

# THE iMprint

Office of the Secretary  
Assistant Secretary for Administration

## Congratulations to the Class of 2003!

According to the Department of Education, there are about

5 million graduates in "The Class of 2003." To learn more about these graduate statistics or the 10 fastest-growing

occupations being pursued, go to <http://nces.ed.gov/> or <http://www.collegeboard.com/article/0,,2-10-0-236,00.html?orig=sec>.



"It has been said that children are the messages we will send to a time that many of us will never see. What an awesome responsibility and amazing privilege it is for us, as educators, to work with the future of America."

— *Betsy Rogers of Alabama, 2003 National Teacher of the Year*

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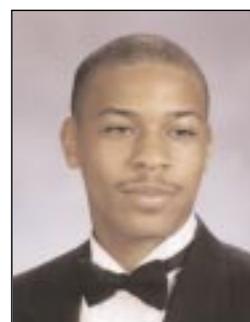
### ON THE ROAD TO CHANGE

## Joyful Endings and New Beginnings

Do you remember the joy and anticipation you felt when your name was called at your high school or college graduation? Do you remember the look of excitement and pride on the faces of your relatives as they waited to cheer when your name was called? This experience is fresh for several M employees who have recently celebrated the graduation of a family member from high school or college. May we never forget that season in our lives—a time filled with promise, excitement, and a vision for the future. Way to go graduates!



Kenan Brown, son of Rosie Langford, M-50  
Graduating from Woodrow Wilson, Sr. High School  
Plans to attend: Norfolk State University, majoring in Mass Communications/minor in Theatre Arts



Shaka Law Dickerson, grandson of Neal Law, M-30  
Graduating from DeMatha Catholic High School — 3.66 GPA  
Plans to attend: Columbia University in New York, received \$160,000 4-year scholarship  
Area of study: Architectural Engineering/Communications

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## Expanding Continuous Learning—Transportation University

Did you know that DOT has a specialized educational network of learning centers across the operating administrations, located along the east coast and as far west as Oklahoma? If you can imagine the synergy to be generated by partnering these centers under one Transportation University (TU), then you have just experienced the vision of Assistant Secretary Vince Taylor. Under the leadership of Mari Barr Santangelo and Randy Bergquist this concept has taken life and is being debuted at an upcoming meeting with the directors of these learning centers.



Randy Bergquist, M-10, briefs senior leadership on the Transportation University concept.

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**“Always dream and shoot higher than you know you can do. Don't bother just to be better than your contemporaries or predecessors. Try to be better than yourself.”**

— **William Faulkner,**  
**Author**

THE  
**iMprint**

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—DOT Graphics Design Team  
—DOT Photography Team  
(thanks again for a great job!)

The iMprint is published bi-monthly for DOT employees and customers of the Office of the Assistant Secretary for Administration. Comments and contributions are welcome. Please contact Carmen Jones on 202-366-6523, or [carmen.jones@ost.dot.gov](mailto:carmen.jones@ost.dot.gov).

**Correction:**  
*In the last iMprint issue, we omitted Tiffany Bryan and Delores Griffin, team members who supported TSA's staffing effort.*

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Shannon N. Friday, niece of Violet Collins, M-30  
Graduating from Oxon Hill High School  
Plans to attend: Bowie State University



Ryan Pugh, daughter of Lawrence Pugh, M-30  
Graduating from Gwynn Park High School — 8th in her class  
Plans to attend: Towson State University, majoring in Accounting



Aisha Ivey, daughter of LaVerne Ivey, M-50  
Earned a B.A. in International Affairs; minored in Spanish and Public Health  
Attended George Washington University, Washington, DC  
Immediate Plans: To attend the University of Michigan in the fall and pursue a dual Masters degree in social work and public health



Lawrence T. Pugh, son of Lawrence Pugh, M-30  
Earned a B.S. in Electrical/Computer Engineering (Magna Cum Laude) from Tennessee State University; also earned a degree in Math (Summa Cum Laude) from Lane College in Jackson, TN.  
Immediate Plans: Employed by the Raytheon Corporation in Denver, Colorado

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In support of the President's Management Agenda, the Department's Human Capital Plan includes initiatives to enhance continuous learning for DOT employees and to form strategic alliances with important stakeholders to achieve workforce excellence. This TU concept fully supports these initiatives. Collectively, TU would be comprised of the Global Maritime and Transportation School (Kings Point, NY), the National Training Center and the National Highway Institute (Arlington, VA), the FAA Academy and the Transportation Safety Institute (Oklahoma City, OK), the FAA Center for Management Development (Palm Coast, FL), and the National Transit Institute (at Rutgers University, NJ). The underlying foundation of this concept is a virtual environment that utilizes cutting edge, on-line technologies to provide more employees with greater

skill diversity in a cost effective manner. TU's focus is to enhance professional skills, promote intermodalism, and provide for leadership and executive development.

