

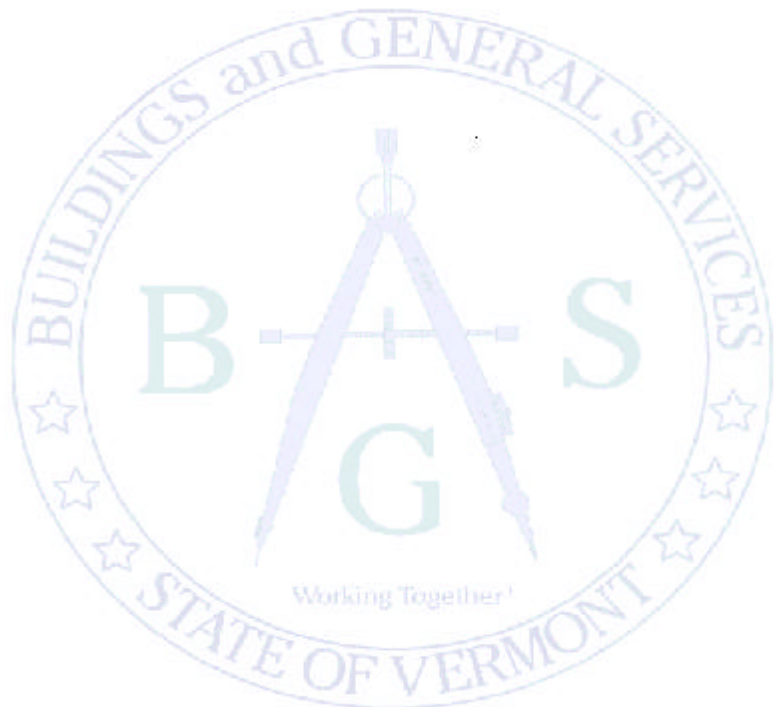
Department of Buildings & General Services

Agency of Administration

State of Vermont

ANNUAL REPORT

January 2000



The Department of Buildings and General Services (BGS) resembles the shops that line Main Street. BGS functions like a small business where customers go when they want the “stuff” that makes their lives simpler. It is essential that we understand what our customers want and surpass their expectations in providing it.

This is the first of what will be a series of Annual Reports highlighting the progress we have made in achieving our mission and goals.

***Thomas W. Torti
Commissioner***

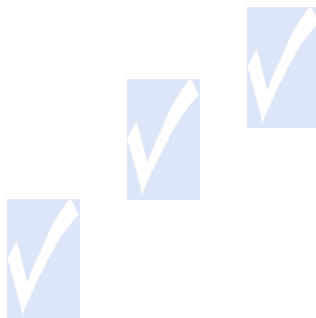


BGS: The Mission

The employees of the Buildings and General Services Department, working together, deliver quality operational and facilities management services thereby enabling Government Agencies to fulfill their missions.

BGS: The Vision

To surpass customer expectations and to achieve customer astonishment.



Business Unit: Administrative Services Division

Primary Customer Group:

**Buildings and General Services Department
Employees**

Highlights:

The Administrative Services Division faced several challenges this year. The addition of a new division (Vermont Information Centers Division) with the concurrent increase in staff placed a burden on the Human Resources unit. Additionally, the last facet of our departmental merger, the re-analysis of each position within the Department, was undertaken. This required in a complete re-analysis of over 375 positions. Even with this enormous workload, the Division managed to produce several key results.



Fee For Space Implementation

Approved by the Legislature, this program will allow BGS to draw down all available federal dollars for the operation and maintenance of our State facilities. When fully implemented, the State will realize a significant savings in State dollars which can be reallocated to other operational areas of government.



Human Resources Development

Employee and Policy Manuals were written and promulgated. These manuals give all employees a unified frame of reference and a single source for getting answers to commonly asked questions.



Division Spending Plans Adopted

Each Division now has its own spending plan derived from the Department's budget. Accounting staff are in the process of further breaking down those budgets to units and districts. Each manager will ultimately be responsible for living within their bottom line. This will bring a new era of fiscal accountability to BGS.

