

Mid-Atlantic Focus



A Newsletter for Clients of the GSA Public Buildings Service

Winter 2011

In This Issue

- Desk of Rob Hewell** 2
Incorporating sustainability in how we all operate
- GSA Focus Newsletter Subscriber Update** 2
We're going green!
- New Building Standards Published** 2
Setting criteria for GSA buildings
- Greenbuild International Conference and Expo** 4
Advancing the sustainability mission
- GSA Provides Support to the U.S. Congress** 5
At the House of Representatives Freshman Orientation
- New Field Office Manager in East Philadelphia** 5
Leann Jost
- Create a Flood of Savings** 6
Tips to make your office water-wise
- Walking in Our Clients' Shoes** 8
GSA employees get a firsthand look at SSA operations
- Ask a RAM** 9
Using RWA funds from past fiscal years
- New Mid-Atlantic Region Construction Contracts** 10
Streamline the acquisition process
- Discover Innovation** 10
GSA Training Conference and Expo 2011
- GSA Professionals Receive Client Recognition** 11
SSA Regional Commissioner Awards

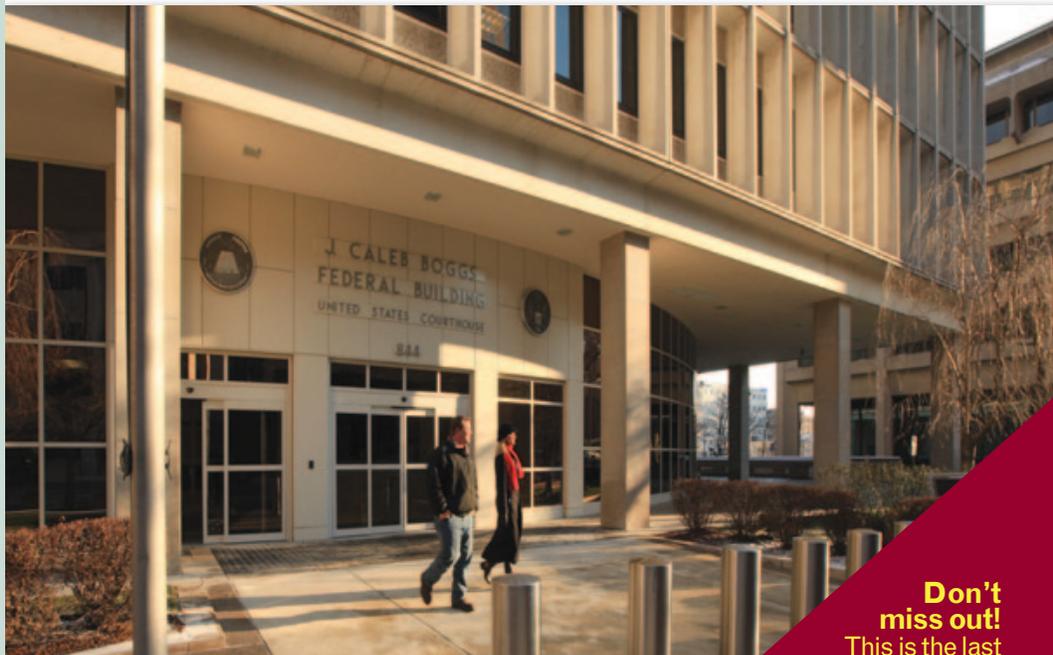
Delaware Courthouse Lobby Reopens Providing Access Improvements and Energy Savings

The J. Caleb Boggs U.S. Courthouse and Federal Building in Wilmington, DE, recently reopened its lobby doors to both building tenants and visitors at the completion of the Recovery Act renovation project. With funding provided under the Recovery Act, GSA renovated the main lobby entrance of the building while improving the building's energy efficiency.

Lobby improvements include a new energy efficient entrance vestibule with energy efficient lighting fixtures and exterior glazing. Lighting fixtures in the parking garage and stairwells were also replaced with energy efficient fixtures.

continued on page 3

J. Caleb Boggs U.S. Courthouse and Federal Building in Wilmington, DE, has a new lobby welcoming building tenants and visitors alike.