A meeting of the learning center directors will be convened in early July to discuss structure, governance, and implementation options. This strategic alliance is an example of a collaborative, intermodal effort at its best. Establishing the TU will level the playing field for DOT's 60,000 employees nationwide by offering a variety of educational opportunities that maximize utilization of limited training and development resources. For more information about the individual learning centers go to [http://dothr.ost.dot.gov/HR\\_Programs](http://dothr.ost.dot.gov/HR_Programs) and click on Learning and Development.

We will provide updates on TU in future issues of the iMprint.

## Introducing... Linda Washington!

**O**ur new Deputy Assistant Secretary for Administration Linda Washington reported for duty on May 19th. Linda is responsible for oversight of Transportation and Facilities, Information Services, and Financial Management.

Linda began her career in the federal government 9 years ago at the Library of Congress as Chief of the Photoduplication Service. This office provides microfilming services for the preservation of the Library's collection. She developed the Library's Internal University to provide training and education programs for more than 4,000 employees of the Library of Congress. Linda is a trained facilitator and master trainer. Prior to joining the Library of Congress, she spent 12 years with the Xerox Corporation and held a variety of sales and marketing positions.

Linda has a "coaching" management style as she believes in involving staff in the decision-making process. A proponent of open communication, Linda wasted no time in conducting her first monthly all employee meeting, one week after being on the job. She told staff about herself and laid out her "play book" and "game plan" expectations. Linda's focus will be on customer service, staff effectiveness, and staff development.

Don't be surprised if you see Linda in the hallways or visiting your office. She enjoys "managing by walking around," which is another way for her to connect with staff and learn as much as possible from them. To learn more about Linda go to:

[www.dot.gov/ost/bios/ljw\\_bio.html](http://www.dot.gov/ost/bios/ljw_bio.html)

Please welcome Linda Washington to the M family!



Linda Washington, new Deputy Assistant Secretary for Administration

## Planning For The 2007 Workforce

**T**he Department faces new challenges as never before due to persistent budget cuts and an increase in the number of employees eligible for retirement. Our recent strategic human capital planning efforts have resulted in the development of the DOT's Human Capital Plan that supports the President's Management Agenda. One of the plan's initiatives requires the Office of the Secretary (OST) and the operating administrations to complete workforce plans by December 2003. To meet OST's requirement we surveyed the market place for a central, cost effective, contract support solution and awarded a contract to the CNA Corporation on May 9th.

The first and key phase of a workforce plan involves the identification of skill competencies.

To address this effort we established a temporary computer lab in Room 2310 to provide facilitated workshops for selected OST employees and supervisors. Employees use a state-of-the-art software tool to identify skill competencies. To date over 50 employees have participated in the workshop. The information provided by these participants will be integrated with attrition data, skill gap analyses, and future initiatives to aid in developing OST's workforce plans through 2007. This information will also reinforce OST's ability to be competitive and strategically respond to new Office of Management and Budget (OMB) competitive sourcing requirements.



Thanks to Office of Information Services (M-30) and the Office of the Assistant Secretary for Aviation and International Affairs (X-1) employees for participating in our first skills competency workshop.



## Shelter-in-Place Drill

**Shelter-in-place** is a protective measure taken with doors and windows closed to minimize the chance of injury during severe weather conditions, civil unrest, or chemical, biological or radiological releases. A shelter-in-place drill will be conducted in the Nassif Building during the next several weeks. To help you prepare for the drill, please review the following procedures.

