the Code Adam Alert Program. □

GSA Puts Information at Customers’ Fingertips Through e-Tools on the Web

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Rent Estimate on the Web

GSA will be providing access to the FY2006 Rent Estimates via our web site in May 2004. Customers interested in the FY2005 or FY2006 rent estimates, and in web access to rent estimates, should contact **Mike Gelig** at (202) 219-0570 or mike.gelig@gsa.gov

There are a number of ways to quickly locate many sources of information on GSA workspace, supplies and services, travel, transportation, and telecommunications. Visit www.gsa.gov and use the SEARCH feature or the blue menu bar, which takes you directly by topic to Buildings, Products, Services, Technology, and Policy. The “Quick Links” feature on the red menu bar at the top of our homepage at www.gsa.gov provides an alphabetical index of resources on our web site. If you need assistance



finding the information you are looking for, please contact the PBS Mid-Atlantic Region Office of Customer Service at (215) 446-4501 or r3.custserv@gsa.gov □

GSA Supports FEMA During Aftermath of Hurricane Isabel

When Hurricane Isabel pounded the east coast September 18-19, 2003, GSA immediately began assisting the Federal Emergency Management Agency (FEMA) with a range of services. A total of 48 employees from GSA's Mid-Atlantic Region worked tirelessly around the clock to support FEMA.

Twenty-four hours after the President signed a Disaster Declaration of Emergency for Virginia, a team of GSA employees successfully met FEMA's lease requirements for a 56,423 square foot facility for 180 days in Richmond, Virginia. This quick turnaround enabled FEMA to immediately focus on their relief efforts in Richmond, an area damaged by severe winds and toppled trees.

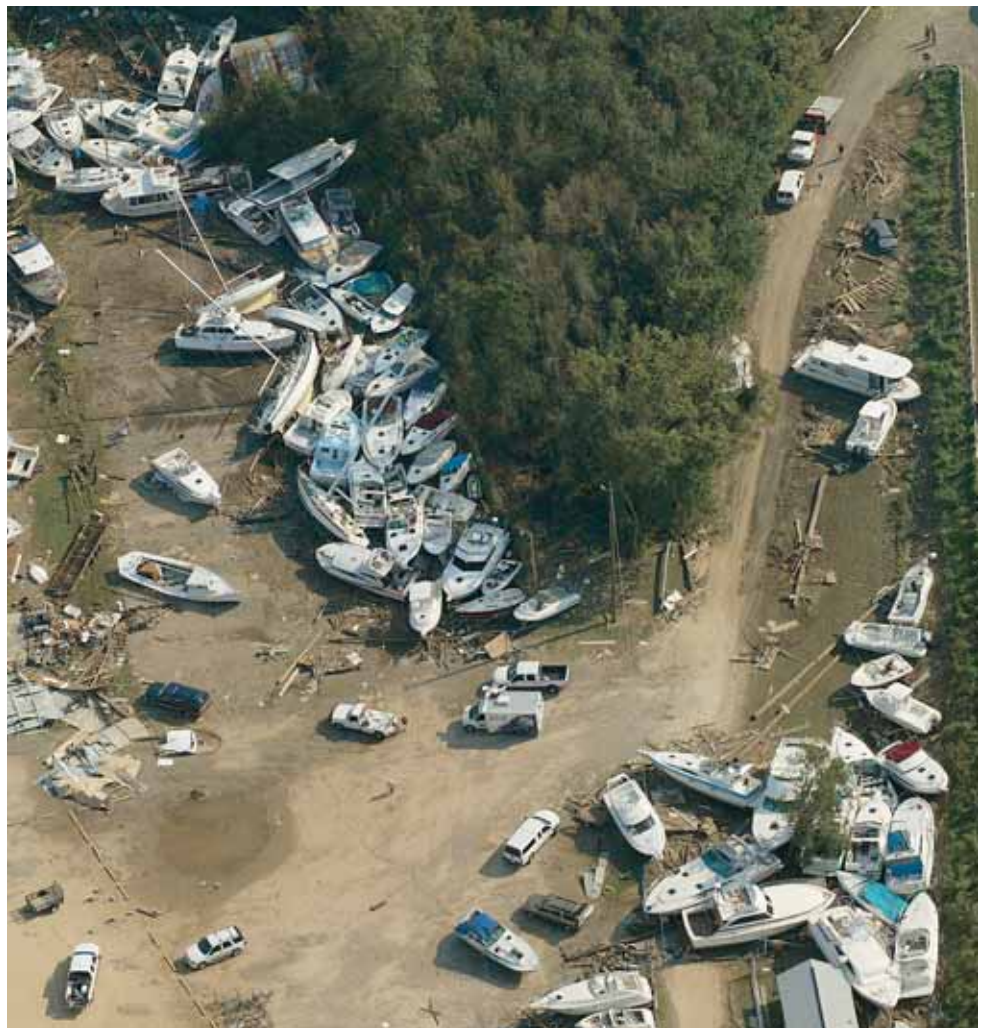
Before the hurricane reached land, GSA issued guidance to all of our realty specialists on the use of customized language for emergency leases. They were provided with steps to use when receiving a declaration of emergency, and were directed to use specific lease numbers provided by FEMA and a unique payment process allowing FEMA to pay the lessor directly. GSA's early anticipation of FEMA's needs ensured our GSA staff was prepared even before Hurricane Isabel hit the states. The customized language for emergency leases was well received by FEMA and has since been adopted for all their future disaster leases.

