

THE iMprint

Office of the Secretary
Assistant Secretary for Administration



**Wishing you
and yours a
joyous holiday
season and
a prosperous
New Year!**

“A computer terminal is an interface where the mind and body can connect with the universe and move bits of it about.”

*—Douglas Adams,
Author*

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ON THE ROAD TO CHANGE

Focus on Abilities, Not Disabilities

When Patrick Gillespie was studying for his Masters degree in Aerospace Engineering, he imagined himself behind a drafting table designing airplanes. As a wheelchair user with quadriplegia, he knew that his disabilities did not impact his imagination or his ability to translate ideas onto paper. It was no surprise that when the Washington State Department of Vocational Rehabilitation called him about a potential job at the Federal Aviation Administration, he seized the opportunity and got the job. A primary part of Patrick’s job requires him to perform inspections inside aircrafts.



Patrick Gillespie of FAA.

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‘Tis The Season For Giving— 100 Computers for Education

Property managers from the Office of Transportation and Facilities and the Chief Information Office took a break from their busy schedules to “breathe life” back into 100 computers that had exceeded their usefulness at DOT. Teaming together, they worked tirelessly to rejuvenate these computers, then donated them to three local schools: Adelaide Davis Elementary, Glendale Elementary, and LaSalle Elementary. At a time when work and home lives are so fast paced, the property managers were thrilled to participate in this opportunity to enhance education for children.

The principals at each school expressed their appreciation for the computers and acknowledged the best way to impact the world is “one child at a time.” The children showed their appreciation by creating beautiful holiday cards to send to troops in Iraq.



Demetrius Davis, a fifth grader at Adelaide Davis Elementary School, with OST Property Team members LaVerne Ivey, Cathy Keyser, Harry Furr, and Alan Aleshire. (Not pictured: Laurie Harrison.)

Editor's Notes

At a recent mentor program session, the Office of Human Resource Management's Randy Bergquist asked a question, "Who is responsible for your career? Is it you, your manager, or your organization?" The answers varied with some saying all three. Randy emphasized that you are responsible for your career and then acknowledged that you, your manager, and the organization all focused on your career is a "luxury."

I am thankful, especially this time of the year, for the blessings in my life—my family, friends, and career. I have many friends without jobs who remind me how much I should appreciate providing an income for my family.

I am also thankful for an organization that has taken the time to "give back" through the mentoring, training, and awards programs that you can read about in this issue. The theme of this *iMprint* is "giving back" at work and in our community with the goal of impacting the world, one person at a time. I challenge you as we enter into a new year, to reflect on what you are thankful for and consider ways to "give back" in your work and home life. I believe you will discover it is better to give, than to receive.

Wishing you a very healthy and happy new year,

—Carmen Jones
Editor

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While Patrick's supervisor initially saw this as a challenge, he acknowledged Patrick's initiative and abilities and was confident that together, they would arrive at a solution.

For a person with a disability, finding different ways to accomplish everyday tasks is a common occurrence. After considering various options, Patrick determined that a boarding-wheelchair made for air passengers would enable him to optimally perform interior aircraft inspections. Although Patrick considered buying his own boarding chair, his supervisor contacted the Office of Human Resource Management's Disability Resource Center (DRC) and asked for help.

The DRC was ready and able to help. They purchased and arranged for timely delivery of an airline boarding-wheelchair solution for Patrick.

Patrick is an example of what can happen when creative managers give employees with disabilities a chance. The DRC works with employees and managers throughout the United States to ensure that all applicants and employees have access to the DOT workplace. Managers can focus on the value that employees with disabilities can add to their work teams by leaving the role of job accommodations to the DRC.

A special thanks to DRC's Trish Day and Alison Levy for providing this article.

Dear Heroes...

