



Message from the Secretary

Extraordinary Public Service

If I could suggest a theme worth reflecting on as we read the stories in this issue of our DGS Works newsletter, it would be "Extraordinary Public Service."

For a creative group of public servants, such as our DGS family, I know that our state's – and our nation's – political discourse can sometimes be disheartening. Too many of our politicians follow

a tired, lazy script when the topic turns to government performance and operations. To hear them tell it, virtually every dollar our government spends is a dollar wasted somehow. Governor Wolf doesn't believe that and neither do I.

Over the past year, I've lost count of the number of times I've seen DGS prove that each dollar invested in our mission can return several dollars' worth of savings and value. This can be seen in the **reduced cost of a well-executed new contract**. It can be seen in the remarkable good-will that our staff managed to preserve with landlords and suppliers across the state, despite last year's budget impasse. It can be seen in the improving reliability of our facilities and vehicle fleet.

In this newsletter, you can read about how our Bureau of Publications team has proved once again that DGS can beat the private sector. Our **new mail sorting operation** is a state of-the-art example of extraordinary public service. It's an example of how we innovate and work.

In this newsletter, you may also find clues for why we deliver extraordinary public service. I think they all point simply to a degree of selfless dedication. There is no better explanation for Tony Petulla's amazing **50 years of service**, the growth of **COSTARS** or even our recent visit with procurement leaders from Ethiopia.

We have reason indeed to be proud of our dedication to public service. For so many of us, it is a willing dedication that extends our effort beyond our normal workday, beyond our traditional responsibilities, and beyond our expectations for recognition or reward.

THANK YOU ALL FOR EVERYTHING YOU'RE DOING TO DELIVER A GOVERNMENT THAT WORKS.

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

Email: RA-dgsnewsletter @pa.gov by June 17, 2016 and it will be included in the next newsletter.

DGS Presort Savings: The check really IS in the mail!

"The check is in the mail" is perhaps one of the most well-known excuses known to man – right up there with "the dog ate my homework."

While the truth behind a calculus consuming canine cannot be confirmed, DGS WORKS can verify the fact that when it comes to the savings being generated by the DGS Bureau of Publication's Mail Presort Initiative, the check truly is in the mail!

The Bureau of Publications is no stranger to savings – prior success includes the print services consolidation effort which resulted in over \$1 million in savings. So When Governor Wolf issued the GO TIME challenge, Publications was ready to dig deeper into its operations to produce even more savings.

"It all started with an independent Mail Optimization Study," notes Marcie Carr, director of the Bureau of Publications. "It was determined that significant savings could be realized if the presorting of our mail was done in-house."

Presorting mail, or grouping mail by ZIP Code ahead of time, can result in lower postage because it costs the Postal Service less money to process and deliver those pieces of mail. As a result, commercial postage prices are charged instead of first-class postage prices.

"Publications then ran the numbers to get the actual monetary figure associated with the concept, drafted an implementation plan and basically ran with it from there," Carr said.

"Running with it" was an understatement. Publications had roughly eight months to get the project up and moving, which presented some challenges.

Starting in March of 2015, the main issues were equipment build-outs (which took nearly 4 months!), training the staff to get them acclimated to the machines and, last but not least, getting the more than 50 agencies, boards and commissions signed-off on doing the presort before the existing presort contract with an outside vendor expired in November of 2015. "We had some hiccups in the way of getting the equipment built, delivered and having enough time to get the staff familiar with the process and machinery," Carr said. "We ran really tight against that November deadline. The equipment arrived roughly 90 days before we were to go live, giving us about 3 months to accomplish what a project like this would require 8 to 12 months to do, in addition to the equipment build."

Those are some high obstacles to overcome with such a quick turnaround time, but you'd never notice by the results being posted by the initiative. At the time this article was written, the presort savings since November 2015 totaled in at a little over \$950,000.00 for the week ending March 25, 2016. Postage savings are rolling in at an average rate of 10 cents per regular envelope and 33 cents for flat for postage paid. Presort rates have been reduced 50-65 percent by agency.

