

Office of the Director FY 10 Accomplishments

Chief of Staff

MANAGER

JEFFREY POWELL, CHIEF OF STAFF

BRIEF DESCRIPTION

The Office of the Director is responsible for the oversight and management of the entire department. The Chief of Staff oversees the offices of risk management/emergency preparedness, integrity & compliance, and administrative and management support services.

BUDGET

\$25 MIL

PROGRAM AREAS

Civil Rights
Internal Communications
Customer Service Clearinghouse
Emergency Preparedness and Risk Management
Labor Relations
Human Capital Administration
Facilities Maintenance and Space Management
Training and Development

PROGRAM PICTURES



Edited by: Turnesha Cook



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Executive Summary

The Office of Director, Chief of Staff has had a very exciting and productive year. As a first time chief of staff, the opportunity provided me with greater appreciation of the duties and of work group responsibilities that I have not had the pleasure in leading previously in my career. I am proud that we were able to re-establish the employee newsletter and conduct the first agency employee satisfaction survey. Each division within the Office of the Director has had some amazing accomplishments. New programs were created while others exceeded expectations.

The first Internal Communications Program was created during FY 10 to focus on our employees and work life initiatives. Through this program innovative social networking opportunities were created and several different employee enrichment programs are being crafted.

The Human Capital Administration (HCA) cultivated partnerships with The Department of Youth services, Department of Employee Services and Human Resources. Their hard work and collaborative efforts resulted in 35 individuals gaining an opportunity to work within the agency this year. The HCA was also successful in the implementation and eventual roll-out of PeopleSoft 9.0. The team successfully and accurately completed over 1000 personnel actions and provided quality assurance for payroll actions.

Labor Relations reformed and reduced the office of employee appeals from a prior year of 25% to 8% this year. They also worked on the union management partnership and their continued development by participation in the agency safety committee, and employee survey development, distribution and tabulation.

The facilities team managed to complete the \$3mil build out of the new Street and Bridge facility. This is the first new building for DDOT employees only in the history of the agency. The facilities have also begun the planning for the move to the new DDOT Headquarters this spring.

The Office of Civil Rights had a rewarding year. Over 80 small businesses were certified through the DBE certification program, while a forum was held to reveal the agency's upcoming projects to the certified DBE's. Civil Rights also created and had the opportunity to debut two new publications for their stakeholders: the DBE Insider and the OJT Advisor.



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Emergency preparedness and risk management team was able to complete the emergency plans for all 7 DDOT locations this fiscal year. EPRM also established DDOT's very first Health and Wellness program.

The Customer Service Clearinghouse also had a remarkable year. Staff responded to over 50,000 calls and 30,000 emails for city constituents. The Clearinghouse also served as the management team for DDOT's Snow Command Center featured in the Washington Post and the team was featured in the Mayor's monthly newsletter.

Finally, Training and development achieved a few notable accomplishments during the past fiscal year. 100% of DDOT employees attended some sort of training session, occupational conference, or a job-related learning event. D.University was also introduced to all agency employees, this became the agency's first all inclusive training website. These accomplishments and many more are highlighted in greater detail throughout this document.



THE OFFICE OF CIVIL RIGHTS

Mission:

The Office of Civil Rights administers compliance programs and policies related to Civil Rights for the District Department of Transportation. The office is responsible for ensuring agency compliance with the following District and Federal regulations:

1. Title VI of the Civil Rights Act of 1964 and related statutes; Title VII of the Civil Rights Act of 1964
2. Titles I, II & IV of the Americans with Disabilities Act of 1990 and Section 504 of the Rehabilitation Act of 1973
3. The DC Human Rights Act of 1977
4. DC Language Access Act of 2004.

The office also coordinates the agency's Disadvantaged Business Enterprise (DBE) Program (implementation through 49 Code of Federal Regulations Part 26) and On-The-Job Training (OJT) Program (implementation through 23 Code of Federal Regulations part 230).

FY 2010 Accomplishments:

ADA

1. Successfully fulfilled our accessible parking compliance commitment in Jan. of 2010 with the provision of 3224 accessible parking meters (a minimum of two per block), and the construction of 346 ADA compliant curb ramps and 225 landings at meters.
2. Installed Accessible Pedestrian Signals to assist pedestrians with disabilities to safely cross intersections with high traffic volumes at:

4th & M, SW

4th & I, SW

Georgia & Hemlock, NW



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Georgia & Shepherd, NW
Georgia & Madison, NW
17th and South Mall Pedestrian Crossing

3. Designated a total of 653 on street parking spaces throughout the city to provide safe and accessible access by a qualifying DC resident with a disability.
4. Conducted ADA compliance reviews for 74 major proposed building developments in the District.

