

CAO Semiannual Report

January - June 2010



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Credits

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GREEN THE CAPITOL

Educating Staff at the Green Expo

More than 1,500 House staff attended the House Green Expo in April to learn more about the House's efforts to save energy, resources and taxpayer dollars.

Fifty Member Offices that have embraced the cultural change of going green were honored during the event. The awards underscored the success of a national effort to help Members green not only their DC offices, but also their District Offices.

A progress report spotlighting the recent accomplishments and future goals of the House's sustainability efforts was also released at the event.

The Expo also featured 30 eco-conscious vendors that, like the House, have recognized the importance of integrating sustainability into their operations.

Shredding and Recycling Documents

In May, Green the Capitol, in conjunction with the Architect of the Capitol, provided the first in a series of free bulk paper shredding events.

House staff brought in more than 21,000 pounds of documents for shredding and recycling.

The shredder, put to use during the last Transition and several times since, represents a more sustainable and secure way of destroying documents.

Working Toward Zero Landfill

The Office of the Chief Administrative Officer (CAO) is making every effort to go green and lead by example.

The Office recently instituted a Zero Landfill policy, which aims to reduce waste by 90 percent or more by the end of 2010.

The policy requires a fundamental rethinking of waste as a potential resource that can be fed back into the system, reducing costs and environmental impacts. This "cradle to cradle" approach looks far down the production stream to consider a product's inefficiencies, life cycle and potential reuses.

Among the projects underway: Installing office compost bins and setting up an online exchange for used / unwanted equipment, revising the procurement process and preparing a reference guide on how to properly dispose of a wide range of materials.

FEATURES:

House Unveils Unique Vending Machines that Emit Less Greenhouse Gas

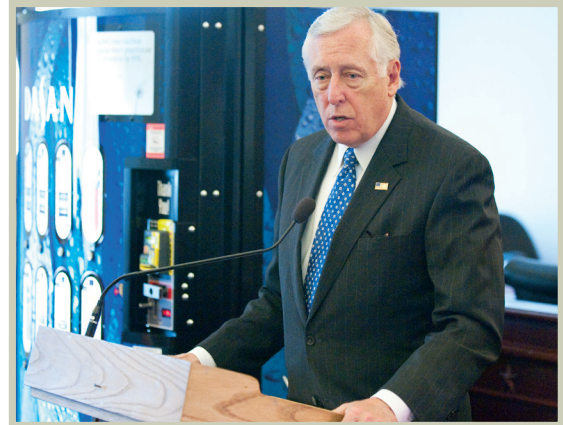
The next time a Member of the House of Representatives reaches for a Coke, it will be from a greener vending machine.

House Majority Leader Steny Hoyer joined former Chief Administrative Officer Dan Beard, Members of Congress and leaders from Coca-Cola in May to unveil 35 new climate-friendly Coca-Cola vending machines for House buildings.

The new vending machines are hydro fluorocarbon free (HFC) and feature a natural refrigerant gas that substantially reduces direct greenhouse gas emissions by 99 percent.

“I am proud of the work by the House Green the Capitol Program to reduce our environmental footprint here on the Hill,” Hoyer said. “I am encouraged that Coca-Cola stepped up to provide these new vending machines, demonstrating how public and private sectors can work together to bring innovative solutions to the marketplace.”

The House was the first location in the U.S. to feature Coca-Cola’s new HFC-free vending machines. ♦



Majority Leader Steny Hoyer announces the arrival of the low greenhouse gas vending machines.



HFC-free Coca-Cola vending machines.

Building Alliances That Save Money

Green the Capitol recently unveiled the House's latest – and most ambitious – project to reduce carbon emissions and increase efficiency through an innovative public / private partnership that will cost taxpayers nothing, while returning significant savings.

The CAO, in partnership with Architect of the Capitol Stephen Ayers, announced a \$34 million project to replace thousands of light fixtures, install low-flow bathroom fixtures and upgrade heating, air conditioning and ventilation systems in all House office buildings. The objective is to cut energy use by 23 percent and water use by 32 percent, saving \$3.3 million a year.

