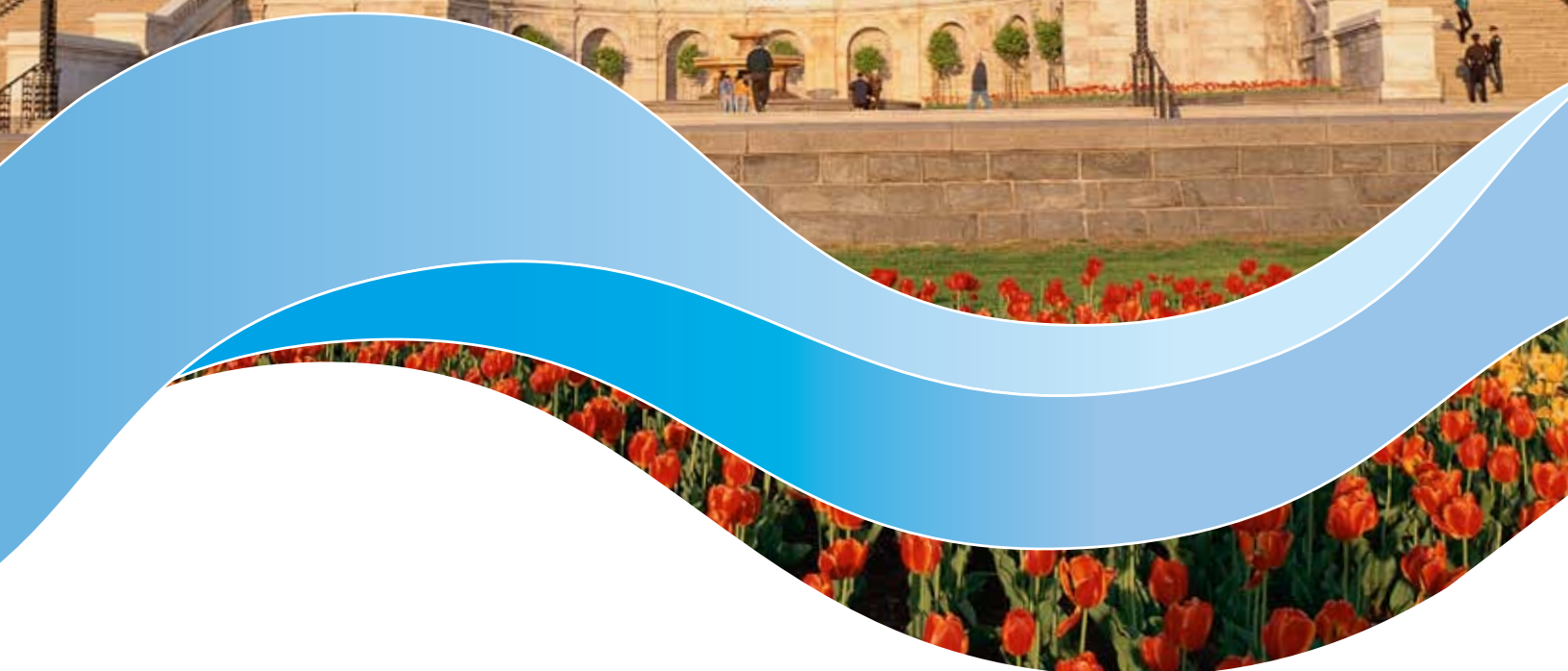


CAO Semiannual Report

January – June 2008



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LETTER FROM DAN

This report will highlight some of the major accomplishments and projects the CAO has undertaken over the last six months. I would, instead, like to take a moment to again affirm why we do what we do so well in this organization: our people.

The 700 plus employees who work so tirelessly to ensure the House of Representatives runs smoothly are quite simply the reason I enjoy coming to work every day. They make and move this institution's furniture, defend our computer systems from attack, make our campus a national model for environmentally-conscious workplaces, balance the House's budgets and provide the Members of Congress and their staffs with exemplary customer service every day.

Providing that excellent service doesn't happen easily. The innovative programs and projects we have asked employees of the CAO to undertake in the last six months were often difficult to execute. Innovation doesn't always come with a roadmap. CAO employees have been challenged to question conventional approaches and embrace constructive change. And I am happy to report they rose to that challenge.



Congressman Earl Blumenauer and Dan Beard kickoff the *Wheels4Wellness* bike share program.

It is because of the dedicated employees of the CAO the House is a greener, healthier place to work. They can also take credit for improving benefits for all House employees and for bringing a world class food service to our campus. Along the way they have faced resistance from those who have said, "Why should we do it a different way?" And I take deep pride in my employees for knowing the answer to that question. Because doing it differently is sometimes the right thing to do.

So my thanks to every CAO employee for all of your hard work during the 110th Congress and for already working so diligently to guarantee the transition to the 111th will be seamless and successful.

A handwritten signature in black ink that reads 'Dan Beard'.

Daniel P. Beard

Chief Administrative Officer



GREENING THE CAPITOL

House Food Services

In December 2007, a new food service vendor, *Restaurant Associates*, began operating in all House food service facilities. The change not only brought healthier, higher quality food choices, but also environmentally-friendly improvements.

Because the House makes a commission on all food sold in its eateries, it was able to invest in a cutting-edge composting operation and in an entire line of completely biodegradable packaging and utensils.