Title VI

1. Established procedures to process external complaints from external customers regarding discriminatory practices in subcontracting opportunities.
2. Established procedures and implemented agency's process for tracking regulatory public participation activities.

Language Access

1. Provided translation services when needed during public participation activities
2. Contracted translation services for Agency documents that are used by the public
3. Received national recognition at this year's ASSHTO Civil Rights Conference for providing the Agency's Title VI documents on the website in several different languages that reflect the demographics of the District's population.

Title VII

1. Developed internal EEO Counseling Program to resolved employee complaints at the lowest level possible.



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9. The District established an Agency goal for subcontracting opportunities of 21.50%, of which 12.50% is considered race-conscience (agency is not allowed to establish set-asides as the construction funds are federal).
10. The Business Opportunity and Workforce Development Center published and distributed bi-weekly electronic newsletters that are distributed city-wide on procurement opportunities, small business development training with other community-based organizations and procurement networking opportunities.
11. Partnered with the 11th Street Bridge Contractor to host a vendor day in February 2010. Over 100 vendors attended the event to receive an overview of upcoming business opportunities for the project.
12. Partnered with several community-based business organizations to serve and assist the agency in publishing contracting opportunities on the 11th Street Bridge Projects.
13. Attended several outreach activities to promote the Agency's small business development program and the services provided at the Business Opportunity and Workforce Development Center.
14. Partnered with the American Road and Transportation Builders Association to provide construction safety courses for small businesses that are engaged on DDOT's highway construction projects.



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On-the-Job Training Contract Compliance and Supportive Services

1. The Agency currently has 57 individuals enrolled in the On-the-Job Training program during FY 2010. As of September 30, 2010, 19 participants reached journey-level status.
2. The Agency has partnered with a number of community based organizations and with our federal-aid contractors to develop a pool of applicants to fulfill their contractual obligation. Organizations include:
 - Court Services and Offender Supervision Agency (CSOSA)
 - DC Housing Authority
 - Department of Employment Services Project Empowerment
 - Goodwill Industries-DC and vicinity
 - Latin American Youth Center-DC and vicinity
 - Marshall Heights Community Development Organization
 - Wider Opportunities for Women at Covenant House
 - Sasha Bruce Youth Build
 - Calvin Woodland Foundation
3. Established a partnership with the Department of Employment Services to provide a Pre-Apprenticeship for the Highway Construction Trades. This program provided a six week pre-apprenticeship training to 30 individuals that will be placed with federal-aid contractors or apprenticeship programs to prepare individuals for careers in the highway construction industry.
4. Established a partnership with the Community College of DC Center for Workforce Development and Lifelong Learning to provide a 10 week pre-apprenticeship training to 60 individuals that will be placed with federal-aid contractors or apprenticeship programs to prepare individuals for careers in the highway construction industry



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INTERNAL COMMUNICATIONS

Mission:

The Internal Communications program was created to strengthen the organizational communications throughout the agency. Internal communications is responsible for ensuring that every employee (administrative and front line staff) receive communications and notifications timely and efficiently. Communications include but are not limited to:

- Email notifications
- Meeting segments
- Bulletin board updates
- Social media outlets
- Emergency notifications
- Employee Recognition
- New Employee Orientation

FY 10 Accomplishments:

1. A communication plan was completed and proposed because of the need to establish a more formal and widely received internal communications process within DDOT. After a survey was conducted in May, 2010 employees indicated communications as an area needing improvement. The approved plan was implemented in September, 2010, thus creating the Internal Communications Program.
2. DDOT Newsletter: The D.Report is published monthly and receives article submissions from the Internal Communications Program regularly. Below is a listing of all publication submissions for FY10:

Article Submissions:

- 11th Street Bridge
- Action Agenda
- Agency Realignment
- AWI
- Building Emergency Response Team



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- Capital City Fellows
 - D. University
 - Eastern Avenue Bridge
 - GLBT event
 - Health Fair
 - Innovative Communications
 - PPSA Article
 - Parking Meter Pilot Article
 - Safety Team Article
3. Internal Communication notifications are sent out to all DDOT employees as needed. During FY 10 a total of **18 notifications** were distributed.
 4. DDOT Social Media: DDOT Life is a social media outlet designed to become a networking tool exclusively for DDOT. DDOT Life provides employees with information regarding new DDOT programs, announcements, special events and much more. Employees can also visit the site to view pictures within the DDOT community as well as birthday and retirement notifications. DDOT Life was launched in November, 2010 and currently has **165 members** and counting.
 5. Several programs were proposed and are now in the design phase. Programs to be completed FY 11 include:
 - Employee Recognition Program
 - Employee Orientation Program
 - Agency-wide Bulletin Board reconstruction



CUSTOMER SERVICE CLEARINGHOUSE

Mission:

The Customer Service Clearinghouse Office implements the Mayor's Customer Service standards so that constituents can access and receive DDOT services in a satisfactory, professional, responsible, and timely manner. The Clearinghouse is staffed by two writers, two communications specialists, and one program analyst.