Don't miss out!
This is the last hardcopy of Focus.
See page 2 for details.

Rob Hewell

From the Desk of



In November, GSA representatives joined our industry colleagues in Chicago for the Greenbuild International Conference and Expo, the world's largest conference and expo dedicated to green building. It was a great opportunity to build relationships and discuss the important leadership role of the federal government in advancing sustainable practices in our nation.

We've been busy here in the Mid-Atlantic Region exploring ways we can facilitate the shift to a sustainable way of life. We recently completed renovations at the J. Caleb Boggs U.S. Courthouse and Federal Building in Wilmington, DE. The improvements, funded through the Recovery Act, included a redesign of the main lobby entrance that improved both function and energy efficiency. In this edition of *Focus*, you'll read how we successfully reduced energy costs in areas of the building by over 55%. You'll also read about plans for this *Focus* publication to "go green" in the very near future.

We have also been exploring ways to streamline our acquisition process. In this issue, you'll read about our recent award of a series of new "Repair and Alteration" construction term contracts that are helping to speed our service delivery.

You'll also read about a series of initiatives aimed at growing a deeper understanding of our clients and how their workplace can best support their unique missions. Our account management team recently spent a day at the Social Security Administration (SSA) office at 40th and Market streets in Philadelphia, learning more about the day-to-day operations of SSA employees and how their office design supports their operations. Also, one of our GSA Congressional Services Representatives recently attended the U.S. House of Representatives Freshman Orientation to help new Members with the opening of their District Offices as they assume their duties as Members of Congress.

We strive for excellence in service to our clients and are truly appreciative of our SSA partners for acknowledging GSA employees during SSA's Regional Commissioner's 2010 Award Ceremony. Read more about this special honor in this edition.

The GSA team, which I am excited to announce, includes the recently promoted Leann Jost as our new East Philadelphia Field Office Manager. She is eager to partner with you to develop new, sustainable workplace solutions in 2011. 

Rob Hewell
Regional Commissioner
Public Buildings Service
GSA Mid-Atlantic Region

GSA Focus Newsletter Subscriber Update We're Going Green!

In an effort to share information with you more quickly and efficiently while advancing "greening" the government, **we are eliminating hardcopies** and moving exclusively toward electronic distribution of *Focus* beginning with our Spring 2011 edition.

If you currently receive *Focus* electronically, you will continue to do so. If you currently receive *Focus* as a hardcopy newsletter, please go to www.gsa.gov/focussubscribe to subscribe to receive *Focus* electronically. By providing us with your email address, you will continue to receive the same valuable information from GSA in a quicker, more sustainable electronic format.

We hope that you continue to find *Focus* a helpful and informative resource. 

New Building Standards Published Setting Criteria for GSA Buildings

GSA has released new facilities standards (P100) geared toward meeting greater sustainability measures and achieving operational excellence in public buildings.

P100-2010 outlines the principles and criteria to be incorporated in the programming, planning, design and construction documentation of new and modernized GSA buildings. The standards serve as a cornerstone for Public Buildings Service-owned buildings for incorporation in contracts between GSA and the design and architectural-engineering community. The standards cover such topics as site design, architecture and engineering disciplines, landscape design, as well as fire protection and life safety.

The standards are available at www.gsa.gov/p100 via a PDF document. The next issue of the standards will be released as a performance-based standard, which will focus on setting the standard for achieving the green proving ground and zero environmental footprint goals laid forth by GSA. Future standards will be released annually, be web-based and fully interactive. 

continued from cover

Delaware Courthouse Lobby Reopens Providing Access Improvements and Energy Savings

After renovations to the garage and stairwell lighting, the annual energy savings within these spaces reduce the greenhouse gas emissions by over 55%, to the equivalent of only 1.9 cars or the CO₂ equivalent of only 1,115 gallons of gas. Also, 78.6% of the construction waste was diverted from landfills for reuse or recycling.

Prior to the lobby renovation, there was no room in the interior where building tenants and visitors could wait for the security screening. This meant that people would not only have to wait outside in all weather, but also the lobby doors were frequently held open, allowing heat and air conditioning to exit the building. The new lobby design improves visitor flow with ample space for waiting indoors, provides two separate portals for entering/exiting traffic and “by design” increases the distance between the first and second set of doors within the vestibules to better allow for one door to completely close before the other opens (reducing the likelihood of heat or air conditioning from escaping).