Instead of just throwing tons of food and its petroleum-based non-biodegradable packaging into landfills, the House, using a machine called a pulper, squeezes the water out of the food and compacts it along with the new biodegradable packaging. This compacting process reduces the volume of the waste by ten to one. The condensed waste is then sent to “composting” facilities, where it biodegrades, turning trash into topsoil in 90 days.

Approximately 80 percent of all of the House’s food waste is now being diverted from landfills. By April 2008, 220 tons of landfill waste was diverted to area composting facilities, where it is turned into a new, nutrient rich soil.

Canned and frozen foods, which were traditionally shipped great distances and at great expense to the bottom line and the environment, have largely been replaced by fresh food. In fact, 85 percent of the menu items the House now serves are made with fresh ingredients.

Along with the composting operation, the House continues to improve its recycling program. In all of the cafeterias, simple-to-understand color-coded signs guide employees and visitors to separate compostable waste from recyclable objects and items that cannot be composted or recycled.

Offices can now enjoy throwing compostable waste away in their offices, as part of a program that provides composting bins.

Currently, the project to add the bins is 50 percent complete.

The process to recycle paper has also been simplified. Now, paper doesn’t have to be separated by type. The new program replaced those bins with one bin for all paper, including high-grade, mixed and newsprint.

Greening Transition

The *Green the Capitol* program is also getting involved in the new Member transition, as part of a “green” sub-team that’s looking for ways to green the actual move process – improving recycling and reducing waste. They are studying the possibility of using more reusable,



plastic crates for moves, rather than cardboard boxes. The sub-team will also be focusing on educating new Members on how to green their offices and how to purchase energy efficient products.

The Green Team

The CAO has made available to House employees participation in the *Green Team*, a group of about 100 people who have signed up to help us *Green the Capitol*. Team members are informed on the inner workings of the *Green the Capitol* office with a *Green Team* newsletter available online. Members will also be invited to a series of lectures from leaders in the environmental space, starting in August 2008.

Relighting the Capitol Dome

The House recently purchased renewable wind power for 100 percent of electricity use and switched from coal to natural gas in the Capitol Power Plant.

The CAO also led a design effort, on behalf of Leadership, to relight the Capitol Dome with environmentally-friendly lighting as part of Speaker Pelosi's *Green the Capitol Initiative*. Philadelphia-based *The Lighting Practice* was awarded the contract to design the new configuration on the Dome's exterior lighting scheme. The design is scheduled to be completed in October 2008.

The Dome is currently lit with lighting that is energy inefficient, generates enormous amounts of heat and requires vigilant maintenance. The modernization effort is also aimed at bringing the House in line with landmarks like the Washington Monument and the Jefferson Memorial, which have transitioned to more energy efficient illumination.

Technology Improvements

The CAO is looking into the possibility of consolidating House computer servers, a move that will decrease energy consumption by 45 percent in the next year.

Reducing energy usage is the goal of another program—cutting the runtimes of the House's heating and cooling systems by 14 percent.

The CAO also sealed the ducts in the Rayburn House Office Building, reducing air flow from over 1,500 cubic feet per minute (cfm) to less than 300.

Greening Transportation

The Zipcar car sharing pilot program continues to be a success, with over 150 accounts opened by House employees. One of the program's goals is to encourage employees to use Zipcars for short trips from Capitol Hill, so they won't have to drive to work. The fuel-efficient vehicles use less energy, reduce carbon emissions and help relieve traffic congestion by allowing employees to take public transportation to work without worrying about how they'll get to unexpected workday appointments.

The green benefits of such a program are significant. Each Zipcar replaces 20 privately-owned vehicles, taking cars off the road and reducing the amount of carbon dioxide entering the atmosphere.

The House's vehicle fleet is also getting greener.

In April, CAO Dan Beard unveiled the zero-emission electric vehicle with the help of actor Ed Begley Jr. from the television series "Living with Ed" and Rep. Earl Pomeroy. The vehicle is manufactured by North Dakota based Global Electric Motorcars (GEM) and was purchased as part of the *Green the Capitol Initiative*. The vehicle is designed to haul furniture and office equipment around the Capitol campus.



Randy Foss, GEM Car; Congressman Earl Pomeroy; Ed Begley Jr. and Dan Beard, Chief Administrative Officer with the new CAO GEM car.

American Institute of Architects

In April, the CAO commissioned a study by the American Institute of Architects (AIA) that evaluated how to make offices more comfortable and efficient.

The recommendations would reduce energy costs by making House office buildings more efficient and make the buildings more enjoyable places to work, according to the guild of architects.

The study proposed reorganizing technology to make offices more energy efficient.

Specifically, it noted offices often have computer servers in their suites – taking up space, generating heat and increasing energy costs. Centralizing the servers would free up space and increase capacity, according to the report.

The CAO is looking into the possibility of consolidating the servers, a move that will decrease energy consumption by 45 percent.

AIA also suggested the creation of centralized resource centers for photocopiers, scanners and similar equipment, which would help decrease the amount of paper the House uses.

The report also recommended the layout of individual office suites be reconfigured. AIA envisions spaces that are more open and adaptable, with features such as movable partitions and flexible furniture.

The CAO is currently studying the feasibility of implementing the recommendations.

CAO PROFILE:

Joshua Mantell

While other families often discuss sports or the events of the day at the dinner table, Joshua Mantell's family dove deep into the global warming debate.

His dad, an environmental lawyer, brought him up with a "distinct understanding of preserving the environment," Mantell said.

While one of the newest members of the *Green the Capitol* team pursued history in college, graduating with a bachelor's degree from University of California—Santa Barbara, he never abandoned the idea of pursuing environmentalism.

