

Mid-Atlantic FOCUS



A Newsletter for Customers of the GSA Public Buildings Service

Fall 2007

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Focus on the Web at: www.gsa.gov/midatlanticfocus

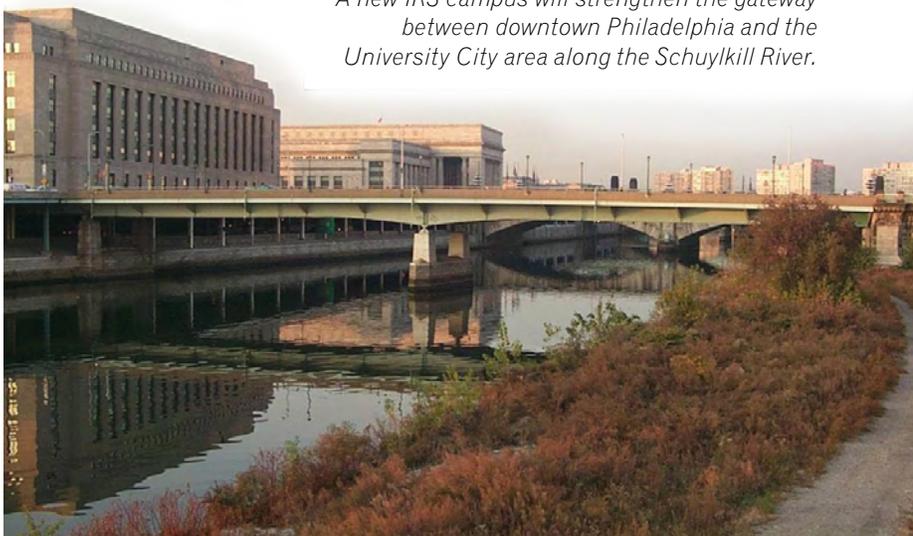
IRS and GSA Pave the Way for Redevelopment of Historic Post Office in Philadelphia

On August 27, 2007, GSA and the U.S. Postal Service (USPS) signed a Memorandum of Understanding (MOU) that paves the way for redevelopment of the historic U.S. Post Office building at 30th and Market streets into a new, consolidated campus for the Internal Revenue Service (IRS) in Philadelphia. The facility, listed on the National Register of Historic Places, will be renovated into state-of-the-art offices to meet the evolving needs of the IRS.

With anticipated project completion in 2010, the IRS will consolidate the majority of their operations in and around Philadelphia, providing workspace for over 5,000 IRS employees in approximately 900,000 square feet of space. The workplace will be designed with efficiency and flexibility in mind to support the changing needs of IRS business units, such as the need to accommodate for projected increases in electronic filing of tax returns.

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A new IRS campus will strengthen the gateway between downtown Philadelphia and the University City area along the Schuylkill River.



From the Desk of the



ARA

Our mission in PBS is to provide superior workplaces for federal agencies at good economies to American taxpayers. With GSA

facilities located in more than 2,000 urban communities nationwide, we strive to conduct our real estate activities in ways that both meet the needs of the federal government and support local communities.

In this edition of *Focus*, you'll read about the signing of a Memorandum of Understanding (MOU) between GSA and the U.S. Postal Service that paves the way for the development and re-use of the historic U.S. Post Office building at 30th Street in Philadelphia. The facility, located within an area designated by the city as a "Keystone Opportunity Improvement Zone," will be renovated into a new, state-of-the-art, consolidated Philadelphia campus for the Internal Revenue Service (IRS).

The U.S. Post Office building, listed on the National Register of Historic Places, lies within an area targeted for revitalization. Through the renovation and reuse of this facility, GSA and our partners hope to meet the critical workplace needs of an evolving IRS, facilitate continued development, and ultimately help bring long-term economic viability to this prominent location along the Schuylkill River.

We continue to work closely with our federal partners to help them accomplish their missions and achieve their goals. In this edition, we've included the latest news about our partnership with the U.S. Census Bureau. GSA will be leveraging our expertise in the real estate market and managing a nationwide effort to provide the agency with the temporary leased space it needs to effectively complete the 2010 Census effort.

Through partnership, we increase our understanding of each customer's unique requirements and develop creative solutions that better serve the federal government, our local communities, and American taxpayers. [F](#)

Rob Hewell
Assistant Regional Administrator
Public Buildings Service
Mid-Atlantic Region

continued from front cover

IRS and GSA Pave the Way for Redevelopment of Historic Post Office in Philadelphia

The facility will feature ergonomically designed workstations and an atrium light well that will provide natural light to most offices. The facility will also include a childcare center, cafeteria, health unit, credit union, and fitness center. The facility's façade and corridors will be renovated as well, while preserving the unique architectural features of the building.