"*You are more than just soldiers. I call you all heroes because you are over there in Iraq fighting our war. Your courage says that you are proud to be an American,*" signed, *A Fellow Citizen, Kristina.*

Kristina is a student from Fort Foote Elementary School in Fort Washington, Maryland. Wishing to spread some festive cheer, Kristina joined over a thousand elementary

and middle school students in creating handmade cards and composing heartfelt letters, all of which were sent to Colonel Vincent T. Taylor and the servicemen and women of the 354th Civil Affairs Brigade. Colonel Taylor and his troops will continue to serve in Iraq through the holiday season.

Students from Ynez Elementary/Junior High School (Monterey Park, CA), Lanham Christian School (Lanham, MD), Adelaide Davis Elementary School, and Takoma Educational Center (Washington, D.C.) also participated in this holiday card-making effort. In addition, Girl Scout troops in the Washington D.C. metropolitan area donated boxes of colorful, personally-crafted ornaments.

M thanks all the students, teachers, staff, and administrators for sending holiday cheer through their warm wishes, prayers, and holiday gifts.



Holiday cards, ornaments, and gifts crafted and donated by students for the troops serving in Iraq.

Working to Improve Employee Safety & Health

Safety and health managers and workers' compensation program managers across DOT have tough jobs. They carry a heavy responsibility for the well-being of supervisors, managers, and employees, and most of the time it is a collateral duty. Impacted by limited resources and a human capital initiative to strengthen their programs, these managers teamed together and held the first ever joint safety and health and workers' compensation program meeting on July 30th.

The purpose of the meeting was to share information to strengthen ties between managers as well as to establish common goals furthering initiatives for both programs. Using the concept that "the sum of the whole is greater than the individual parts" can pay off here since DOT workers' compensation costs in 2003 were \$94.6 million for 4,115 cumulative cases.

In subsequent meetings, the Office of Human Resource Management's Steve Gomez arranged for the Department of Labor's DOT liaison to brief departmental safety and health managers about the workers' compensation program. Conversely, Tom Black of the Office of Transportation and Facilities briefed the program managers about safety and health programs. Future initiatives will focus on injury and illness prevention through data trend analyses, skill enhancement, and education programs. An example of an educational initiative is the Supervisors Toolkit available at <http://dothr.ost.dot.gov/Toolkit/toolkit.html>. Improving the safety and health of "one employee at a time" through raised awareness will reap long term benefits as workers' compensation costs are avoided in the future. Congratulations to Steve and Tom for leading this initiative!

Fire Prevention Week—Evacuation Drill

As part of Fire Prevention Week (October 5th-11th), the Office of Transportation and Facilities (OTF) and the Office of Security partnered to successfully conduct an evacuation drill of the Nassif Building on October 9th. Headquarters' employees safely exited the four building quadrants in 14 minutes, just under the 15-minute goal. A text message paging system notified hearing impaired employees within three minutes. The Crisis Management Center was notified

and the shuttle bus was positioned on E Street in case further evacuation was required. During the drill, one elevator in each of the SW, NW, and NE banks was available to evacuate persons with physical disabilities. Continuing to enhance evacuation procedures, OTF collected feedback from emergency wardens and conducted annual emergency warden refresher training on October 14th, 21st, and 29th.

New Headquarters Building Project Update

The D.C. Zoning Commission met on October 25th with each commissioner expressing support for the new headquarters building project. The Commission acknowledged the tremendous progress that has been made in redesigning the project over the past year to satisfy and mitigate city zoning and urban planning concerns. Despite this support, the Commission delayed final approval of the project to

investigate belated concerns from the D.C. Department of Transportation regarding the impact of the closure of 3rd Street. These concerns have now been satisfied.

The construction phase of this project will begin following the GSA-sponsored groundbreaking ceremony scheduled for December 17th at the Southeast Federal Center site.

Maximizing Efficiencies Plus

This past September, Deputy Assistant Secretary Linda Washington charged her office directors (Chuck Doucette, Pat Prospero, and Marie Petrosino) with developing Standard Operating Procedures (SOPs) for all of their office functions. The purpose of documenting SOPs was to review processes and to streamline for efficiency where possible. Another purpose was to document processes to avoid losing precious details when employees retire this year or pursue other career goals. Finally, this exercise provided an opportunity for teambuilding as employees worked together to complete SOPs. Collectively, they now have a better understanding of the roles and responsibilities of others.

