



## Policies and Procedures

### GSA Points of Contact

Below are the points of contact for the GSA Public Buildings Service, Pacific Rim and Northwest/Arctic Regions, as well as the Federal Protective Service of the Department of Homeland Security. These “touchpoints” serve as the lead expert in GSA processes and policies, bringing coherence to the way we do business.

Please free feel to contact any of them if you have a question about these aspects of GSA or FPS. If you are interested in a specific project or space in a particular geographic area, please reference the project and space Points of Contact that are listed on the next page.

Function	Name	Title	Phone Number	E-mail
<b>GSA Pacific Rim Region (for the states of Arizona, California, Hawaii, and Nevada)</b>				
Child Care	Lyvette Norris	GSA Regional Child Care Coordinator	(415) 522-3350	lyvette.norris@gsa.gov
Customer Service	Robert Drakes	GSA Regional Customer Service Officer	(415) 522-3282	robert.drakes@gsa.gov
Disposal	Clark Van Epps	GSA Zonal Property Disposal Director	(415) 522-3480	clark.vanepps@gsa.gov
Environmental & Safety	Rebecca O'Dell	GSA Regional Environmental and Safety Officer	(415) 522-3337	rebecca.odell@gsa.gov
Major Project Execution	Catherine Lee	GSA Regional Property Development Officer	(415) 522-3188	cathyk.lee@gsa.gov
	James Draley	GSA Regional Realty Services Officer	(415) 522-3199	james.draley@gsa.gov
Major Project Pre-Development	Abdee Gharavi	GSA Regional Portfolio Management Director	(415) 522-3085	abdee.gharavi@gsa.gov
Portfolio Management	Abdee Gharavi	GSA Regional Portfolio Management Director	(415) 522-3085	abdee.gharavi@gsa.gov
Pricing	Nerisa de Jesus	GSA Senior Asset Manager	(415) 522-3484	nerisa.dejesus@gsa.gov
Property Management	John Tate	GSA Regional Property Management Officer	(415) 522-3378	john.tate@gsa.gov
Realty Services	James Draley	GSA Regional Realty Services Officer	(415) 522-3199	james.draley@gsa.gov
Rent Billing	Nerisa de Jesus	GSA Senior Asset Manager	(415) 522-3484	nerisa.dejesus@gsa.gov
Security and Law Enforcement	Joseph Loerzel	FPS Regional Director	(415) 522-3440	joe.loerzel@gsa.gov
<b>GSA Northwest/Arctic Region (for the states of Alaska, Idaho, Oregon, and Washington)</b>				
Child Care	Jennifer Bashford	GSA Regional Child Care Coordinator	(253) 931-7700	jennifer.bashford@gsa.gov
Customer Service	Jocelyn Morrison	GSA Regional Customer Service Officer	(253) 931-7037	jocelyn.morrison@gsa.gov
Disposal	Blaine Hastings	GSA Zonal Property Disposal Director	(253) 931-7750	blaine.hastings@gsa.gov
Environmental & Safety	John Merritt	GSA Regional Environmental and Safety Officer	(253) 931-7091	john.merritt@gsa.gov
Major Project Execution	Todd Gillies	GSA Regional Property Development Officer	(253) 931-7546	todd.gillies@gsa.gov
	Kathy Reddick	GSA Regional Realty Services Officer	(253) 931-7225	kathy.reddick@gsa.gov
Major Project Pre-Development	Steve Skidmore	GSA Regional Portfolio Management Director	(253) 931-7649	steve.skidmore@gsa.gov
Portfolio Management	Steve Skidmore	GSA Regional Portfolio Management Director	(253) 931-7649	steve.skidmore@gsa.gov
Pricing	Steve Skidmore	GSA Regional Portfolio Management Director	(253) 931-7649	steve.skidmore@gsa.gov
Property Management	Pat Clark	GSA Regional Property Management Officer	(253) 931-7725	patd.clark@gsa.gov
Realty Services	Kathy Reddick	GSA Regional Realty Services Officer	(253) 931-7225	kathy.reddick@gsa.gov
Rent Billing	Michael Wochna	GSA Regional Appraiser	(253) 931-7420	mike.wochna@gsa.gov
Security and Law Enforcement	Ken Spitzer	FPS Regional Director	(253) 931-7288	ken.spitzer@gsa.gov

\* Additional National Coherence Touchpoints can be found on GSA's web site at <http://159.142.200.84/coherence/>



## Specific Geographic Areas, Projects, or Space GSA Points of Contact

For project or space information in a specific geographic location, please contact the GSA Service Center indicated below. Each Service Center can provide your agency a wide range of GSA services to meet your needs.

If you have a technical question about GSA's process or policies, the National Coherence Touchpoints indicated on the previous page can best help you.

Geographic Area	Office	Name	Title	Phone Number	E-mail
<b>GSA Pacific Rim Region (for the states of Arizona, California, Hawaii, and Nevada)</b>					
<b>Arizona</b>	Desert Service Center	Paul Hamilton	Director	(619) 557-5309	paul.hamilton@gsa.gov
<b>California</b>					
• <i>San Francisco &amp; the rest of the Bay Area</i>	San Francisco Service Center	James Kane	Director	(415) 522-3191	jim.kane@gsa.gov
• <i>Sacramento &amp; Central California</i>	Pacific Service Center	Ellen Vincent	Director	(415) 522-3320	ellen.vincent@gsa.gov
• <i>San Diego Area</i>	Desert Service Center	Paul Hamilton	Director	(619) 557-5309	paul.hamilton@gsa.gov
• <i>Los Angeles &amp; Laguna Niguel</i>	Los Angeles Service Center	Michael Wirtz	Director	(213) 894-3468	michael.wirtz@gsa.gov
<b>Hawaii</b>	Pacific Service Center	Ellen Vincent	Director	(415) 522-3320	ellen.vincent@gsa.gov
<b>Nevada</b>	Desert Service Center	Paul Hamilton	Director	(619) 557-5309	paul.hamilton@gsa.gov
<b>GSA Northwest/Arctic Region (for the states of Alaska, Idaho, Oregon, and Washington)</b>					
<b>Alaska</b>	Northern Service Center	Kimberly Coon	Director	(907) 271-5103	kimberly.gray@gsa.gov
<b>Idaho</b>	Eastern Service Center	Sue Foster	Director	(509) 353-2457 x208	susan.foster@gsa.gov
<b>Oregon</b>					
• <i>Eastern Oregon</i>	Eastern Service Center	Sue Foster	Director	(509) 353-2457 x208	susan.foster@gsa.gov
• <i>Portland &amp; the rest of Western Oregon</i>	Southern Service Center	Lisa Ofenloch	Director	(503) 326-5072	lisa.ofenloch@gsa.gov
<b>Washington</b>					
• <i>Spokane &amp; the rest of Eastern Washington</i>	Eastern Service Center	Sue Foster	Director	(509) 353-2457 x208	susan.foster@gsa.gov
• <i>Seattle &amp; the rest of Western Washington, excluding Vancouver</i>	Western Service Center	Brent Allan	Director	(206) 220-5056	brent.allan@gsa.gov
• <i>Vancouver Area</i>	Southern Service Center	Lisa Ofenloch	Director	(503) 326-5072	lisa.ofenloch@gsa.gov