Mantell, 23, became interested in the legislative side of climate change after attending a conference that focused on the movements' moral implications.

"[Global warming] is a human issue," he said. "It's not right or left. It's bigger than anything we can divide ourselves with."

He pursued his rediscovered interest in climate change as an intern for Senator Barbara Boxer, the chairwoman of the Senate Environment and Public Works Committee. "I got a better understanding of the political struggles legislators go through to pass bills, especially with something that can be controversial," Mantell said.

Such a controversial issue can be frustrating too.

"Sometimes short term concerns outweigh the long term needs of the planet. The possible long term consequences of doing nothing overshadow any kind of short term issues someone can point to," Mantell added. "We need to focus on how we can make the planet better for the next 50 years instead of the next 50 days."

He considers his newest position as a "green" consultant working closely with Perry Plumart, the Deputy Director of *Green the Capitol*, an opportunity to positively affect the environment. He'll be working on legislative issues and policy concerns affecting the Initiative as well as improving the *Green the Capitol* website, among other duties.

The *Green the Capitol Initiative* is an opportunity for the House to lead by example, Mantell said.

"If a large government institution can achieve carbon neutrality than states can reduce their carbon emissions as well," he said. "Every person we can get to change a few of their habits—that's a win."

He is conscious of the environment in his personal life as well, taking the METRO, recycling and using compact fluorescent light bulbs (CFLs) in his home.

"Ultimately I would love to be able to affect policy in the federal government, whether that is in the environmental arena or not," Mantell said. ■



Josh Mantell

CAO PROFILE:

Mike McQuerry

Mike McQuerry is a sort of advance man for Dan Beard — setting the stage, making sure the players are in place and the people are happy.

And it's clear the special assistant to Beard is a man of the people.

"I keep an ear out because I'm connected with the staff," said McQuerry. "I have a customer service role with the people I deal with, many of them friends."

His day-to-day work is project driven, but he also has an informal role in the Capitol Visitor Center, giving tours and representing Beard as the Center moves toward its December opening.

He estimates he has given nearly 200 CVC tours in the past year. "The staff gets to see something to which the general public doesn't have access. It helps them see where the money is going," McQuerry said.

In the spring of 2008, he worked with the American Institute of Architects on a study that evaluated how to make offices more comfortable and efficient. He helped discover the director of the House's Wounded Warrior program and he serves as a liaison to the Committee on House Administration.



Mike McQuerry



Mike McQuerry

"I love my job, there's always something different," he said.

McQuerry began working on Capitol Hill in 1994 and left in 1998 to take a job in the private sector. He returned to the Hill in 2006 as a staffer for Rep. Sheila Jackson-Lee.

He has worked for Beard since April 2007, "When you work for someone like Dan it makes going to work better."

He keeps himself even busier managing his entertainment company, which puts on special events and happy hours in the DC area. ■

CAO PROFILE:

Mark Acornley

Mark Acornley works in the halls of Congress, but his schedule might be just the opposite of his fellow staffers.

“When they’re on breaks we tend to get busy,” said Acornley. “August is a little crazy.”

He describes his office coordinator position as a “catch all” one. “A little procurement, a little interior design, a little administrative,” he said.

The variation in his job makes for varied days, a fact he said he enjoys. One day he may be overseeing the renovation of an office, the next he may be holed up at his desk in Longworth doing paperwork.

Acornley, whose friends call him a “social butterfly,” prefers one-on-one time with the people he serves. “I worked in retail for 10 years before I came here, so I’m used to that interaction with the customers,” he said. “I like that face to face contact.”

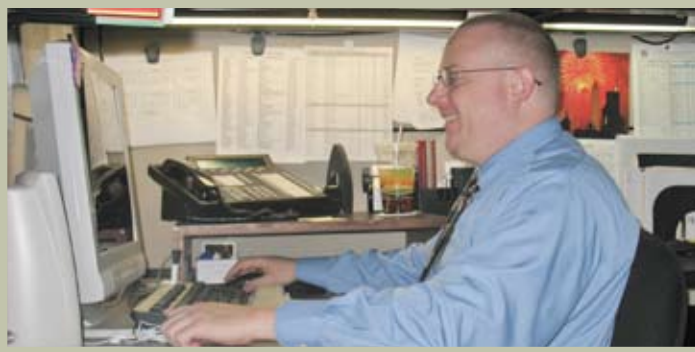
It’s also important for office coordinators to be friendly and approachable, he said.

He enjoys getting into a bit of detective work when equipment is misplaced from House offices. “You have to do some research to find out what’s going on, so it breaks things up.”

Special orders also take up quite a bit of his time. He has had some strange ones during his four years at the House, but toner is by far the most common request.



Mark Acornley



Mark Acornley

“Whether we are working on special orders or renovating someone’s office we take great pride in the work we do here and I think the customers can sense that,” Acornley said. ■

WORK/LIFE

Employee Survey Results

In March, the Center for Talent Services of the U.S. Office of Personnel Management (OPM) declared the CAO a “High Performance Organization.” After canvassing over 500 CAO employees, OPM reported the CAO scored favorably in all 17 performance areas and set benchmark highs in three dimensions: “Customer Orientation,” “Supervision,” and “Innovation.” In addition, the ratings of CAO employees increased dramatically in four categories from 2002 to 2008: Diversity (11 percent), Work/Life Balance (12 percent), Customer Orientation (13 percent) and Work Environment (21 percent).