This project is part of a larger IRS Master Plan, which was developed in 1998 following the passage of the IRS Restructuring and Reform Act. GSA has worked closely with the IRS over the past several years to conduct an analysis of their national real estate portfolio, which includes 83 campus buildings comprising approximately 10 million square feet. The analysis affirmed a critical need to consolidate and modernize IRS campus facilities. The Philadelphia campus is the second of five campuses to be replaced nationwide. IRS has already replaced its Kansas City campus. Replacements are also planned in Cincinnati, Ogden, and Fresno. The five remaining IRS campuses will be renovated.

The signing of the MOU is a significant milestone in the GSA/IRS effort to modernize IRS offices in the Philadelphia area. It is also the culmination of years of collaboration among the federal government, state and local officials, USPS, the University of Pennsylvania, Brandywine Realty Trust, and Keating Group. With the redevelopment of the Post Office building and the significant IRS presence in the community, the partners hope to help bring long term economic viability to the prominent location along the Schuylkill River.

Once complete, the project will benefit the IRS, Philadelphia, and American taxpayers by promoting government efficiency and sustainable design, while supporting urban development. [F](#)

GSA Helping 2010 Census Achieve Goals

In March of 2010, the U.S. Census Bureau will distribute the 2010 Census Questionnaires to every American household. The Bureau's goal is to have as many people participate by mail as possible, and use temporary labor to obtain the information from those who don't respond. Working within a short timeframe and tight budget, Census will be relying on GSA to provide them with temporary leased space within the Mid-Atlantic Region and across the nation.

Within the Mid-Atlantic Region, GSA is responsible for providing 15 temporary leased locations for the Early Local Census Offices (ELCO) and 35 locations for the Local Census Offices (LCO)—with each location ranging from 6,000-8,000 square feet of space. ELCO leases must be completed by September 2008, and LCO leases by August 2009. A 32,000 square foot Regional Census Center (RCC) has been established at 1234 Market Street in

Philadelphia. This location will serve as the regional headquarters through project completion.

GSA has set up a core team to handle all projects within the Mid-Atlantic Region. Nationally, GSA has geographically aligned project teams with the Census organization to promote consistency and ensure an efficient, effective working relationship between the two agencies. GSA is also working to develop standard tools and procedures to expedite the delivery process and make it easier for Census to focus time and efforts on their core mission.

GSA looks forward to establishing a successful partnership that will help this agency achieve their goals for Census 2010. Please contact GSA Project Manager **Ellen McCole** at ellen.mccole@gsa.gov or (215) 446-4613 for more information on the Census 2010 project in the Mid-Atlantic Region. 

United States
Census
2010

Partnering with SSA to Provide “One-Stop” Client Services

GSA recently completed a lease construction project for the Social Security Administration (SSA) in Norfolk, Virginia. This is the third in a series of projects consolidating federal and state functions into one location. The government can provide more efficient services to the American public by co-locating SSA District Offices with SSA's Office of Disability Adjudication and Review (ODAR) and the state's Disability Determination Services (DDS).

GSA and SSA piloted the idea of a “one-stop” location in 1999 in Charleston, West Virginia. The success of this project led to its replication in Wilmington, Delaware in 2005 and now in Norfolk.

The newly constructed, leased facility in Norfolk provides nearly 50,600 square feet of space, housing 185 employees from the three organizations. Within the space, the SSA District Office, ODAR, and DDS offices all work together to provide services to their clients. The “one-stop” location allows the federal and state organizations to share information more easily, which leads to increased efficiency and improved service delivery.

GSA and SSA are now working together on a similar consolidation in Roanoke, Virginia. 



The Social Security Administration's consolidated office in Norfolk, VA

Quality in Action Drives the Annual GSA Child Care Conference

The 18th Annual GSA Child Care Conference held July 24-26 in Washington, DC, attracted approximately 400 participants from across the nation.

Ann Everett, GSA Deputy Regional Administrator, kicked-off the conference by welcoming guests and with great pride, shared her personal experiences as former Director of GSA's National Child Care Program. This year's conference offered training led by industry experts and advocates on topics such as, typical child development, recruiting and retaining staff, bullying behavior, safe child initiatives, and playground safety.

"Superior child care is one of the GSA's little known but great success stories," said GSA Administrator Lurita Doan. "Our centers care for more than 8,000 children a day and routinely out-perform facilities in the private sector. This conference is a celebration of our progress in providing exceptional care, and a unique opportunity to share best practices and hear from nationally recognized experts."