"We had some agencies that were just paying first class postage for everything they mailed out," Carr said. "Now they are realizing the significant savings they can achieve by presorting their mail and it feels good for the Bureau of Publications to know that we were able to play a role in helping that happen."

DGS Presort Savings: The Check Really is in the Mail! Continued from page 2

A cumbersome logistical process has now been streamlined as well. At the time of the study, mail from each commonwealth agency was collected and transported to a third-party facility in Reading, PA for processing and then returned to the USPS Crooked Hill Facility in Harrisburg to enter the mail stream. Now, the mail is processed at the Bureau of Publications and the USPS picks up the mail from the facility and takes it directly to Crooked Hill for distribution. This reduced transportation time makes it possible for mailings to go out a day earlier as opposed to the old process.

And the mail is almost flying out of the facility.

"We process about 1.8 million pieces of mail on average each week," Carr noted. "Our presort speed is about 40,000 pieces per hour on the envelope sorter and roughly 2,000 for the flat sorter."

Carr did note that pending an upcoming equipment modification; the flat sorter will approach the ability to handle about 8,000 pieces of mail an hour.

"We are very pleased with the results of this initiative," Carr noted. "Moving forward we can only expect for the process to get even more streamlined and refined, which will result in even better sort times and ultimately delivery times all with improved savings."

And you can take that to the bank!



Beginning in September, L&I began sending all its standard mail envelopes to DGS for presorting rather than to our vendor. Flat envelopes followed about a month later. Our costs have decreased approximately 65% and there has been no drop in service. As one of the first agencies to switch to presort services from DGS, there was significant concern about the ability to maintain the same service level that we were accustomed to with our vendor. We were unsure whether pickups and processing would be timely and consistent. We were unsure whether billing would be accurate. There were lots of uncertainties due to the unfamiliarity of how the new process would work. After just a week, I was surprised how smooth the initial transition was. After a month, I was very pleased with the billing process. Perhaps most importantly, I was very happy with how quickly I received answers and solutions to questions that arose.

Overall, having witnessed this project from its infancy to full operation, I believe it's an example of how the Commonwealth can function at its best. When good ideas and concepts can be turned into easy realities, not only does government win, but ultimately citizens and taxpayers do.

Nathan Bortner, director, Bureau of Administrative Services PA Department of Labor & Industry

Program Helps to Identify, Develop Leaders of Tomorrow

Since 2010, the Emerging Leader Program, run through the PA Office of Administration, has been seeking out the raw talent that exists in state government and helping to develop and polish it into the leadership of the future. DGS WORKS was able to catch up with the one of the latest graduates of the program, **Rita Yanoviak**, DGS Security Systems Administrator, to talk about her experience with the program before graduating from it in December of 2015. understanding more about their own characteristics, but those with whom they work, as well. One of the especially valuable tools Yanoviak recalls was the DiSC assessment, which is a behavior assessment tool based on four different behavioral traits: dominance, influence, steadiness and conscientiousness. The idea is to figure out where you fall in terms of those behavior traits along with those with whom you work with or supervise you. Based on the results,

In order to participate in the program, employees have to work in management classification pay scale groups 6, 7, or 8 with at least one year of commonwealth service; supervision is not required. However, the first step is being selected for the program.

"I was nominated for the program by my supervisor here at Capitol Police," Yanoviak recalls. "After that it was a process through DGS where I was evaluated along with other nominees within the department and I was



Rita Yanoviak (center) holds her certificate of completion for the Emerging Leader Program with (l-r) Jim Honchar, PA Office of Administration and her supervisor, Kevin Brown, deputy superintendent, PA Capitol Police.

eventually chosen by the DGS Secretary to participate in the program. I was really excited and honored to represent DGS."

Emerging Leaders meet for 10 full-day monthly sessions from February through November to participate in highly interactive and challenging experiences prior to the December graduation ceremony. Some of those experiences take the participants out of their comfort zones and place them into situations they normally don't encounter or shy away from.

"Public speaking is not something I am a big fan of," Yanoviak admitted. "Through the Emerging Leader Program, I was able to get public speaking experience in a place where I not only received feedback on my performance, but also support and encouragement from my peers to improve my ability to speak in public."