FY10 Accomplishments:

1. Featured in the Mayor's monthly newsletter in early 2010
2. Developed and implemented training for DC Public Schools Chancellor
3. Developing training curriculum for DDOT to be implemented this fiscal year
4. Served as management team for DDOT's Snow Command Center featured in Washington Post
5. Responded to over 50,000 calls and 30,000 emails/letters
6. Improved and maintained service delivery with less staff and resources than CY2009

Performance Evaluation Metrics

1. DDOT received three perfect scores, and a score of 95% in the last quarter. This is particularly noteworthy because of the confounding factors such as snow in early 2010 that impacted the agency's overall outputs.

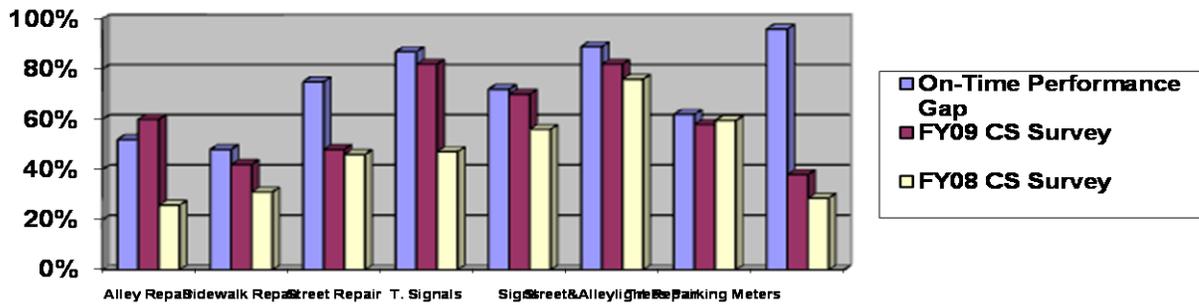
Closing the Performance "Perception Gap"

1. DDOT has seen a dramatic narrowing of the customer service "perception gap" in several key areas including alley repair, sidewalk repair, traffic signal repair, and sign maintenance and installation. This metric reflects the overall improvement of DDOT's perceived service delivery, in other words, the public's view of the agency.



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Telephonic Communication

1. The Customer Service Clearinghouse handled upwards of **1000 phone calls a week**, or **52,000 per year**. In 2009 the clearinghouse was staffed with 4 call takers compared to the 3 currently staffed within the agency. Even though the Clearinghouse has grown leaner this year, we have grown more efficient and improving its customer service score for phone calls.

Email Communication

1. DDOT has remained the leading agency among all city agencies for email correspondence. On average, the agency received 30,000 emails/letters per year. Similar to the improvements in phone service delivery, the Clearinghouse improved service with one less staff member than the previous year.



THE OFFICE OF EMERGENCY PREPAREDNESS AND RISK MANAGEMENT

Mission:

The DDOT Emergency Preparedness & Risk Management Office systematically coordinates the Department's preparatory, execution and recovery strategies for emergency events or accidental losses in an effort to minimize their adverse effects upon Department operations or to the District's transportation infrastructure. EPRM is responsible for ensuring agency compliance with the following District and Federal Regulations:

1. State Safety Oversight 49 CFR Part 659
2. OSHA 300
3. International Fire Codes
4. DDOT Safety Steering Committee (Mandate via DCORM and EOM)
5. How Is My Driving (Mandate via DCORM and EOM)
6. Building Emergency Plans (Mandate via DCORM and EOM)

FY 2010 Accomplishments:

REQUISITE PROGRAMS

1. Building Emergency Response Team (BERT)
 - Implemented internal emergency preparedness program staffed by trained DDOT employees to respond to on-site emergency situations events at nine (9) DDOT locations across the District.
 - Responded to 5 drills/false alarm incidents requiring BERT support
 - Hosted Annual BERT Conference/Training to ensure baseline training for BERT members and staff.
 - Completed Building Emergency Plans and Maps for 7 DDOT locations.
2. Emergency Liaison Officers (ELO)
 - Staffed over 25 DDOT/HSEMA deployments including the Federal Nuclear Summit and the Snow Storms of February 2010.
 - Increased ELO support from 12 to 18 within 8 months. This required a 6-month training program for each ELO.