- Nassif occupants will be notified of the need to shelter-in-place via the building's public address system. Persons with hearing impairments will be notified by an emergency text message on their pagers.
- Occupants on all floors will be instructed to turn off all office window ventilation units, close office doors, and seek shelter in the main corridors or interior offices without windows.
- Occupants with offices on the P-1/2/3 and Plaza levels will be instructed to move to the 2nd and 3rd floors using the nearest available stairway. One elevator in each quadrant will be available to assist occupants who are not able to use the stairs.
- Occupants who are on the Plaza level during the drill will be instructed to move into the building.
- During a shelter-in-place emergency, it is critical that you remain in interior offices and corridors until further instructions are provided through the public address system.

For more information, go to: [http://dotnet.dot.gov/feature/emergency\\_brochure.htm](http://dotnet.dot.gov/feature/emergency_brochure.htm).

## Security Advisory System Response

The threat condition under the Homeland Security Advisory System was raised to the High (Orange) level on May 20th. The Office of Security implemented appropriate security measures at DOT Headquarters including increased guard presence,

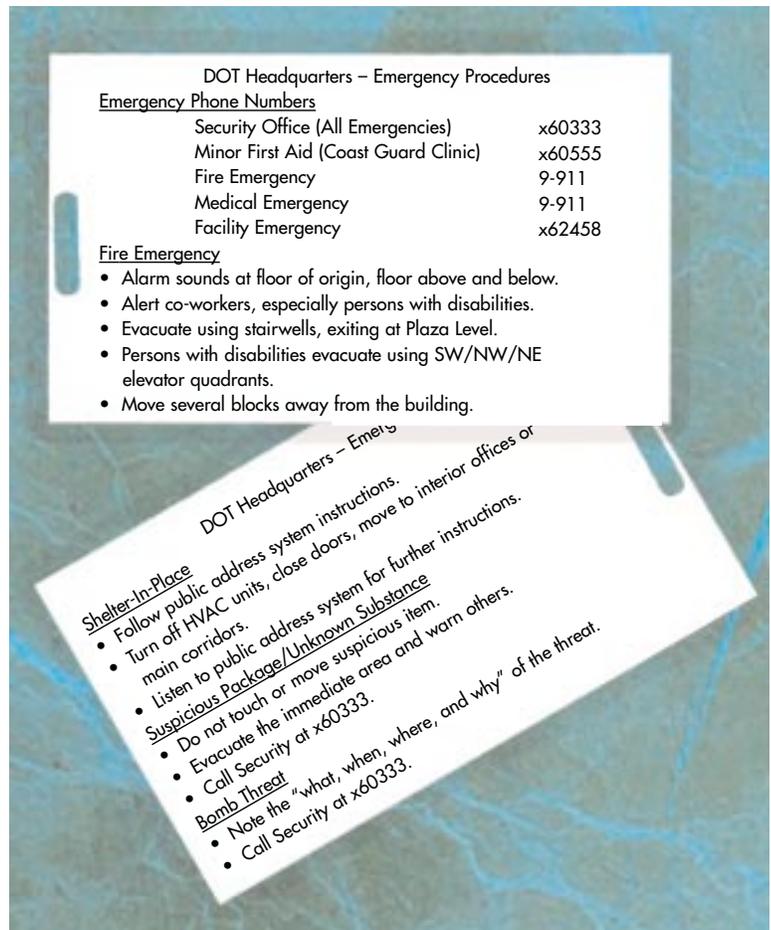
additional patrols, and random vehicle searches. On May 30th the threat condition was lowered to "yellow." Department of Homeland Security Secretary Tom Ridge recently stated that he wants to continue to refine this advisory system in the future.

## Emergency Procedures Card Prepares Wardens

When an emergency occurs, there is very little time to think clearly. Questions of whom to call or where to go are the first thoughts that often come to mind. In the wake of heightened national security, the Office of Transportation and Facilities has taken the initiative to make safety response measures user-friendly by easily answering these questions.

The new DOT Headquarters Emergency Procedures Card was developed and provided to Nassif Building wardens to aid their response if an emergency occurs.

The laminated, two-sided card is compact enough to fit behind an identification badge and provide information at a glance. It includes emergency telephone numbers and protocols for fire emergencies, shelter-in-place, suspicious packages, and bomb threats. If you want more information on this card please contact Tom Black on x66754.



## Copier Negotiations Cut Customer Costs By \$300,000

Even those DOT employees who do not know Chuck Doucette, Director of the Office of Information Services (M-30), have been impacted by his negotiating success. One of M-30's areas of responsibilities is to centrally procure the satellite copiers located in hundreds of offices throughout DOT Headquarters.

