

Department of General Services
Annual Report
Reduction of Paper Consumption and Postage Expenses
September 2025

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 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.
- Use of recycled paper with 30% post-consumer content in the copier multifunction machines.

Internet/Intranet

- General Services documents are available online and printed only as 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 documents are projected on a screen rather than printed.

Metro-Wide Print/Copy Contract

The Department of General Services utilizes the Metro-wide contract for print/copy equipment and overall document management solutions. A few of the paper-reducing elements of this contract are as follows:

- Print/copy equipment includes scanning capabilities which enables users to create, store, and share electronic documents.
- Two-sided printing is the default setting.
- 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.
- The contractor produces note pads, as requested by various Metro agencies, using outdated documents such as letterhead or event documents.

General Services Postage Expenses

PROGRAM	FY 21	FY 22	FY23	FY24	FY25
FLEET MANAGEMENT	\$1.82	\$0	\$32.25	\$0	\$0
BUILDING OPS/CONSTRUCTION & DESIGN	\$0	\$0	\$0	\$0	\$0
ADA COMPLIANCE	\$0	\$0	\$0	\$0	\$0
SECURITY	\$0	\$0	\$0	\$3.00	\$0
ADMINISTRATION	\$310.89	\$142.13	\$87.13	\$9.69	\$7.13
e-BID/SURPLUS	\$0	\$1.42	\$37.30	\$4.34	\$29.19
<u>TOTAL</u>	\$312.71	\$143.55	\$156.68	\$17.03	\$36.32

Postage Meter

Metro Postal Services uses a meter which prints postage directly onto mail pieces. For using a meter, Metro receives a \$.04 per piece discount on all USPS first class letter mail, resulting in over \$5,100 of savings annually.

Postage Software

In March 2023, Metro Postal Services started using vendor software, known as API-USPS, that allows for discounts on USPS packages. 3,567 packages were processed in this manner resulting in savings of over \$4,800 for FY25.

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 to receive USPS discounts. This contract saves Metro \$.054 cents per first class letter. This contract saves Metro more than \$45,000 annually.

E-Certified Mail Savings

The E-Certified service allows agencies to save \$1.48 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 \$9.64 per piece. E-certified return receipt is \$8.16 per piece.

	FY 21	FY 22	FY23	FY24	FY25
E-CERTIFIED PIECES	269	208	337	359	533
SAVINGS	\$336	\$250	\$455	\$531	\$789

Express Mail Savings

Metro's contract with FedEx allows a savings of approximately \$4.00 per package. Metro Postal Services processed 921 packages through FedEx in FY25, for a savings of about \$3,700.

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 a multi-pronged program that educates Metro employees and the general Nashville community about the positive impact of environmentally- friendly best practices such as reducing waste. Visit socket.nashville.gov