Joseph Papili, U.S. Marshal for the Boggs Building stated, “The collaborative effort with GSA throughout the expansion project for the front lobby area of the Federal Courthouse has enhanced the security operations for the building and provided the Marshal’s Service the ability to be more diligent in our screening processes. With additional space, lighting and improved security features, we will better serve the tenants and visitors to the Courthouse.”

This was one of the first Public Buildings Service Recovery Act projects completed in the Mid-Atlantic Region, and also had a very quick schedule. The lobby was closed to tenants and visitors for only 21 weeks—just over five months. During this time, tenants and visitors entered and exited the building through a temporary structure, maintaining the building security features. The lobby reopened on December 6, 2010 with a tenant appreciation event sponsored by the project’s general contractor, The Whiting-Turner Construction Company. 



The new lobby has ample room for anyone entering the building to wait for the security screening inside the building—something that wasn’t possible before renovations.



Energy efficient lighting in the entrance vestibule, parking garage, and stairwells provide over 55% annual energy savings within these spaces.



J. Caleb Boggs U.S. Courthouse and Federal Building in Wilmington, DE, has a new lobby welcoming building tenants and visitors alike.

“The collaborative effort with GSA...has enhanced the security operations for the building...”

*— Joseph Papili
U.S. Marshal for the Boggs Building*

Greenbuild International Conference and Expo

GSA Advances its Sustainability Mission at Chicago Event

Nearly 200 GSA representatives convened in Chicago November 17-19 for the Greenbuild International Conference and Expo. Greenbuild, which is presented by the U.S. Green Building Council, is the world's largest conference and expo dedicated to green building. More than 3,000 building professionals from all over the world came together at Greenbuild for three days of outstanding educational sessions, renowned speakers, green building tours, special seminars, and networking events. Chicago, the site of this year's conference, was one of the first cities to adopt LEED® (Leadership in Energy and Environmental Design) for public buildings and is home to the most LEED certified buildings.

GSA hosted informational tables on the Greenbuild expo floor where GSA volunteers shared GSA's Zero Environmental Footprint goal and discussed the agency's leadership roles in advancing sustainable practices. GSA Administrator Martha N. Johnson delivered a speech in the "Masters Series" portion of the Greenbuild Conference, highlighting GSA's mission to move toward a Zero Environmental Footprint by fostering partnership, collaboration, and best practice sharing of ideas. "I am hoping that GSA can be a very fruitful, agile, versatile, and creative partner with industry as we develop our notions about how this economy can shift into a green, sustainable, carbon-neutral economy and generate the prosperity that we can enjoy as American citizens," said Johnson.



GSA employees from across the nation gathered in Chicago for the 2010 Build Green Network meeting and Greenbuild International Conference and Expo.

"I am hoping that GSA can be a...creative partner with industry as we develop...into a green, sustainable, carbon-neutral economy."

*— Martha N. Johnson
GSA Administrator*

Prior to the Greenbuild Conference, GSA's Sustainability Council members from each GSA Region gathered at Chicago's Hotel Palomar, the "greenest" hotel in the city, to share ideas and lessons learned in support of the GSA Sustainability Plan and

Executive Order 13514. PBS Chief Greening Officer Eleni Reed, Director of the Office of High Performance Green Buildings Kevin Kampschroer, Senior Counselor to the Administrator Steve Leeds, and Don Horn from the Office of High Performance Green Buildings enhanced the GSA Build Green Network meeting with informative presentations.

Michael Hobson, GSA Architect and LEED AP, was instrumental in organizing the GSA meeting and reflected on the week saying, "Overall the week was a great experience for all that attended. We achieved our goal of creating an environment which gives GSA attendees the ability to take full advantage of sustainability training and education at Greenbuild Chicago."

To view presentations from the Greenbuild Conference, including Martha Johnson's speech, go to www.greenbuildexpo.org and click on the tab for 'Speakers' then 'Master Series.' ↗

The Greenbuild Expo floor featured over 1,000 industry-leading organizations showcasing the latest products, technologies, and services.