"Bernadette Nocella (GSA) has made the lease process a piece of cake; streamlining the process with language she developed for a termination and convenience clause," says FEMA Disaster Logistics' Emergency Management Program Specialist Dug L. Salley. "This has made all of our

coordination efforts ten times more effective and efficient! She has always been accessible and understands FEMA's mission."

Despite losing power for five days, GSA's Norfolk, Virginia Field Office was able to assist FEMA in completing a short-term warehouse lease for storing bottled water. GSA also coordinated a 1000 square foot office space lease for FEMA in Hampton, Virginia where FEMA representatives are working to provide modular homes to local people who unfortunately lost their homes.

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Severe wind conditions in Richmond, Virginia forced these boats to be scattered inland.
Photo courtesy of FEMA

GSA Supports FEMA During Aftermath of Hurricane Isabel

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Two employees in GSA's Richmond Field Office virtually worked for FEMA for two solid weeks after the hurricane hit. They located vendors and coordinated deliveries of 86 refrigerated truckloads of ice, located vendors for pallet jacks and forklifts for unloading ice and water, provided FEMA with a few GSA-owned vehicles, and even hand delivered 200 copies of local phone books to FEMA. The GSA representatives met President Bush when he visited FEMA in Richmond to see the extent of damages in the area.



Hurricane Isabel caused intense flooding in downtown Baltimore, Maryland.

The city of Baltimore, Maryland was also hit hard by severe flooding conditions. People could be seen rowing boats through the streets of Baltimore. GSA successfully acquired a 23,000 square foot facility for FEMA's Disaster Recovery Office in Baltimore. The office moved in and was up and running by the afternoon of Saturday, September 20. GSA also provided services including janitorial and overtime utilities. Thousands of Maryland residents have since visited this location for obtaining low interest loans and grants.

Within a one-week timeframe, both Tropical Depression Henri and Hurricane Isabel struck New Castle County, Delaware and the area suffered severe flooding. GSA researched and acquired a furnished 20,367 square foot

facility for FEMA's Disaster Field Office in Newark, Delaware. By the morning of Monday, September 22, 100 FEMA employees moved into the space and were able to start conducting interviews with the local residents.

Hurricane Isabel had devastating affects on the Mid-Atlantic region, and the number of leases and various services provided for FEMA was, and in some cases is still being, achieved through the dedication and commitment of a ready and able GSA.

GSA extends our heartfelt condolences to all those personally affected by this unfortunate tragedy. □

Hurricane Isabel had devastating affects on the Mid-Atlantic region, and the number of leases and various services provided for FEMA was, and in some cases is still being, achieved through the dedication and commitment of a ready and able GSA.

GSA Revises Reimbursable Work Authorization to Meet New OMB and DOT Requirements

Effective October 1, 2003, GSA has revised our Reimbursable Work Authorization (RWA) form, GSA Form 2957. Revised GSA Form 2957 includes new data fields designed to accommodate additional data now required by the Office of Management and Budget and the Department of Treasury.