The 30-month project will be funded by energy savings company NORESCO. Expected energy savings will be used to repay the investment.

Flying the Flag of Sustainability

The House Supply Store recently began selling flags made from the woven and dyed fiber of recycled plastic bottles.

The American-made "Eco Glory" flags, shipped in recycled cardboard boxes, look and feel like normal embroidered flags, according to Marie Burns, Director of the House Office Supply Store and Gift Shop.

At \$22.50 for a three-foot-by-five-foot flag, an Eco Flag will cost considerably more than the standard cotton or nylon flags of the same size, which sell for \$9 to \$9.50 each. But, Burns said, the extra cost may be worth it to customers who want to express an environmentally aware patriotism.

Many of the flags the supply store sells go to Members', who then give or sell them at cost to constituents. A popular and relatively affordable gift, flags are among the store's best selling items.

Lighting Smarter in the Rayburn Cafeteria

There is now unprecedented energy savings at the Rayburn House Office Building's cafeteria due to energy-efficient LED lighting and advanced building controls, such as shades and light harvesting. The changes were unveiled in April. The cafeteria is the first federal government facility to combine the two, resulting in total energy savings that will reach 80 percent.

CAO FEATURES:

Saving Taxpayer Dollars by Consolidating Data Centers

Your computer has a bigger carbon footprint than you might think.

While computer technology and efficiency have grown exponentially, data centers – facilities used to house computer and telecommunications server systems – have remained tremendously inefficient by comparison.

Think about the number and size of data centers necessary for a large corporation or federal agency, let alone the entire Internet. Think about the power it takes to run those data centers – as much as four percent of all nationwide electricity consumption, according to some estimates. Now you understand the scope of the problem.

Green the Capitol is doing something about it.

The Uptime Institute, an information technology industry group, recently recognized an innovative Green the Capitol project to consolidate the U.S. House of Representatives data center, saving significant amounts of energy and \$2,000 a day.

A panel of industry experts judges the contestants in a blind selection process. Among the finalists this year were IT giants such as Microsoft, Yahoo!, eBay, Hewlett Packard and Verizon Wireless.

Jack Nichols, Director of the House Information Resources Enterprise Operations department said, “Some of the names that are associated with the awards really validate what we are doing at the House.”

It is the only such government effort ever to win a Green Enterprise IT award from Uptime. ♦



The House's award-winning data center.

Winning a Sustainability Award

The Uptime Institute, an information technology industry group, recently recognized an innovative Green the Capitol effort within the CAO to consolidate House computing resources using server virtualization technologies.

The effort saves taxpayers \$2,000 a day and successfully reduced energy consumption from approximately 1.25 million watts per hour to less than 475,000.

As the effort expands to all House offices, it could reduce the House's computing energy bill by more than 80 percent, translating to multi-million dollar cost savings.

The CAO is the only government entity to win the prestigious Green Enterprise IT award. Among the finalists this year were IT giants such as Microsoft, Yahoo!, eBay, Hewlett Packard and Verizon Wireless.

Greening Committee and Leadership Offices

Green the Capitol has continued expanding the Office Greening program to Committee and Leadership offices across the House, including the Speaker's Leadership Offices, the Majority Leader's Leadership Offices and the Office of the Minority Leader.

Consultations have also been completed for CHA, the Committee on Appropriations and all of its Subcommittees, the Energy and Commerce Committee and the Water and Power Subcommittee, among others.

The program has completed more than 320 consultations to date, with plans to complete the rest by the end of 2010.

Implementing Green Procurement Policies in the CAO

Green the Capitol and the CAO want to position the House as a "Best in Class" model for the procurement of environmentally conscious products. These guidelines extend to all purchases and take into consideration conservation of energy, recycled content, toxicity, alternative disposal and bio-based content.

The effort aims to encourage suppliers to implement green production and business practices, as well as to educate employees about green procurement through training and green product databases.

These guidelines were recently finalized, with implementation to begin immediately.

