

**Department of General Services**  
**Annual Report**  
**Reduction of Paper Consumption and Postage Expenses**  
**September 13, 2022**

This report is submitted in accordance with Ordinance No. BL2008-248 which requires all Metropolitan Government departments to submit an annual report to the Council regarding actions taken to reduce paper consumption and postage expenses.

The Department of General Services continues to make a deliberate and focused effort to reduce paper consumption and postage expenses. This report highlights many of the actions taken by General Services.

**Reduce Paper Consumption**

Printing

- Print defaults throughout the department are set to two-sided black/white print.
- Printing in booklet style (two-sided print with two pages per side) is utilized when appropriate.
- When feasible, paper is reused for printing or note-taking.
- Use of recycled paper with 30% post-consumer waste content in the copier multifunction machines.

Internet/Intranet

- General Services' documents are made available through the internet or intranet and printed only as absolutely necessary. Documents online include:
  - reports
  - administrative orders
  - presentations
  - forms
  - training guides
  - manuals
- External documents, such as fleet wiring schematics, are viewed online and not printed.

Faxing

- The fax confirmation print is turned off except when confirmation is necessary.

Email

- Employees routinely request that information be submitted through email in lieu of faxing or copying.
- When sending documents, scanning to email is used in lieu of faxing or copying.
- Building Operations' work orders are submitted electronically and routed through email.

Electronic Records

- Electronic records are kept, in lieu of paper records, for most General Services' business processes, including, but not limited to the following:
  - Time and attendance
  - Design and construction documents
  - Work orders
  - Online auction records

eSignatures via DocuSign

- Use of DocuSign for Paperless Electronic management & distribution of documents for signing and storage.

Meetings

- Meeting agendas and documentation are projected on a screen rather than printed.

**Management of Print/Copy Contract**

In addition to the paper reduction actions listed above, the Department of General Services manages the Metro-wide contract for overall document management solutions. The contractor provides copy/print equipment and print services to all Metro agencies with approximately 650 copiers and multi-functional devices currently installed throughout Metro. A few of the key elements of this contract are as follows:

- Print/copy equipment available through this contract includes scanning capabilities which enables users to create, store, and share electronic, rather than paper, files of documents.
- Two-sided printing is used as default whenever possible.
- Assessment, consultation, and training are critical components of the contract. Training on the scan to email feature is a top priority when machines are placed in Metro agencies.
- The contractor operates a print center to meet the printing needs of Metro. Print consultants work with Metro agencies to identify the most cost-effective means of printing items. Electronic proofs are normally provided by the print center for approvals on print jobs to cut down on the use of paper and recycled paper is a choice there as well.
- The contractor produces note pads, as requested by various Metro agencies, using outdated documents such as letterhead or event documents.
- Several Metro agencies recently implemented output management software on their multi-functional devices. This software requires users to authenticate print requests by using their Metro-issued identification badges. This software eliminates abandoned prints, increases document security, and provides forensics on who, where, what, and when regarding printing.

General Services Postage Expenses

<b>PROGRAM</b>	<b>FY 19</b>	<b>FY 20</b>	<b>FY 21</b>	<b>FY 22</b>
<b>FLEET MANAGEMENT</b>	<b>\$0</b>	<b>\$0</b>	<b>\$1.82</b>	<b>\$0</b>
<b>BUILDING OPS/CONSTRUCTION &amp; DESIGN</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>
<b>ADA COMPLIANCE</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>
<b>SECURITY</b>	<b>\$2.70</b>	<b>\$22.35</b>	<b>\$0</b>	<b>\$0</b>
<b>ADMINISTRATION</b>	<b>\$201.10</b>	<b>\$91.38</b>	<b>\$310.89</b>	<b>\$142.13</b>
<b>eBID/SURPLUS</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>	<b>\$1.42</b>

<b><u>TOTAL</u></b>	<b>\$203.80</b>	<b>\$113.73</b>	<b>\$312.71</b>	<b>\$143.55</b>

Postage Meter

Metro Postal Services uses a meter which prints postage directly onto mail pieces. For using a meter, Metro receives a \$.03 per piece discount on all USPS first class letter mail, resulting in \$4,000 of savings annually.

Pre-Sort Mailing Discount

Metro contracts with Pitney Bowes Presort Services to receive the outgoing mail from Metro Postal Services, sort the mail per USPS requirements, and bundle Metro’s mail in order to receive USPS discounts. This contract saves Metro \$.044 cents per first class letter. This contract saves Metro \$43,500 annually.

E-Certified Mail Savings

The E-Certified service allows agencies to save \$1.20 per certified mail piece. E-Certified removes the need for a paper receipt and enables agencies to track and verify delivery online. The paper-based certified return receipt rate is \$7.82 per piece. E-certified return receipt is \$6.62 per piece.

	<b>FY 19</b>	<b>FY 20</b>	<b>FY 21</b>	<b>FY 22</b>
<b>E-CERTIFIED PIECES</b>	<b>879</b>	<b>604</b>	<b>269</b>	<b>208</b>
<b>SAVINGS</b>	<b>\$1,099</b>	<b>\$755</b>	<b>\$336</b>	<b>\$250</b>

Express Mail Savings

Metro’s contract with FedEx allows a savings of approximately \$4.50 per package. Metro Postal Services processes approximately 823 packages through FedEx each FY, for a savings of about \$3,700 each FY.

**Sustainability Program**

To further educate and nudge our employees to reduce paper consumption and postage expenses, the Department of General Services has an educational outreach arm, *Socket, Nashville’s Sustainability Outlet*. The initiative is an interactive, sustainability program that educates Metro employees and the general Nashville community about the positive impact of environmentally-friendly best practices such as reducing paper and increasing recycling. Visit [socket.nashville.gov](http://socket.nashville.gov)