The revised RWA form reflects the OMB requirement that civilian agencies provide their Dun and Bradstreet Data Universal Numbering System (D-U-N-S) number on government-to-government financial transactions. Block 3A "Agency/Customer BPN/DUNS Number" is included on the revised form to accommodate this requirement. Each military service will use its Department of Defense Activity Address Code (DoDAAC). When referencing both civilian and military, the term Business or Trading Partner Network (BPN/TPN) number is used. Each agency has an Agency Registration Official (ARO) who is responsible for managing BPN registration for their agency. Please feel free to contact **Janet Allen** at (202) 219-0542 or at janet.allen@gsa.gov should you need assistance locating the ARO for your agency.

Block 3B "Agency/Customer Order Number" on the revised form is where the ordering agency will enter their document number that references a specific purchase transaction. The customer order number is usually an internal control number that agencies use to obligate their funds. This number may have been placed in the "Agency Accounting" block in the past. This number can now be included in both the customer order number block and the agency accounting block.

www.gsa.gov/rwachanges

Block 13D "Fund Code/Treas Sym" is another new block for input of the ordering agency's Treasury Account Symbol (TAS). This field is required for any agency billed by electronic means (IPAC). To find the symbol for your agency, please refer to www.fms.treas.gov/fastbook and click on Part II- Appropriation and Other Fund Account Symbols and Titles, and Independent Agencies.

Block 13F "Agency Fund Year" is a new block for ordering agencies to enter the fiscal year of the funds provided under the RWA.

Block 32 on the revised form asks for a "Seller/GSA BPN/DUNS Number." When you submit an RWA to GSA, you do not need to fill in this block. GSA will place the appropriate GSA BPN number in this block for you.

Other changes to the RWA form include new data fields to meet individual data requirements of some of our client agencies. These include blocks for a Requisition ID, an Internal Revenue Service requirement; and a Fiscal Station Symbol, a Department of Defense requirement.

All future RWA requests submitted to GSA must be submitted on the new RWA form in order to meet OMB requirements. Agencies who use an internal automated system to produce the RWA form may continue using the old RWA form until appropriate system changes are made to create the new form. However, if the old form is used, we ask that you please manually input the new data as required. Amendments are not required for RWA requests that were processed on the old form and have been approved and assigned by both parties.

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Mark Your Calendars Now!

GSA Expo 2004 is coming



**The Orange County
Convention Center
Orlando, Florida
May 11-13, 2004**

- ☑ Admission is FREE to all federal and military personnel.
- ☑ Hundreds of exhibits featuring products and services offered through the GSA Multiple Award Schedules Program
- ☑ More than 150 hours of training courses will be offered, and attendees can earn Continuing Education Units (CEUs) for selected courses
- ☑ Join us in celebrating our 10th GSA International Products and Services Expo!

Visit www.expo.gsa.gov for registration and the latest Expo information.

GSA Revises Reimbursable Work Authorization to Meet New OMB and DOT Requirements

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GSA is committed to making this transition as easy as possible for our customers and will not reject RWAs that do not include the BPN number or the TAS. GSA has designed a web page at www.gsa.gov/rwachanges to assist you in understanding the recent changes related to RWAs. On our web site you will find a link to the revised RWA form, a comprehensive "FAQ" document that provides

answers to our customers' most frequently asked questions about the recent changes, and other helpful information. You will also find a listing of GSA regional points of contact for RWA information—please feel free to contact **Pat Sweeney** at (215) 446-2863 or pat.sweeney@gsa.gov for assistance in the Mid-Atlantic Region. □