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- Hosted Annual ELO conference/training with HSEMA Director and DC Water, DPW and WMATA participation.
3. DDOT/DPW Snow Safety Program
 - In coordination with DPW, developed and implemented Snow Safety Program comprised of inspector training, field exercise, event deployment and incident after-action reporting. Reported to over 25 accidents during the 2009-2010 snow season.
 - Provided over 10 on-site Snow safety training presentations informing employees of safety prevention.
 4. Workplace Violence Program
 - Developed a DDOT Workplace Violence Policy (signed by the Director) designed to mitigate workplace violence at all locations across DDOT, and to reinforce DDOT's position of ZERO (0) tolerance for violence in the workplace.
 - Conducted Workplace Violence Training for each administration reinforcing policy procedures as well as to create a culture of safety throughout the agency.
 5. Safety
 - Developed a comprehensive Safety Manual draft that identifies safety measures and cautions for all functions within the department.
 - EPRM developed a DDOT Drug-Free Workplace Policy and Awareness Program (signed by the Director) designed to protect the safety, health and well-being of all employees and other individuals in DDOT's workplace because the drug and alcohol abuse poses a significant threat to the agency's mission.
 6. Homeland Security Grants Program
 - The Homeland Security Grant Program (HSGP) consists of the State Homeland Security Program (SHSP) and Urban Areas Security Initiative (UASI) grants. The grant projects consist of equipment purchases and plans. Through EPRM's advocacy, DDOT was awarded \$1.6 million to install cameras/detectors in the 3rd Street Tunnel. This is a 2 year grant.
 7. Wellness and Health Program
 - Established DDOT's first Wellness and Health Program to enhance the physical, mental, and emotional well-being of DDOT employees, as well as, create a health-conscious culture in the department. Components of the program include:



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- Monthly Nutrition Sessions
- Monthly News Column (DDOT Newsletter)
- H1N1 Vaccination Clinics

COORDINATED PROJECTS

1. DDOT Safety Steering Committee
 - Established a collaborative partnership between representatives from Labor Unions and DDOT management to examine ways to significantly reduce the safety concerns and issues in the workplace.
2. Tri-State Oversight Committee (TOC)
 - EPRM staff member serves as one of two District State Safety Oversight (SSO) representatives for the Washington Metropolitan Area Transit Authority (WMATA) Metrorail system. Activities include:
 - Bi-weekly briefings to DDOT Director and support staff;
 - Hearings and Testimonies – Congress, GAO, WMATA Board, etc.
 - Oversight Audit of WMATA Transit System
 - Incident investigation oversight – WMATA, NTSB, etc.
3. DC CORPS
 - DC CORPS is a component of USA Freedom Corps, a White House initiative to foster a culture of citizenship, service, and responsibility and to help all Americans answer the President's Call to Service. EPRM staffed over 12 DC CORPS events during 2009-2010 fiscal year.
4. All Hazardous Consortium – Mid Atlantic Region
 - The AHC is guided by the regional states of NC, DC, MD, VA, WV, DE, PA, NJ and NY. The mission is to help create new resources and funding opportunities for the states to support regional multi-state collaboration efforts among our stakeholders from government, private sector, higher education and non-profit/volunteer organizations. EPRM staff member served as a panelist for the AHC annual conference, discussing such topics as evacuation planning and technology and emergencies.



THE OFFICE OF LABOR RELATIONS

Mission:

To establish an effective and sustainable process for drafting, issuing, and tracking disciplinary actions in full compliance with District regulations that will survive scrutiny before the applicable administrative body, and to maintain a productive working relationship between DDOT management and membership of the various labor organizations therein.

FY 2010 Accomplishments

- 1) Represented agency's operational and budgetary interests during negotiation of Compensation Collective Bargaining Agreement for labor organization in Compensation Units 1 & 2. The negotiations involved many hours of unpaid overtime, involved the preparation of regular reports and, required massive coordination of the agency's managerial staff. The end result is a Compensation Agreement that better suits the operational and budgetary needs of the agency.
 - Responsible for the addition of the "on-call" notification form that will protect the agency from claims that an employee is due "on-call" pay and will better help the agency hold employees accountable for failure to remain "on-call" as directed.
 - Responsible for submitting language that clarifies the distinction between emergency employees and essential employees. This distinction will better equip the agency as it prepares for emergency operations and administrative closings.

- 2) Designed and facilitated the first comprehensive training on the proper application of the applicable Collective Bargaining Agreement and the District Personnel Manual. The training provided instruction to DDOT managers and executives (eighty-five attendees) in the supervisory line of AFGE 1975 which is the largest labor organization in DDOT (500 members approx.) As a result of the training:
 - Managers are better equipped to deal with issues such as tardiness and absenteeism.
 - Managers are better able to propose progressive discipline.
 - Managers are aware of managerial rights and the proper way to exercise said rights.