The survey, which was administered in early January and consisted of 123 questions, aimed to capture the opinions of CAO employees about whether the organization functions successfully. Notably, CAO employees responded more positively than the private-sector comparison group in most of the areas measured, which included job satisfaction and *pay and benefits*. Moreover, 62 percent of employees agreed they feel empowerment and ownership over work processes. A remarkable 71 percent of employees agreed that they trust their supervisors, who they felt provided accurate performance ratings, clearly communicated performance expectations and offered constructive feedback.

Brigitte Schay, Director of the Assessment Services Branch in the OPM’s Center for Talent Services, presented CAO Dan Beard with a Certificate of Excellence for setting benchmarks.

The House of Representatives Child Care Center

The House of Representatives Child Care Center was recently reaccredited by the National Association for the Education of Young Children. The honor is difficult to achieve because the nation’s premier organization for accrediting early childhood development programs recently tightened its standards.

The Center is also moving to modernize its playground and outdoor landscape, including more grass and open space. The effort is currently in the design phase.

Legislation to Change Payday

House employees may receive their paychecks more frequently.

HR 5493 would give the Committee on House Administration (CHA) the authority to change when House staffers receive their paychecks. Currently, House employees receive their paychecks once a month. HR 5493 would enable the Committee to permit employees to receive paychecks every two weeks.

The legislation was moved unanimously out of CHA, passed the House and was amended and passed in the Senate. The amended bill awaits final enactment by the 110th Congress.

Chief Administrative Officer Dan Beard said the change would make it easier for young staffers to budget their paychecks.

Changing the pay schedule could cost \$744,000 to \$1,116,000 over 12-15 months, according to estimates prepared by the House Inspector General.

Shared Employees

A shared employee is defined as an employee who works for three or more Members performing financial or system administrator duties.

Under a resolution passed by the Committee on House Administration (CHA), shared employees now have the obligation to notify any office that hires them of their other employers. The rules also prohibit shared employees from selling goods to the House.

In addition, all shared employees now must file financial disclosure forms under a resolution approved by the CHA.

The new regulations came after the House Inspector General testified before the Committee and recommended tighter supervision of shared employees.

The CAO is currently developing guidelines for shared employees, which will be sent to CHA for approval. Upon approval, a shared employee will be required to certify they have received a copy of the guidelines and will comply with them.

SmartBenefit Transit Pilot Program

Every day, 5,000 House employees drive to work, increasing pollution and traffic congestion.

But users of Washington's transit and bus system will see improvements as a result of efforts to *Green the Capitol*. A new pilot aims to make it easier for House employees to use their cars less.

The House has established a pilot for a "Smart Benefit" program in conjunction with DC's public transportation system that would streamline the process of acquiring government-provided transit benefits, making participation in the program far more simple and appealing. The web-based program allows employers to load the dollar value of employees' Metrochek commuter benefits electronically onto their SmarTrip® cards.

The pilot program covered eligible employees of the House Officers and Inspector General, the Committee on House Administration and the Committee on Oversight and Government Reform, as well as several Member offices.

The program, which began in April 2008, allows employees to download their benefits at any Metrorail station via a SmarTrip® card. The CAO has requested approval to rollout the program to all House employees next year.

Summer Enrichment Camp

All of the children participating in the House's second annual Summer Enrichment Program have a relative who is either a Member of Congress or who works for the CAO, Sergeant at Arms, Inspector General or Clerk's Office. But not all of the kids, who range in age from 6 to 13, understand exactly where mom or dad fit into the bigger Beltway universe.



This is one of the primary reasons why the Office of the Chief Administrative Officer held the Summer Enrichment Program for a second year. The program included three sessions this year, held from June 23 to August 1.

"The pilot last year was a real success and offering the program for a second year was really a no-brainer for us," said Dan Beard, the Chief Administrative Officer. "It's called the 'Enrichment Program' for a reason; because it really does enrich these children and helps them understand their parents are part of a very special place and really a part of history itself."



This year's sessions included: "Celebrating America's Shapes and Symbols," "Law and Order on Capitol Hill," and "Living Like 'The President.'"

In the "Celebrating America's Shapes and Symbols" session children learned about the building blocks of American patriotism; how stars, stripes, bells, domes and monuments represent the evolution of our country.

The "Law and Order" session introduced the "campers" to the process of a bill becoming a law and what role Congress, the people and the President have in creating a bill. They saw the legal system in action by visiting the Supreme Court and by interacting with Capitol Police officers and other members of law enforcement.

In the last session on the President, children gained a better understanding of what it feels like to be the Commander-in-Chief.

“The program has proven to be a unique benefit for kids whose parents work on the Hill but are too busy to tour any of the local historical exhibits,” said Kathy Wyszynski. “Our campers toured many of the country’s national treasures, including: the U.S. Capitol, the Washington Monument and the National Archives.”

Telecommuting

Improving and reviewing benefits is a top priority for Chief Administrative Officer Dan Beard, which is why he surveyed his employees’ interest in working from home.

Three hundred and eighty employees responded to the telecommuting survey, providing the CAO with valuable input and suggestions.

Telecommuting is designed to benefit employees, managers and the community by decreasing commuting time to work, traffic congestion and air pollution. Telecommuting helps employees achieve more of a “work/life balance” and can, in turn, increase employee performance.

Only 22 percent of CAO employees currently telecommute. Of those who telecommute, 42 percent of them work from home once a week.

Thirty-five percent of survey respondents said they would be interested in working from a “tele-work center” in Maryland or Virginia.

