

July 2015  
Issue 1

# DGSWORKS

DEPARTMENT OF GENERAL SERVICES E-LETTER | VOLUME 1

Governor Tom Wolf | Secretary Curt Topper

## Message from the Secretary



This is a new and exciting time for Pennsylvania and the Department of General Services, and I feel privileged, honored and humbled to have been given the chance to return to DGS this year as Secretary.

As Pennsylvania Governor Tom Wolf has said, “We need a government that is more efficient and less wasteful... we also need a government that is responsive to the concerns and needs of the people it serves. We need a ‘Government That Works.’” It’s one of the Governor’s three essential goals for the Commonwealth:

### Jobs that Pay | Schools that Teach | A Government that Works

Although we are perhaps accustomed to working quietly behind the scenes, Governor Wolf has given the dedicated team at DGS a great opportunity to shine because everything we do as a department plays a key role in delivering a “Government that Works” for all Pennsylvanians.

This is our opportunity to innovate, and to work collaboratively with our customer agencies to deliver exceptional service at lower costs. DGS is uniquely situated within the Commonwealth to affect government performance overall. That’s why I am excited to be back, and excited to unveil the inaugural edition of the DGS WORKS Newsletter!

We have adopted “WORKS” as the new name for the newsletter because I think it captures the essence of what we do and the mission that we all share. We’re striving to be a world class organization; to deliver on-time solutions that “just work” reliably for all our customers.

We do what we do despite severely constrained resources and without a lot of fanfare but we have a lot to be proud of indeed. In the months ahead, our DGS team will play a critical role in changing the way our government operates for the better. Our DGS team will be responsible for saving millions of taxpayer dollars in myriad ways.

In these DGS WORKS pages, I’m looking forward to sharing and reading about all the achievements and contributions of our team members and the customers we serve. I hope you’ll join me in embracing our new mission.

## In this Issue...

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- Bureau of Vehicle Management Claims Division Focus on Accidents, Prevention
- Facilities Management goes live with AiM, an integrated work-management system
- Employee Birthday List for July
- Employee Appointment Transfers since January 21, 2015
- Employee Promotions since January 21, 2015

Do you have an idea, suggestion or news you would like to share?

Email:  
RA-dgsnewsletter  
@pa.gov

by August 28, 2015 and  
it will be included in the  
next newsletter.



## General Services Leadership Team Sworn-In



**On April 2, 2015,  
Secretary of State Pedro Cortes was joined  
by Governor Tom Wolf for the official  
swearing-in of the Department of  
General Services' deputy secretaries.**

**L-R: Kenneth Hess, DGS Deputy Secretary for Procurement; Julien Gaudion, DGS Deputy Secretary for Property & Asset Management; Pedro Cortes, Pennsylvania Secretary of State; Beverly Hudson, DGS Deputy Secretary for Administration, Pennsylvania Governor Tom Wolf; Liz O'Reilly, DGS Deputy Secretary for Public Works; Curt Topper, Pennsylvania Secretary of General Services; Matthew Bembenick, DGS Chief-of-Staff.**

## DGS Spotlight on Employees

The Department of General Services would like to congratulate **Becky Tomlinson**, DGS Property & Asset Management, and **Alexia Brown**, DGS Bureau of Procurement, on their graduation from the Commonwealth Mentoring Program offered by the Office of Administration. This 8-month program is designed to promote mentoring connections and further develop competency skills. This program pairs people together to foster relationships and to share experiences with each other. Becky was paired with **Tracy Runkle** DGS Bureau of Real Estate Leasing Division, while Alexia was paired with **Patricia Chapman**, Office of Administration.



(L-R) Jim Honchar, Deputy Secretary for Human Resources, PA Office of Administration; Becky Tomlinson, DGS Property & Asset Management; and Tracy Runkle, DGS Bureau of Real Estate Leasing Division.



(L-R) Jim Honchar, Deputy Secretary for Human Resources, PA Office of Administration; Alexia Brown, DGS Bureau of Procurement; and Patricia Chapman, Office of Administration.