FEATURES:

Wounded Warriors' Singing Bandit



Among all the gear Army Specialist Josh Revak packed for his first tour in Iraq, one item proved the most valuable by far.

Revak, one of the newest fellows in the CAO's Wounded Warrior Program, was a budding singer and songwriter when he signed up for the Army in 2002. Just out of high school in Duluth, Minn., he had been shaken by the events of September 11, 2001.

He was hungry to carry on his family's military tradition. His grandfather had been a Marine, and his father had done an enlistment with the Army.

"I guess service just called," Revak recalls.

Revak shipped out for Iraq as a battle tank crew man in May, 2003. In charge of packing a personnel carrier for his battalion, Revak made sure to slip in something he couldn't imagine leaving behind: his acoustic guitar. "I kind of smuggled it to Iraq," he says with a laugh.

In the often trying months of his two tours in Baghdad, Karbala and the outskirts of Fallujah, Revak would turn to his guitar for entertainment and solace more often than he could have imagined.

Several of his fellow Bandits, the battalion's nickname, joined Revak in evening jams and impromptu songs. "It was our voice," Revak says.

When the battalion suffered its first casualty, Revak and a friend volunteered to sing at the memorial service in front of 300 soldiers. "In the past, services were more official and dry eyed," Revak remembers. "When we played, the guys were just weeping."

From then on, Revak wrote and performed an original song for each memorial service.

Revak's war zone music making came to an end when a mortar projectile explosion left him with shrapnel in his feet, a fused ankle and a concussion.

Now 29, Revak has found a new mission in his work as a Military and Veterans Affairs Liaison to Rep. Don Young of Alaska. From Young's District Office in Anchorage, Revak handles a range of issues from benefits claims to veterans in need of counseling.

"Helping a service member or veteran find their way out of despair and hardship creates a feeling of accomplishment like no other," Revak says of the work. ♦



Wounded Warriors' singing bandit, Josh Revak.

WORK / LIFE

Hiring Wounded Warriors

The House Wounded Warrior Program, which was established to provide employment opportunities for disabled veterans, has funded 50 fellowships. To date, 38 Fellows have been hired. Six have already “graduated” from the program and moved on to full-time positions with other government agencies and companies. Currently, 33 are employed in various Member offices nationwide.

Whether the Fellows are ultimately hired as permanent staff, or they move onto other opportunities, the Wounded Warrior Program is accomplishing its mission of assisting veterans with their transition and assimilation into civilian life following their honorable military service.

Improving Employee Express

The CAO’s Payroll and Benefits department recently added a new feature to the Employee Express website that saves time, money and the environment.

The feature allows year-round enrollment for health benefits, so new employees can sign up within the first 60 days of their employment. Once submitted online, the information is immediately sent to Payroll and Benefits and the insurance carrier.

Rolling Out Budget-Friendly Meals

In response to Member and staff feedback, the CAO recently introduced a host of budget-conscious meal options for House staff and visitors.

The House’s eateries now feature sides for \$1 to \$3 and complete meal options for \$4 to \$6.

In June, the CAO also unveiled the redesigned Rayburn Deli, renamed “Heroes on the Hill.”

The sub shop offers seven subs for less than \$5 every day.

The specialty heroes are freshly made with high-quality meat, locally sourced vegetables and bread that is baked daily. The menu features six cold subs, as well as a daily rotation of hot subs.

Supporting House Employees in Anticipation of Transition

As part of its ongoing services to the House community, the Office of Employee Assistance (OEA) has delivered a unique blend of performance consultations, work-life supports and stress management strategies to support the productivity of House employees and foster their resiliency as they serve the Member and the Member's constituents. Ever mindful of the stress of a Congressional transition and a Member's departure, the OEA initiated its specific transition-related support services and outreach to departing Member offices in January. Through the first six months of the year, the OEA had already contacted the majority of offices where the Member is not returning with the 112th Congress.

ENABLING TECHNOLOGIES, PILOTS AND CONTRACTS

Securing Data

In 2009, the Speaker and the Republican Leader of the House instructed the CAO to complete an assessment of the security policies governing computers in the House. They also requested the CAO provide recommendations for improving House information system security policies.