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- Managers are aware of the employee's rights and protections.
- 3) Successfully guided agency through the third Reduction-in-Force (RIF) action in a two year period. Advised executive management on all actions required by CBA. Organized all requests for information from AFGE 1975 and the Executive Office of the Mayor (OLRCB).
 - 4) Continued implementation of discipline reform project. The discipline reforms changed the way the agency proposed, managed, and tracked discipline actions. The reforms involved two distinct areas of change. The first was the move to SharePoint as the tool by which all discipline actions are processed. The discipline process is now transparent, verifiable, and secure. This part of the reform was designed and implemented by Ken Higgins, Labor Relations Specialist. The vast amount of work that went into design, implementation, and management of this system is detailed in Mr. Higgins' FY 2010 accomplishments.

The second part of the reform involves the content and construction of the discipline actions. Discipline letters are now designed with the express purpose of giving that action the best possible chance of being upheld at by judicial review body. Language from controlling case law is now standard in each letter. Each discipline action is thoroughly reviewed to ensure compliance with the District Personnel Manual and the CBA. The managers who propose the discipline actions must meet minimum standards for proposals. All actions must adhere to the DPM. Finally, discipline actions are drafted with full consideration given to the employee's full discipline history. As a result of these reforms DDOT's FY 2009 discipline proposals are vastly improved on the FY 2008 proposals. It takes about 12-18 months for a final decision on an adverse action to be rendered by the Office of Employee Appeals (OEA). Prior to the implementation of these reforms, 25% of adverse actions were overturned by OEA (2 of 8). Following implementation, the percentage of overturned actions dropped to 8% (1 of 11). DDOT submitted more adverse actions with greater success and this is directly attributable to the discipline reforms.

- 5) Created the agency's first yearly discipline report. The discipline report shows the complete picture of the agency's discipline proposals by showing every action finalized by the agency during the yearly performance period. The discipline report has many far reaching benefits for the agency. First, the report allows the agency to consider patterns in discipline. For example, an increase in the number of substance abuse discipline may signal to the agency the need for more proactive counseling programs. An increase in



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discipline related to abusive language may indicate the need for more communications courses.

Second, the discipline reports provides the agency with a few on whether it is making good use of all the discipline options available. If the agency is proposing far more suspensions than lower level actions such as admonishments, then it may be an indicator that the agency is not using progressive discipline. Armed with the numbers, the agency can then address the issue.

Finally, the discipline report allows the agency to fully integrate discipline into the performance evaluation process. The discipline report reminds managers of the employees who were disciplined during the performance period and for what reasons. The manager can then incorporate the discipline into the employee's performance review thereby creating harmony between the discipline record and the performance review. This helps the manager develop the employee by creating a plan designed to address the issues that lead to discipline. Furthermore, OEA often keys upon discrepancies between the performance review and the discipline record as a factor in overturning discipline actions. The discipline report is the first effort of its kind to assist managers in improving performance evaluations.



HUMAN CAPITAL ADMINISTRATION (PPSA/PTSA/OD-Recruitment/Alternative Staffing)

Mission:

Human Capital (PPSA/PTSA/OD-Recruitment) serves as the principal advisor on all phases of administrative management involved in operating DDOT subordinate administrations, including financial management, human resource management, management analysis, customer service, facilities and contracting & procurement.

FY 2010 Accomplishments:

OD-Recruitment

1. Hired employees for the open executive positions listed below as well as a few professional positions within PTSA.
 - Chief Transportation Engineer
 - Supervisory Information Technology Specialist
 - Associate Director, Transportation Operations Administration
 - Deputy Associate Director, Transportation Policy and Planning Administration
 - Chief of Staff
2. DDOT Student Interns – (15 hired)
3. Capital City Fellows 2010 – (7 hired)

DYRS Developing Young Professionals Program

1. 3/22/10: Ten (10) total assignments have been finalized. The assignment locations include (2) TOA – Street & Bridge Maintenance, (3) TPPA- Permits, (4) OD- Facilities Management, (1)



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OD-Human Resources. DDOT received very positive feedback from the interns. Two participants are still working with the Permit Office.

Customer Service Survey

1. 9/2010- received a 95% rating from customer base which is roughly comprised of 115 employees/management/field staff between UFA,PPSA, PTSA

Office Moves/Transfers

1. 3/19/10 – coordinated seating arrangement, primary contact and lead for DRES, met with contractor to organize physical move, on-call late evenings to monitor the move, communicated with staff on packing arrangements, hired contractors to work with OITI in packing/un-packing, worked with IT to transfer phone lines
2. PTSA move to Reeves Center 3/2010- coordinated seating arrangement with Facilities Management, communicated move directions with affected staff, worked with IT to transfer phone lines, facilitated furniture request, authorized office equipment/furniture disposal
3. UFA move to Reeves Center 5/10/10 – coordinated seating arrangement on both 5th and 7th floor with Facilities Management, planned reconfiguration of gym for field staff, authorized overtime for staff to relocate office over the weekend, communicated move with management and field staff
4. UFA Operational Transfer to TOA – 5/2010 – agency re-alignment to Lasharn Hamilton, positions listed below were filled prior to the transfer. UFA was also working on properly reclassifying the Tree Operations Division.