Congratulations to Steve Wasko, Bureau of Maintenance Management, who just

completed a three-year Facility Management Training series offered by Penn State College of Facilities Engineering Institute (PSFEI).

This training presents topics such as HVAC, Electrical, Fire Protection, Elevators, building codes, overall Building operations as well as several other topics throughout a three-year period. Thank you Steve for your commitment to DGS and to your achievement in completing this course!

## Governor Wolf Sets the Tone for Government Gift-Giving

*We all have heard the saying, “There’s no such thing as a free lunch.” Well, that has never been more true than it is now for state employees under the Governor’s jurisdiction when it comes to accepting free lunches or any other types of gifts.*



**Governor Wolf took immediate action on his pledge to restore the integrity to the way commonwealth employees under the Governor’s jurisdiction conduct government business.**

### Shortly after taking his oath of office, Governor Tom Wolf got right to work by issuing Executive Order 2015-01 – Executive Branch Employee Gift Ban.

By putting the proverbial pen to paper, Governor Wolf took immediate action on his pledge to restore the integrity to the way commonwealth employees under the Governor’s jurisdiction conduct government business.

Governor Wolf made it very clear that the order is a “work in progress,” but what it does is take the first step towards ensuring that boundaries of integrity are maintained between employees under the Governor’s Jurisdiction and special interest groups.

“The rule will be easy to apply and easy to report — no free lunches, no free tickets to ball games and no free trips to conferences or vacation resorts,” Governor Wolf said.

The executive order lays out the dos and don’ts for employees under the Governor’s jurisdiction, but the bottom line is that employees should not under any circumstances accept a gift, gratuity, favor, entertainment, hospitality, loan or any other thing

of monetary value – including in-kind gifts – in the performance of their duties from those with whom they are conducting their duties.

And it appears there are no exceptions as the Governor shared in a television interview about a recent would-be-gifting.

“I was walking through the capitol and there was an individual handing out calendars,” Governor Wolf recounted. “Under the gift ban, I can’t accept the free calendar, but I didn’t want to be offensive, so I made a donation. I wound up paying \$1.50 for the calendar.”

The Governor has also called on leaders of state commissions, authorities and other agencies outside of his jurisdiction to enact their own bans on gift giving as well. Currently, the Pennsylvania Liquor Control Board, the Philadelphia Regional Port Authority, Pennsylvania Turnpike Commission and the Pennsylvania Public Utility Commission have enacted gift bans for their employees.

## DGS Takes “AiM” at Improving Facility, Maintenance Management

We all know the feeling we get when something in our household breaks down. Whether it's as minor as a commode that needs plunged, a burned out light bulb, or a major issue such as a pipe burst or an air conditioning system that isn't working in the heat of the summer, you want it taken care of as quickly as possible.

Now imagine being responsible for the more than 100 buildings owned by the commonwealth and maintained by DGS that are the workday home to tens of thousands of state employees on a daily basis, and you can see the importance of having an effective system in place for submitting, responding to, and tracking work orders.

Sometimes, the process felt like a moving target, that's why the department took “AiM” by leveraging technology and improving the workflow by reducing the number of “touch points” in the maintenance request process.

**AiM**, or integration within Assets and Maintenance, went live in late July 2014 and is an integrated work-management system used by the bureaus of Facilities & Maintenance Management, who are jointly responsible for the general upkeep, maintenance, landscaping and grounds keeping, and utility management for facilities and properties in the Harrisburg area, Scranton and Reading.

One of the primary issues **AiM** addressed was the antiquated system for entering, assigning and completing a maintenance request which resulted in a piece of paper that became the sole record for tracking, or redirecting that request if need be. On average, the work request workflow was handled three to four times before it got to the person who was doing the work.

**AiM** makes the process simple: maintenance work requests are created, assigned and tracked in the system using both desktop and mobile devices in real-time. Projects can be created, reports can be run, preventative maintenance work orders can be automatically generated and expenses can be tracked in the system as well.

