

The Downtown Informer



Limbaugh U.S. Courthouse Dedication Held

by: *Charlie Cook, PBS Communications Specialist*



U.S. Senator Christopher “Kit” Bond; Congresswoman Jo Ann Emerson; District Judge Stephen Limbaugh, Jr.; retired District Judge Stephen Limbaugh, Sr.; Acting GSA Administrator Jim Williams; Regional Administrator Brad Scott and more than 500 guests were in Cape Girardeau, Mo., October 6 to officially dedicate the new U.S. Courthouse in honor of Rush Hudson Limbaugh Sr.

The courthouse is being named in honor of Limbaugh Sr. as a tribute to his involvement in the Cape Girardeau community. Mr. Limbaugh received his legal training at the University of Missouri-Columbia and practiced law for nearly 80 years until his death in 1996 at the age of 104. At the time, he was the nation’s oldest practicing lawyer.

The Rush Hudson Limbaugh Sr. U.S. Courthouse officially opened its doors on June 2, 2008. It is situated on a three-acre site and rests atop 170 concrete piers, making the building able to withstand a significant seismic event.



Funding for the courthouse was first secured in 2002, and the design was completed in April 2004. Officials broke ground on the site in January 2004, and the building’s shell construction was completed in January 2006. Interior finishing and commissioning was completed in May 2008.



PBS Assistant Regional Administrator Mary Ruwwe and Project Management Director Cy Houston recognized the Kansas City members

of the Limbaugh Courthouse project team on October 27 to thank them for their efforts over the years.

In a separate ceremony on October 30, Ruwwe and Houston recognized GSA’s St. Louis-area project team members. GSA would also like to thank all the contractors, tenant agency representatives and the Cape Girardeau community who worked to make this courthouse a reality.

Boy Scout Troop 5 Installs Flags

by: *Sharon Schuler, Building Management Specialist*

The Rush Hudson Limbaugh Sr. U.S. Courthouse benefited recently from a service project, courtesy of the Boy Scouts of America, Troop 5 in Cape Girardeau, Mo. At the request of U.S. Senator Christopher “Kit” Bond’s district office, the boy scouts provided and installed seven American flags for display at the main entrance circle driveway of the courthouse.



The flags were on display during the building dedication ceremony that took place on October 6, 2008.

Brian Weiss, Troop Leader, spearheaded the project, which was accomplished over a couple afternoons in late September, just prior the dedication ceremony. They dug holes, which were two feet deep and lined the holes with gravel, concrete and piping to secure the posts and flags. The permanent fixture also includes a cap so that the holes are hidden when they are not in use. What a great final touch for the successful courthouse dedication ceremony.

GSA plans on displaying the flags during the Memorial Day, Independence Day and Veterans Day holidays. The inspiration for the service project came from the Cape Girardeau County Park that currently houses an inspirational avenue of over 450 flags, which are flown on patriotic holidays which Troop 5 was also involved in. Each flag bears the name of a Cape County veteran.

The tenants of the Limbaugh Courthouse are very grateful for the generosity of the Boy Scouts and look forward to honoring America’s freedom throughout the year.



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From the Director's Desk

by: *Charlie Meyer, St. Louis East Field Office Director*



Season's greetings and happy holidays to all our customers from the staff of the St. Louis East Field Office!

The year 2008 will soon come to a close. From my perspective, 2008 went by too quickly. This was probably due to the many ongoing activities. As noted on the cover page, the Rush H. Limbaugh Courthouse occupancy and ceremonial events are now history! Ongoing occupancy management is now our focus. Most will agree, the completed facility is awesome!

Credit for completing this facility goes to both internal GSA associates and to the efforts of our customers; in particular, those in the U.S. Courts and U.S. Marshals Service. Without their tenacity and support we could have not achieved the level of quality that the building exhibits! We are confident that the completed facility meets and hopefully exceeds our customers' expectations.

Fiscal Year 2009 has brought with it a declining economy and a new administration. As with most agencies, this translates into uncertainties for GSA. The most concerning is the financial impact on our federally-owned and leased facilities. Each year the Heartland Region, consisting of Missouri, Kansas, Nebraska and Iowa, convenes a Regional Capital Investment Panel to prioritize Repair & Alteration (R&A) projects, within our limited funds, for the upcoming fiscal year. As of this writing, GSA has not received a budget appropriation for the FY09 R&A program. We are currently operating under a Continuing Resolution. Therefore, our office does not yet know which projects will be funded.