GSA at U.S. House of Representatives Freshman Orientation

Yes, GSA Provides Support to U.S. Congress, Too!

GSA provides support services to Members of the U.S. House of Representatives in their District Offices and U.S. Senators in their State Offices.

GSA's Congressional services include securing office space; coordinating physical security support; procuring office furniture, furnishings, equipment and supplies; maintaining and rehabilitating equipment; storing and disposing of property; and relocating offices.

In November 2010, GSA's Congressional Services Representative Sue Brown spent a week in Washington, D.C., for the U.S. House of Representatives Freshman Orientation to meet with 11 Members-elect who will receive her support at the District Office level. She was invited by the Committee on House Administration, as well as the Architect and Superintendent of the Capitol, to meet one-on-one with Members-elect.

"At GSA, we serve as first-line service providers working side-by-side with our House Coordinator counterparts who provide like service to Members' D.C. offices," said Brown. "Our mission at these proceedings is to provide Members-elect guidance relative to opening their District Offices, help them navigate the Legislative Rules that define how they run their offices, and to establish a strong working relationship as they prepare to assume their duties as a Member of Congress."

During these meetings, Brown provided Members-elect with information relative to establishing District Offices in a timely, cost effective manner, affording them the ability to serve their constituents immediately upon assuming office. In addition to meeting with Members-elect, she represented GSA by making courtesy calls to seated Senators and Members of the House. ➤

Leann Jost Selected as New East Philadelphia Field Office Manager

The GSA Mid-Atlantic Region is thrilled to announce the promotion of Leann Jost, formerly a Public Buildings Service (PBS) Operations Manager, as our new East Philadelphia Field Office Manager.

Leann graduated from Albright College with a BA in English and came to GSA as a Building Management Specialist Intern in June 2000. Leann spent time in both the GSA Delaware Valley and Pittsburgh Field Offices before becoming the Property Manager of the J. Caleb Boggs U.S. Courthouse and Federal Building in Wilmington, Delaware, where she worked from 2001-2004 and developed an extensive knowledge of building management. She then transferred to our PBS Office of Client Solutions, where she served as a Communications Specialist from 2004-2006. Leann

was then promoted to Operations Manager at the East Philadelphia Office, where she managed operations at the James A. Byrne U.S. Courthouse and William J. Green Jr. Federal Building Complex, totaling approximately 1.7 million square feet.



"I'm excited and honored to be the new Field Office Manager of the East Philadelphia Office."

— *Leann Jost*
Field Office Manager
GSA East Philadelphia Field Office

Leann replaces former East Philadelphia Field Office Manager Tom McGarry who is acting as Director of the PBS Mid-Atlantic North and South Service Centers for Joanna Rosato while Joanna temporarily serves as PBS Regional Commissioner in the GSA Northeast and Caribbean Region.

"Knowing what I know about the requirements of this position, including the challenge of working with such a large and diverse client base, I believe Leann is the perfect choice to successfully lead the East Philadelphia team and I wish her well," said Tom after working with Leann in the Field Office for the past several years. Leann added, "I'm excited and honored to be the new Field Office Manager of the East Philadelphia Office and look forward to working with you in this new role." ➤