After undertaking a complete review of all House IT policies, the CAO developed new security recommendations, which were approved by the Committee on House Administration.

Beginning in June, all employees on the House network were required to complete yearly Information Security Awareness Training, either online or during a live training course.

In keeping with the new, improved IT security policies, the Information Systems Security Office now offers portable USB flash drives, which store House information securely. The sophisticated devices allow staff to use a fingerprint in addition to a password, to access encrypted data securely. To date, hundreds of the drives have been issued to offices throughout the campus.

House-issued Blackberrys are more secure as well. In January, thousands of House staff began using passwords to access their Blackberrys. The change is the result of continued efforts to ensure the security of mobile devices on the House network.

Migrating the Storage Area Network

The CAO has successfully transferred the House Storage Area Network (SAN), which supports all CAO business systems, to a new storage system that reduces the overall power and cooling requirements within data centers, improves business stability and provides \$1.6 million in savings on future maintenance.

Upgrading Mailbox Storage

The CAO, working with CHA, recently upgraded from Microsoft Exchange 2003 to Microsoft Exchange 2007. The technology, coupled with Exchange Extended Mailbox, allows the House to take advantage of the software's latest improvements, which provide the user with tools to easily manage e-mail with a high capacity inbox.

Supporting iPhones

On April 15, the CAO began supporting Apple's popular iPhone by implementing a new mobile messaging infrastructure, which allows House staff to get official emails on their iPhone.

This effort is the result of the CAO's continued commitment to listening to its customers and responding with improved services.

Upgrading Connectivity for District Offices

The CAO introduced a new service designed to dramatically increase data connection bandwidth from Members' DC offices to their District Offices at no additional cost to the office.

This service, Multi-Protocol Label Switching (MPLS), doubles the data bandwidth for all 441 Member offices. It also gives the data transport system the capability to adapt to higher speed applications in the future such as web streaming, e-learning and video teleconferencing.

Offering Wireless Connections

The CAO recently equipped the Longworth and Rayburn cafeterias with a wireless internet connection, allowing House staff to get online away from their desks.

The new WiFi system is available through the House network using a laptop, iPhone or Blackberry.

Modernizing House Broadcasts

Great strides have also been made in the Committee Broadcast Modernization Program, which aims to enhance Committee hearing room audio/visual and broadcast capacity, while addressing greening issues and adhering to the Americans with Disabilities Act.

Renovated Committee hearing rooms allow the Committee Chairperson to monitor proceedings from their desk, provide the broadcast of hearings to the public and broadcast media, accommodate a large on-site audience, record the proceedings and receive professional broadcast support, all while giving the House the capability to simultaneously broadcast multiple hearings.

During the past several months, the House Recording Studio has also made it easier for Members of Congress and Committees to participate in eco-friendly video teleconferencing.

Renovating Convenience Services

Using harmful chemicals to clean clothes is a thing of the past, with the recent arrival of an environmentally friendly dry cleaner at the House.

The new vendor, ClassiCleaners, opened up shop in January, offering expanded hours to staff in its location in B-239 Longworth.

The eco-friendly dry cleaning process is more energy efficient and produces far less waste than traditional methods. The selection of ClassiCleaners underscores the CAO's commitment to doing business with vendors who offer sustainable products and services.

The dry cleaner uses energy-efficient washing machines that don't require water or steam. It promotes the reuse of hangers, while encouraging its customers to use nylon laundry bags, recycled plastic bags and recycled paper covers.

The House's salon also underwent a renovation recently. After a total revamping of the space and services, Tides salon opened in March. The new salon features a wide variety of hair, nail, waxing and massage services in a more eco-friendly space.

Handling Record Numbers in First Call

For the first six months of 2010, First Call assisted customers with 2,503 passport applications, an increase of almost 10 percent compared to the same time frame in 2008. During the same period, First Call also answered more than 30,000 phone calls, representing an increase of 36 percent.

In April, First Call reached a milestone by assisting with its 50,000th passport application.