Some expansion and relocation projects having customer visibility for which we've already funded, received customer funding via RWA, or expect to obtain funding include: Customs & Immigration Service's relocation/expansion at the Robert A. Young Federal Building (RAY), OSHA relocation to the RAY, Veterans Benefits Administration new office at the RAY, build-out of judges chambers on eighth floor at the Eagleton U.S. Courthouse, Social Security Administration and FBI relocation from the old courthouse to a lease facility in Cape Girardeau, Mo., and SSA relocation from the courthouse in Hannibal, Mo. to a lease location.

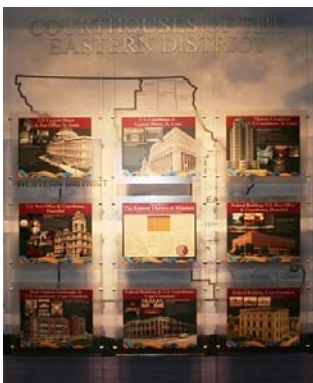
As the year progresses and funding is received, our office will make every effort to keep each agency informed of projects receiving funding.

The Limbaugh Courthouse Judicial Education and History Center

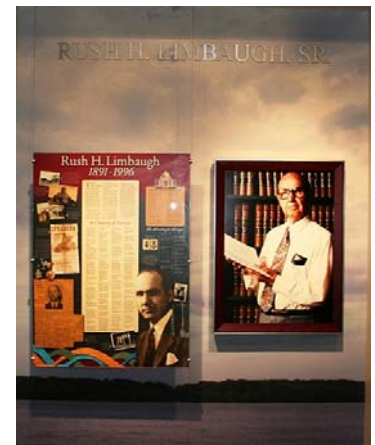
by: *Dana McWay, Clerk of the United States Bankruptcy Court*

With the dedication of the new Rush H. Limbaugh U.S. Courthouse, a new space has emerged: the Judicial Education and History Center. Located on the first floor of the Limbaugh Courthouse, the center is a museum-like space containing permanent exhibits devoted to educating visitors about the role of the judiciary in our nation. The center is dedicated to preserving and sharing the story of how this nation's institutions shaped Southeast Missouri's legal history.

Within the center's four walls are permanent exhibits focusing on the federal court system. The north wall contains educational and historic images enclosed in a series of cable-suspended display systems, plus a wallpaper design illustrating the Mississippi River. The display includes:



- A portrait of Mr. Limbaugh alongside a panel highlighting a century of service provided by Mr. Limbaugh to the legal community and to the community at large. Details of Mr. Limbaugh's many accomplishments are provided along with family photographs and images of memorabilia significant to Mr. Limbaugh's life.
- Panels illustrate the three branches of government and the role the federal courts play with the executive and legislative branches; the hierarchy of courts within the federal system; a comparison of federal and state court systems, including examples; and a visual representation of the path cases take to the U.S. Supreme Court.
- Panels illustrate the many courthouses constructed within the District's three divisions: Northern (Hannibal), Eastern (St. Louis), and Southeastern (Cape Girardeau). Each courthouse panel provides details concerning its construction completion, tenants and supervising architects. The images used for these panels are a mix of historic and contemporary photographs. A center panel provides historical details of the courthouses and places them within the context of both the District and the larger U.S. Court of Appeals for the Eighth Circuit.



Continued on page 3

- An image of the Mississippi River taken from the banks of the Eastern District looking towards Illinois is used as a backdrop for wallpaper that spans all three alcoves, thereby providing continuity of design across the north wall. The wallpaper for two of the alcoves contains additional images pertinent to the images located in the display systems within the respective alcove. The alcove addressing the independent judiciary contains images of Lady Justice, taken from the figure located in the front of the former courthouse in St. Louis, and the U.S. Supreme Court building. The alcove addressing the federal courthouses contains an image of the state of Missouri divided into the Eastern and Western Districts and illustrates each division within the Eastern District and the respective counties contained in each division. Each of these images is superimposed above the river's tree line and within the clear blue sky area of the overall image.

The west wall holds a large flat screen monitor connected to a computer system, which plays on a continuous loop, displaying a wide variety of electronic educational materials pertinent to the federal judiciary. The educational materials are provided courtesy of the Federal Judicial Center, the training arm of the federal judiciary.

Work continues to complete the remaining two walls within the space. The south wall will include a timeline of cases and events significant to the Eastern District. Future development of the east wall will contain illustrations of the building's construction and the manner in which it was designed to be sensitive to the environment, courtesy of the General Services Administration.

The large effort needed to envision, design and construct this space involved many individuals. Each of them brought ideas to the project that served to enrich it and bring it to fruition. Their many talents will be called upon to complete the project in the near future.

