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county of ventura

Paul W. Ruffin
Director



GENERAL SERVICES AGENCY

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Ventura, CA 93009
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VENTURA COUNTY SUPERIOR COURT

APR 3 2003

OFFICE OF THE
PRESIDING JUDGE

April 2, 2003

Honorable Bruce A. Clark
Presiding Judge of the Superior Court
Ventura County Hall of Justice
800 South Victoria Avenue
Ventura, CA 93009

Pursuant to your request to respond to the report entitled *Ventura County, Business Support Services, Brown Mail & Printing Services* dated January 29, 2003, the General Services Agency (GSA) has prepared the following response:

Findings

- F-1 Concur with note: "cost cutting effort" applies to both the operational efficiencies gained by the merger and the corresponding reduction in rates charged to customer departments.
- F-2 Concur
- F-3 Concur
- F-4 Concur
- F-5 Concur
- F-6 Concur with note: GSA qualifies most daily first class mail for a discount along with processing one-time large mailings for even greater barcode discounts available from the United States Postal Service (USPS). Our "mail and printing services" program referenced in this finding coordinates customer printing and mailing within one request which reduces both postal cost and wasteful department handling versus offline printing and subsequent mail.
- F-7 Concur
- F-8 Concur with note: if an occasional holdover occurs, the mail center makes every effort to not delay time sensitive documents such as express, certified, and other high priority type mail documents.
- F-9 Concur
- F-10 Concur with note: the USPS has the County mail ready for pickup by 6:30 each morning.



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Ventura County, Business Support Services, Brown Mail & Printing Services

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- F-11 Concur
- F-12 Concur
- F-13 Concur with note: while this is true of approximately 3 million pieces of outgoing mail, it should be noted that the GSA Mail Center qualifies over 1.2 million additional pieces of mail for maximum barcode discounts and directly delivers to the USPS.
- F-14 Concur
- F-15 Concur
- F-16 Concur with note: incoming mail is recorded as number of tubs and trays received each day with quarterly accounting of mail by department by weight to determine activity level.
- F-17 Concur

Recommendations

- R-1 To reinforce the existing County of Ventura Administrative Manual reference to the need to utilize the brown mail number in all internal and external mailings (1998 Administrative Manual, page 34, and attached hereto), the GSA Mail Center will communicate by internal memorandum to key County office personnel the necessity to adhere to incorporation of their brown mail reference in all business communications. In addition, GSA will work with the County's existing envelope contractor to reinforce the need to use the brown mail number in the County return address. These actions will be implemented by June 1, 2003.
- R-2 Reviewed and implemented with staff January 2003.

Should you have additional questions regarding this response, please contact Chris Hackleman, Business Support Services Manager, at 654-3755, or Rebecca Arnold, Deputy Director, at 648-9205.

Sincerely,



PAUL W. RUFFIN
Director

Attachment

- c: **Rebecca Arnold**, GSA Administrative Services
- Chris Hackleman, GSA Business Support Services

**SUBJECT: MAIL SERVICE**

ORIGINATING AGENCY: GENERAL SERVICES AGENCY**LAST ISSUED: 11/91****REVISED THIS ISSUE: 12/97*****POLICY:***

1. The General Services Agency provides U.S. mail handling services and delivery of inter-office correspondence at the Government Center and certain outlying areas.
2. The Mail Center personnel receive and sort incoming U.S. mail to an assigned brown mail location number. They also receive U.S. mail, affix postage and deliver mail to the post office.
3. Only official County business mail will be processed by Mail Center personnel. Personal mail encountered will be refused and returned to the sender or to the post office.
4. The Mail Center also provides the following services:
 - A. Processes accountable mail, i.e., postage due, return to sender, certified, registered, overnight express, etc.
 - B. Sends mail via Express Mail.
 - C. Provides automated sealing of envelopes and application of current postal rates as provided by mailing machines connected to a charge back system. Applicable postal forms are completed for processing by First, Third, or Fourth Class (Standard Mail), Library rate, registered certified, or insured.
 - D. Provides mail inserting to accompany outgoing mail.
 - E. Provides direct impression addressing services on envelopes or postcards, provides PC address, list importing, list cleansing, zip + 4 add on CD-ROM National Address database access, duplicate detection and bar coding. The Mail Center accepts imports from IBM compatible diskettes.
5. GSA/Graphics Services provides letter fulfillment services, i.e. automated folding and inserting of material into envelopes, tabbing or sealing of folded material, and complete coordination with the Mail Center to ensure delivery to the Postal Service.
6. Brown mail must be addressed clearly according to the following procedures:
 - A. Refer to the County's Brown Mail Delivery Location Numbering System index and insert the corresponding location number for the addressee. Although the location number, or L #, is the

only information needed to process brown mail, space is provided next to the location number on the brown mail envelope for any additional addressee identification deemed necessary. The location numbering index is available from the County Mail Center (654-2425) or the County Telephone Directory.

B. If departments incorporate the location numbers onto self-adhesive labels, the number must be placed at the lower left corner of the label, and affixed to the label under the Location Number column on the brown mail envelope.

7. Departments are encouraged to use their location number (L #) in their address so that incoming business mail may also be sorted and delivered using the L #. The U.S. Postal Service (USPS) recommends that the L # be placed somewhere in the first two lines of an address. Address format: uniform left margin, machine printed, uppercase only, two-letter state abbreviation, ZIP code or ZIP + four. Do not use commas, periods, or other punctuation in the address. Refer to the following example suggested by USPS to determine where to place the L #:

- FLEET SERVICE ADMINISTRATION
- John Doe L #
- 664 El Rio Road
- Oxnard CA 93030-1107

A. For Government Center departments with zip code 93009, you may use your brown mail Location Number as your Zip + 4 address for incoming correspondence. This will enable the Postal Service and the Mail Center to qualify incoming mail for special handling, i.e., machine readable for faster sorting and quick identification at the mail center.

- VENTURA COUNTY GENERAL SERVICES AGENCY
- Hall of Administration
- 800 South Victoria Avenue
- Ventura, CA 93009 -1000

8. GSA/Central Stores will deliver inter-office items that fit inside a brown mail envelope. Do not send large or heavy supplies, quantities of books or oversized objects though the brown mail unless special distribution arrangements have been made.

9. Inter-office brown mail is for official County business. Personal use is prohibited.

10. Delivery of most incoming U.S. Mail and inter-office mail is coordinated by GSA/Central Stores for approved mail stops.

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