

KC South Field Office Newsletter

From the Director's Desk

By Roger Haynes, KC South Field Office Director



The South Field Office continues to work closely with the EPA, National Nuclear Security Administration, GSA's Heartland Regional experts and the Center for Disease Control to help answer environmental questions raised by tenants and by participants at the recent Bannister Complex townhall meetings. For more information about the Bannister Complex and our environmental testing, please email R6environment@gsa.gov.

The South Field Office is also working with NNSA with regards to the future of the Bannister Complex when NNSA relocates to their new facility. NNSA's relocation is scheduled to begin in 2012 and be completed in 2014. The groundbreaking ceremony for the new NNSA facility is scheduled for September 8.

Construction of the new Jefferson City U.S. Courthouse is expected to be substantially complete in the summer of 2011



and fully occupied by early fall 2011. The project is currently on-time and on-budget. The courthouse will house the U.S. Courts, U.S. Marshals Service, U.S. Attorney's Office, Department of Homeland Security and U.S. congressional offices. The South Field Office is excited about having this new building in our territory.

Tenant Satisfaction Surveys 2010

Members of the KC South Field Office sent numerous tenant messages, held discussions during tenant board meetings and visited PBS organizational division meetings to encourage associates to participate in the 2010 Tenant Satisfaction Survey. Surveys were distributed to numerous lease locations throughout Missouri and the Bannister Federal Complex.

The slogan for this year's survey was "5's and 4's all the way, you can't lose with GSA!" Participants received a scratcher ticket that gave them the possibility of winning a GSA coffee mug, lunch tote, thermos or note pad. In addition to this, all returned scratcher tickets were entered into two separate drawings for iPods. Tenants were able to complete the paper survey or had the choice to complete it online.

At the Bannister Federal Complex, Customer Appreciation Day was also held during the time of survey distribution. When participants returned their surveys and scratcher tickets they received ice cream, provided courtesy of GSA and the following GSA contractors:



Facilities Management Director Bob Juarez receives his Tenant Satisfaction Survey items from Janelle Agnos.

Konrady's Lawn and Landscaping, Wilson Group and NAM Brooks. Scottie's Café also joined the Customer Appreciation Day festivities by providing special coupons and prizes.

Customer feedback is important to GSA and enables us to provide better service and quality workspaces for our tenants. The Heartland Region has consistently been ranked as one of the top regions with regards to customer satisfaction. The ratings of the South Field Office assisted Region 6 in finishing second and third in the nation, respectively, for the past two years.

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ARRA Project at 8930 Ward Parkway



The federal building at 8930 Ward Parkway in Kansas City, Mo. has been long overdue for a major energy overhaul. Finally, with funds from the American Recovery and Reinvestment Act, the building will be refurbished with brand new equipment. The goal of this ARRA project is to help conserve energy and work toward the goal of zero environmental footprint.

The improvements to the building are all directly related to energy conservation. Contractors will be upgrading the Energy Management Control System, the chilled water air conditioning equipment and systems, air-handling and distribution equipment, all electrical equipment, switchgear, transformers, and the building's supervisory system. Electrical timers will be installed to control the lighting throughout the building.

The project began on April 20, 2009, and the majority of the work is scheduled to be completed on August 28. The three-story building houses the U.S. Department of Agriculture, the National Technology Center and the U.S. Department of Education. Each agency has an Office of the Inspector General at this site. The 450 tenants are occupying the space while the work is being done. GSA hopes to earn an ENERGY STAR® label once the work is completed.

Construction on Bannister Bridges

Employees coming and going from work at the Bannister Federal Complex have been experiencing an unusual amount of traffic delays. Construction on the Bannister Road bridges over the Union Pacific Railroad and the Big Blue River has forced cars into single lanes on the eastbound bridge. According to the MoDOT website, the bridges are "deteriorating and routine maintenance will no longer keep pace with the decay." The improvements to the bridges will make them safer and smoother. The two bridges were originally separate projects, but they were combined into the same contract to reduce time, delays and cost to taxpayers.

Comanche Construction began work in February when the four-lane highway was reduced to a single lane in each direction. Once repairs and redecking on the two westbound bridges are completed, traffic will shift to that side to allow for construction on the eastbound bridges. The scheduled date for completion is December 1. For more information about road construction in Kansas City, visit www.modot.org/kansascity.

New Bus Stop Coming to Troost

GSA has been working with the Kansas City Area Transportation Authority over the last several months to construct a park and ride bus stop next to the Bannister Complex that will be on the Troost Avenue bus route in 2010. MAX on Troost will not only provide an exciting transit upgrade for the metro's highest ridership route, but will also contribute to the revitalizing the Troost corridor. This investment is intended to significantly improve service and amenities for existing riders, while attracting new riders to transit services. MAX on Troost will be dubbed the "green" route featuring the region's first hybrid vehicles, incorporating environmentally friendly features and using the color green to mark the buses.