Permanent Displays in Judicial Learning Center Nearly Complete

by: *Laura Dreon, Management Support Deputy, United States District Court*

The Judicial Learning Center, located in the Thomas F. Eagleton United States Courthouse, and managed by a not-for-profit group comprised of dedicated legal, educational and business leaders in the 8th Circuit, has been open since May 2006. The learning center receives no government funding and is supported by private donations managed by the not-for-profit committee. The learning center has been used to host a variety of traveling legal and historical exhibits from across the country.



Recently, the not-for-profit group awarded Taylor Studios, Inc., of Rantoul, Ill., the task of designing, fabricating and installing permanent, interactive displays and exhibits. The exhibits focus on the importance of "The Rule of Law," depict how and why the federal court system was created, outline the differences between state and federal courts, illustrate Eighth Circuit landmark cases, and allow visitors to "sit" as jurors and "play" judge.

One planned section of the learning center will keep visitors abreast of current events relating to legal issues and the judiciary. Another section will feature a feedback instrument providing visitors the opportunity to offer views and comments on their learning center experiences. Installation of the permanent displays is expected to begin in January 2009.

Eagleton Voted Best Missouri Courthouse

by: *Cara Hoevet, PBS Communications Specialist*

The Thomas F. Eagleton U.S. Courthouse in St. Louis was recently selected as the Best Courthouse in Missouri by *Missouri Lawyers Weekly*.

Missouri Lawyers Weekly hosts the "Best of" awards annually and bestows awards in many different categories including, but not limited to: Best Law Firm, Best Supreme Court Judge, Best Law School and Best Law Firm for Women.

This is the second year for the Missouri's Best Awards and this year, *Missouri Lawyers Weekly* decided to let those in the Missouri legal profession choose the nominees and vote for the winners. More than 640 individuals considered all the categories and nominees and placed their votes.

The award ceremony and luncheon was held on October 30, 2008 at Busch Stadium in St. Louis. Kim Brammeier, Building Management Specialist at the Eagleton Courthouse, attended the ceremony and accepted the award.

Missouri Lawyers Weekly was founded in 1987 and is part of the larger *Lawyers Weekly*, which publishes newspapers in seven states. *Missouri Lawyers Weekly* reports on legal decisions issued by all state and federal courts in Missouri as well as all other news vital to attorneys in the state.



RAY Building Projects

by: Tom Yochim, Senior Building Manager, RAY Building



A Year in Review:

2008 has been a busy year for projects in support of new and existing tenants in the Robert A. Young (RAY) Federal Building. The Department of Homeland Security, Citizenship and Immigration Services (CIS) expansion project began in November, moving from the 1st floor to the 2nd floor, and is expected to be complete by March 2009. Immigration Customs Enforcement-Detention Removal Office will take over all of the CIS's previous space on the 1st floor. The Department of Labor, Occupational Safety and Health Administration will be moving to the 9th floor of the building by the end of the year. Most recently, the Veterans Administration has signed a three-year lease to occupy space on the 3rd floor and renovations began in November. FedSource will be moving out of the RAY Building in early 2009 and the Department of Homeland Security, Immigration Customs Enforcement is projected to move into that space on the 7th floor.

FY08 to Date:

The parapet wall project began in September and is scheduled to be complete by spring 2009, weather permitting. The project started on the north side, moved to the west side, and then will progress to the south side of the building. We are repairing the exterior walls above the 10th floor windows through the 20th floor of the tower section. We will also repair windows on floors which had water leaks during the heavy rains. Next year, the project will continue with the repair of the remainder of the building's exterior walls. The entire building will take approximately two to four years to complete.

The Security Access Control System upgrade project has been underway for several months and should be complete by mid-January. We are switching the existing card readers over to a new access control system, which is compliant with Homeland Security Presidential Directive 12 (HSPD-12). A future project will be to replace individual card readers that are HSPD-12 compliant and will read the new Smartcards. The HSPD-12 Enrollment Station for new Smartcard issuance has been operational since August 15 and is located on the ground floor in the RAY Building.

An exterior upgrade project to replace two doors and four windows in the daycare and to take care of some safety issues on the roof is currently under construction and will be complete by year end.

Projected Future Projects:

A project to resurface the 13th Street parking lot is scheduled for early 2009, with the majority of the resurfacing work taking place after-hours or on weekends.

The common space upgrade project is still on target for FY09, budget permitting. The common area will include new lighting, carpet, paint, and furniture. The corridors and elevator lobbies will include new lighting, carpet, and paint. The break rooms will include new lighting, flooring, paint, sink area, and furniture.