Workforce Planning Assessment Update

M's senior management thanks all employees who completed the online workforce assessment. A remarkable 64% of OST employees (and over 85% of M employees) provided valuable data for OST's workforce planning effort to help DOT "get to green" under the human capital initiative of the President's Management Agenda.



Domestic Violence Policy Honors Memory of DOT Security Officer

Resources Available for Victims of Domestic Violence:

DOT Employee Assistance Program (EAP)
1-800-222-0364
1-888-262-7848 (TTY)

FAA Employee Assistance Program (EAP)
1-800-234-1EAP
1-800-456-4006 (TTY)

For Emergencies
Nassif Building – x60333
FB-10A – x35333
FB-10B – x79539

National Domestic Violence Hotline
1-800-799-SAFE (7233)
1-800-787-3224 (TTY)
Fax: 512-453-8541
www.ndvh.org

Each workday during most of the past two years, Stephanie Ortoleva entered the Nassif Building through the NW lobby and was warmly and conscientiously greeted by one of DOT's contract security officers, Ernestine Bunn. Through a dreadful chain of events which culminated on the evening of March 11th, Officer Bunn became a victim of domestic violence. Officer Bunn's estranged husband shot her in her Oxon Hill home, and then turned the handgun on himself, committing a murder-suicide. Their 17-year-old son found them after arriving home from school that evening.

Stephanie, an attorney in the Federal Aviation Administration's Office of Civil Rights, had made previous inquiries and determined that most federal agencies did not have a policy on domestic violence. Learning of Officer Bunn's tragedy strengthened Stephanie's resolve to work with others and to develop a departmental

Supervisors and managers were provided valuable information about flexible policies and practices, as well as the availability of support resources that can help victims of domestic violence. Providing these individual flexibilities will enable supervisors and managers to make a difference one victim at a time in the workplace.

A special thanks to the speakers at the October 21st event, including: Secretary Norman Y. Mineta, Evelyn Tomaszewski, MSW, Robin Runge, Esq., and several departmental leaders who established and supported this workplace response. These leaders include Stephanie Ortoleva, Mari Barr Santangelo, Hattie Baldwin, Marc Brenman, Christopher Strobel, Linda Moody, Don Faulkner, Lee Privett, Michael Prendergast, Susan Schwartz, Veronica Morrow, Richard Thompson, and Lynn James.

Across our country, domestic violence traumatizes victims, endangers children, harms families, and threatens communities. The Department of Justice reported almost 700,000 incidents of domestic violence in 2001. Approximately one-third of women who are murdered each year are killed by their current or former husband or partner. Children who are subjected to domestic violence too often grow up to inflict violence on others, creating a cycle of violence that is difficult to stop.

What can we do? We need to become aware of the signs of domestic violence and be ready to provide support with our Employee Assistance Programs, human resources offices, security staffs, and community-based programs.



Stephanie Ortoleva, Secretary Norman Y. Mineta, Evelyn Tomaszewski, and Robin Runge participated in DOT's Domestic Violence Awareness Event.

policy that would honor the memory of Officer Bunn. As a result, Secretary Mineta kicked-off DOT's Domestic Violence Awareness event on October 21st and issued DOT's policy and workplace response to domestic violence (one of only a few in the federal government).

The purpose of the event was to promote awareness of the impact of domestic violence on the workplace, and to focus on DOT's commitment to support employees experiencing domestic violence.

Family violence costs the nation over \$5 billion annually in medical expenses, police and court costs, shelters and foster care, sick leave, absenteeism, and non-productivity.
– *Medical News, American Medical Association*

THE iMprint

Graphic Design & Photography
(Thanks again for a great job!)

The iMprint is published for DOT employees and customers of the Office of the Assistant Secretary for Administration. Comments and contributions are welcome. Please call x66523, or e-mail carmen.jones@ost.dot.gov.