NEW! Block 3A
Agency/Customer
BPN/DUNS Number

NEW! Block 3B
Agency/Customer
Order Number

NEW! Block 13D
Fund Code/Treas Sym

NEW! Block 13F
Agency Fund Year

REIMBURSABLEWORKAUTHORIZATION				1. DATE OF REQUEST		2. RWA/INTERAGENCY AGREEMENT NUMBER / (GSA Use only)	
3A. AGENCY/CUSTOMER BPN/DUNS NUMBER				4. WORK SITE			
3B. AGENCY/CUSTOMER ORDER NUMBER							
5. NAME OF AGENCY							
6A. AGENCY CONTACT NAME							
6B. CONTACT'S TELEPHONE NO.		AREA CODE	PHONE NUMBER	EXT.	6E. CONTACT ADDRESS		
6C. CONTACT'S E-MAIL							
6D. CONTACT'S FAX NUMBER		AREA CODE	PHONE NUMBER				
7. DESCRIPTION OF REQUESTED WORK:							
CHECK AS APPROPRIATE				11. REQUESTED WORK DATES		14A. FED CODE	
8. Plans Attached				A. START		14B. BUREAU CODE	
9. Modification				B. COMPLETION		15A. AGENCY FINANCE BILLING ADDRESS	
10A. BILLING TYPE		10B. BILLING TERMS		12. AGENCY CERTIFIED AMT			
13A. AGENCY LOCATION CODE				13B. FISCAL STATION NUMBER (DOD ONLY)		13C. REQUISITION ID #	
13D. FUND CODE /TREAS SYM						15B. STREET ADDRESS	
13E. AGENCY ACCOUNTING DATA: (LIMITED TO 130 CHARACTERS)				13F. AGENCY FUND YEAR:		15C. CITY	
						15D. STATE	
						15E. ZIP CODE	
16A. CERTIFYING OFFICIAL'S SIGNATURE				16B. DATE		17A. CREDIT CARD NUMBER	
						17B. EXP. DATE	
16C. NAME OF SIGNER (Type or Print)						17C. TYPE OF CARD	
						17D. CARD HOLDER'S NAME	
						18. CERTIFYING OFFICIAL'S PHONE NUMBER	
						AREA CODE	
						PHONE NUMBER	
						EXT	
GSA INTERNAL CUSTOMER OR INTERFUND CUSTOMER ONLY							
19. PEGASYS DOCUMENT NO							
20. PEGASYS ACCOUNTING LINE NUMBER							
GSA will bill in accordance with FPMR Part 101-21.604(e)							
FOR GENERAL SERVICES ADMINISTRATION PBS USE ONLY							
21. PROJECT NO.		22A. ORGANIZATION CODE		22B. B/A CODE		22C. BOAC CODE	
						22D. CORRES. SYMBOL	
23. BRIEF PROJECT DESCRIPTION (LIMITED TO 25 CHARACTERS)							
24. Action (Check One)				25. PLEASE CHECK IF APPROPRIATE			
NEW CHANGE DELETE COMPLETE				COST BREAKDOWN ATTACHED			
				MULTIPLE BLDG. FUNCTION			
				(See Reverse)			
26. FIXED PRICE DOES APPLY				27. GUARANTEE DOES APPLY		28. AGREED UPON COMPLETION DATE	
29A. ORGANIZATION CODE		29B. BUILDING NUMBER		29C. LEASE NUMBER		29D. F/C	
						29E. O/C	
						29F. TOTAL	
				29G. GRAND TOTAL			
30B. DATE		30C. TELEPHONE NUMBER					
				AREA CODE			
				NUMBER			
				EXT.			
31. POINT OF SALE TERMINAL				32. SELLER/GSA BPN/DUNS NUMBE			
A. FINANCE				B. PBS			
33B. SIGNER'S NAME (Type or Print)				33C. COMPLETION DATE			

NEW! Block 32
Seller/GSA BPN/DUNS Number

Visit www.gsa.gov/rwachanges for a link to the revised RWA form.



Making Progress Toward Sustainability

Now and for the Future

We have all heard on the news or read in magazines about communities that are fighting suburban sprawl, working hard to overcome pollution problems, or developing incentives to preserve the rural community. All of these initiatives are forms of sustainability and provide a framework under which communities can use resources efficiently, create efficient infrastructures, protect and enhance quality of life, and create new businesses to strengthen their economies. It can help us create healthy communities that can sustain our generation, as well as those that follow ours.