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Supervisory Forester
Program Support Assistant
Tree Trimmer & Remover
Tree Trimmer & Remover WS-9 – internal posting
Forester (Urban) CS-12 – internal posting – promotion Jack Chapman

Reclassification of Tree Operations Division – On 4/1/10 Dana Green, DCHR classifications specialist, met with Joey Perez, Supervisory Forester, to reclassify the Tree Trimmer & Remover positions WS-5 thru WS-9.

Summer Youth Program

6/2010 – OD – The Office of the Director was scheduled to host 12 interns, only 6 arrived/stayed the whole program. The offices with a youth were Clearing House, Communications, Training, Human Resources, Facilities Management, and General Counsel.



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HUMAN CAPITAL ADMINISTRATION

Mission:

Operations Managers work with the DDOT management team to transform administrative activities from transactional processing to strategically focused business lines that directly support DDOT Administrations' missions. This includes filling vacancies, maintaining data in PeopleSoft and providing employees with training and educational experiences that build technical competencies and certifications. They are responsible for establishing access to Employee Self Service. (OM) also administers the Performance Management Program (ePerformance) that ensures that all employees have a performance plan and are evaluated in accordance to DCHR policy and procedure.

FY 10 Accomplishments:

Training and Presentations

Using MS PowerPoint presentation software and ASMP's Oracle User Productivity Kit we created a Self Service presentation/guide for all employee use. We continue to develop more user presentations and class sessions to help inform DDOT employees on other aspects of the system. These sessions will help ease the individual's fear of the system and allow them to gain the knowledge needed to navigate through T&A, Performance Management and ESS.

Reports

Several PeopleSoft reports were created such as User Access; Agency and Employee; Employee Addresses and Name Changes and corrections; Pending PAR actions; Returned Personnel Actions; Processed Personnel Actions; Temporary / Term Employee; Time Edit Report; No Time and Attendance Submitted; No Payable Time Report; End of Term Notification List; Display Agency WGI Data; and Current list of employees on LWOP.



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Personnel Actions: Recruitment

- Temp Appointments (24)
- Term Appointments (98)
- Career Appointments (07)
- MSS Appointments (06)
- Excepted Service Appointments (03)

Internal

- Conversion to Career (32)
- Conversion to Exp. Service (06)
- Conversion to MSS (09)
- Promotions (52)
- Extend Term A (177)
- Reassignments (09)

Separations

- Removals (13)
- Termination during Probation (08)
- Term Not Extended (19)
- Resignations (45)
- Retirements (16)
- MSS Termination (05)
- Reduction in Force (42)
- Expiration of Temps (18)

Other

- Change in Address/Residency Preference (179)
- Change in Marital Status (09)



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Time & Labor

1. During the course of the year, the OM maintained 100% of pay, however, during the upgrade of the new PeopleSoft System, that was not tested prior to implementation, there have been a lot of changes and we have stayed up tirelessly to assist and resolve. The OM worked consistently to ensure that all time keepers, employees, managers, supervisors and operations managers were aware of the changing process and how to streamline efficiency effectively as it is also the District's overall goal to get employees paid. We reduced the error rate for DDOT to an average of no more than 4 per month that are directly related to pay errors out of the 1200+ employees.
2. The OM established all PeopleSoft accounts on a bi-weekly basis using the ESS PSOFT User-id Report to identify employees that need accounts in addition to current users that have disabled their accounts.

Performance Management

1. The OM worked with all Operations Managers and Staff to ensure that all performance plans and evaluations are completed and accurately reflect the overall performance of DDOT. It is also been our goal to ensure that we are in compliance with DCHR policy procedures and standards. Although we did not meet our goal of 100% compliance we were in the top 10% completion rate of all agencies.

Operations Management

1. OAG Assistance: Received 87 requests for files, documents and assistance from the OAG staff during their investigations.
2. Support services for functions such as: Procurement: Review requisitions during my role as "Watcher" for all of DDOT and "Approver" for OD and PTSA submitted in PASS: 62 Requisitions; were provided and valued at: **\$1,062,102,874.40 USD**



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3. Performance and Discipline: Consulted and advised managers regarding employee's performance, discipline, pay issues and career goals.
4. Worked closely with Risks Management, Facilities Management, OITO and Civil Rights to ensure that employees have a safe and productive work environment.