Dream Fulfilled

On October 26th, Carmen Jones, iMprint Editor, fulfilled a dream—a dream to race in the Marine Corps Marathon. Below are excerpts of a letter she sent out to her friends and family after completing the race.

“To fulfill my goal of racing in the Marine Corps Marathon, I joined the National AIDS Marathon Training Program, a six-month program which met every Saturday at 6:00 a.m. Individuals who participate in this training program are required to raise \$1,700 (we raised \$4,300) to benefit the Whitman-Walker Clinic which helps adults and children who are HIV positive or stricken with AIDS.

Few know that one of my primary reasons for participating in the marathon was to honor my two-year-old son, Marcus, who has had a myriad of health complications. Thankfully, he is stable now and making tremendous progress. I felt that the marathon was a triumph for my family, symbolic of Marcus’s triumphs over his many challenges. It signified an overcoming of all the trials we have encountered over the past 24 months,

and with God's help, we have soared beyond what we thought we could handle!

The last hill on the course was the longest gradual incline before the finish line, nicknamed, ‘Heartbreak Hill.’ That hill was the most difficult and represented Marcus’s experiences in the hospital—a time when we were not sure if he would live. I cried my way up that long hill and just let out a sigh of relief at the top. I heard my brother on the sideline screaming his lungs out and caught a glimpse of my husband and son as I rounded the corner.

So what did I learn? I learned that when you are about to take a risk or grow, there will be some discomfort. Accountability can be a helpful ally. Encouragement is food for your soul. We need to think BIG! I am even considering participating in future marathons and short races.

In the spirit of the season, I would like to say ‘thank you’ to all who have provided support and encouragement to me and my family over the past two years.”



Carmen Jones, four hours and fifty-six minutes after the start of the marathon.

Marine Corps Marathon Facts

- Known as the “People’s Marathon” since there are no qualifying requirements.
- More than 19,000 marathoners participated; 30 were wheelchair racers.
- Oldest marathoner was an 84-year-old woman.

M’s Web Wizards

Laverne Taylor, George Kuehn and Jim Woodmansee have taken the initiative to learn new technical skills on their own time that they can use at work. The iMprint celebrates the “can do” attitude of this trio of Web Wizards.

Laverne Taylor decided to undertake the project of revamping the Office of Procurement’s website (www.dot.gov/ost/m60/). She maintains the site’s content for customers, stakeholders and persons wanting information on grants, acquisitions, and policies. Laverne’s primary duties are focused on maintaining the site’s more than 200 interior pages.

George Kuehn had an interest in creating websites six years ago. As his interest grew, he inherited the website of the Office of Transportation and Facilities (osam.ost.dot.gov), which includes information on administrative policies for real property, safety and health, energy, personal property, environment, and more. The site has 50-60 interior pages, and its primary audience is outside the Washington, D.C. area.

Jim Woodmansee created the Office of Human Resource Management’s website (dothr.ost.dot.gov) in 1997 when he realized the growing need to make information easily available. The site now hosts more than 350 interior pages and is a resource for other federal agencies, congressional staffers, national associations, and libraries.



M’s Web Wizards: Jim Woodmansee, Laverne Taylor, and George Kuehn.

Keeping in Shape on the Mall

Rick Bradley and Vivian Wallace of the Office of Human Resource Management, along with other DOT fitness enthusiasts, recently rubbed elbows with many of the country’s premier physical fitness authorities to raise awareness of the benefits of physical fitness. The Department of Health and Human Services and the President’s Council on Physical Fitness and Sports sponsored a “Fitness Fling” on September 29th at the National Mall. Lynn Swann, who currently chairs the President’s Fitness Council was on hand, as well as Paul Carrozza, Founder of RunTex and jogging partner of President Bush.



Customer Service Excellence Training

All M employees have been scheduled to participate in a customer service training session during the first quarter of FY 2004. The training was tailored based on the results received from a recent customer assessment. Employees focused on:

- Identifying essential elements of customer service excellence, including understanding customer needs and expectations.
- Developing and maintaining effective interpersonal customer relationships.
- Fostering a climate dedicated to high quality service.