The Emerging Leader Program provided a number of resources to assist the emerging leaders in not only

you can develop a better understanding of how to work with and create better workplace harmony and synchrony.

"The DiSC assessment allowed me to give and receive an honest report of how I viewed others and how they viewed me," Yanoviak said. "It gave me more insight to how I can work better through my understanding of the different DiSC styles."

Yanoviak also noted how much she enjoyed the group work that was required through the program curriculum which was loosely

based on the Seven Pillars of Servant Leadership model: development of character, communication skills, the ability to put people first, integrity, critical thinking, vision and planning, and collaboration building. A highlight of the program was also the panel discussions.

"The program featured panel discussions with executivelevel management," Yanoviak said. "Having access to those types of individuals and to be able to get a better understanding of what led them to where they are now was definitely a highlight of this program."

So what was Yanoviak's overall experience with the program?

"It was an amazing experience!" she says. "The ability to network, meet and work with people from other agencies working towards the same goal of being better leaders was something I will always remember. I would highly recommend the program to anyone wishing to improve their capabilities."

PA Capitol Police Honor Officers

During a ceremony held earlier in the year, the PA Capitol Police honored officers in recognition of their personal achievements in law enforcement in 2015.

- Officer Richard Brown Award for Merit Distinguished Unit Citation Letter of Recognition
- Officer Joseph Dowdrick Award for Merit, Distinguished Unit Citation
- Officer Michael Kopil Award for Merit Distinguished Unit Citation
- Officer Pietro Picciurro Award for Merit Letter of Commendation
- Officer Robert Evans Distinguished Unit Citation
- Officer Robert Furlong Distinguished Unit Citation
- Officer James Smith Distinguished Unit Citation
- Officer Douglas Klinefelter Distinguished Unit Citation Letter of Commendation



Capitol Police Officers (I-r) Andrew Cortelazzi, James Smith, Richard Brown, Joseph Dowdrick, Michael Kopil, Sgt. John Szczypta and Officer Robert Evans received the Distinguished Unit Citation. Officers Robert Furlong and Douglas Klinefelter (not pictured) were also honored with the citation.

- Officer Andrew Cortelazzi Distinguished Unit Citation
- Officer Nicholas Finicle Award for Merit Letter of Commendation
- Officer Dale Zartman Award for Merit Letter of Commendation
- Officer David Nardis Letter of Commendation
- Officer Russell Dawson Letter of Commendation
- Officer Joseph Rucinsky Letter of Commendation
- Officer Gregory Richards Letter of Commendation

- Officer David Felsburg Letter of Commendatio
- Officer Martin Gilbert Letter of Commendation
- Officer Kenneth Orner Letter of Commendation
- Sgt. Michael Schmidt Award for Merit
- Sgt. Arin Cuccia Award for Merit
- Sgt. John Szczypta Distinguished Unit Citation
- Sgt. David De Lellis Letter of Commendation
- Sgt. Adam Eubanks Letter of Commendation
- Sgt. Kurt Emerich Two Individual Letters of Commendation
- Sgt. Stanley Finicle Letter of Recognition

Capitol Police Promotions

Congratulations to Sergeant John Szczypta and Sergeant William Straw on their promotions!

Program Helps to Identify, Develop Leaders of Tomorrow - continued from page 4

"The instructors truly want the best for you and will go out of their way to do whatever they can to help you be the best you can be. Everything is done with your best interests in mind."

However, she does have some regrets.

"It was a relief to complete such a huge undertaking, but I am disappointed that I won't see my fellow participants each month, anymore," Yanoviak said. "You develop such a bond with these people and I looked forward to seeing them each month."

All is not lost, however. She stated that she does keep in touch with her fellow program graduates and manages to get them together socially, sometimes.

DGS currently has Jeff Stackhouse, regional manager, DGS Bureau of Facilities, as this year's department participant. To date, the Emerging Leader Program has graduated 177 leaders.

50 Years in the Bureau of Construction Tony Petulla Builds a Legacy



Frank Petulla (left) and Tony Petulla (right) retired from the state with a combined 72 years of experience...50 of those years belonging to Tony!