Chuck and his team members recently negotiated an upgrade in copiers \$300,000 below anticipated costs. The final amount was 25 percent under the GSA schedule cost. The negotiations were accomplished through a partnership

with the Department of Treasury's FedSource program.

The 250 Xerox copiers were installed in May and are part of a \$4.7 million, 5-year contract. An added bonus to the contract is that all copiers and related equipment will be moved into the new DOT Headquarters building for free--an additional savings of \$60,000! The net result is that M-30's customers in the operating administrations will be able to lower their estimated copier costs by \$300,000. Thanks to the M-30 team for making a difference.

## The Digital Document Center (DDC) Provides Solutions

Did you know that you have direct access to a state-of-the-art Digital Document Center (DDC) in room 7401 of the Nassif building? The Center provides an electronic means to produce an estimated 25 million copies each year.

The DDC, managed by Brent Fortson of M-30, has capabilities that far exceed satellite copiers or copiers centrally located in the DOT Headquarters buildings. The DDC utilizes both high volume black and white and color copiers, with speeds that exceed 155 copies per minute.

Another feature of the DDC is their web based "On-line Job Submission System" that enables you to send your files electronically to the DDC and have the completed job returned to your desk. This feature is great for normal 8.5" x 11" paper, black and white (or color) documents that require one or two staples, needed in a short

turnaround, without leaving your desk.

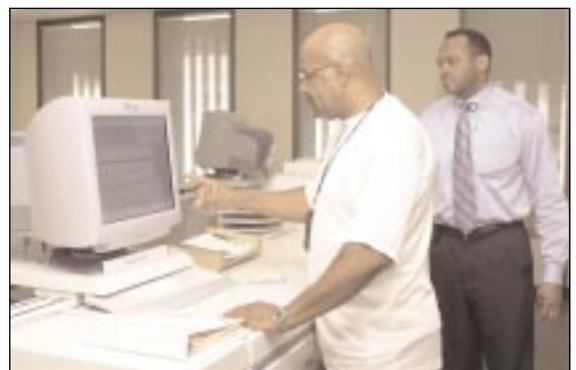
In September 2003 the DDC will offer a new capability called "Scan to Disk" to support your document management needs. The DDC recognizes the need to consolidate files as DOT Headquarters staff prepares to move into a new building with limited file storage space. This new solution will utilize scanning technology to preserve thousands of file pages onto one CD. The DDC optical character recognition scanning technology ensures 100 percent document retrieval accuracy. Just think of it, thousands of pages on one CD that you can insert into your computer, word search, and print on demand! For more information please call Brent Fortson on x68561.

## Leaders For Tomorrow — The Challenge Begins

The Leaders for Tomorrow pilot mentoring program was officially launched on May 13th. Jenna Dorn, FTA Administrator and Mari Barr Santangelo, Deputy Assistant Secretary for Administration were the featured speakers for this inaugural event. The speakers challenged and encouraged the 16 mentor/protégé pairs participating in this program.

Most recently, the mentors and protégés completed an orientation session and will be engaging in a variety of learning experiences, workshops, assessments, and networking activities throughout the next ten months. If you have questions about this program please contact Patrice Blackman on x69844.

Stanley Ferguson and Brent Fortson operating DDC's state-of-the-art equipment.



## Partnering for DOT-wide Corporate Recruitment

**D**uring the month of May, Denise Schossler, Ric Brady, Richard Toscano, and Daret Lomax from M-10 participated in the National Career Services Conference at the University of Maryland in College Park. More than 350 college and university career services professionals attended the conference with the goal of learning about the federal government and its numerous education and employment opportunities. DOT hosted an exhibit booth and participated in a panel session/workshop on transportation career fields and student centered employment programs. M-10 staff would like to especially thank the following operating administrations for their financial support and participation: FHWA, FMCSA, FRA, FTA, MARAD, NHTSA, RSPA, and OST.



**I**n each iMprint issue we will feature an employee that is making a difference. In future months, we will ask you to nominate fellow employees. The featured employee will be treated to lunch with the Assistant Secretary.

## Teamwork Pays Off

**M**ost recently, each of you enjoyed and benefited from the retroactive 1 percent pay increase that landed in our paychecks in April. However, it is doubtful that we can fully appreciate all that is involved to process the paperwork, format the personnel system, and oversee the implementation of this increase to more than 130,000 DOT employees, including those in the United States Coast Guard and the Transportation Security Administration.