Business Unit: Central Services Division

Primary Customer Group:

State Government; Political Sub-divisions;
General Public

Highlights:

Central Services houses many small business units. They include Postal, Print Shop, Public Records, Supply Center, Surplus Property, Microfilm/ Imaging, and Reference/Research. As such, Central Services interacts with the widest array of clients. They range from state maintenance mechanics, to town clerks, to research geneologists. They have been very active in training municipal officers, preserving Civil War archives, and managing a 15-year backlog in the microfilm section. Key results achieved include:



Bar Coding of First Class Mail

Bar coding of first class mail has been fully integrated into state government. In FY '99, we saved our customers (Departments and taxpayers) \$159,000.



Electronic Imaging & CD Rom Technology

With Legislative backing, we were able to migrate to the electronic capture of images and data on CD-Rom. This will enable us to reduce the amount of paper we store, more easily retrieve records, and more accurately catalog the vast store of State records.



Four-Color Production

Driven by customer demands, our Print Shop now offers four-color production. We save departments considerable expense and offer ease and efficiency by doing basic government printing in-house.

Business Unit: Communications & Information Technology

Primary Customer Group:

State Government

Highlights:

Communications & Information Technology (CIT) has solidly grown over the last year. This growth comes after searching for a new and sustainable identity in the ever-changing world of information technology. Key accomplishments clearly demonstrate this growth.



Local Telephone Service and Long-Distance Rates Negotiated

The Telecommunications Unit successfully negotiated new local service and long-distance rates through a competitive bid process. This contract is for three years and is expected to save the State \$850,000 annually.



Over 900 New E-Mail and Scheduling Packages Installed

The Local Area Network Unit installed over 900 new e-mail and scheduling packages across State government. The packages replace the antiquated and unsupported Profs (OVVM) system and offers more flexibility than POP accounts.



Mainframe Computer Logs 99.8% Up Time

Our mainframe computer had a remarkable year, logging only 17 hours of down time. This is an incredible statistic for a 7-day-a-week, 24-hour-per-day operation.



Preparation for Year 2000

The entire Division was involved in preparing the State for Year 2000 (Y2K). We are confident that all critical building systems and computer systems will be operational at the stroke of midnight.

Business Unit: Facility Services Division

Primary Customer Group:

State Government; State College System; Private Architects, Engineers, Contractors, Landlords

Highlights:

By far, the largest Division within BGS, Facility Services is responsible for the design, construction, maintenance, and property management of state space. This year witnessed the conclusion of a number of construction projects, the development of a comprehensive space plan for the Capitol Complex, and the initiation of job training programs for disadvantaged Vermonters.



Major Building Projects Completed

Completed the Springfield and Newport state office building projects; the Georgia and Guilford Welcome Centers and the Vermont Veterans' Memorial Chapel. These projects represent over 28 million dollars in construction activity.



Clean Team Training Program

The Clean Team Training Program (a combined BGS-DSW-DET effort) expanded this year to cover 185,000 square feet of space in Waterbury. This saved the State \$88,000 while both improving services and offering a real-life work training opportunity to citizens entering the workforce.



Recycling Program Savings

The Waterbury-Montpelier Recycling Program continued to grow and saved the State \$25,000 while diverting 780,000 pounds of materials from Vermont landfills. The program generated \$13,000 in revenue which went toward the purchase of more efficient equipment.

Business Unit: Facility Services Division (Continued)**Property Management Coordinates Space Allocation**

Property Management, together with our customers, designed a comprehensive space management plan for the Montpelier complex. It allows for the co-location of many similar services; the consolidation of agencies/departments and makes use of a combination of owned and leased spaces.

**Brandon Training School Redevelopment**

Our multi-year project to redevelop the Brandon Training School into a mixed use commercial-educational-industrial complex continues to pick up steam. Approximately seventy-five percent of the campus buildings are being used in accordance with our master plan and Act 250 permits. Ownership of the water tower has been transferred to the Brandon Fire District.