Beard recently met with the telecommuting advisor from the U.S. Patent and Trademark Office to learn about that organization’s successful practices and is exploring the possibility of implementing a similar House telecommuting program.

Wheels4Wellness Bike Sharing Program

Greater health is the goal of the Wheels4Wellness (W4W) bike sharing program.

The House Chief Administrative Officer launched the pilot program in July that encourages House employees to use alternative transportation and get more exercise.



The Wheels4Wellness program allows House employees to check out bicycles from racks in six locations on the House side of the Capitol, including from Lot One behind the Cannon House Office Building, Lot 4 behind the Rayburn House Office Building and Lot 9 across from the Ford House Office Building.

During the pilot of the program, six bicycles are available in each of the designated House parking lots. Bikes may be checked out from 8:00 a.m. to 5:00 p.m. Participants must return and lock W4W bikes to any of the three W4W locations and return the key to First Call (B-227 Longworth HOB) or CAO Human Resources (H2-102 Ford HOB) within 24 hours of checkout.

Participants can use the bikes to travel to meetings, lunch or to run Congressional errands. The bikes are equipped with lights, odometers and baskets.

There is no cost to participate in the program. If a participant desires a helmet the House Staff Fitness Center will provide one at a minimal cost.

Members and House staff whose pay is disbursed by the CAO are eligible to participate in the program.



CAO PROFILE:

Patricia Orsini

Master Gunnery Sergeant Patricia Orsini has spent her career supporting her fellow soldiers, helping them return to civilian life and finding them jobs when they are injured and disabled.

As the director of the Wounded Warrior Program at the House of Representatives, Orsini will continue to answer the call to service, supervising the House's new program aimed at finding wounded veterans Congressional jobs.

Chief Administrative Officer Dan Beard said Orsini was chosen to head the multi-million program in part because of her history managing similar, successful programs in support of veterans.

"Patricia is invaluable because she not only understands the needs of wounded warriors, but she also understands what it means to be a veteran," Beard said.

Orsini's goal is to find jobs for at least 25 veterans within a year.

She has served more than 30 years in the U.S. Marine Corps, much of which was spent in the region — as a program manager for the USMC's Wounded Warrior Regiment in Quantico, as a veterans service representative for the Department of Veterans Affairs in Philadelphia and as the deputy director of health care for the American Legion in Washington, DC.

Throughout her career, Orsini has played a unique and emotional role, she said, in taking care of the nation's veterans. She has escorted the bodies of fallen soldiers in airplanes bound for home and participated in their funerals.

"Those are the times when I've had the most empathy for the dedication our soldiers have for our country. I'm excited to put together this wonderful program, which will find jobs for wounded warriors at a time when they most need the support of the nation they fought for — when they return from war," Orsini said.

Beard proposed the idea of the program after meeting a marine with the Wounded Warrior Regiment.

"Developing a program to get wounded warriors jobs in the House is an excellent way to support veterans who have given so much of themselves to our country," Beard said.

Speaker Nancy Pelosi, Majority Leader Steny Hoyer and Committee on House Administration Chairman Rep. Robert Brady wrote a letter to Beard asking him to develop the program. "From our visits with our wounded military over the past several years, we are well aware that these service men and women possess a wide range of valuable skills and experiences, as well as enthusiasm for hard work, which would be enormously valuable to any employer," the lawmakers wrote.

The program is working with several Members of Congress who are interested and are in the process of finding or hiring a wounded warrior. ■



Patricia Orsini, Director of the Wounded Warrior Program

Wounded Warrior Program

The Wounded Warrior Program was established in the spring of 2008 to create fellowships that will provide employment opportunities for wounded or disabled veterans within the House of Representatives.

Positions can be filled in Member, Committee and Leadership offices in Washington, DC and in District offices nationwide.

The positions will be filled by veterans with a 30 percent or greater service connected disability rating from either a military Physical Evaluation Board or the Department of Veterans Affairs.

The program is currently working with twelve Member offices to place Wounded Warriors on two-year fellowships in District and Washington offices.

Retired Master Gunnery Sergeant Patricia Orsini, the program director, has been attending job fairs and visiting wounded warrior battalions to recruit for the program.

The program has requested \$2.5 million in the fiscal year 2009 budget to facilitate a total of 25 ongoing fellowships.



Patricia Orsini, Director of the Wounded Warrior Program, and Congressman Robert Brady participate in a Wounded Warrior Program event in Philadelphia.

CAO PROFILE:

Mike Garrott

Although Mike Garrott was honored to receive a workplace safety award from the Office of Compliance, he gets his real thrills from the work he did to receive it — helping people understand safety and the ways to improve it.

Garrott, a safety coordinator with the CAO, received the “Advocate of Workplace Safety Award” from the Office of Compliance (OOC) on April 24.

During the last Congressional transition, Garrott put together a pamphlet listing the most common workplace hazards and spent the next three months educating Members and staffers during in-office visits.

Garrott strives to educate people about workplace safety because he believes it is the best way to prevent safety issues in the workplace and, in turn, lower costs. “It’s more preventative than anything else,” Garrott said. “To find the issues before they become problems.”

The tactic worked.

The average number of findings per Member office was cut in half after Garrott, working in concert with the Architect of the Capitol (AOC), began the program.



Mike Garrott, safety coordinator for the CAO.



Congresswoman Debbie Wasserman Schultz, Tim Blodgett, Mike Garrott, Stephen Ayers, Acting Architect of the Capitol and Michelle Caris, AOC, at the “Advocate of Workplace Safety Award” ceremony.