A quiet, unassuming team, located on the 7th floor was responsible for this mammoth effort in the Office of Human Resources. Carolyn Bach and her staff prepared for weeks to make sure this computer program ran smoothly and efficiently. The function needed to be managed to

perfection as one error could trip the system that processed more than 250,000 personnel actions to generate employee payments.

The team consisting of Mary DeRosa, Richard Toye, Ruby Thompson, Helen Lewis, Susan Jenifer, and Bob Heller, began to officially "run" the system on a Friday afternoon. Round the clock coverage was provided by staff through the following Wednesday to ensure that everything was functioning properly. With meticulous attention to detail and careful monitoring, very few problems occurred and everything functioned according to plan. Congratulations on a job well done. We thank you all the way to the bank!

## The Winner—Barbara Wilson



Barbara Wilson in the Office of the Senior Procurement Executive (M-60).

**C**ongratulations to Barbara Wilson of M-60 who has been selected as our "eMployee Making a Difference" in this iMprint issue. Kathryn Espenshade and several other co-workers in M-60 nominated Barbara as a testimony to the daily

impact she has had on their work life.

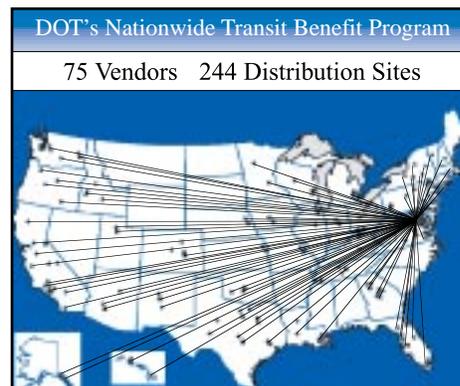
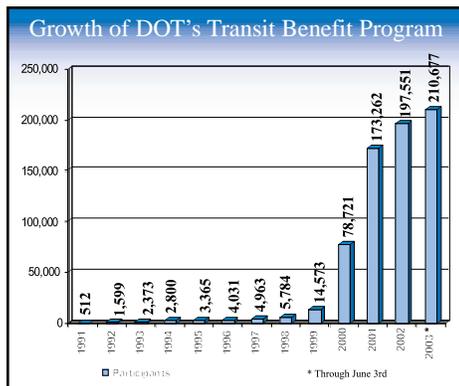
As the point of contact, Kathryn describes Barbara as "the heart and soul of their organization. She has a natural ability to make everyone feel that their role in this office is important and she makes every effort to meet all of our needs. Barbara is a "can do" person. Her knowledge and resources appear endless. She has been here for all of us, through the good times, as well as the difficult times." Barbara will receive a complimentary lunch with Assistant Secretary Vince Taylor (upon his return). Thank you for making a difference!

We want to thank other M eMployees that were also nominated for this issue. We appreciate your daily contributions and look forward to an opportunity of recognizing you in future issues.

## Council of Governments Salutes TRANServe

The Metropolitan Washington Council of Governments (COG) is honoring M-50's Transportation Services Division (TRANServe) with an Employer Services Organization Achievement Award. The award was presented on June 25, 2003 at the National Press Club and it recognizes TRANServe's service excellence in providing a streamlined transit benefit administration program to many federal agencies nationwide. This program supports the Federal Transit Administration's mission to reduce traffic congestion, improve air quality, and conserve energy by encouraging federal employees to use mass transit for their commute to and from work. This incentive is beginning to have an impact as you consider that

Washington D.C. was ranked #2 in the Nation in 2002 as having the worst rush-hour traffic congestion and #4 in 2003. Thanks to M-30's Graphics Office, professional slides were developed to demonstrate the phenomenal growth and vast breadth of TRANServe's program. TRANServe currently services over 200,000 federal employees in more than 100 federal agencies nationwide with over 240 distribution sites. These slides were incorporated into a video presentation commissioned by COG and a briefing for Deputy Secretary Michael Jackson with senior officials in other federal agencies. Two of these slides are presented below. A special thanks to the TRANServe employees who continue to make a difference!