50 years, 600 months, 18,250 days or 438,000 hours – no matter how you put it, Tony Petulla has worked with the Department of General Services for a long time. So long, in fact, it wasn't even a department when he started.

"I came to work for the state on June 13th of 1966," the 88-year old Petulla recalls. "I started as an Electrical Inspector 1 for the General Services Authority, and the state was broken up into 6 districts: Philadelphia, Pittsburgh, Wilkes-Barre, Meadville, Harrisburg and the district where I worked in State College."

Prior to his work with the commonwealth, Petulla graduated from high school in 1946, completed a year of college at Lock Haven University of Pennsylvania and worked for 19 years at Midstate Electric. He wasn't very satisfied with the retirement package at Midstate and began looking for work, even considering working at a paper mill in Tyrone, PA. He received a call one day telling him to report to Harrisburg for a job and the rest was history... 50 years of it! After holding a variety of positions within the Bureau of Construction, Petulla's been a Construction Inspector Manager in the Central Region's State College Satellite Office since 1985. Over that time he's been involved in hundreds of projects including SCI-Benner, SCI-Houtzdale, Mansfield University's North Hall and Penn State's Bryce Jordan Center, Chemistry Building, and Poultry & Cow Facility.

When asked what's kept him on the job for so many years, he responded, "I was going to retire at 65 and my wife, Eleanor, and I were going to spend six months up here in State College and six months in Florida. But my son Frank had four boys and my wife said 'Who's going to watch the grandchildren?' So I kept working!"

Even through working, Petulla hasn't escaped being around his family totally. His son, Frank, and grandson, Frankie, also work in the State College office with him – three generations of Petullas!

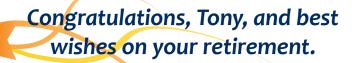
When asked about the secret of his longevity, Petulla didn't comment much, but he did say that bosses like Dan Weinzierl, Liz O'Reilly and Josh Reynolds made his job a lot easier.

This writer, however, thinks he may have given the secret away when he spoke about his very athletic background which included football, boxing and 30 years of playing baseball! As a pitcher, he recalled playing against the Kansas City Monarchs managed by Negro League great Satchel Paige, a game which Petulla's team won!

Obviously, his legacy extends beyond the baseball field, and that was evident when he went to retire.

"The retirement counselor told me in her 26 years of state employment, she's never seen anyone with 50 years," Petulla noted.

With a reputation as a knowledgeable, straightforward and no-nonsense person over the last 50 years, we may never see a legacy like this in state government, either.



COSTARS - 12 Years and Still Shining with Success!

Nearly 12 years ago, the commonwealth unveiled the state's cooperative purchasing program known as COSTARS. The program was the proverbial-procurement-equivalent of a "shining ray of hope" in the fact that it significantly simplified the procurement process for its members by giving them access to pre-negotiated COSTARS exclusive contracts in addition to statewide

commonwealth contracts. Over the years, the program has seen changes, challenges and success, but one thing is for sure – it has never lost its luster!

"COSTARS was the first time the commonwealth stepped outside of doing procurement strictly for state agencies," COSTARS Marketing Manager Bruce Beardsley noted. "The customer base was increased from a specific number of state government agencies, to the potential for thousands of new members."



The COSTARS Team: Front Row (I-r) Roxann MacAvoy, Tera Akpan, Kathy Lewis and Dawn Eshenour. Back Row (I-r) Bruce Beardsley, Christine Acri, Emanuel Williams, Stacey Logan-Kent, Claire Osborne and Kim Bullivant.

Those members, known

as local public procurement units (LPPUs) include: municipalities, school districts and tax-exempt, nonprofit educational and public health institutions or organizations and nonprofit fire, rescue and ambulance companies. These entities were now given the opportunity to connect with suppliers of all sizes to do business, saving members both the time and expense of having to bid out for services and materials.

Dawn Eshenour, former COSTARS staff member and current COSTARS program manager, was in on the ground floor of the excitement when the program went into operation.