Under the old system, there was no immediate way for the customer or supervisor to know what the status of the work order was. That was a key factor in the issuance of more than 150 new mobile devices to enable managers and technicians to receive work order updates



*DGS Electricians, Jason Thompson (Left) and Zach Ketner (Right) complete a wiring project. Using AiM and their smart devices, they can immediately update the status of their project from the project site and receive other project assignments without having to return to the DGS Electric Shop.*

in real-time and increase response time. The phones also assist staff in communicating with their customers and other trade groups between Facilities and Maintenance Management shops.

Since AiM's implementation the number of completed work orders per week in the Bureau of Maintenance Management has increased by 71 percent (up from 136 work orders completed per week to 233)! Over the first 13 weeks of AiM's implementation, the Bureau of Facilities Management closed an average of 170 work orders per week, compared to the last 13 weeks where they closed out an average of 190 work orders per week – a 12 percent increase!

**To submit a work order request, employees simply need to contact their building or agency point of contact, or POC, who will enter the work request into AiM to get the process rolling. If you don't know who your building or agency POC is, contact AiM System Administrator Rebecca Tomlinson at 717-705-5946 or [retomlinso@pa.gov](mailto:retomlinso@pa.gov).**

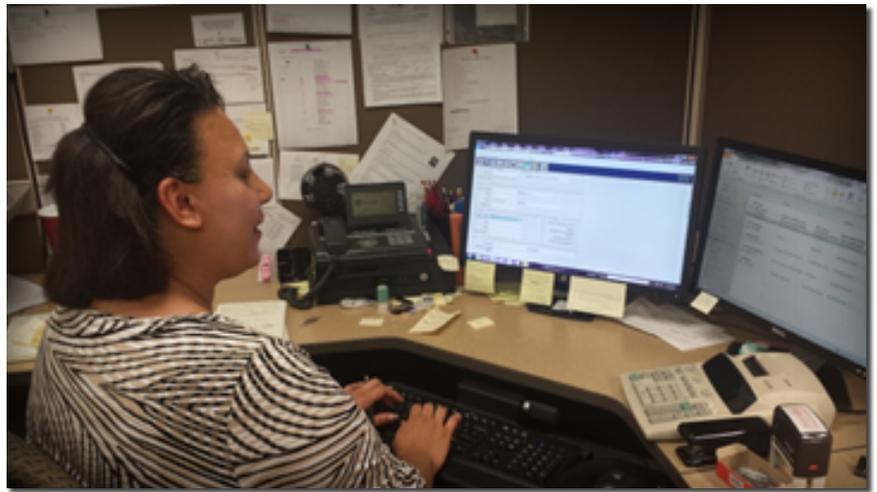
## DGS Bureau of Vehicle Management Claims Division focuses on Accidents, Prevention

Let's face it. With more than 11,000 state fleet vehicles traveling throughout the commonwealth on a daily basis, there's no doubt that accidents will happen. While every accident can't be avoided, there are some steps or actions that can be taken to help prevent them from occurring in the future – especially when the at-fault driver is the operator of a commonwealth vehicle. That's where the DGS Bureau of Vehicle Management Claims Division comes into play.

Since its creation nearly a year ago, the Claims Division has improved accident and vehicle damage tracking and implemented a more robust investigation process. In addition, the division has placed an emphasis on the development of follow-up measures in situations where the cause of an at-fault accident was a commonwealth driver.

“Prior to the creation of the Claims Division, accidents were simply called into the Customer Service Center and logged for payment,” Claims Division Supervisor Thais Boland noted. “In some cases, accidents were not being reported in a timely fashion, or even being reported at all. Now we are using our fleet tracking software to get a better account of the state of our fleet vehicles from agency to agency. Whether the at-fault driver is a commonwealth operator, or another party, the claims process needs to be efficient, yet thorough, to help make all parties involved whole again.”

Boland pointed out that now claims are being tracked by the fleet tracking software as opposed to being printed and filed. This allows BVM to alert agencies of



**Katyna Ward, DGS Bureau of Vehicle Management Claims Division, inputs tracking data into the system regarding a recent commonwealth vehicle accident.**

the costs associated with “at-fault” accidents – where the commonwealth is responsible for the damage caused to the vehicle – in addition to taking steps to prevent those types of accidents in the future such as requiring mandatory online or classroom safe driver courses developed by the commonwealth before being able to get back behind the wheel of a commonwealth vehicle.