Washington, D.C. offered a unique opportunity for conference participants to visit child care centers in the area. This experience demonstrated quality child care in practice at centers managed by GSA, the Department of Defense, and the private sector.

"Superior child care is one of the GSA's little known but great success stories."

— Lurita Doan, GSA Administrator

"GSA's child care program supports a national commitment to providing quality child care as a key building amenity and an essential component of a quality work environment," said David Winstead, Commissioner of

GSA's Public Buildings Service. "We work in partnership with federal agencies to select high-quality child care providers and strive to take advantage of the best available child care resources within each local community."

GSA operates more than 110 child care centers in the U.S., including Alaska, Hawaii, and Puerto Rico. For more information about the GSA Child Care Program, please visit our website at www.gsa.gov/childcare or contact GSA Mid-Atlantic Region Child Care Coordinator **Robyn Major** at robyn.major@gsa.gov or (215) 446-2893. 



PBS Commissioner David Winstead attributes GSA's quality child care centers to the partnerships fostered with federal agencies.



GSA Administrator Lurita Doan speaks to conference attendees.

PBS Mid-Atlantic Field Office Contacts Available Online

In past issues of *Focus*, GSA introduced readers to each of our six Public Buildings Service (PBS) Mid-Atlantic field offices. These field offices provide a full range of workplace solutions for our federal customers, such as facilities maintenance, operations and custodial services, as well as other tenant services including lease administration, repair and alterations, move coordination, overtime utilities and services, conference room scheduling, and so much more. Read more about GSA's lease administration services in the *Ask a RAM* article located on page 7.

GSA has consolidated contact information for our PBS Mid-Atlantic field offices in one convenient location. Please visit www.gsa.gov/r3fieldoffices for a listing of contacts. ➔

Property Management Services

Tenants of GSA's owned or leased properties should contact their Mid-Atlantic Region PBS Field Office listed below with any questions or concerns. Tenants can find contacts for these workplace solutions through our [Allegheny](#), [Philatantic](#), and [Chesapeake Service Centers](#). A full range of real property management solutions is available, including:

- Tenant services, including lease administration
- Building operation and maintenance services
- Repairs and Alterations services

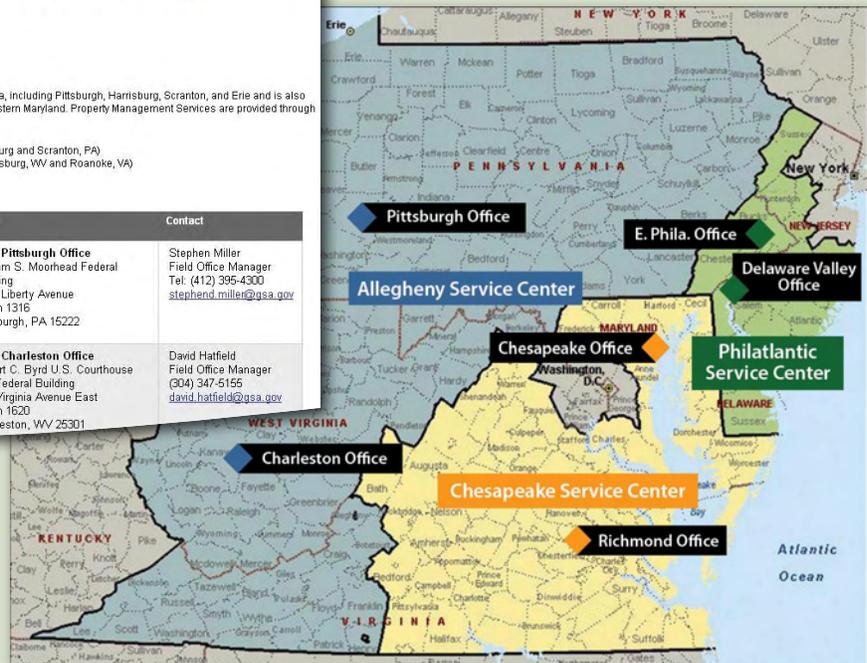
Allegheny Service Center

The Allegheny Service Center serves most of Pennsylvania, including Pittsburgh, Harrisburg, Scranton, and Erie and is also responsible for West Virginia, southwest Virginia, and western Maryland. Property Management Services are provided through the following Field Offices:

- Pittsburgh, PA (includes satellite offices in Harrisburg and Scranton, PA)
- Charleston, WV (includes satellite offices in Martinsburg, WV and Roanoke, VA)

Contacts may be found below:

Area Served	Office	Contact
All of Pennsylvania except Philadelphia metro area	GSA Pittsburgh Office William S. Moorhead Federal Building 1000 Liberty Avenue Room 1316 Pittsburgh, PA 15222	Stephen Miller Field Office Manager Tel. (412) 395-4300 stephend.miller@gsa.gov
All of West Virginia, western Maryland, and southwestern Virginia	GSA Charleston Office Robert C. Byrd U.S. Courthouse and Federal Building 300 Virginia Avenue East Room 1620 Charleston, WV 25301	David Hatfield Field Office Manager (304) 347-5155 david.hatfield@gsa.gov



Thanks for the Feedback

GSA would like to thank everyone who took time out of their busy schedules to respond to our 2007 Public Buildings Service Tenant Satisfaction Survey and Ordering Officials Survey.

GSA is committed to providing federal agencies with the best service possible. The feedback received through these surveys will help us improve future service to our federal clients. ➔

Regaining Unused Office Space Through Property Disposal

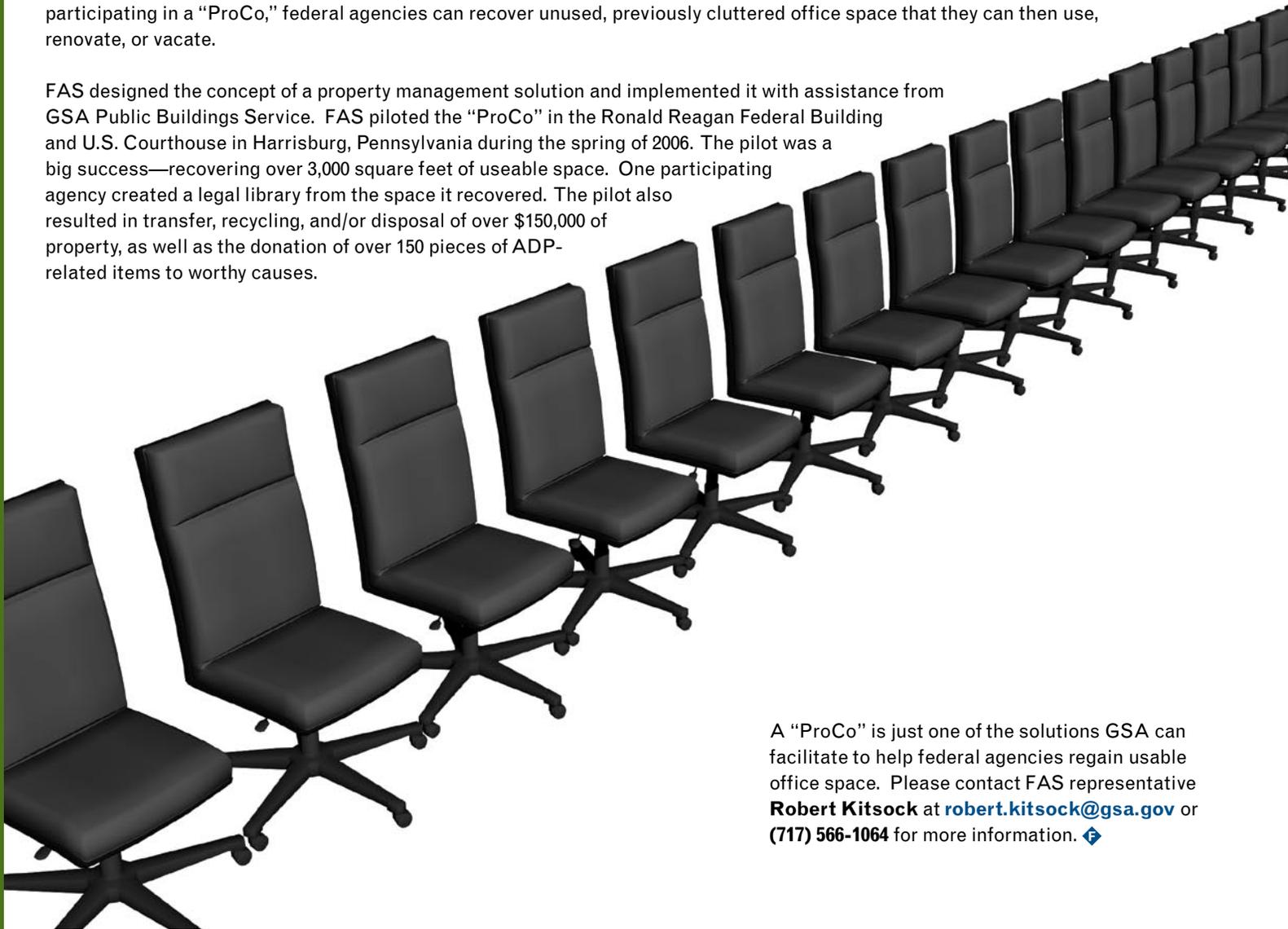
The GSA Federal Acquisition Service (FAS) can help federal agencies that have excess personal property taking up valuable office space. One solution might be a property cooperative effort, or “ProCo” as it’s called, for the entire building.

