Inside Scoop

Logistics and Operations Support Update

This is to advise customers of two recent retirements in the Warehouse Services Department.

Joe Shell and Donna King, have retired from State Service as of September 30, 2015. Replacements for these positions are underway.

During the transition of the vacated positions, staff is prepared to continue to offer excellent support for material orders and or storage requests.

Questions regarding Warehouse Services can be directed to Kristi Thompson via email at thompsonk1@michigan.gov or by phone at 517-636-5407.

For Warehouse orders, please send requests to: MMS-Orders@michigan.gov

Leave it to the Experts

Vehicle and Travel Services

Vehicle and Travel Services (VTS) helps both individual employees and state agencies through its expertise in motor pool management.

When a state employee needs a vehicle for short-term business use, the DTMB Motor Pools offer a convenient solution in many locations throughout the state. Through the use of an online motor pool reservation system called Fleet Commander, state employees have 24 x 7 access to reserve sedans and minivans.

Employees may reserve a vehicle as needed by the hour or as long as two weeks at a time. Through the use of automated kiosks and key boxes, they can pick up the vehicles when they need them at seven locations: Downtown Lansing, Lansing Secondary, Detroit, Grand Rapids, Flint, Traverse City and Escanaba.

Before making a reservation, employees must first register with their identifying information including accounting codes.

Employees can go to: www.michigan.gov/motorpool and click on “User Registration” or contact VTS Customer Service at 517-322-5000.

VTS can also assist agencies which operate their own motor pools. It has partnered with some Department of Environmental Quality and Department of Health and Human Services (DHHS) offices to implement Fleet Commander for its reservation system component. These sites utilize a dedicated PC for employees to check in and check out vehicles, but do not utilize kiosks and key boxes. Saginaw County DHHS was the latest office to implement this solution in August. Some of the benefits realized by using Fleet Commander include a real-time system to manage the vehicles, less paperwork and increased driver accountability. For more information regarding the possibilities of using Fleet Commander, contact David Hofmeister via email at hofmeisterd@michigan.gov or 517-322-6338.
We’re pleased to share a little shout out for DTMB Office of Support Services (OSS). Our customer survey is back and we received favorable responses.

OSS Services include: **Vehicle and Travel Services, Records Management, Print, Mail, Delivery, Warehouse and Surplus Services!**

Key performance indicators of the survey included:

◊ **Overall Customer Satisfaction**
◊ **Net Promoter Score**
◊ **Service Agree Score**

We are pleased to report all indicators were positive, with each individual program receiving strong positive responses from customers. Be assured our work with improving not only our scores but service is not finished. Rather we are examining ways to continually improve services in support of our agency partners. Customers can expect to see our efforts of understanding your needs, engaging you and enhancing our services by **Helping, Connecting and Solving** throughout all OSS service processes.
POSTAL TRIVIA

1. ZIP codes were put in place to help deliver mail. In what year was the system created?
   A. 1933
   B. 1963
   C. 1903
   D. 1873

2. In which year was flying the U.S. Mail established?
   A. 1902
   B. 1888
   C. 1918
   D. 1930

3. Which actor’s grandfather flew the U.S. Air Mail as a contractor in 1926?
   A. Jim Varney
   B. Jack Nicholson
   C. Jim Backus
   D. Leslie Nielson

4. Which of the following was a U.S. Air Mail flyer?
   A. Jim Thorpe
   B. Waldo Pepper
   C. Charles Lindbergh
   D. Howard Hughes

5. Which singer, who also appears in Death Cab for Cutie, is a member of the Postal Service?
   A. Chris Walla
   B. Jenny Lewis
   C. Ben Gibbard
   D. Jimmy Tamborello

6. Whose letter was the first letter delivered by air?
   A. Babe Ruth
   B. Woodrow Wilson
   C. John Dillinger
   D. Paul Getty

Answers on page 4
Postal Rate Commission Ruling

On July 29, 2015, the Postal Regulatory Commission (PRC) issued Order 2623, which ruled that the Postal Service™ had justified the recovery of an additional $1.191 billion in contributions as an exigent rate surcharge. Adding this to the $2.766 billion approved in Order 1926, the total exigent rate surcharge approved by the PRC is $3.957 billion. The current surcharge will remain in effect until removed in accordance with the surcharge removal plan filed June 2, 2014, and the provisions of previous PRC Orders. This means that the exigent surcharge may be extended through March/April 2016. While the USPS® has not made any official announcements, a January 2016, Market Dominant increase in rates is very unlikely while an April 2016, increase is possible provided there is enough CPI to justify an increase.

Network Rationalization—Lansing Processing Facility

Recently DTMB Logistics and Operations Support (LOS) met with Postal Officials from the Greater Michigan Postal District, along with local plant representatives. One of the topics was gathering information about ongoing USPS Network Rationalization plans and specifically the impact to the Lansing facility that principally serves State government. Postal Officials present stated that in all likelihood the Network Rationalization plan would resume sometime in the spring of 2016 nationwide. However at this time, no timetable has been set due to a number of factors, including efforts to fully seat the Postal Rate Commission and pending issues in the hands of the U.S. Congress. DTMB Logistics and Operations Support will keep customers informed as information is made available.

POSTAL TRIVIA ANSWERS

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E-mail Management

Most employees cannot function effectively at work without e-mail. E-mail systems are designed to send and receive e-mail messages; they are not a record retention/storage tool. Agency records in all formats should be stored in the designated filing system for the business process. When they are stored in an individual e-mail account they are not accessible to all of the people who may need to use them and they are at risk.

There is no single retention period for all e-mail. The length of time that an e-mail needs to be kept depends upon the content of the message and the business process it supports. If an e-mail message is related to:

- Contracts - keep as long as all other contract records
- Personnel - keep as long as all other personnel records
- Projects - keep as long as all other project records

The retention periods for records are defined by legal documents called Retention and Disposal Schedules. Schedules are developed by Records Management Services (RMS) for state agencies. If you don’t know where you should store your e-mail, or if you don’t know how long to keep your records, talk to your supervisor. In addition, your department’s Records Management Officer (RMO) and RMS can assist with training and consulting services. More information and training is available online at [http://inside.michigan.gov/wr/records/Pages/EmailRetention.aspx](http://inside.michigan.gov/wr/records/Pages/EmailRetention.aspx).

Benefits of Centralized Filing

Shared drives, e-mail accounts and cubicles are overflowing with duplicate records. Why? A lot employees keep their own copy of various records that are mass distributed, instead of relying on a central office copy. Some employees make their own working copy of case files or project files, instead of relying on the central office copy. These types of duplicate records create major risks. These risks include:

- Confusion about versions
- Incomplete documentation
- File sharing challenges
- FOIA and litigation problems
- Inconsistent record destruction
- Increased storage costs

Records Management Services can assist you and your office with identifying ways for employees to effectively manage storage of their records.