GSA gave up approximately 30 parking spots along Troost to assist Transportation Authority in creating the MAX on Troost bus stop. In all, there will be more than 30 rain gardens at several MAX stations complete with solar powered lighting, recycling receptacles and solar powered trash compactors. Each station will have lighted shelters and real-time bus information with predicted arrival for the next MAX bus.

Construction began in July and will be completed by late August. When in full operation the service will run seven days a week from 4:30 a.m. to 1 a.m. with a bus running every 10 minutes.. The route will cover downtown to Bannister and Hillcrest stretching out over 13 miles using 14 vehicles (four of which are hybrid) along an anticipated 47 stations.

We've Got You Covered!

This year our lease administration specialists have been working diligently to ensure that our lease customers receive the very best from their leases that their contracts provide. Currently, we have three lease administration specialists working on your behalf. Forest Flickinger serves the greater Kansas City area with leases also in Chillicothe, Kirksville, St. Joseph, Maryville, and Sedalia. Gordon Kinman looks after the leases in the southern Missouri areas, such as Springfield, St. Roberts, Strafford, Joplin and Lebanon. Jesse Overton serves Odessa, Columbia, Jefferson City and Moberly. Together, they cover more than 90 leases across Missouri.

This year, they have been working hard to provide professional and consistent service to tenants by being proactive and responsive to their needs, and in doing so they create greater customer satisfaction. To consistently provide the best customer satisfaction, they ensure that the lessor has a thorough understanding of the services and limitations of lease contracts and they also schedule inspections as frequently as possible.

This year they have been busy with activities such as the Tenant Satisfaction Survey that was administered in May. Forest is involved with the proposed moves of the IRS from their Hillcrest location to new office space in Lee's Summit and FEMA's office expansion at 9221 Ward Parkway. Gordon is busy with the IRS's new building punch list in Springfield and the Joplin FBI and SSA-Office of Disability Adjudication and Review new space expansions. Jesse has been involved with the U.S. District Court's elevator renovation project that was completed last month in Jefferson City. The field office is looking forward to the completion of the new construction of the U.S. District Court building in Jefferson City scheduled to be completed in 2011.

Employee Spotlight

The Kansas City South Field Office welcomes summer hire Rachel Taylor to their team. She is one of a dozen summer interns GSA hired to help college students expand their horizons, gain work experience and learn how GSA operates.

Rachel is a senior in college pursuing a bachelor's degree in music with a minor in art at Missouri State University in Springfield, Mo. Her hobbies include singing, photography, reading, and traveling. She has enjoyed her time at the office so far and especially likes the friendly people and their positive attitudes. She hopes to learn more about how PBS and the field office operate and enjoys learning about the history of the Bannister Complex. She also enjoys the laid-back office environment.

Right now she is working as an office assistant. She helps everyone in the south field office with everyday tasks and helps the office run smoothly and efficiently. She hopes that this experience will better her career pursuits in the future and she hopes to return next summer.



Doing Business With Us Is Easy!



Simply call **1-877-SVC-CNTR (782-2687)** and make your service request. The KC South Field Office offers one stop shopping to their tenants—one easy call to the Customer Service Center addresses mechanical and janitorial building-related issues.

The calls that were previously directed to the maintenance contractor can now be made to 1-877-SVC-CNTR. Have a pest control problem? Call the KC South Field Office at 816-926-7323.

Thanks for Your Support!

The KC South Field Office welcomed the Bannister Farmers Market back for its 11th year on June 15th. The market provides free space for vendors with products they grow or produce. This joint effort between GSA, USDA and DOE serves the local federal community as well as the general public. The market is open Tuesdays from 10:30 a.m.—1:30 p.m. until September 28th. Donated food items purchased at the market will be accepted in support of Harvesters. Proceeds from the sale of food will benefit the Child Care Center tuition program. Thanks to everyone for their continued support of local growers by shopping at the market.



Child Care Center Goes to Las Vegas



The 21st Annual GSA Child Care Training Conference: Winning the Challenge for Excellence took place in Las Vegas on July 13-15. The conference featured key speakers like Amy Roloff from the TLC show *Little People, Big World*; and sessions to teach attendees anything from the intricacies of running a successful child care center, to helping children learn through music, creating developmentally appropriate playgrounds, raising charitable children, and incorporating laughter into everyday life to help manage stress. Some sessions were available for college credit through Portland State University.

Attendees had time to explore the colorful city and experience much that it had to offer. Shirley Lomax, administration specialist for the South Field Office, attended the conference as a member of the Bannister Complex Child Development Cooperation. She enjoyed attending the training and experiencing Las Vegas for the first time.

Bannister Child Care Center Director Cheryl Smith was hesitant about attending the conference because she would have to leave work, but once she was there she really enjoyed it. She found meeting directors of other federal daycare centers very helpful and thought all of the classes were very educational. She said that this conference was one of the better ones and is hopeful that there might be a regional conference someday so her whole staff could attend. She looks forward to using what she learned from a best practices group discussion. "Someone had the idea to use checklists for each room, and I want to do that here," stated Smith.

KC South Field Office Points of Contact

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