Drops in the Bucket Can Add Up to A Flood of Savings

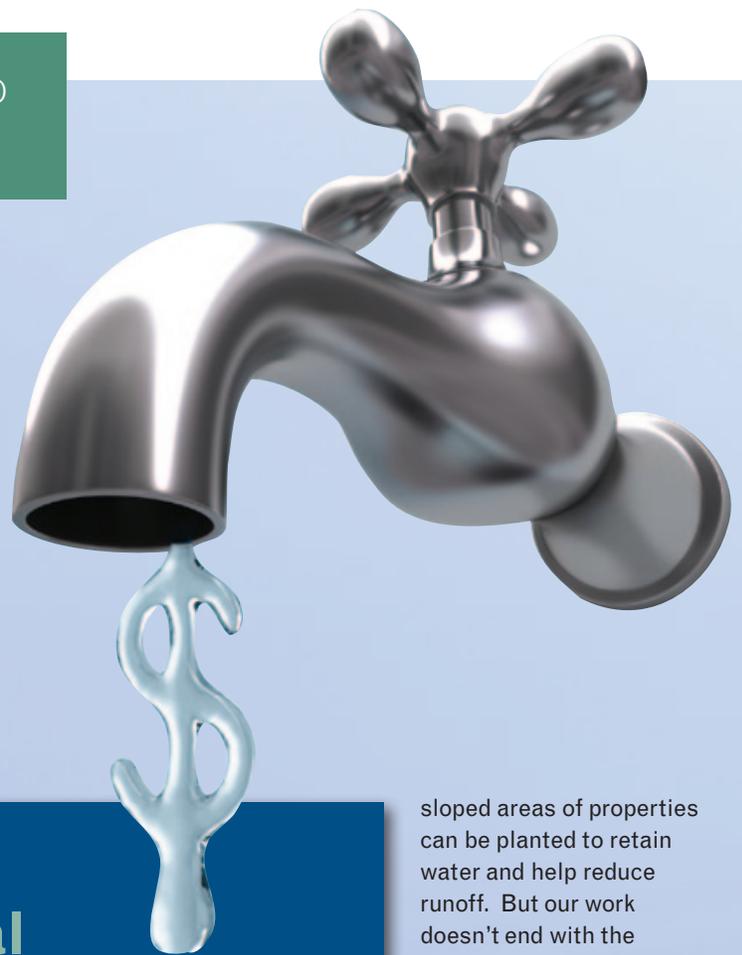
Long gone are the days when we considered water to be an unending natural resource. About 70% of the world's surface is covered in water, however nearly 97% of that water is saltwater. Of the 3% remaining freshwater, most of that is trapped in ice caps and glaciers or otherwise inaccessible, leaving less than 1% of the water on earth accessible for use.

GSA is always striving to improve our facility management technologies. In FY11 and beyond, we are measuring our buildings' water usage, and making improvements to reduce that consumption. We take our sustainability responsibilities very seriously, and we are striving to reduce our natural resource consumption, all the way to our Zero Environmental Footprint goal. To that end, we have already adopted several water consumption reduction strategies, and have plans for more.

One of the simplest ways to save both water and energy is to install water efficient products. The

Environmental Protection Agency's (EPA) WaterSense® Program is a collaborative partnership among EPA and companies, organizations, communities, and individuals to identify products and services that use less water while performing as well as, or better than, conventional models. To become WaterSense labeled products, fixtures must undergo independent, third-party testing and certification to ensure they meet the EPA criteria for both efficiency and performance. WaterSense labeled products not only save water, but can help reduce overall energy bills. With this goal in mind, GSA is making it a priority to install WaterSense certified products when performing plumbing and water renovation projects in our owned facilities.

Not all water conservation measures are "indoor" efforts. GSA is working hard to include water conservation methods in our landscaping and exterior applications. When possible, we are using plants indigenous to the local area as well as drought tolerant or resistant lawns, shrubs and plants—naturally, requiring less watering. Grouping plantings according to their watering needs helps reduce the amount of water used while



GSA takes environmental responsibilities seriously, and water conservation measures will help us to quantify our successes and highlight where we can make improvements.

sloped areas of properties can be planted to retain water and help reduce runoff. But our work doesn't end with the plantings. Installing mulch around trees and plants helps slow the evaporation of moisture, increasing the soil's ability to retain moisture while discouraging weed growth and use of chemical pesticides.

In our larger landscaping projects, GSA includes "watering plans" to

identify the optimal time of day to water, use of soaker hoses which use less water for irrigation, re-positioning of sprinkler heads to direct spray only to planted areas, and use of soil additives including organic matter or composted materials. In the future, we hope to increase our ability to reuse any water falling on the property: either through rainwater collection or storm water runoff.

GSA takes environmental responsibilities seriously, and water conservation measures will help us to quantify our successes and highlight where we can make improvements. We also want to hear from you—contact your property manager if you see a leaking faucet or a running toilet. By working together in our conservation efforts we can all strive to green the government and help each other meet our own environmental goals and responsibilities. 