Business Unit: Vermont Information Centers Division

Primary Customer Group:

Traveling Vermonters and Tourists to Vermont

Highlights:

The Division became fully integrated into BGS this year, incorporating its mission to serve the traveling public with that of BGS. From all reports, the merger has succeeded, with the Information Center Division having the home which has eluded them for years. Their successes this year clearly reflects their sense of “place.”



Training in Hospitality & Informational Services

All employees completed a four module training program in hospitality and informational services developed by Johnson State College.



Showcase Local Goods and Services

Employees commenced reaching out to local businesses in order to showcase local goods and services at our facilities. This met with great success with some businesses realizing large sales from their displays at the Welcome Centers.



Two Franklin County Information Centers Renovated

Completed the renovation of the two Franklin County Information Centers. These had been at the center of controversy for a number of years. Both facilities use a combination of State employees and volunteers to provide traveler information.



Guilford Welcome Center Opens

Opened the new Guilford Welcome Center, our first 24-hour State gateway facility. This facility showcases Vermont’s agricultural history. It will be the site of meetings, demonstrations, and performances in the future.

Business Unit: Purchasing & Contract Administration Division**Primary Customer Group:**State Government and Political
Sub-divisions**Highlights:**

The Division continued to move forward with recommendations put forward last year by the National Association of State Purchasing Officials. Specifically, staff have written and disseminated a Manual of Operations and Purchasing Resource Guide to make it easier to use their services. Additionally, the Division invested a major effort in developing a new vision that is aligned with identified customer needs and expectations. Staff are assertively moving from acting as “paper pushers” to offering professional and technical services to entities wanting to either develop new contracts or to buy off existing ones.

**Web Page Developed**

This year Purchasing staff developed a very versatile Web Page. The page provides information about the Division, current contracts, bid opportunities, staff assignments, and allows vendors to download the information necessary for vendor registration. The page has been well received by state agencies, and political sub-divisions.

**Contracts Processed**

In the past year, the average time required to process a contract from award through the approval process to a fully executed document has been cut by ten days. In this same period, the number of contracts containing errors in the annual 3.5 Compliance Audit has also declined. The Division is responsible for ensuring that the approximately 1000 contracts it processes each year meet all statutory and administrative requirements while being processed as expeditiously as possible.

**Business Unit: Purchasing & Contract Administration
Division (Continued)**



Environmentally Aware

The Division tracks its purchases of environmentally friendly items in several areas:



Recycled Products

In FY '99, the Division documented purchases of \$4,733,437 for items produced with a substantial recycled material content.



Chlorine-Free Paper

Purchasing paper that is manufactured without chlorine reduces the amount of dioxins produced in the world. In FY '99, we documented the purchase of \$164,658 of paper produced without the use of chlorine.



Environmentally-Friendly Cleaning Products

The choice of cleaning products used by the State impacts both the pollution potential from the disposal of those chemicals, and the safety of employees while working with them. We have two contracts for cleaning products that are both safe to use and minimize the pollution effects of their use.

Business Unit: Risk Management Division

Primary Customer Group:

State Employees of all Departments

Highlights:

The Division worked aggressively to improve its service to employees both before and after injuries. We expanded worker safety programs, conducted workplace violence symposiums, and expanded the early return to work program. Additionally, the Division converted its database to a new Year 2000 compliant software package.



Safety Program

The staff established a multi-discipline safety program that provides safety awareness, equipment and best practices for employees of BGS. Additionally, safety assessments were completed for the staff at the Central Services warehouse operation.



Worker Compensation User Group

Staff established a Worker Compensation user group including several of our heaviest users and representatives from the Department of Personnel. This group has provided feedback to us on how best to provide our services, received training, and participated in several projects including the development of a users manual.



Ergonomic Program

The Division expanded and improved the existing ergonomic program. The scope of service includes adding an automatic visit to every worker compensation claimant when the First Report of Injury indicates any relationship to a repetitive stress injury.



Early Return To Work Program

The Early Return to Work Program expanded in both the number of claimants served and in the sophistication of the product delivered. Overall, acceptance of the Program has been excellent and the process continues to be refined and improved. The Program is achieving its goal of getting employees back to work much sooner after injury.





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