“The Claims Division allows us to focus more on ensuring the policies and procedures are followed such as reporting any accident or damage to a commonwealth vehicle within one business day, getting police reports and photos and properly filling out the required paperwork associated with an accident,” Boland said. “We really see the division as a one-stop-shop for any assistance commonwealth employees need as the result of an accident in a state fleet vehicle.”

You should contact the Claims Division to report any accident involving a commonwealth vehicle or to report any physical damage to a commonwealth vehicle. For mechanical or services issues, continue to contact the Customer Service Center.



**To contact the DGS Bureau of Vehicle Management Claims Division, call 1-877-347-9966 and select option 5.**

# DEPARTMENT OF GENERAL SERVICES

## July Birthdays

Alexander Bellotti	7/1	Mary Masland	7/8	Nancy Spade	7/17	Joyce Conrad	7/24
Gerry Farmer	7/2	Travis Neiss	7/8	Michael Gaudiano	7/17	Larry Goulding	7/24
Jeffrey Dent	7/2	Evan White	7/8	Branden Brown	7/17	Abby Fox	7/24
Barton Richwine	7/2	Bryan Tarlecki	7/9	Cheryl Moore	7/18	Brenda Holmes	7/25
Charles Purtle	7/2	Michael Clark	7/9	Wayne Cooley	7/18	Tammy Sallada	7/25
Angel Arce	7/3	Mohammad Qureshi	7/10	Richard Baney	7/18	Terri Yiengst	7/26
Gina Lemmon	7/3	Shaun Burke	7/10	Cole Brenize	7/18	William Strockbine	7/26
Wesley Decker	7/3	John Mobley	7/11	Zachary Ketner	7/19	Joshua Reynolds	7/26
Arin Cuccia	7/4	Stephen Henry	7/11	Anthony Panza	7/20	Gregory Kaliszewski	7/26
Raymond Bressler	7/4	Harry Walter	7/11	Jose Feliciano	7/20	John Zilich	7/27
Christine Quinn	7/5	John Feathers	7/13	Brett Deibler	7/20	Timothy Youse	7/27
Jill Liles	7/5	Paul Troutman	7/13	Corey Lyons	7/20	Michael Noll	7/28
Michael Zinsky	7/5	Brian Menser	7/13	Mary Hankins	7/21	Mark Baer	7/29
Douglas Smith	7/5	Brett Collins	7/14	Toni Dolan	7/21	Michael Hudzik	7/29
Bryan Anthony	7/5	Jonathan Hudson	7/14	Gregory Colyer	7/21	Ramon Vega	7/29
Helen Weaver	7/6	Jackie Schaeffer	7/15	Bradley Swartz	7/21	Terry Weirich	7/30
Tawnya Kling	7/6	David Folk	7/15	Kirby Paul	7/21	Lori Zimmerman	7/30
Daniel Hemphill	7/6	Benjamin Stimeling	7/15	Corey Lex	7/21	Michael Ferrell	7/30
Elizabeth Kelly	7/6	Keith Hatt	7/16	Louis Venneri	7/22	Mickey Morrow	7/30
Travis Kerlin	7/6	Richard Brown	7/17	William Hugendubler	7/23	Margarita Contreras	7/31
Quincy Jones	7/6	Robert Belardi	7/17	Richard Hill	7/23		