GSA has incorporated that concept of sustainability into our business and developed sustainable design principles that seek to reduce negative impacts on the environment and the health and comfort of building occupants, thereby improving building performance. Sustainable design principles include the ability to optimize site potential, minimize non-renewable energy consumption, use environmentally preferable products, protect and conserve water, enhance indoor environmental quality, and optimize operational and maintenance practices. We are working together with our customers to implement these principles and create healthier environments for ourselves and future generations.



Social Security Administration Annex Building, Woodlawn, Maryland

Together we are “buying green”—using those products and services found in GSA’s “Planet GSA” program. We are using materials with recycled content in construction and managing construction waste. We are “saving” and “driving green” through use of alternative fueled vehicles, Energy Star® equipment, and alternative energy sources. And, we are “managing green” by implementing waste prevention strategies.

Applying sustainable development principles reduces waste and lowers long-term maintenance and operating costs. Equally important is the impact on your most valuable resource—your employees. Recruiting is made easier when an organization demonstrates a commitment to the well being of workers and their communities. A healthier indoor environment, the presence of natural light, as well as fresh air can greatly affect the health, safety and productivity of those who visit and work in your facilities every day.

In 2003, the Social Security Administration’s Annex Building in Woodlawn, Maryland was designated as a Federal Energy Saver Showcase building by the Department of Energy. Through reuse and recycling, SSA and GSA were able to save over \$310,000 in construction costs while preventing 4,133 tons of waste from going to landfills. The use of natural lighting improves the working environment and, along with updated lighting and the use of low wattage fixtures, also helps to decrease energy consumption. Other sustainable design elements in the project included improving HVAC equipment, insulating the exterior façade and roof, installing water saving plumbing fixtures, and using indigenous plant life.

GSA is committed to incorporating principles of sustainable design and energy efficiency into all of its building projects. The result is an optimal balance of cost, environmental, societal and human benefits while meeting the mission and function of the facility. It is GSA’s intent that sustainable design will be integrated as seamlessly as possible into the existing design and construction process.

Visit <http://www.gsa.gov/sustainabledesign> to read more about sustainable design and learn how the concept of sustainability can improve the environment, working conditions, and your bottom line. □

Clients Share Their Perspective on Successful Project Execution

Throughout the year, employees in our GSA Service Centers come together to share ideas and explore important issues. Most recently, GSA held its annual 'All Hands' meeting of Philatlantic Service Center employees on December 3, 2003. The focus of the meeting was project management tools and techniques, and how preliminary planning efforts, project monitoring, relationship building, and communication can better serve our projects and our clients.

The Philatlantic Service Center invited three clients to conduct a panel discussion with our employees, so that we could gain a better understanding of how our clients perceive GSA's current service. Judge Stewart Dalzell of the United States District Court for the Eastern District of Pennsylvania; John Pirello, Chief of the Facilities Management Staff of Veterans Affairs' Philadelphia Regional Office and Insurance Center; and Jim Bentley, Team Leader of the Field Services Section of the Philadelphia Region's Social Security Administration



Judge Dalzell, John Pirello, Jim Bentley (left to right) offer our clients' perspective on successful project execution.

were kind enough to take time out of their busy schedules to join the GSA employees and provide our clients' perspective on successful project execution.

Our clients talked about the importance of their participation on project teams and also made suggestions for continued project support by GSA's field office staff. GSA employees were happy to learn from our clients' insights and look forward to using Project Management Plans as a tool to further improve our service to you. □

Space Available for Lease

Space is available for lease in the largest federal building in the city of Richmond.

400 North 8th Street, Richmond, VA 23240

Approximately 35,000 square feet of attractive, secure, modern office space is available on various floors throughout the building. Portions of space are available for immediate occupancy with full availability by summer of 2004.



Amenities include:

- Modernization of building within the last six years
- GSA Management Team on site
- Joint use conference rooms
- ADP Equipment
- On-site cafeteria, post office, medical services and credit union
- Loading dock for deliveries, complete with three bays
- On-site security guards and security system complete with proximity card access and magnetometers
- Located 1.5 blocks from site of new Richmond Courthouse
- 500 public parking spaces available within 3 blocks of the building
- Convenient to many cultural activities including new convention center and new theater/arts center
- Close to airport, major roadways, hospital, hotels
- Prospective federal tenants may desire to use this location for Continuity of Operations Plan (COOP) alternate site purposes.

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