## New Transit Benefit Schedule

The TRANServe Office is pleased to announce an expanded schedule for DOT Headquarters Transit Benefit distribution. All DOT Headquarters transit benefit participants will now be able to pick up their quarterly benefits two weeks prior to the first month of each quarter. For example, the July through September 2003 quarterly benefits will be available for pick-up starting the week of June 16th.

TRANServe's goal is to make their services more convenient for everyone and assist employees who purchase MARC and VRE train tickets at the beginning of the month. TRANServe's Parking & Transit Office is open Monday through Friday, 8:30 a.m. until 4:00 p.m., and is located in room PL206 in the Southwest Plaza lobby. If you have any questions, please call x61398.

## Editor's Notes

Education is the central theme of this iMprint issue. Pursuing education is a very important subject in my family. My great-grandmother graduated from college in the early 1900s. My grandparents graduated from college in the 1930s and my parents graduated from college in the 1960s. So when I graduated from high school in the 1980s, it was not a question of whether I would go to school, but where.

I would like to impress upon you the same attitude I received from my great-grandmother. If you have been in a job long enough to do it with your eyes closed, it may be time to stretch. Education, at work and home, enables you to grow and flourish. It challenges you to widen your lens of life and envision endless possibilities. I encourage you to embrace this challenge, invest in yourself, and aspire to be a perpetual student of life!

Warm regards,  
Carmen Jones  
Editor

**“Praising what is lost makes the remembrance dear.”**  
—*William Shakespeare*

### M Award Recipients

Lively Abel  
Carolyn Bach  
Tom Black  
Tiffany Bryan  
Mary DeRosa  
Harry Furr  
Barbara Green  
LaVerne Ivey  
John Jacobs  
Susan Jenifer  
Cathy Keyser  
Craig Larsen  
Neal Law  
Helen Lewis  
Jackie Lowe  
John Peterson  
Joan Simpson  
Ruby Thompson  
James Usual

## Celebrating The Life of Clara Smith

On May 22nd, the Office of Information Services (M-30) held a memorial service to pay tribute to Clara Smith, who suddenly passed away one year ago on April 4th. Clara not only understood library sciences, she had a voracious desire to study and learn the content included in many of the books she handled.

Clara was born in Flint, Michigan on October 7, 1948. She received her B. A. degree in Western European History from Eastern Michigan University, her M.A. in History and M.A. in Library Sciences from the University of Michigan, and her law degree from the University of Toledo. She had been admitted to the District of Columbia and Ohio Bar Associations.

She joined DOT in 1992 as the Nassif Branch Law Librarian. Clara’s leadership was key to the revitalization of the Law Library during her early years of service. In 1998, she was promoted to Public Services Branch Chief where she helped design the renovation of the Nassif Branch and provided leadership to

the library’s transition to desktop services. In December 2000, she was promoted to the new position of Library Director.

Before her untimely death, Clara was elected to the national posts of the Federal Library and Information Center Committee Executive Board (FLICC), appointed as the DOT representative to the FLICC, and served as Chairperson of the Transportation Research Board (TRB) Library and Information Science in Transportation Committee. Additionally, Clara had been a long-time member of the



Special Libraries Association’s Transportation, D.C. Chapter, the Library Management Divisions, and the American Association of Law Librarians.

Clara was very active in her church and community and is remembered with great fondness by all that interacted with her. Clara’s life was a testimony to her personal and professional dedication to the pursuit for excellence. Clara is and will continue to be greatly missed.



Vince Taylor and Mari Santangelo at the M Picnic.

## M Picnic Offers Awards for Work and Play

The M organization held its annual picnic at Fort Meyers on May 22nd. More than 200 eEmployees enjoyed the food, fun, and fellowship. Assistant Secretary Vincent T. Taylor provided recognition awards to several

M eEmployees who have demonstrated exceptional performance throughout this year. Vince also offered parting words on the eve of his deployment to Iraq.

Mari Barr Santangelo will serve as Acting Assistant Secretary until his return. Immediately following this recognition, the M-Lympics began.

Last year the M-Lympics “trophy” went to the Office of Security (M-40). This year there is a new winner! The Office of the Senior Procurement Executive (M-60) brought home the gold. The events included egg on a spoon relay, sack race, water balloon toss, hula hoop spinoff, and name that famous person. Photos of the event are available for viewing in room 10320. Congratulations M-60!



Mona Kuo, M-30, won the hula hoop spinoff.