A cafeteria renovation is still scheduled to occur in 2010, pending funding availability, and the design for this project is complete. The renovation includes updating the dining, serving, and dish room areas.

Retro Commissioning

by: Matt Hemann, GSA Facility Operations Specialist

Retro Commissioning analyzes a building to identify possible energy efficiency improvements, with the objective on saving energy. This may include remedial design and construction to accomplish this goal. If this is done to an occupied building it is possible to save 10-40 percent on Heating Ventilation and Air Conditioning (HVAC) equipment and utility bills. With the presidential mandate in place to conserve energy, this is a process that will be implemented at the Robert A. Young building in FY09.

5 Retro Commissioning Phases:

- | | |
|---------------------------|--|
| 1. Contract Phase | The procedure involves five phases, as shown in the box on the left. |
| 2. Pre-Site Investigation | The Contract Phase examines all building requirements, including equipment needs and design, and preparing of the contract. |
| 3. Site Investigation | |
| 4. Analysis Phase | Pre-Site Investigation consists of a developed plan for the project, training the owner, document and design review, operations record review and management/maintenance interviews. |
| 5. Corrective Action | |

Site Investigation involves gathering tenant opinions, determining actual heat loads, conducting a detailed HVAC investigation, examining the building envelope (all exterior materials) and the building automated system.

Next, the building issues are analyzed, solutions developed, reports generated and recommendations are presented to the owners.

Finally, we take corrective action. Corrective action includes optimization of building systems to ensure they perform interactively with other systems to meet the current operational needs.

All of the above processes result in a building that operates economically, yet meets the environmental needs of the customer.

Tenant Comments—What Happens to Them?

by: Nancy Todd, Building Management Specialist & Bettye Smith, Lease Administration Specialist

Online surveys, phone surveys, paper surveys. Everywhere we turn a company is asking us to complete a survey to gauge our satisfaction level with their services. They come from your car insurance company, the local grocery store, your credit card company, the IT department, your employing agency and GSA, too. You may often wonder if surveys really make a difference and what actually happens to the data that is collected.

GSA is committed to providing our customers the best facilities management in the industry. In support of our commitment, we conduct Tenant Satisfaction Surveys, in conjunction with the Gallup Organization, to provide you an opportunity to be heard. Based on your feedback, GSA can address specific areas of concern, which allows us to provide better service. The survey asks our customers to rate us based upon the following criteria: first impressions, indoor environment, cleaning, maintenance, security, elevators, building management staff and overall satisfaction.

This year the St. Louis East Field Office distributed the Tenant Satisfaction Survey to five leases and one federal building. As an example of one surveyed facility, GSA received comments ranging from the speed of the elevators to ventilation issues to temperature comfort in workspaces. In response to some of the comments, the following improvements were made in that facility:

- Reprogrammed the elevator to have a faster response time
- Conducting monthly cleaning inspections to ensure cleanliness of the facilities
- Adjusted ventilation settings to improve air quality
- Installed an Energy Management System to give greater control over temperatures
- Updated wall coverings and some bathroom fixtures



At this particular facility, the field office's customer satisfaction score increased from 76.2 percent (Spring 2005) to 82.5 percent (Spring 2008). The response rate also increased from 79 percent to 82 percent.

As you can see, your opinion counts! We work with your facility representative and lessor to ensure we are providing you with the best workplace that we possibly can. However, some of the concerns raised by tenants may be outside of the lessor's scope of responsibility. For example, additional or newer space, new furniture, installing sinks in break rooms, and additional parking, are all outside of the lessor's scope of responsibility. The resolution to such requests may require additional funding and may not be completed due to your agency's funding constraints.

We are currently in the process of evaluating the 2008 survey comments. The St. Louis East Field Office is here to serve you regardless of whether you received a survey this year or not. Our field office mission statement is: "Each day, providing all customers with a level of service that exceeds their expectations." It doesn't matter how large or small your agency is, we stand ready to assist you in making your workplace better.

Your leasing professionals are: Nancy Todd, 314-539-7313, Bettye Smith, 314-539-7332 and Dale Bridges, 314-539-7305.



St. Louis East Field Office Contact Information

Thank you for picking up the latest edition of the Downtown Informer. This newsletter is your premier source of information regarding building projects, events and stories that impact your workplace. If you have any comments or suggestions regarding our newsletter, please feel free to contact GSA PBS. You may also read this newsletter online at: www.gsa.gov/stlouisfo.