Tips to Make Your Office Water-Wise

- Include a water-saving tip in your employee newsletter featuring how much water can be saved with each action.
- Post a hotline in bathrooms and kitchens to report leaks or water waste to facility managers.
- Create a suggestion and incentives system at your organization to recognize water-saving ideas.
- Implement a water management plan for your facility, then educate employees on good water habits through newsletters and posters.
- Publish your organization's monthly water use to show progress toward water-saving goals.
- Invite your water utility conservation staff to your organization for Earth Day and other environmental events to help promote water savings.
- Have maintenance personnel regularly check your facilities for leaks, drips and other water waste.
- Appoint or volunteer to be a water conservation champion within your organization and create, implement, and maintain your water conservation program.
- As part of the WaterSense® Fix-A-Leak Week March 14-20, 2011, plan an employee campaign to look for leaks.
- Show your agency's dedication to water conservation by creating a written policy statement and by committing management, staff, time and other resources to the effort.
- Create a goal of how much water your agency can save and plan a celebration once that goal is met.
- Write feature articles on your employee website that highlight water-saving ideas and successes.
- Forgo those plastic water bottles to lower your carbon footprint.
- If your facility is cooled with cooling towers, have maintenance staff or facility managers maximize cycles of concentration by providing efficient water treatment.
- Be sure your irrigation system is watering only the areas intended, with no water running onto sidewalks, streets or down the gutter.
- Wash agency vehicles at commercial car washers that recycle water.
- Upgrade older toilets with water-efficient models.
- Install an instant water heater near your kitchen sink so you don't have to run the water while it heats up. This also reduces energy costs.
- When you have ice left in your cup from a take-out restaurant, don't throw it in the trash. Pour it on a plant.

Visit www.wateruseitwisely.com to read these and additional water saving tips.

Walking in Our Clients' Shoes:

GSA Employees Get a Firsthand Look at SSA Operations and their Clients' Needs

On December 14, 2010, GSA Regional Account Manager Pedro Viera, Project Manager Cheryl Wanner, Business Development Specialist Justin Owens, and Interior Designer Amy Krebs, spent the day at the Social Security Administration (SSA) Office at 40th and Market streets in Philadelphia, PA. SSA District Manager JoAnn Warren-Waters introduced the GSA team to her staff and provided a tour of the facilities. After the tour, each GSA employee was paired with an employee from SSA to see how they perform their day-to-day duties and how their office space supports those duties.



Employees of the SSA Office at 40th and Market streets in Philadelphia

The GSA team was able to obtain first-hand experience in how SSA assists their clients in areas such as obtaining a new or replacement SSA card and see how they interview clients to review benefits.

"Shadowing the SSA associates was a great opportunity," said Viera. "I was able to gain insight into the wide range of services

the office provides, and better understand how GSA can further assist them in meeting their mission."

Justin Owens shadowed SSA Office Automation Clerk Paul Dufrene who explained how their office shares workload with an SSA office in West Virginia using a special room designed to interface with the SSA client via video conferencing equipment.

SSA's Warren-Waters commented that any chance to partner with GSA is a great one. "We look to them for support with our space so we can make our employees comfortable and help them to better serve our customers."

The experience gave GSA a better understanding of the unique space needs of an agency that serves the public and the special needs that are required to execute the SSA mission.

If you are interested in sharing a firsthand look at your agency operations with GSA representatives, please contact GSA Regional Account Manager **Pedro Viera** at **(215) 446-4534**.

"Shadowing the SSA associates was a great opportunity. I was able to gain insight into the wide range of services the office provides, and better understand how GSA can further assist them in meeting their mission."

— *Pedro Viera*
GSA Regional Account Manager

Ask a RAM

Editor's note: GSA PBS Regional Account Managers often receive questions regarding Reimbursable Work Authorizations (RWAs). We've posted two common RWA questions that relate to prior year funding.

QUESTION:

My agency has a Reimbursable Work Authorization (RWA) from a prior fiscal year. The project is complete and I still have a balance remaining. Can I use the remaining funds for a project in the current fiscal year?

