



The Benjamin Harrison Herald



The GSA Bi-Monthly Newsletter for the Major General Emmett J. Bean Federal Center
8899 East 56th Street, Indianapolis, Indiana 46249

Building News and Information

TRC Building Signage Meeting

The Tenant Relations Committee will meet March 4 at 1:30 p.m. to hear a presentation from Gary Katz of Architectural Sign Associates regarding the design of a building way-finding system. All attendees, with the exception of DFAS, will need to have an idea as to how they would like their agency represented on the proposed north and south lobby directories. DFAS representatives will meet at 10:30 a.m. that morning to express their ideas. The meetings will be held in conference room 111-D.

When It Rains, It Pours

On Monday, January 21, at 3:53 p.m., the building fire alarm sounded with a first floor water flow indication. A leak was caused by a sprinkler line freezing and breaking above the outer vestibule in the north lobby. Bob Holtz Services (BHS), the building's mechanical contractor, determined the thermostat in the glass enclosure had been inadvertently shut off, and with the temperatures over the weekend, the line likely froze, cracked, and then thawed. Due to the flow, the building went into alarm and the fire department responded and attempted to locate the zone shutoff valve above the ceiling. GSA Property Manager Tommy Love arrived and shut off the zone water at approximately 4:30 p.m. EJB had extensive flooding in the north lobby and

hallway, credit union, GSA office, and some in a DFAS area. In the basement, flooding was confined to GSA utility areas and BHS office/work areas. GW Commercial Services, Inc., the building's janitorial



(Pictured is a pipe bursting at St Jude's Church of England Primary School)

and related services contractor, responded along with BHS and GSA to begin cleanup and make repairs. Initial water extraction was completed at approximately 8:00 p.m. that day. A professional extraction company was brought in shortly thereafter for additional cleanup with higher suction capabilities and to extract beneath furniture. Numerous commercial blowers and dehumidifiers were set up in GSA, DFAS, and the lobby areas. BHS also restored service to the x-ray and magnetometer in the north lobby. A restoration project has already been awarded and should be completed by the end of March. In addition,

air quality and mold testing will be done as a safety measure. GSA would like to sincerely thank all contractors, agencies, and vendors who lent a hand during this incident.

Attention Golfers

Plans have been made for the start of the EJB Golf League. The season officially begins on May 12 and runs through September 23 at The Fort golf course in Lawrence. The cost this year is \$26 for each league night; included are green fees, cart, and range balls. Players who participated last season will be given priority to retain one of the 44 player positions. The league should have a few openings this year for new players to join. Those who would like to sub may also sign up. A short meeting is planned on March 27 at 11:00 a.m. in conference room 111-D. Current league players should also expect to receive information via e-mail very soon.

HERE TO SERVE YOU

Tommy Love Property Manager
Phone number 510-2169

Service calls 510-3009

Housekeeping 510-3009

Conference room reservations
Phone number 510-2169

Building Security 510-2176

In case of EMERGENCY
Phone number 510-1111

Upcoming 2008 Gallup Customer Satisfaction Survey

Since 1994, the U.S. General Services Administration (GSA) has conducted a nationwide Customer Satisfaction Survey. GSA uses The Gallup Organization, recognized as one of the world's largest management consulting firms, to prepare, conduct, and tabulate the survey, thus ensuring confidentiality and impartiality. The survey takes less than ten minutes to complete and provides better understanding of how Federal workers rate the building and office environment, building services and procedures, building security, building management staff, and overall level of satisfaction. The previous survey for EJB was completed in 2005; the chart below shows the percentage of those who gave a satisfied rating in each category. The next survey is coming in May 2008!