Public Buildings Service 314-539-7305

Federal Acquisition Service 314-539-3491

RAY BUILDING

EAGLETON COURTHOUSE

True Blue (custodial) 314-621-3045

ATI-TAI (custodial) 314-588-9710

FedServ (mechanical) 314-621-8205

LB&B (mechanical) 314-621-2525

HANNIBAL COURTHOUSE

LIMBAUGH COURTHOUSE

Learning Opportunities (custodial) 573-406-7583

VIP Industries (custodial) 573-225-6621

Commercial Ag & Electric (mechanical) 573-795-2298

Wilson 5 (mechanical) 573-335-9997

St. Louis East Field Office News & Notices



Employees who work under the Exhibit Arts contract are eligible to be recognized as Employee of the Quarter for providing an outstanding level of service. For the second quarter, Exhibit Arts recognized Shirlene Church, who for the last three years has provided customer service with a high level of professionalism. The third quarter honoree is Mike Wilcox who is a budget analyst in the East Field Office. He was recognized for his outstanding work ethic and attention to detail. Congratulations!



LB&B Associates Inc. welcomes Administrative Assistant Annette (Nettie) Travis, to the maintenance team at the Eagleton U.S. Courthouse. She is assuming the duties of Pam Babcock, who accepted a transfer to Wisconsin in September. Nettie has a bachelor's degree in economics and 20 years of administrative and computer experience. Most recently she supported an international team of 22 account managers at a medical device company. Nettie is a wife, mother, step-mother and step-grandmother. Nettie supports several animal rescue organizations by fostering dogs and is a rescue trainer for the St. Francois Society.



GSA bids farewell to Jerry Brown, who has spent more than 28 years with GSA. Jerry began his GSA career as a roofer and has filled a variety of roles with GSA. He's also been a carpenter and a planner/estimator and a project manager for the last 24 years. After retirement Jerry plans on traveling to the west coast. Jerry's been married for 41 years and has three adult children. He enjoys fishing, golfing, carpentry and renovating homes with his son. Thank you, Jerry, for the many years of devoted service to GSA.

Holiday Decorating Guidelines



- Please ensure all decorations are safely displayed and do not harm the building's interior finishes.
- Do not damage doors or wall finishes.
- Avoid fire hazards such as lighted candles, open flames or high-heat producing devices.
- Utilize non-combustible or flame-retardant materials in decorations and displays.
- Keep decorations and displays free and clear from any exits or access to exits.
- Non-combustible artificial Christmas trees are permitted in any size. Natural Christmas trees may be brought into buildings for no longer than two weeks provided they stand in water and are clear of any exit or exit lobbies.

Federal Protective Service

by: Charles Blakeman, Federal Protective Service District Commander

The U.S. Department of Homeland Security, Immigration and Customs Enforcement, Federal Protective Service (FPS) is responsible for policing, securing and ensuring a safe environment in which federal agencies can conduct their business. FPS focuses on the nation's interior security and the reduction of crimes and potential threats to more than 8,800 federal facilities nationwide. Uniformed FPS officers and special agents respond to calls for assistance, conduct investigations and provide crime prevention tips, as well as assist in occupant emergency planning.

All federal facilities under FPS control receive a thorough building security assessment on a recurring schedule. During this assessment, representatives of all tenant agencies are interviewed to gather information on the specific mission they perform within the facility and intelligence, crime statistics and existing security countermeasures for the area are reviewed. Based on the findings and working with the tenant agencies, security countermeasures are added or adjusted. This allows for tailored security for each facility versus a one-size-fits-all approach.

Specifically, FPS Inspectors provide proactive protection through law enforcement and intelligence services to detect, deter and defend federal facilities. As uniformed officers, inspectors serve as a visual deterrent while at federal facilities, conduct basic patrol activities and initial response, participate in scheduled building evacuation drills, enforce federal property management laws and regulations and apprehend persons suspected of committing crimes. FPS Inspectors are also physical security specialists who are specially trained to conduct building security risk assessments to determine the protective posture of the facility and recommend specific countermeasures to mitigate risk.

Jim Wells is the FPS Inspector responsible for the Robert A. Young Federal Building. Prior to joining FPS in 2005, Jim served in the United States Army and was a Correctional Officer with the Illinois State Department of Corrections. He also worked for the Federal Bureau of Prisons before becoming a Federal Air Marshal. Before moving to St. Louis, Inspector Wells was the FPS Lead Inspector in the Seattle, Wash. area. Jim is married with three children and is originally from the St. Louis area.

To report suspicious or criminal activity in or around your facility, call the FPS MegaCenter at 1-877-4FPS-411 (1-877-437-7411). Inspector Wells can be reached directly at 314-539-3654.