Managers working together with the goal of getting all team members across the “interstate” grid (by avoiding unforeseen potholes) within time and financial constraints in a constantly changing environment.

Investing in M’s Future

Diversity Training—What You Don’t Know, You Don’t Know

In October all M employees participated in a seminar entitled “Understanding Diversity.” The presenter, Mauricio Velasquez, President of the Diversity Training Group, committed to providing ed-u-tain-ment, combining education and entertainment. He truly delivered!

Some think that diversity is about quotas, EEO, and affirmative action. Mauricio shared that diversity is about understanding how our human differences, such as race, age, nationality, gender, education, and background affect our relationships at work and home.

Mauricio also provided some helpful communication tips to eliminate confusion and potential misinterpretation. By being mindful of the intent of our words and actions, we potentially lessen any adverse impact that could be offensive. Mauricio provided hands-on coaching techniques to use when we feel our differences are held against us. One technique focused on the “behavior,” not the “person,” and used a positive approach before and after the feedback provided. Rather than foster stereotypes, Mauricio encouraged employees to consider “one person at a time.”

Enhancing Leadership Competencies

During the week of November 17th, M made a significant investment in over 60 mid/senior level managers who attended training sessions to enhance their leadership competencies. The trainers were Norm Pocase and Sharon Senecal, consultants on behalf of the Office of Personnel Management’s Eastern Management Center. Based on prior leadership assessments, it was determined that training should focus on enhancing teambuilding, accountability, decisiveness, and service motivation competencies.

After completing this training, the overall anticipated return on this investment is that managers will become leaders in influencing others to demonstrate a spirit of high quality service and organizational effectiveness.



M managers participating in an outdoor activity to enhance communication and teambuilding skills.

The learning concepts were reinforced with “fresh” experiential exercises and discussion of application to the daily workplace. An additional benefit to this training was increased networking and unification as many managers met and worked together for the first time. Thanks to senior management for envisioning the results to be achieved by investing in the enhanced effectiveness of M managers.

The Protégé's Perspective

With aspirations of one day joining the SES ranks, the Office of Human Resource Management's (OHRM) Richard Toscano is one of sixteen protégés engaged in DOT's "Leaders For Tomorrow" pilot mentoring program. Prior to this program, Richard struggled with some tough, almost philosophical, questions: Is public service a long-term pursuit? Can I really make a significant difference in government? With the help of his mentor, Marcia Corey, he has been able to gain a better perspective about his commitment to public service.

By tailoring various projects to Richard's career interests and goals, the "Leaders for Tomorrow" program is allowing him to acquire new skills

and a better understanding of DOT's mission. Thanks to the program, Richard's commitment to public service and desire to make

a difference are now even stronger.

"This program is indicative of Secretary Mineta's commitment to develop the next generation of DOT employees." Richard offers advice to future protégés: "Think strategically, align yourself with people from diverse backgrounds, ask questions, and most importantly, take risks."



Richard Toscano of OHRM.

The Winner—Craig Bellet



Craig Bellet of OFM.

Congratulations to Craig Bellet, who has been selected as our "eEmployee Making a Difference." In a year of change, the Office of Financial Management (OFM) maintained fund solvency and forged ahead with new initiatives due to Craig's dedication and knowledge of the Working Capital Fund (WCF) financial process.

During 2003, the WCF faced numerous challenges requiring knowledge of past practices and a complete understanding of financial requirements. Craig was instrumental in completing the FY 2005 budget in three weeks, instead of the typical four months. He also worked diligently on transferring the GoLearn program to the Office of Personnel Management.

Craig's diplomacy, perseverance, and knowledge are directly linked to the timely and successful closeout of the WCF and Salaries and Expenses (S&E) line with an obligation rate of 99.6% and 99.9%, respectively.

He epitomizes the essence of an M team member. Thanks, Craig, for making a difference!



Making a difference!

Leaders for Tomorrow Update

As the mentors and protégés enter into the last trimester of this program, an upcoming Continental Breakfast Working Meeting is scheduled for Tuesday, December 2nd. The agenda will include developmental assignment updates and a discussion about the graduates' roles and expectations.