“ProCo” is a strategy that applies a property disposal model to a building as a whole. This aids not only the agency initiating the disposal, but all other building tenants as well.

Once FAS, the property manager, and building tenants agree to participate in a “ProCo,” GSA clears a large storage and screening (inspection) area, providing space for tenants to deposit and inspect excess personal property items. After a tenant determines that their items have no internal agency use, the disposing agency completes a disposal inventory and an SF-120, Report of Excess Personal Property. The disposing agency reports its excess property to FAS either on-line by using GSAXcess® or by submitting the forms to FAS and the property manager. The agency then hands off their excess property to GSA for storage.

Once an agency has removed excess property from its space, GSA processes the property to be transferred, donated, sold, or disposed of in a safe and accountable fashion. GSA can also make arrangements for other agencies to inspect, screen, pick up, and transport the property outside of tenant agency offices in strict coordination with the property manager and building security. Through participating in a “ProCo,” federal agencies can recover unused, previously cluttered office space that they can then use, renovate, or vacate.

FAS designed the concept of a property management solution and implemented it with assistance from GSA Public Buildings Service. FAS piloted the “ProCo” in the Ronald Reagan Federal Building and U.S. Courthouse in Harrisburg, Pennsylvania during the spring of 2006. The pilot was a big success—recovering over 3,000 square feet of useable space. One participating agency created a legal library from the space it recovered. The pilot also resulted in transfer, recycling, and/or disposal of over \$150,000 of property, as well as the donation of over 150 pieces of ADP-related items to worthy causes.



A “ProCo” is just one of the solutions GSA can facilitate to help federal agencies regain usable office space. Please contact FAS representative **Robert Kitsock** at robert.kitsock@gsa.gov or (717) 566-1064 for more information. 

Ask a RAM

GSA Lease Administration

QUESTION: Once a federal agency occupies GSA leased space, who administers that lease?

ANSWER: The Public Buildings Service (PBS) currently manages over 800 leases for federal agencies in the Mid-Atlantic Region. These offices, warehouses, and other specialty spaces total over 18 million rentable square feet of space. Throughout the life of a lease, GSA performs numerous functions to ensure a quality work environment for federal tenants. Post occupancy lease administration is primarily the responsibility of the local GSA Field Office.

“Even though each person involved in a lease administrative action may have separate and distinct duties and responsibilities, it takes a concerted effort to keep the lines of communication open amongst the group to attain an overall successful completion of the task. Success requires open and ongoing communication among the players throughout the term of the lease.”

— *Kitty Swanson*

Property Manager, GSA Richmond Office

For each lease, the local GSA Field Office assigns a representative to be responsible for lease administration. This GSA representative serves as a liaison between GSA's federal customer and the lessor. Prior to occupancy, GSA attends construction meetings for the new lease to ensure the space will meet federal agency requirements. GSA coordinates agency moves, contracts for necessary services that will not be provided as part of the lease, and orders and negotiates overtime services. Once an agency occupies leased space, GSA routinely verifies and certifies utility bills and conducts occupant emergency drills.

GSA continuously monitors and inspects the space for compliance with the terms of the lease. Should any deficiencies or tenant complaints exist, the GSA field office representative works

with the lessor, and a GSA realty specialist when necessary, to resolve the matter. For example, when a federal tenant notices a stained carpet in GSA leased space, the tenant agency's representative contacts the local GSA Field Office responsible for administering the lease. GSA then contacts the lessor requesting they remove the stain and informs the tenant agency regarding when stain removal will be scheduled. Typically, the lessor is responsible for keeping carpets, as well as paint, wallpaper, and other interior architectural finishes clean and in serviceable condition.

Kitty Swanson, Property Manager in the GSA Richmond Office says, “Even though each person [tenant agency representative, GSA Field Office, GSA realty specialist, and lessor] involved in a lease administrative action may have separate and distinct duties and responsibilities, it takes a concerted effort to keep the lines of communication open amongst the group to attain an overall successful completion of the task. Success requires open and ongoing communication among the players throughout the term of the lease.”

For more information on lease administration, please contact your respective Field Office Manager listed under www.gsa.gov/r3fieldoffices or contact your PBS Regional Account Manager. 

PBS Regional Account Managers

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