Attributes	% Satisfied (3, 4, 5)	
	2005	Previous
First Impressions		
Attractiveness of appearance	97%	82%
Grounds/Landscaping	94%	61%
Attractiveness of common areas/public space	95%	89%
Directional signs	88%	71%
Handicapped accessibility	95%	88%
Indoor Environment		
Ventilation	81%	74%
Temperature, Summer	74%	67%
Temperature, Winter	75%	69%
Quality of indoor air	81%	73%
Restroom ventilation	81%	64%
Noise level	92%	65%
Cleaning		
Elevator cleanliness/appearance	88%	84%
Restroom supplies	86%	74%
Restroom cleanliness	79%	60%
Lobby/Common areas	98%	88%
Work space	94%	90%
Time of cleaning	86%	
Maintenance		
Lighting	96%	94%
Restroom Operations/Function	86%	71%
Quality of Building maintenance/upkeep	95%	85%
Quality of Repairs/Service calls	93%	81%
Timeliness of Repairs/Service calls	91%	80%
Security		
Security in this building	91%	NA
Attentiveness of security personnel	90%	NA
Responsiveness to security questions and issues	90%	NA
Elevators		
Waiting time	93%	80%
Dependability	95%	80%
Ride quality	95%	89%
Building Management Staff		
Accessibility—able to reach	94%	88%
Professionalism	95%	NA
Procedures need to go through to get service	89%	84%
Courtesy	96%	91%
Knowledge of building and systems	95%	92%
Timeliness of response	91%	88%
Follow-up communication	90%	85%
Understanding tenant needs/requirements	92%	85%

Security and Safety Matters

BSC Summary

The Building Security Committee met on January 10. Topics discussed included current building security projects, a new visitor badge identification system, and site security issues. Please contact your agency's BSC representative for information related to this meeting. The next meeting is scheduled for April 9 at 1:30 p.m. in conference room 111-D.

April Is Injury Prevention Month

Regular computer users perform 50,000 to 200,000 keystrokes each day. Under certain circumstances and for vulnerable individuals, frequent computer use that involves awkward postures, repetition, and forceful exertions may be related to nerve, muscle, tendon, and ligament damage.

If you use a computer extensively (several hours each day), many experts recommend that you consider proper workstation layout and posture techniques to minimize your risk of developing injuries of the hand, arm, shoulder, neck, and back.

Overuse injuries develop over time and may set in more quickly if you spend long hours sitting at a computer at home as well as at work. Remember, "An ounce of prevention is worth a pound of cure."

To avoid most computer-related overuse injuries, experts suggest that you:

- Use correct posture including keyboard and pointing device techniques and
- Take frequent rest breaks.
- Correct placement of your monitor may help you prevent eye strain, neck pain, and shoulder fatigue by keeping your head and neck as straight as possible. Some experts suggest that your monitor be separate from your keyboard and centered directly in front of you. Position the monitor about one arm's length (20 to 26 inches) away, with the top of the viewing screen at eye level so you can see it clearly without looking up.
- Position a document holder between the monitor and keyboard or right next to the monitor to avoid twisting your neck to view source material.
- Locate your workstation away from sources of glare such as windows.
- Organize your workstation so the objects you need most often are within easy reach.
- Using a head set if you talk on the phone and type at the same time may be useful.

After properly setting up your workstation, sit at your computer in a natural, relaxed position, paying attention to the following body part positions to avoid injuries:

- Spine: Keep ears in line with the tops of shoulders and shoulders in line with the hips.
 - Shoulders: Let upper arms hang relaxed and close to the body.
 - Wrists: Keep hands in straight lines with lower arms. Keyboarding and pointing techniques include:
 - Keeping your fingers relaxed while typing and using a mouse.
 - Using a soft touch on the keyboard instead of pounding keys with unnecessary force.
 - Grasping the mouse gently.
 - Avoid holding a pen or anything else in your hands while you type or use the mouse.
 - Relaxing your fingers and hands between bursts of typing and mousing with a flat, straight wrist posture.
- Additional tips include:

- Not resting your elbows on hard surfaces.
 - Resting your eyes occasionally by focusing on distant objects (i.e., look out a window).
- The body is not designed to sit still, even in correct position, for long periods of time. Some individuals find that using a computer extensively can cause discomfort, so regular pauses are not a waste of time. Change your seated position occasionally, and stand up or stretch whenever you start to feel tired. Depending upon your work and environment, you may want to take breaks.