ANSWER:

Only in rare cases can money left on a RWA be used for another project, and then you have to follow very specific procedures. Funds provided to RWAs are limited to their original scope with few exceptions.

In order for a balance to be redirected from its original intent to a new RWA, the funds would need to be available for obligation. It would be possible to do this within the fiscal year for annual funds, during the period of obligational authority for multi-year funds, and anytime for no-year funds.

In order to properly complete the transaction GSA would need to close-out the original RWA. The submitting agency would then need to de-obligate the open balance on their books and submit a new RWA for the new requirement. Any instance where an agency would like to redirect RWA balances would need to be closely examined by GSA to ensure all rules and regulations are being followed.

QUESTION:

My agency has a RWA from a prior fiscal year. Funds have since run out on the RWA. Can my agency use expired funds to supplement the original RWA in the current fiscal year?

ANSWER:

As a general rule of thumb the answer is no. New requirements or an increase to the project's scope must be funded with monies available in the current fiscal year and must be received on a new RWA, not an amendment to the original RWA.

However, if it is a case of antecedent liability then PBS would be able to accept an amendment to the original RWA citing funds that may have expired on the original RWA. An antecedent liability is a liability that arises and is enforceable under a provision in the original contract. Some possible examples of antecedent liability include: inflation and unforeseen site conditions which would inhibit the delivery of the project (such as mold or asbestos). These situations are addressed on a case by case basis.

Please visit www.gsa.gov/rwa for helpful RWA resources.

For questions, please contact the PBS regional RWA subject matter expert, **Robert Scheible**, at (215) 446-4920 or robert.scheible@gsa.gov, or your Regional Account Manager. 

PBS Regional Account Managers

Pat Zucca, Lead	pat.zucca@gsa.gov	(215) 446-2889
Dorothy Grosick	dorothy.grosick@gsa.gov	(215) 446-4569
Peggy Murr	peggy.murr@gsa.gov	(215) 446-2888
Pedro Viera	pedro.viera@gsa.gov	(215) 446-4534

New Mid-Atlantic Region Construction Contracts Streamline Acquisition Process

On October 29, 2010 the GSA Public Building Service (PBS) Mid-Atlantic Region Acquisition Management Division awarded a series of new construction term contracts that will streamline the regional acquisition process, enabling GSA to better serve our client agencies.

Seven firms were awarded "Repair and Alterations" construction term Indefinite Delivery/Indefinite Quantity (IDIQ) contracts. IDIQ is a contracting vehicle that allows GSA to acquire an indefinite quantity of services during a fixed period of time, making the contracting process much quicker and helping to speed service delivery to our clients.

The seven contractors are all small businesses. Contracted work covers various repair and alterations to government-owned and leased facilities in Philadelphia and surrounding Pennsylvania counties, Southern New Jersey, and Delaware.

The selection of these seven construction firms enables the Mid-Atlantic Region to have highly-qualified firms ready to

propose on projects. This helps streamline the acquisition process by reducing our standard procurement lead time from four months to only 45 days.

Our customer agencies are already seeing the benefits of these new contracts. Magnum, Inc., one of the seven IDIQ firms, was awarded a task order on January 5, 2011, for a Social Security Administration (SSA) project in Philadelphia, PA. The project includes repair of a chiller at the SSA Center at 300 Spring Garden Street. The contracting process was expedited using the new IDIQ contracts, allowing GSA to begin work quickly with the pre-qualified firm.

GSA Mid-Atlantic Region is excited to have these new IDIQ contracts in place, so that we can better serve our client agencies as they perform their important missions. For more information about the contracts, please contact GSA Contracting Officer **Paul Ferguson** at (215) 446-5861 or paul.ferguson@gsa.gov or GSA Contract Specialist **Javier Perez** at (215) 446-4704 or javier.perez@gsa.gov. 

*Find Inspiration, Discover Innovation
and Interact with Colleagues at the*

GSA Training Conference and Expo

May 10-12, 2011

San Diego, California

Register today at expo.gsa.gov

Find Inspiration through **free CLP training** available from a curriculum of over 200 comprehensive sessions, from acquisition knowledge to workforce development.