“Mike couldn’t be more deserving of this award,” Chief Administrative Officer Dan Beard said. “Every day, he works to ensure Members, employees and visitors are safe and healthy.”

Legislative Branch Appropriations Subcommittee Chairwoman Rep. Debbie Wasserman Schultz was on hand to give Garrott his award, which is given to a safety and health manager who has developed procedures that improve the safety of employees, is an outstanding leader and has cooperated well with other Legislative branch employment offices.

The number of offices who have received an Office Safety Award has increased with the advent of

Garrott’s education program. Thirty-seven members, whose offices had no safety or health hazards during the 110th Congress, were also honored.

His counterpart at the AOC, Michelle Caris with the Superintendent’s Office, also received the award. A fact that, Garrott said, underscores the cooperative relationship the CAO has built with the AOC. “We’ve turned this into a rather seamless effort between two agencies with the protection of staff being the primary concern,” he said.

Next on his agenda? Testing space heaters and educating staffers about how to choose the safest ones.

Garrott’s research, and his favorite aspect of his job, includes trying to figure out a cost-free solution to a problem. “If my solution helps you and doesn’t cost you—the House wins, the CAO wins, the taxpayers win,” he said. ■

ENABLING TECHNOLOGIES

Customer Tracking System

The CAO's system for logging and tracking customer service requests, known as CTS2, rolled out in April 2007.

CTS2 provides one central repository for customer service requests, providing a quick and easy way to record all the associated details.

The streamlined system automatically passes a request to the next person in the fulfillment chain and allows anyone with access to instantly pull up the status of a service request.

CTS2 is also a valuable management tool because it captures and records the data needed to decipher customer service trends.

Customers are benefiting from the system because it allows them to use their familiar network ID and password to track the status of their requests on HouseNet.

The CAO is working to ensure CTS2 users can access the system remotely. A mobile solution will enable faster turnaround of service requests, as service requests can be created, reviewed, modified or closed anytime, anywhere. Mobile capability will be especially useful to employees who spend a significant amount of time serving customers in person, such as office coordinators and technology support representatives (TSRs).

There are now more than 500 CTS2 users with more than 130,000 service requests from April 2007 to July 2008.

The Customer Solutions Center was the first to use the system when it was rolled out. Financial counselors joined them in June 2007, followed by the Office of Photography, House Graphics Studio, House Learning Center, Payroll and Benefits and House Information Resources during October and November 2008.

The staff of the House Recording Studio and the Human Resources department will be able to use the system in the fall of 2008.

House Services Fair

The 10th Annual House Services Fair was held on May 21, introducing a record number of House employees to the more than 45 services available to them.

Nearly 1,200 people showed up for the opportunity to meet the faces behind many of the services they use daily, as well as ask questions, see product demonstrations and explore new technologies.

Attendees also had the opportunity to sample food from *Restaurant Associates*, the House's food service vendor.

Continued on page 19

CAO PROFILE:

Jerry Gallegos

Reporters shuffle into the House Press Gallery nearly everyday—fielding dozens of phone calls and filing their stories from the third floor of the Capitol. Jerry Gallegos has overseen their realm for four decades, as the operation’s superintendent.

“I thought I had worked here for 32 years, turns out it is 40.” Jerry said. “I thought, ‘Man, I can’t believe it.’”

January 28, 2008 marked what may be the most important day of the year for Jerry and his team, yet for Jerry, it was as extraordinary as it was ordinary. “I’ve seen the State of the Union Address every year since LBJ,” he said referring to former President Lyndon Johnson.

On that historic night more than 100 reporters awaited the arrival of the President and his much anticipated speech. Capitalizing on his captive audience, Jerry opted to show the escape hood video, “to remind them they are in prime target areas,” he explained before being interrupted by several Slovenian journalists and a woman with an exotic accent named Venus.

“We have quite a number of foreign correspondents,” Jerry said.

Jerry was looking forward to the inaugural run of a new sound system—requested by the President’s staff to backup the original system.

He’s also proud of his team, for doing what needs to be done even on the most mundane of days. Jerry said his team studies the rules of the floor so they can explain them to the reporters who sometimes have difficulty understanding complex legislative procedures.

Jerry reached into his bookshelf and pulled out a compact book on the rules of the House. “It’s not like I’m going to work. It’s like I’m going to school and getting paid to do what I love to do—the wealth of knowledge you can find is amazing,” he said flashing a bright smile. ■



Jerry Gallegos, fourth from the left, poses with his team. Left to right: Rick Anderson, Justin Supon, Molly Cain, Laura Reed and Drew Cannon.

The event showcased services from the Architect of the Capitol, the Clerk of the House, the House Sergeant at Arms, the Attending Physician and the Library of Congress. Services offered included health and fitness, financial management and resume referral.

A survey conducted after the fair found 95 percent of respondents were satisfied with the event, with 86 percent agreeing the quality of resources available exceeded their expectations.

"I believe this is one of the best ones I have attended," one participant wrote in a subsequent survey.

PayLinks Self Service

In the fall of 2008, PayLinks Phase II will provide employees with self-service capabilities via the House intranet. Since January 2008, a project team of 30 participants has been working through the design, testing and documentation of the functionality for the self-service offering. The program will allow employees to view current benefits, payments and year-to-date information. They will also have the ability to update tax, address, direct deposit and emergency contact information using the new system.