## August Birthdays

John Darrah	8/1	Walter Lenig	8/8	Martin Puchalski	8/15	Steven Stahl	8/23
Bryan Funk	8/1	Marcie Carr	8/8	P. Richard Scheller	8/16	Shelbie Pickering	8/23
Nicholas Clark	8/1	Dwight Bryan	8/9	Ronald Lyter	8/16	Dannielle Riggs	8/23
Tangerine Ervin	8/2	Mary Ann Jordano	8/9	Claire Osborne	8/16	Jodie Robinson	8/24
David Morrison	8/3	Ray Haskins	8/9	Hope Thompson	8/16	Mark Kenno	8/24
Richard Rosen	8/4	Nicholas Finicle	8/9	Christopher Miner	8/17	Corinna Walters	8/24
Mary Andrzejewski	8/4	Rose Richardson	8/11	Tyrone Bell	8/17	Brittany Shearer	8/24
Gloria Rouse	8/4	Donald Nolen	8/11	James Gall	8/18	Ereno Lewis	8/25
Robert Soutner	8/5	Paul Hadginske	8/12	Linda Eben	8/19	Anthony Nornhold	8/26
Tony Cheatham	8/5	Kimberly Bullivant	8/12	Grant Shotwell	8/19	Robert Evans	8/26
Wanda Bowers	8/5	Virgen Colon	8/12	Cynthia Gadsden	8/19	William Wiekrykas	8/27
Hung Nguyen	8/6	Eugene Tucker	8/13	Lourdes Perez Ortiz	8/19	David Walton	8/28
Clark Godusky	8/6	William Hess	8/13	Benjamin Flurie	8/19	Brian Snopek	8/28
Paul Hill	8/6	Sue Flickinger	8/13	Nathan Mohler	8/20	Richard Miller	8/29
Brian Simonetti	8/6	Betty Goodling-Weimer	8/13	Kriemhilde Peek	8/20	Ruby Crawford	8/29
Joseph Gavazzi	8/6	William Mills	8/13	Martin Gilbert	8/20	Douglas Klinefelter	8/29
Adam Schmidt	8/6	Joseph Krehely	8/14	Charles Haskins	8/20	Kathleen Lynch	8/30
Kevin Smith	8/7	Gloria Rogers	8/14	Lori Butler	8/21	Sharon Price	8/30
Stephen Rudman	8/7	Cheryl Kleeman	8/14	Michael Robinette	8/22	Bryan Carroll	8/30
Jennifer Marsh	8/7	Harry Townsend	8/15	Jason Hall	8/22	Wayne Oberdorf	8/31
Keith Worley	8/8	Dawn Eshenour	8/15	Jamon Fogarty	8/22	Andrew Zook	8/31

## September Birthdays

Nyla Collins	9/1	Steven Bock	9/9	Francis Petulla	9/17	Hayes Kelly	9/23
Kenneth Hall	9/1	Carlos Williams	9/10	Charles Miller	9/17	Wesley Feduke	9/24
Roy Garrison	9/1	Francis Petulla	9/10	Kimberley Vinson	9/17	Steven Novacek	9/25
Justin Chortanoff	9/1	Susan Stanisis	9/10	Thomas Brugger	9/17	David Welker	9/26
Kyle Bogumil	9/1	Eric Peterson	9/10	Matthew Bembenick	9/17	Matthew Curci	9/26
Kenneth Jones	9/2	Jesse Berdanier	9/11	Sha-Shana Reid	9/17	Dawn Decker	9/26
David Douden	9/2	Daniel Farrell	9/12	Robert Slusser	9/18	James Zettlemoyer	9/26
Richard Leitner	9/3	Garry Price	9/12	Ronald Staff	9/18	David Johnston	9/27
Gerald Grecek	9/3	David Goodling	9/12	Elizabeth Schehr	9/18	Harry Walls	9/27
William Archibald	9/3	Matthew Kaminske	9/12	Daniel Cassell	9/18	Scott Pitts	9/28
William Schreiber	9/3	John Gurnari	9/13	Tammy Noel	9/19	Thanh Nguyen	9/28
Mohit Parikh	9/4	Loan Huynh	9/13	Jeffery Huss	9/19	Pearl Lassiter	9/29
Kevin Shaffer	9/4	David Narkiewicz	9/14	Clarence Stokes	9/19	Martin Higgins	9/29
Gerald Lee	9/5	Robenna Mitchell	9/14	Terri Heimbach	9/20	Milton Hurtt	9/30
Houston Doaks	9/5	Beth Maurer	9/14	Adam Eubanks	9/20	Stanley Plesnarski	9/30
John Marsh	9/6	Kerry Danner	9/15	Edward Valanda	9/21	Russell Fultz	9/30
Lisa Vega	9/6	Debra Schlegel	9/15	Lisa Kettering	9/22	Fuller Runyan	9/30
Kristina Landvater	9/7	Samuel Eddinger	9/15	Luis Marquez	9/23	Bradley Bygall	9/30
Frank Smyser	9/8	Suzanne Chubb	9/16	Gary Plankenhorn	9/23	Anthony Intrieri	9/30
Frank Nestico	9/8	Eric Povish	9/16	Nicole Herb	9/23		