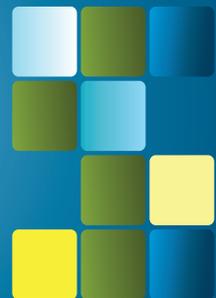
Discover Innovation from GSA's e-tools and sustainable initiatives to GSA contract vendors' specialized experts and the latest technical advances.

Interact with colleagues via **free meeting space** for your national/local teams and share ideas with associates and vendors throughout the 3-day conference.

Attendance is free for all federal, state and local government employees and military members.

Find out more. Please visit expo.gsa.gov for conference updates and registration information.

GSA Training Conference & Expo



**inspire
innovate
interact**

**MAY 10 - 12
SAN DIEGO • 2011**

GSA Professionals Honored

by SSA Regional Commissioner

On November 10, 2010, the Social Security Administration (SSA) held its Regional Commissioner's 2010 Awards Ceremony, which recognized the efforts of four GSA professionals.

Public Building Service Regional Account Manager Pat Zucca was honored with a Citation for consistently providing customer-focused support on behalf of SSA's space and leasing projects in the GSA Mid-Atlantic Region. Laurie Watkins, SSA Regional Commissioner, recognized Pat as an "unwavering advocate for SSA's interests, even in those instances when it has meant taking an unpopular position within your own agency." Pat's partnership with SSA regional facilities staff has helped provide SSA employees with convenient, safe, and professional space in which SSA customers can receive the services they need. "Your efforts truly support the ideals of this Agency as we strive to provide the best possible service for the American public," said Watkins.



GSA's Regional Account Manager Pat Zucca receives award from SSA Regional Commissioner for consistently providing customer-focused support on behalf of SSA's space and leasing projects.



GSA Employees are honored by SSA Regional Commissioner Laurie Watkins for their work on the SSA Westminster Emergency Relocation Team.

GSA Realty Specialist Joseph Stephenson, GSA Construction Services Manager John McGrath, and GSA Financial Management Analyst Doretha Johnson, were also honored by Watkins with a Citation for their diligent work on the SSA Westminster Emergency Relocation Team. Their extraordinary customer service to SSA's employees and visitors supported the emergency relocation of SSA Westminster, MD, employees to temporary space. "You supported activities related to the lease award for temporary space and ensured that the office was ready to open for business in a little over two months," said Watkins. "This is truly excellent customer service."

Thank you, SSA, for acknowledging GSA's diligence and commitment to customer service. GSA will continue to strive to provide the best support to all of our customers to sustain your agencies' missions. 

"This is truly excellent customer service."

— Laurie Watkins
SSA Regional Commissioner



U.S. General Services Administration
 The Strawbridge Building
 20 N. 8th Street
 Philadelphia, PA 19107-3191

FIRST-CLASS MAIL
 POSTAGE & FEES PAID
 GSA
 PERMIT NO. G-30

Please see page 2 for important *Focus* subscription changes.

Mid-Atlantic Focus



A Newsletter for Clients of the GSA Public Buildings Service

Winter 2011

Issue Highlights

Desk of Rob Hewell **2**
 Incorporating sustainability
 in how we all operate

**GSA Focus Newsletter
 Subscriber Update** **2**
 We're going green!

**Create a Flood
 of Savings** **6**
 Tips to make your
 office water-wise

**Walking in
 Our Clients' Shoes** **8**
 GSA Employees Get a Firsthand
 Look at SSA Operations

Ask a RAM **9**
 Using RWA funds
 from past fiscal years

**New Mid-Atlantic Region
 Construction Contracts** **10**
 Streamline the
 acquisition process

Focus is published quarterly by:
 PBS Office of Client Solutions (3PA)
pbsfocusnewsletter@gsa.gov
 We welcome your ideas and feedback.

To subscribe, please visit
www.gsa.gov/focussubscribe

To unsubscribe, please e-mail us at
pbsfocusnewsletter@gsa.gov
 with "Unsubscribe" in the Subject line.

**This is the last hardcopy of *Focus*.
 Ensure you continue receiving *Focus*
 via email by subscribing online at
www.gsa.gov/focussubscribe**

Printed on recycled paper

www.gsa.gov/midatlanticfocus