Basic stretching exercises can limber up the joints and muscles you use when you sit at a computer. Here are some examples:

- For general limbering, stand and stretch your arms over your head.
- For your neck, tilt your head to one side (ear to shoulder), hold, relax, and repeat on the other side.
- For your shoulders, slowly hunch them up toward your ears and hold briefly.
- For your wrist, hold your arm straight in front of you; pull your hand backwards with other hand, then pull downward; hold; relax; repeat with other hand.

*(Article from the American Academy of Orthopaedic Surgeons
<http://www.orthoinfo.org>)*



(clipart of girl at computer)

Bean Building Projects

GSA Projects Completed – January-February

- Occasionally, bad things happen and building systems fail. On January 21, a 1.5-inch diameter sprinkler line directly over the north entry vestibule froze and broke, spilling water for 35 minutes before maintenance could arrive to shut off the water. You may remember the frigid temperatures in Indianapolis over the Dr. Martin Luther King, Jr., holiday weekend. Extensive cleanup and restoration were needed to remove the water and dry out portions of the north lobby, credit union, and GSA and DFAS office areas. Work began on February 18 to repair the ceiling and paint the walls in the areas damaged by the water. Fast action by GW Commercial Services, Inc., janitorial staff, Bob Holtz Services maintenance crew, AKAL security officers, and GSA Property Management employees prevented even further building damage.
- The worn carpet in all four of the passenger elevators was replaced.
- A presentation of the building directory and signage project will be given to the Tenant Relations Committee on March 4. The initial concept was completed by the architect developing the design. This planned project will provide a visual way-finding and directory system for visitors, assisting them in locating offices and destinations within the building.
- Eleven main storm drains and manholes were replaced in the south parking lots. Due to age, the drains had begun to deteriorate and collapse.
- New commercial grade microwave ovens were purchased and installed in the cafeteria and in various break areas within the building. More are being purchased to increase the number available for use.
- Many of the plants in the building lobby have been replaced. Additional areas are being considered for plant placement.

Upcoming GSA Building Projects

- New ice machines for the building cafeteria are being ordered. The new machines will be more durable and have greater commercial capacity.
- The City of Lawrence will be installing a crosswalk to connect Federal property to the newly paved City parking lot south of the building. The painting will be done when the weather breaks in spring.
- Repairs underway to the southeast and southwest parking lot sidewalks are expected to be finished in late March. The southeast sidewalks repaired in January will remain closed to allow the concrete to cure. Ice melt products cannot be used on the surface until after the cure.
- The sidewalk extending south along the southeast parking lot will be extended out to Hess Road to

assist employees who park in the City lot paved in November. A City-planned crosswalk will connect this sidewalk to the City lots to increase pedestrian safety.

- Synthetic field turf will be installed on the daycare playgrounds. This project is expected to be completed in early spring.
- The City Parks Department plans to stripe the parking lots west of Herbert Lord Road.
- A small landscaping contract to enliven the west courtyard is planned for later this year.
- A contract to install a privacy fence around the east side maintenance building has been awarded. The fence will conceal equipment and materials used for upkeep of the building grounds from Post Road view.

Did You Know?

Utility Room Closets

Building employees are welcome to use utility room closets for reasons that they see fit. As a reminder, please close the closet doors behind you in order to prevent unsightly items from being seen by those passing through the halls.

(clipart of Roman coin)



Southern Food Menus and Lost Money

Wonder what will be served for lunch in the cafeteria? Now you can easily check the menus being posted on the bulletin board in the south entry or center hallway. Menus are also available for the taking from the magazine rack under the bulletin board in the center hallway on the north side. Southern Food-Service Management would like to remind all building tenants that if any money is lost in a vending machine, you can report the incident to the C-Store on the first floor.

Mark Your Calendar

Daylight Savings Time begins
March 9 at 2:00 a.m.

Spring Forward, Fall Back!