HR Advisor Role

1. Attended or sent representative to Monthly HR Advisory meeting and disseminated all relevant materials to DDOT staff.
2. Reduction in Force: provided guidance and processed one RIF effecting 9 positions.
3. Realignment: provided guidance and processed 1 re-alignment effecting TOA and IPMA.
4. Training: Assisted with coordinating PS training for DDOT staff during conversion to PS Version 09.
5. Classification: Worked closely with DCHR on Classification Reform Project which involved several meetings, submitting Position Description documents and scheduling session with DDOT managers.
6. Quality Control: This is an on-going process to ensure that all documents and processes submitted to DCHR do not violate standard policy and procedure.



FACILITIES MAINTENANCE AND SPACE MANAGEMENT

Mission:

The Facilities Office is to manage and maintain the DDOT-owned environment. The Office also provides operational support to all DDOT Administrations in the area of document reproduction, interior space planning and design, land acquisition and development, and construction management.

FY 10 Accomplishments:

1. Successfully participated & contributed to Earth Day by planting trees and shrubbery at Farragut
2. Painted the exterior of the Sign Fabrication Shop and Administrative buildings at G Street
3. Painted interior of the DDOT Warehouse and installed a new ice machine
4. Repaired all exterior lighting at W St., Reno, Potomac & R Street Salt Domes
5. Removed massive amounts of over grown vegetation from the fence line and pruned several trees at W Street location & Farragut Salt Dome Rear

Continuous preventative maintenance of W Street Trailers to include:

- Water Supply Line
 - Ramp Construction
 - Electrical
 - Plumbing Maintenance (Toilets, Sinks, Showers, Water Fountains, Coolers, Ice Machines)
6. Cleaning of Base Savers
 7. Fleet Management, cleaning and maintaining the upkeep for a number of DDOT vehicles



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8. Successfully transport of DDOT Directors, and DDOT Executives to and from essential destinations
9. Supplied agencies with internal mail services to and from DDOT
10. Assisted building owners with Pest Control (Rat and Mice Infestation)
11. Reno Salt Dome Roof Repair
12. Installation of Cable Television to all Major Executive Offices
13. Relocated Mass Transit and UFA from 2217 to the Reeves Building
14. Built a retaining wall and installed new signage at entrance of Farragut
15. Relocated UFA to the old Street & Bridge Administrative trailer at W Street
16. Completed renovations of the Continuity (Red) Room at G street
17. Constructed the men's and women's dressing rooms of TOA at the Warehouse
18. Relocated the Permits Office from 941 to 1100 4th Street
19. Renovated the break room in the Sign Fabrication shop at G street
20. Demolished and re-built dilapidated additions to the Materials Testing Lab
21. Installed new office for PPSA on the 6th floor of the Reeves Building
22. Installed new workstations for PPSA on the 6th floor of the Reeves Building
23. Completed renovations & furnishing of the Civil Rights Office on the 4th floor of the Reeves Building
24. Installation of General Counsel security system



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25. Installation of 220 outlets for Risk Management emergency vehicles
26. Created, developed, established space and plan design for Union reps from 2217 to 64 New York Avenue
27. Created, developed, established 55 M Space and Plan Design including:
 - > Organization of Agency Seating
 - > Space and Color Design for Agency Floors
 - > Management and Up-Keep of Project Schedule
 - > Organization of Walk-Thru of New Development Facility
28. Relocated trailers at W street from 1403 to 1241
29. Removal of electronic filing system at 64 New York Avenue
30. Office consolidation and construction of 4 workstations for PPSA
31. Converted Fitness Center to office space for UFA

Capital Projects

1. New Farragut Street and Bridge Development
2. 55 M Street DDOT Relocation
3. Blueprint & Budgeting process started for Farragut Phase II



THE OFFICE OF TRAINING AND DEVELOPMENT

Mission

The mission of the Training Office is to continuously improve the knowledge, skills, and abilities of all Agency employees so that they are able to think critically, communicate effectively, adjust to a changing work environment, and enhance quality of work.

To continue to provide training and educational experiences that build our staff's technical competencies and provide certifications, in addition to the traditional training, education and development opportunities that focus on functional knowledge and professional development consistently across each of the five administrations.

FY 10 Accomplishments:

Employee training, education and development performance measures

- 100% of DDOT employees attended a training session or a learning event as a result of formal and on-the-job training combined (an agency first).
- 100% of our workforce attended a formal training event, occupational conference or other job related learning activity.
- Provided 100% of all DDOT employees the opportunity for training, education and development.
- Provided 100% of DDOT's employees had learning opportunities through job-specific, on-the-job, and in-house training or coaching at no cost or minimal costs.
- 75% of employees attended specialized training, education and conferences, particularly in technical areas and job-related training.
- 847 training events equated to 1.7 training events for each employee during 2010.



Office of the Director FY 10 Accomplishments

Chief of Staff

Continued programs in education, training and development, including new initiatives for professional development.