Wireless Coverage Expansion

The CAO has made great strides in its effort to improve cell phone service on the House side of the Capitol building – all at no direct cost to the House.

Equipment has been installed and tested in the Rayburn and Cannon building tunnels, as well as in HC-5.

In order to get cell phone service in the Cannon tunnel an antenna needs to be installed in the tunnel leading to the Capitol Visitor Center (CVC). Therefore, wireless service will be available in the Cannon tunnel when the CVC tunnel is completed.

Equipment to improve wireless coverage in the House's space in the CVC and in the House side of the Capitol has yet to be installed.

The installation in these areas is awaiting approval from the wireless carriers.

The CAO expects wireless coverage will be available in the House's office space in the CVC and in the House side of the Capitol within a year of the license being finalized.

CAO PROFILE:

Frank Jones

Frank Jones has been working in the House’s upholstery shop for more than three decades and now, with praise from his colleagues and accolades for his work, he has retired.

Jones was known for his lively personality and for building Turkish chairs, pieces of furniture few have the knowledge to handcraft.

“I like working on the chairs and serving the Members of Congress,” Jones said.

Jones began serving the Members when he took a job in the shop in 1977. He quickly became a foreman and has since designed and built many pieces of unique furniture. He redesigned the “Sam Rayburn Chair” for former House Clerk Donald Anderson. He’s also prepared the Lincoln Catafalque for ceremonies honoring Presidents at the Capitol.

Jones passed on his knowledge, by training his fellow employees in the craft of upholstery and specifically how to create the Turkish chair, which contains bleached bunches of horse hair for cushion.

Chief Administrative Officer Dan Beard thanked Jones for his nearly 32 years of service.

“Frank embodied a work ethic that is a model for all CAO employees,” Beard said. “The man and the art will be missed.”

In a letter, Speaker Nancy Pelosi praised Jones’ work.

“Frank, through hard work and dedication you have made the long-term commitment to excellence and craftsmanship in your efforts to improve service to the House community,” Pelosi wrote.

The House community has certainly noticed his absence, John Lewis, director, AFL/Furnishings said.

“People miss him personally.” Lewis said. “He’s friends with a lot of people down here and he really had a one-on-one relationship with a lot of the Leadership offices.”

The feeling is mutual.

“The communication and the camaraderie the guys and I have—I’ll really miss that,” Jones said.

Rep. Robert Brady wrote that Jones always strived to make furniture of the highest quality. “Frank has always gone out of his way to ensure all of his customers are completely satisfied,” Brady wrote in a statement read into the Congressional Record.

Lewis, who has worked with Jones for 28 years, couldn’t agree more. “His work ethic was second to none,” he said.

True to form Jones, who has operated his own upholstery business for nearly 40 years, will continue to work during his retirement.

“I’m going to keep working,” he said. ■



Frank Jones, stuffing a Turkish chair with horsehair.

EMERGENCY PREPAREDNESS

Business Continuity and Disaster Recovery

CAO's Business Continuity and Disaster Recovery (BC/DR) efforts have enhanced readiness in a number of areas to continue to deliver critical and essential services to the House. To provide the staffing resources necessary to support its services, the CAO has added two full-time business continuity managers.

BC/DR has also enhanced the emergency evacuation and relocation procedures for the House Child Care Center, making the most vulnerable members of our community safer. The CAO has successfully conducted a number of other exercises to build procedural awareness among staff and to test the functionality of existing systems and procedures, including those that support communication among Members and staff and the broadcast of legislative proceedings.

Group scenario discussions have identified ways to improve preparedness in delivering payroll, maintaining secure backups of Member and Committee computer data and prioritizing the delivery of customer solutions during an event.



CAO staff, working in concert with the U.S. Air Force, load the House's mobile communications truck.

CAO PROFILE:

Dan Doody

Deputy CAO Dan Doody celebrated his retirement with an entry into the Congressional Record, a satirical skit and many heartfelt speeches.

“I truly appreciate the tremendous support I have received and trust people have given me,” Doody wrote in an e-mail to his colleagues.

CAO Dan Beard, Acting Deputy CAO Ali Qureshi and many of Doody’s colleagues and friends were also on hand to congratulate him at a farewell party June 20.

Doody began serving the House as the Deputy Associate Administrator of House Information Resources and resigned his position to take an executive position at a government consulting firm.

Doody’s eight-year career in the CAO was “always marked by his notorious attention for detail, his unflagging work ethic and his commitment to making the CAO the kind of place for which we are proud,” Beard said.

His responsibilities were broad and included overseeing the budget, managing the CAO’s technology planning and overseeing systems development projects.

“I will always look fondly on my time here and only hope my efforts contributed to making the House just a little bit better,” Doody wrote.

Rep. Robert Brady, chairman of the Committee on House Administration wrote Doody made the House “a better and more secure place to work.”

“Dan was a voice of reason whose recommendations and opinions were always sought after and held with the highest regard,” Brady wrote in a statement read into the Congressional Record.

Qureshi has over five years experience with the CAO, a graduate degree from the Wharton School of Business and a background as a consultant in the private sector.

“I am confident he will continue the successful programs and initiatives Dan championed,” Beard said. ■



Deputy CAO Dan Doody at his retirement party.

CHARTS

FY 2008 CAO Staffing Chart (as of 6/30/08)

	Current FTEs	Vacancies *	Total FTEs
Administrative & Financial Services	91	5	96
CAO Immediate Office (incl. Galleries)	42	3	45
Customer Solutions	237	23	260
House Information Resources	260	14	274
Operations Immediate Office	13	0	13
Workforce Services	17	0	17
TOTAL CAO	660	45	705

* Vacancies are currently being held open due to a personnel funding shortage.