"It was a big change for those of us involved," Eshenour noted. "We were so used to negotiating for state contracts that we had to adjust to the flexibility and broad scope represented in the multi-award contracts offered through COSTARS." Despite the adjustments and changes in negotiating, the five-person staff went about the task of growing the program in its first year and the results were remarkable: 2,995 members enrolled and 273 awarded suppliers of goods and services!

"The Marketing Managers really went about the process of travelling across the state to promote the features and benefits of COSTARS, while at the same time getting information on what contracts for goods and services would best benefit the members," Beardsley said.

Today, the program boasts 8,360 members and more than 1,300 suppliers on its exclusive contracts and nearly 900 participating state contract suppliers. The program now offers 34 COSTARS-exclusive contracts ranging from IT Hardware to Vehicles to Furniture to Groundskeeping Supplies and Services, and 122 statewide contracts offering a wide range of materials such as Aggregates to Surveying Instruments and services such as Electronic Monitoring to Tree Trimming and Stump Removal.

COSTARS - 12 Years and Still Shining with Success! continued from page 7

As COSTARS began to take off, the staff quickly realized the need to incorporate technology into their operation in order to keep up with the progress being made. Prior to 2007, everything was done on paper.

"Everything we got from member registrations to supplier sales reports was done manually," Beardsley recalls. "Starting in 2007 we were able to incorporate a system and we just kept adding on as we went along. In 2013, we were able to devote some resources to the development of a technology platform that combined all of the add-ons, and we were able to better collect valuable data to aid us in our efforts to fine tune the program to better meet the needs of our members and suppliers."

The program has an online presence and is celebrating nearly a year on both Facebook and Twitter.

"The social media platforms grant us another venue to inform our members and suppliers of important program and contract updates in addition to our traditional online methods like the website, email blasts and our newsletter." Eshenour said.

While technology has definitely given the program the boost it needed, the tried and true method of teamwork has proven to be useful in keeping the program running smoothly.

"We have COSTARS Marketing Managers, who promote ongoing outreach to train members how to negotiate with COSTARS-authorized suppliers in order to obtain the "best value" when making purchases through the program and Bureau of Procurement and COSTARS Commodity Specialists work together to train COSTARS suppliers about the program and how to sell to COSTARS members within the guidelines of the contracts," Eshenour noted. "From our administrative support person who fields the 500-600 calls we get each month, to the marketing managers and commodity specialists, it's a total team effort."

Moving forward, COSTARS is looking to expand membership through the nonprofit sector, holding a member/supplier expo, hosting regional webinars/ workshops and possibly implementing a supplier rating system for members. Another area is the creation of additional contracts based on members' areas of need.

One thing the COSTARS team wants to make sure continues is the program's good reputation.

Legislators regularly praise the program at budget hearings and in a recent survey of COSTARS members, 98 percent of respondents graded the COSTARS program as "excellent" and "useful." As one COSTARS member plainly stated "Anytime you do not have to get three quotes or take bids, it is an absolute dream!"

With a bright past to reflect upon and a bright future to look forward to, it doesn't look like the success will stop shining for COSTARS anytime soon!



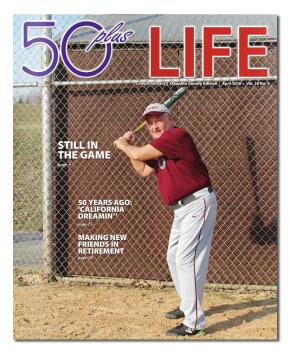
Jerry Munley, husband of Carol Munley, DGS Bureau of Real Estate, was featured on the cover of the April 2016 edition of 50-plus Life. In the article, Munley discusses how he became involved by not only playing, but eventually managing two softball teams

for seniors. He also discusses the benefits he sees for those playing softball at a more experienced age.



"I am not a doctor, but it's easy to observe that those playing ball are in good physical shape, especially for their ages ... Baseball season starts for us with practices in April and goes through late October, so this gets the body moving quite a bit," Munley said, adding that the leagues even have players over age 75.

> You can read the full article, "Still in the Game" on the 50-plus Life website.