This program recently sponsored the following events:

- Leadership competency discussion with Randy Berquist on September 18th.
- Teambuilding session facilitated by Deputy Assistant Secretary Linda Washington on October 8th.
- Brown bag Leadership Lunch session with Sam Bonasso, Acting Administrator for the Research and Special Programs Administration, on November 14th.



Making a Difference Through CFC

An opportunity awaits you to experience the warm satisfaction of helping the less fortunate this holiday season. A contribution to the Combined Federal Campaign (CFC) either by cash, check, or painless payroll deduction can help feed the hungry, cure disease, save lives, or even improve the environment. For more details, please see your keyworker or call x67178.

M Award Recipients:

Carolyn Anderson
 Randy Bergquist
 Thomas Black
 Richard Bradley
 John Butler
 Joseph Byers
 Sheila Clinkscale
 William Crockett
 Pamela Daitillio
 Sandra Davis
 Dina Dempsey
 John Dunlap
 Angel Ellis
 Barbara (Babs) Fallat
 Don Faulkner
 Harry Furr
 Martin Gertel
 Steve Gomez
 Dan Halberstein
 Nancy Horkan
 Juli Huynh
 LaVerne Ivey
 Betty James
 Carmen Jones
 JoAnne Kauffman
 Cathy Keyser
 Sherrill King
 Teresa King
 Janet Kraus
 Theresta Lanier
 Kevin Mooney
 Christina Moss
 Harold Nichols
 Vondeleah Parran
 Kevin Perry
 Marie Petrosino-Wolverton
 Lester Pharr
 Michael Privett
 Lawrence Pugh
 Garry Seikmann
 Jack Sheckells
 DeShawn Shepard
 Bunmi Shofu
 Wilbert Simms
 Stanley Smith
 Rudy Spruill
 Eileen Tarr
 Bryant Taylor
 James Usual
 Leisca White
 Mark Ziska

M Awards Exceptional Performance

Under the leadership of Assistant Secretary Vincent T. Taylor, Deputy Assistant Secretary Mari Barr Santangelo hosted the First Annual M Awards Ceremony on October 22nd.

Over 50 M employees, colleagues in operating administrations, and DOT contractors received awards citing excellent performance and teamwork. The M family was pleasantly surprised to hear Assistant Secretary Taylor's voice broadcast from Iraq over the speakerphone at the beginning of the program. He offered his

congratulations and praise to all M employees, especially the awardees.



Martin Gertel, DOT's OIG/GAO liaison, received M's highest honor, the Bronze Award. From left: Deputy Assistant Secretary Linda J. Washington, Martin Gertel, and Deputy Assistant Secretary Mari Barr Santangelo.

The Secretary's 36th Annual Awards Ceremony

On October 29th, Secretary Norman Y. Mineta held The Secretary's 36th Annual Awards Ceremony. Many M employees were recognized for their exceptional performance.



M awardees were as follows:

- Meritorious, Silver Medal—F. Elaine Wheeler
- Outstanding Achievement in EEO/AA—Linda Moody
- Partnering For Excellence—M

The Secretary's second highest medal was awarded to the entire M organization for its outstanding teamwork on the M Reorganization.

Secretary Mineta pictured with "eEmployee Making A Difference" winners Steve Gomez, Barbara Wilson, Dachun Bao, and Craig Bellet, who received the Partnering For Excellence Award on behalf of M. *Way to go, team!*

Cruising the Potomac

M is sponsoring a Holiday Extravaganza on December 9th aboard the Odyssey Cruise Ship. Over 250 employees, spouses, and M colleagues are booked for the cruise. Boarding begins at noon. There will be music spanning the decades from the 1960s to the 1990s.

Our very own M-ertainers will also perform a variety of songs for your pleasure. There will be a buffet, games, prizes and lots of fun. A few vacancies are still available. Please call x60019 if you are interested. Come join the fun. Happy Holidays!