CHARTS

FY 2007 Budget to Actual Report (as of 6/30/08)

CAO Group	Carry Forward Balance	FY 2007 Budget	Total FY07 Budget	YTD Actuals	Available Balance	% of Budget Remaining
CAO						
Single-Year Funds						
Operations						
Administrative & Financial Services	\$ -	\$ 8,228,626	\$ 8,228,626	\$ 8,205,531	\$ 23,094	0.3%
CAO Immediate Office (incl. Galleries)	\$ -	\$ 3,868,038	\$ 3,868,038	\$ 3,846,071	\$ 21,967	0.6%
Customer Solutions	\$ -	\$ 37,921,573	\$ 37,921,573	\$ 37,902,204	\$ 19,369	0.1%
House Information Resources	\$ -	\$ 47,734,798	\$ 47,734,798	\$ 47,616,646	\$ 118,152	0.2%
Operations Immediate Office	\$ -	\$ 644,056	\$ 644,056	\$ 644,044	\$ 12	0.0%
Workforce Services	\$ -	\$ 2,004,034	\$ 2,004,034	\$ 1,993,718	\$ 10,316	0.5%
Total Operations	\$ -	\$ 100,401,125	\$ 100,401,125	\$ 100,208,215	\$ 192,910	0.2%
Investments (PMO)	\$ -	\$ 7,534,491	\$ 7,534,491	\$ 7,532,453	\$ 2,038	0.0%
CAO-Wide Resources	\$ -	\$ -	\$ -	\$ -	\$ -	0.0%
Total Single-Year Funds	\$ -	\$ 107,935,617	\$ 107,935,617	\$ 107,740,669	\$ 194,948	0.2%
No-Year Funds						
Investments (PMO)	\$ 10,803,882	\$ 3,001,000	\$ 13,804,882	\$ 13,804,882	\$ -	0.0%
Total No-Year Funds	\$ 10,803,882	\$ 3,001,000	\$ 13,804,882	\$ 13,804,882	\$ -	0.0%
Total CAO Budget	\$ 10,803,882	\$ 110,936,617	\$ 121,740,499	\$ 121,545,551	\$ 194,948	0.2%
BCDR						
Single Year Funds	\$ -	\$ 18,863,466	\$ 18,863,466	\$ 18,616,638	\$ 246,828	1.3%
No Year Funds	\$ -	\$ -	\$ -	\$ -	\$ -	0.0%
Total BCDR Budget	\$ -	\$ 18,863,466	\$ 18,863,466	\$ 18,616,638	\$ 246,828	1.3%

FY 2008 Budget to Actual Report (as of 6/30/08)

CAO Group	Carry Forward Balance	FY 2008 Budget	Total FY08 Budget	YTD Actuals	Available Balance	% of Budget Remaining
CAO						
Single-Year Funds						
Operations						
Administrative & Financial Services	\$ -	\$ 7,984,487	\$ 7,984,487	\$ 5,700,615	\$ 2,283,873	28.6%
CAO Immediate Office (incl. Galleries)	\$ -	\$ 3,896,689	\$ 3,896,689	\$ 2,849,424	\$ 1,047,265	26.9%
Customer Solutions	\$ -	\$ 40,386,261	\$ 40,386,261	\$ 31,868,783	\$ 8,517,478	21.1%
House Information Resources	\$ -	\$ 54,449,221	\$ 54,449,221	\$ 39,390,600	\$ 15,058,621	27.7%
Operations Immediate Office	\$ -	\$ 2,504,119	\$ 2,504,119	\$ 1,467,416	\$ 1,036,703	41.4%
Workforce Services	\$ -	\$ 2,520,815	\$ 2,520,815	\$ 1,497,963	\$ 1,022,852	40.6%
Total Operations	\$ -	\$ 111,741,592	\$ 111,741,592	\$ 82,774,799	\$ 28,966,792	25.9%
Investments (PMO)	\$ -	\$ 1,574,115	\$ 1,574,115	\$ 1,121,813	\$ 452,302	28.7%
CAO-Wide Resources	\$ -	\$ 92,770	\$ 92,770	\$ -	\$ 92,770	100.0%
Total Single-Year Funds	\$ -	\$ 113,408,477	\$ 113,408,477	\$ 83,896,613	\$ 29,511,864	26.0%
No-Year Funds						
Investments (PMO)	\$ 1,430,009	\$ 4,699,335	\$ 6,129,344	\$ 4,664,091	\$ 1,465,253	0.0%
Total No-Year Funds	\$ 1,430,009	\$ 4,699,335	\$ 6,129,344	\$ 4,664,091	\$ 1,465,253	23.9%
Total CAO Budget	\$ 1,430,009	\$ 118,107,812	\$ 119,537,821	\$ 88,560,704	\$ 30,977,118	25.9%
BCDR						
Single Year Funds	\$ -	\$ 11,420,000	\$ 11,420,000	\$ 6,601,169	\$ 4,818,831	42.2%
No Year Funds	\$ 9,124,977	\$ 5,394,000	\$ 14,518,977	\$ 4,296,451	\$ 10,222,526	70.4%
Total BCDR Budget	\$ 9,124,977	\$ 16,814,000	\$ 25,938,977	\$ 10,897,620	\$ 15,041,357	58.0%



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