Dave Narkiewicz, DGS Office of Chief Counsel, celebrated the birth of his first grandchild, Finnley Benjamin Kennedy, on February 28, 2016. Dave's daughter, Kristal Narkiewicz Kennedy, her husband Todd Kennedy, and "Finn" are all doing well, as Dave looks forward to taking Finn to his first Eagles game this fall on September 25th when the Eagles play the Steelers at Lincoln Financial Field. Congratulations to Dave and his family!

Department Hosts Ethiopian Delegation to Discuss Procurement Best Practices



On April 11, 2016, PA Department of General Services Secretary Curt Topper and DGS Executive staff hosted a delegation from Ethiopia to discuss best practices in public procurement. The group visited the commonwealth as part of the United States Trade and Development Authority's (USTDA) Global Procurement Initiative. The group discussed issues including: quality assurance, metrics, life-cycle and goals, Green procurement, guidelines for multiple-award contracts, sole-source guidelines and facility maintenance and management.

April Birthdays

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Appointments/Transfers

18-Nov-15

30-Nov-15

30-Nov-15

14-Dec-15

03-Feb-16 08-Feb-16

08-Feb-16

05-Mar-16

02-Apr-16

04-Apr-16

04-Apr-16

09-Apr-16

11-Apr-16

21-Apr-16

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Tyrone Edmonds	Temp Adjunct Cstdl Wkr, GS Ctrl Op Rgn 1	
Arnold Gibbs	Temp Adjunct Cstdl Wkr, GS Ctrl Op Rgn 1	
Tracey Adams	Equip Opr B, GS Fed Srpls Prop Div	
Timothy Zimmerman	Temp Adjunct Cstdl Wkr, GS Ctrl Op Rgn 1	
Jeffrey Higgins	DGS Real Est Prop Coor, GS Real Est Acq Dsptns Div, Annuitant	
Bryce Davis	Cptl Plc Ofr, GS Capitol Pic Div	
John Biesecker	Cptl Plc Ofr, GS Capitol Pic Div	
Rebecca Gard	Clk 2, GS Bur of Pubctns	
Shawn Smith	Atty 5 OGC, GS Chf Cnsl	
Barry Rector	Clk 2, GS Prntng Div	
Sherman Farling	Crpntr, GS Mntnc Srvs Sctn	
Eric Decker	Admy Ofr 2, GS Dep Sec Ad	
Suzanne Thear	Admv Ofr 1, GS Sec, Annuitant	
Juli Bossert	Ex Rsdnc Stf Mgr, GS Ctrl Op Div	

Promotions

Timnit Kidane	Cstdl Wkr 1, GS Ctrl Op Rgn 1	19-Dec-15
William Straw	Cptl Plc Ofr Sgt, GS Capitol Plc Div	02-Jan-16
John Szczypta	Cptl Plc Ofr Sgt, GS Capitol Plc Div	02-Jan-16
Mary Andrzejewski	Cler Supv 2, GS Prntng Div	09-Jan-16
Scott Bowers	Admv Ofr 3, GS Splr Dvpt Spt Div1	6-Jan-16
Edra Ballard	Clk 2, GS Prntng Div	24-Jan-16
Suzanne Chubb	Dir Cmwlth Mda Srvs Dgs, GS Cmwl Mda Srvs	06-Feb-16
Preston Minnich	Plmbr, GS Hvac Sctn	11-Feb-16
Matthew Fidler	Assoc Cmdty Mgr, GS Prcmnt Div	13-Feb-16
Tangerine Ervin	Cstdl Wkr 1, GS Ctrl Op Rgn 2	13-Feb-16
Gregory Flickinger	Bldg Mntnc Supv, GS Annx Mntnc	17-Feb-16
Nicholas Clark	Mntnc Mgr Dgs, GS Hvac Sctn	26-Mar-16
Tracy Wright	Ex Sec 2, GS Sec	26-Mar-16
Scott Pitts	Vd Ad Prd Supv DGS, GS Cmwl Mda Srvs	09-Apr-16
Mark Demey	Bldg Adm 1, GS Bur Fclts Mgmt	09-Apr-16

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