- Provided strategies to minimize cost by training subject matter experts through our train-the-trainer program to provide employee-led training and to utilize DDOT employees for a greater return on investments.
- Provided continuous development in standards, procedures and controls to document spending that optimize the training application process for training activities.
- Assisted IT to design and implement DDOT's first training office website and put a mechanism in place (phase 1) to provide online training request.
- Exceeded training deadlines to meet goals while multi-tasking other training priorities

Leadership Development

- Provided teambuilding activities for management, supervisors and staff, including team-building courses, strategies and training to build team work and develop and ease the transitions of reorganization and diversity
- Managed leadership training, including planning, organizing and implementing classes and development programs to meet the needs of the Agency in training current and future leaders.
- Assisted with the planning and coordination for Senior Leadership Teambuilding
- Provided mentoring, coaching and team/staff development within the training office



Office of the Director FY 10 Accomplishments

Chief of Staff

Customer Services/Assistance

- Worked closely with Associate Directors and the Training Advisory Council (initiated by training department) to identify the training needs and priorities of each Administration.
- Assessed and prioritized training needs to provide immediate courses and long term goals for education, training and development. (Ongoing)
- Coordinated Training for professional Certifications
- Assisted the Office of the Director, 5 Administrations and 3 Divisions to meet their training needs
- Assisted Traffic Operations Administration with job-specific training
 1. ISMA Certifications
 2. Techniques for reducing Construction and Maintenance Cost training
 3. Traffic Control Technician
 4. Bridge Maintenance Inspection
- Interacts with employees at all levels
- Works with team members, developed training programs
- Troubleshoots as necessary to resolve training issues

Initiated New Training Programs

- Initiated agency-wide team building training, strategies and activities. Over 700 employees attended a team building activity.
- Assisted with the development of agency-wide safety training, including driving; initiated the purchase of driving simulator for safety driving training, etc.
- Initiated the Lean Six Sigma Training for Certification
- Managed training development activities and the implementation of all training programs



Office of the Director FY 10 Accomplishments

Chief of Staff

- Designed and implemented electronic Training/Course Survey, and Customer Service Survey
- Initiated d. Certifications Program
- Initiated and implemented the Training Advisory Council and Training Liaisons for every administration/division within Agency

Hosted/Coordinated Training Activities/Events

Coordinated approximately 6 NHI and TCCC courses and webinar courses

- Negotiated the purchase of DDOT's first Driving Simulator and initiated the Driver Safety Training Program to provide year-round job-related driver safety training, defensive driving courses, snow and front-end loader operator safety, and training for CDL drivers and snow plow drivers. This will provide training for over 700 vehicle operators.
- Worked with the planning and implementation design for Emergency Preparedness and Risk Management (EPRM) to execute the required Annual Training Module for DDOT's Building Emergency Response Team (BERT).
- Coordinated the planning and implementation design with (EPRM) to execute the required Annual Training Program for DDOT's Emergency Liaison Officers (ELOs).

Secured/Saved Funds for DDOT Training Programs

- Completed comprehensive process and procedures to secure the continued funding from the Federal Government for training and exercises in the approximate amount of \$1.2million dollars.
- Manages Agency credit/purchase card for training and travel activities



Office of the Director FY 10 Accomplishments

Chief of Staff

Program and the All Hazards Driver Training Program. Simulator valued at over \$200k, but renegotiated contract to cost \$160K saving DDOT approximately \$40k.

- Completed negotiations with new retail vendors to accommodate DDOT's need for additional venues for staff educational and training requirements. Contract are now in place with L'Enfant Plaza, Marriott Metro, Gallaudet University, and currently in negotiations with the CCDC, Xerox Center, Gaylord Hotels and the DC Convention Center Bureau. Direct negotiations will generate approximately \$100K in savings to DDOT.
- Secured successful negotiations with the General Counsel's office to finalize and execute MOUs with various government agencies, i.e., DPW for CDL drivers and the DC Fire Emergency Management Services (DCFEMS) to provide CPR and First Aid training to DDOT's frontline responders.
- Refined or wrote Scope of Works (SOWs) for various administrations which resulted in creating requisitions for Purchase Orders (PO) for more than forty (40) DDOT projects, programs, events, and/or activities
- Skillfully managed the forty (40) Purchase Orders, which resulted in a successful "no-fault" fiscal year for the Training Department.

Monitored Contracts for Compliance

- Monitored and managed 'At Cost, No Cost and Other Cost' training activities
- Monitored 40 contracts for compliance

Evaluated Training

- Designed and implemented online Training Course Survey to evaluate training and trainers.



Office of the Director FY 10 Accomplishments

Chief of Staff

Policies/Procedures Ongoing development

- Revising/writing training policies and guidelines for agency
- Interprets Federal and District government policies and guidelines for training activities