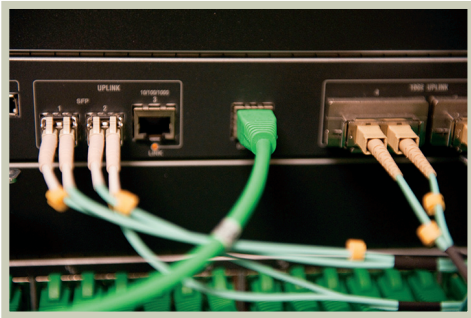
Improving Workflow Management

The CAO's new workflow management system has streamlined operations by using state-of-the-art barcode scanning.

Barcode scanning allows staff to update furniture tickets in the field, eliminating the need for paper tickets and furthering the CAO's greening efforts. The scanners improve inter-shop communication, while reducing redundancies and delivery times. Overall, the technology serves to enhance customer service across the House.

FEATURES:

Bandwidth Boost



Imagine if you could double your brainpower and productivity.

It sounds like the tag line for a late-night infomercial, but it became a reality for hundreds of Members' offices recently.

No, this isn't the Matrix. There won't be any tinkering with people's heads. Instead, the CAO's House Information Resources (HIR) department dramatically increased data connection bandwidth to Members' main District Offices.

The service, at no additional cost, doubled bandwidth to more easily support high-speed, data-heavy applications such as video teleconferencing and web streaming, according to Nelson Moe, an Assistant CAO and Chief Technology Officer.

Called Multi-Protocol Label Switching (MPLS), the new system will run only to each Member's main District Office. Any other District Offices can connect to the network via a virtual private network or VPN. To support the expanded bandwidth, the House's data network has been beefed up substantially. In fact, the network's capacity has doubled every year during the past three years.

Fifty main District Offices are already connected, with the remainder due to be by the end of August. There will be no extra cost for the enhanced connectivity and faster downloads. The reason, Moe explains, is the "nature of technology." As it improves exponentially, technology's costs decrease. In the meantime, older forms of broadband access are left by the wayside "kind of like the Dodo." ♦

EMERGENCY PREPAREDNESS

Training for a Disruptive Event

The CAO continues to participate in robust internal and House-wide training to ensure its readiness to support Members, Committees and staff. CAO staff also train with and test various technologies so they know how to use them during an emergency. Exercises make it clear what the organization is doing well and what it needs to do to guarantee the best response possible.

Awareness of Business Continuity

Business Continuity is all about awareness – of your working environment, what to do when something happens, as well as the tools and resources you have available should an emergency occur. The CAO is continuing its comprehensive approach to staff awareness and education by rolling out additional training and education sessions for all staff, as well as special training for critical staff, managers and supervisors. This information is tailored to make staff aware of their roles and responsibilities when a disruptive event occurs, and how they can best support the CAO's mission, and that of the U.S. House of Representatives.

FEATURES:

Making a Smooth Transition

It is an intricately choreographed dance that unfolds over weeks instead of hours. It involves hundreds of performers and a stage spanning multiple buildings. Rehearsals begin years before the show.

This isn't some Vegas extravaganza, but a ritual of passage at the House every two years.

While the 112th Congressional Transition doesn't get underway until November, planning and budgeting began two years ago. As Transition Team Leads, for the upcoming Transition, CSD's Modular Furniture Program Manager Stachia Cuffey and AFL's Director of Furnishings John Lewis are already deep into the process.

It is the sixteenth Transition that Lewis has worked on and the fifth for Cuffey.

The two have been reviewing previous Transitions for lessons learned, passing along suggested new policies (such as the recent recommendation that offices replace boxes with re-usable moving crates) and integrating Transition planning into year-round work.

"We want to make it operational," Lewis says, "not just some big event at the end of the year." Lewis admits, however, that no amount of preparation can eliminate the intensity of Transition office moves. "When Transition hits, our normal jobs are on steroids."

As soon as election day results roll in, CAO and AOC staff get busy finalizing lists of outgoing Members and setting up office choice lotteries for seated and freshmen Members. CAO and AOC move coordinators meet with Members to discuss floor plans, furniture, carpet, drapes, paint and wiring setups. The AOC does a digital mockup of each office plan, while the CAO tracks related work assignments.