Stephen Rudman	Leg Lias 2	26-Jan-15	Wenda Sneeringer	Admv Ofr 1	28-Mar-15
Matthew Kaminske	Admv Ofr 3	26-Jan-15	Victoria Page-Wooten	Atty 4 Non Spvy Ogc	28-Mar-15
Shaun Burke	Cptl Plc Ofr	02-Feb-15	Lawrence Lutter	Dsgn Cnsth Pj Mgr	30-Mar-15
Garret Reed	Mntnc Rprmn 1	02-Feb-15	Andrew Monroe	Admv Ofr 3	30-Mar-15
Edward Hemphill	Temp Adjunct Cstdl Wkr	09-Feb-15	Dwayne Manning	Semi Skld Lbrer	13-Apr-15
Travis Neiss	Srpls Prop Agt	14-Feb-15	Marvella Butler	Temp Adjunct Cstdl Wkr	13-Apr-15
Jonathan Wilson	Mntnc Rprmn 1	17-Feb-15	Connie Tennis	Hr Anl 4 (Gen)	20-Apr-15
Corey Lyons	Temp Adjunct Cstdl Wkr	17-Feb-15	Sabrina Harkins	Admv Ofr 1	27-Apr-15
Tangerine Ervin	Temp Adjunct Cstdl Wkr	02-Mar-15	Padma Basu	Sr App Dvpr	09-May-15
Hannah DeLancey	Hsekpr	02-Mar-15	Kathleen Harrison	Ex Sec 1	16-May-15
Jennifer Doherty	Chf Prcmnt Ofr	10-Mar-15	Garett Jacoby	Crpntr	18-May-15
Julien Gaudion	Dep Sec Prop Asset Mgmt	16-Mar-15	Preston Minnich	Trdsnm Hlpr	26-May-15
Allen Smith	Bus Entrpr Anl 2	16-Mar-15	Harold Page	Srpls Prop Agt	26-May-15
Kenneth Hess	Dep Sec Prcmnt	16-Mar-15	Dawn Collins	Temp Adjunct Cstdl Wkr	15-Jun-15
Lorenzo Rossum	Temp Adjunct Cstdl Wkr	16-Mar-15	Evan White	Temp Adjunct Cstdl Wkr	15-Jun-15
Kathryn Orris	Bus Entrpr Anl 2	17-Mar-15	Carol Munley	DGS Lseng Coor	20-Jun-15
Matthew Bembenick	Spc Asst Sec	23-Mar-15			

**Appointments/Transfers since January 21, 2015**

**Promotions since January 21, 2015**

Kimberly Bittner	Prchg Agt 1	31-Jan-15	Patrick Connors	Bldg Adm 1	04-May-15
Zachary Ketner	Electrn	31-Jan-15	Padma Basu	Sr App Dvpr	09-May-15
James-Andrew Willard	Cstdl Wkr 1	14-Feb-15	Kathleen Harrison	Ex Sec 1	16-May-15
Tarajah Hunter	Cstdl Wkr 1	14-Feb-15	Earl Gallagher	Autmtv Mchns Supv	23-May-15
James Fiore	Flt Mntnc Mgr	21-Feb-15	Dawn Eshenour	Admv Ofr 4	06-Jun-15
Beverly Hudson	Dep Sec Ad Dgs	07-Mar-15	Angela Eshleman	Admv Ofr 3	06-Jun-15
Charles Anderson	Chf Cnsl Ogc	10-Apr-15	Andrew Preston	Rfgtn Plnt Supv 2	06-Jun-15
Pamela Cross	Atty 5 Ogc	11-Apr-15	Lisa Hines	Cstdl Wkr 1	06-Jun-15
David Barahona	Cstdl Wkr 1	02-May-15			