CAO employees greet a Member during the Transition to the 111th Congress.

In a bid to ease the process for Members this year, a straightforward online program has been created. The website lays out Transition steps and requirements in order of importance for departing, incoming and seated Members. Tasks that require action by Members (e.g., completing a form) will automatically print with instructions for further action. ♦

CHARTS

FY 2010 CAO Staffing Chart (as of 06/30/2010)

	Current FTEs	Vacancies	Total FTEs
Administrative & Financial Services	103	16	119
CAO Immediate Office and Galleries	60	7	67
Customer Solutions	229	29	258
House Information Resources	192	20	212
CABS	57	5	62
Information Security	16	1	17
Operations Immediate Office	13	0	13
Wounded Warrior Program	33	17	50
TOTAL CAO	703	95	798

CHARTS

FY 2009 Budget to Actual Report (as of 06/30/2010)

CAO Group	Adjusted FY'09 Budget	YTD Actuals	Available Balance	% of Budget Remaining
Chief Administrative Officer				
Single-Year Funds				
Personnel	\$ 57,930,657	\$ 57,884,951	\$ 45,706	0.1%
Non-Personnel				
Total Operations	\$ 60,813,941	\$ 60,647,525	\$ 166,416	0.3%
Investments (PMO)	\$ 12,244,582	\$ 12,237,309	\$ 7,273	0.1%
CAO-Wide Resources	\$ -	\$ -	\$ -	0.0%
Total Non-Personnel	\$ 73,058,523	\$ 72,884,834	\$ 173,689	0.2%
Total Single-Year Funds	\$ 130,989,180	\$ 130,769,785	\$ 219,395	0.2%
No-Year Funds				
Investments (PMO)	\$ 6,158,666	\$ 6,158,666	\$ -	0.0%
Total No-Year Funds	\$ 6,158,666	\$ 6,158,666	\$ -	0.0%
Total CAO Budget	\$ 137,147,846	\$ 136,928,451	\$ 219,395	0.2%
BCDR				
Single-Year Funds	\$ 12,438,000	\$ 12,365,163	\$ 72,837	0.6%
No-Year Funds	\$ 8,722,374	\$ 8,722,374	\$ -	0.0%
Total BCDR Budget	\$ 21,160,374	\$ 21,087,537	\$ 72,837	0.3%

CHARTS

FY 2010 Budget to Actual Report (as of 06/30/2010)

CAO Group	Adjusted FY'10 Budget	YTD Actuals	Available Balance	% of Budget Remaining
Chief Administrative Officer				
Single-Year Funds				
Personnel	\$ 62,430,908	\$ 45,092,168	\$ 17,338,740	27.8%
Non-Personnel				
Total Operations	\$ 66,818,007	\$ 53,607,272	\$ 13,210,735	19.8%
Investments (PMO)	\$ 401,301	\$ -	\$ 401,301	100.0%
CAO-Wide Resources	\$ 829,063	\$ -	\$ 829,063	100.0%
Total Non-Personnel	\$ 68,048,371	\$ 53,607,272	\$ 14,441,099	21.2%
Total Single-Year Funds	\$ 130,479,279	\$ 98,699,440	\$ 31,779,839	24.4%
No-Year Funds				
Investments (PMO)	\$ 7,711,901	\$ 4,435,564	\$ 3,276,337	42.5%
Total No-Year Funds	\$ 7,711,901	\$ 4,435,564	\$ 3,276,337	42.5%
Total CAO Budget	\$ 138,191,180	\$ 103,135,004	\$ 35,056,176	25.4%
BCDR				
Single-Year Funds	\$ 19,673,000	\$ 14,632,293	\$ 5,040,707	25.6%
No-Year Funds	\$ 7,445,912	\$ 2,590,512	\$ 4,855,400	65.2%
Total BCDR Budget	\$ 27,118,912	\$ 17,222,805	\$ 9,896,107	36.5%



<http://cao.house.gov>