

DOT Today

April 1993
Volume II, No. 7
U.S. Department of Transportation

Moving America Together

HOTLINE HEATS UP

Over President's Initiative

There has been a telephone hotline in the Inspector General's office at DOT headquarters since 1979, when the IG's office was established. Usually there are about 15 to 20 calls a day. But on Thursday, March 4 and Friday, March 5, the calls came pouring in — about 250 of them — after newspapers around the country published a list of toll free numbers for all government agencies.

The day before, President Clinton had announced the telephone numbers would be published so that federal workers and others could call in suggestions for ways to improve and streamline government. The hotline is only a first step in a "national performance review" that Vice President Al Gore is leading, part of the President's "Reinventing Government" movement. Top officials, analysts and front-line employees will develop specific recommendations for improving services, using resources better, and working more effectively. The first recommendations will be presented in six months, but that is just the beginning. As Leon Panetta, Director, Office of Management and Budget, said recently, "We are relying on the vast



Dennis Hughes

knowledge possessed by federal employees on what programs and activities are working and which are not, and on their suggestions for making our government work better." Both the vice president and Panetta have emphasized that this must be a continuing process.

Meanwhile, back at DOT headquarters, the hotline coordinator for the department, Marti Giuliano, was a

little surprised when she checked the answering machine early in the morning on March 4 and found it full. "When I go home in the evening and over the weekends, the tape machine goes on. There are usually a few calls, and I return them right away," she says. But the 250 calls the first two days was a signal that they'd better get some help, even if it was temporary. Two volun-

teers, Richard Hatcher and Renee Tyrance, were detailed from the Audit Division of the IG's office.

While press reports during the next few days would have us believe that all government agencies were using recordings and closing phone lines early to shield people from the flood of calls, that was not the case here at DOT. In fact, the hotline operating hours were extended (7 a.m. to 6 p.m.), and a crew was set up to work over the weekend, from 9 a.m. to 5 p.m. both days. Pat Thompson, Marti's supervisor and Acting Assistant Inspector General for Investigations says, "We are taking this very seriously. We feel that the callers have a right to get someone on the other end of the phone — not a recording. It's all in how you approach your task. This is important enough to stay later for, or to take a few more notes from the callers."

Marti, who has been in charge of the hotline for over five years, says, "The way we feel is that the voice the caller hears on the other end of the phone is the representative of the department. The way we're

Richard Hatcher, Kenyetta Spencer, Marti Giuliano, Susan Miller, (seated) Criminal investigator, Renee Tyrance, and Rob Roppel, criminal investigator.

responding gives them a positive feeling from DOT. We're hearing from people who think they have good ideas to save money, and this is their chance to make

them known. To me, this is a positive thing. It shows that the plan to get input from the public is working."

You'd think this might be the chance for hundreds of complaints to pour in, but in truth, the calls they're getting are mostly positive, thoughtful suggestions.

"We've heard from a retired engineer who has an idea on new, money-saving ways to resurface roads. Or someone who used to work on the railroad and has suggestions on improvements there," says Marti.

There are at least two people on the DOT hotline phones at all times; the overflow calls are taken in the investigative office down the hall. They're still getting about 100 calls daily. Throughout the day, Kenyetta Spencer, a secretary in the audit division,

(Continued page 2)

INSIDE

2

The Blizzard of '93

3

A Salute: Professional Secretaries Week

7

Employee Chronicles the Beatles

Senior Officials Named at DOT



President Clinton has announced his intention to nominate the following individuals to key DOT posts:

Mort Downey III

Mortimer L. (Mort) Downey III as Deputy Secretary of Transportation.

As executive director and chief financial officer of the Metropolitan Transportation Authority in New York during the last 12 years, Downey has built a reputation as a creative, strong and effective manager.

Secretary Peña said, "I am delighted that President Clinton has

announced his intention to nominate Mort Downey. His extensive background in transportation at both the federal and local levels will be critical to our success in leveraging transportation investment and policies to rebuild the economy. Just as important, Mort's financial and budget skills, along with his ability to improve government services while holding the line on costs, make him

perfectly suited to our efforts to reinvent government and use scarce resources strategically."

From 1977 to 1981, Downey served in the Carter Administration as assistant secretary of transportation for budget and programs, and was the DOT representative on the President's Inter-Agency Coordinating Council. Before that, (Nominations continued page 4)

A Salute to DOT Secretaries

Professional Secretaries Week April 18-24

Secretaries make up the third largest DOT occupational group (behind air traffic controllers and electronic technicians), with 3,283 permanent secretaries on board at the end of Fiscal Year 1992.

The role of the secretary has changed dramatically over the years. In 1978, the secretary's job description included performing as many office support duties as possible to increase the effectiveness of others. Typical duties included: telephone and receptionist services; typing, steno or transcribing duties; reviewing outgoing correspondence and reports; maintaining the boss's calendar, and making travel arrangements. While the secretary of the '90s still performs many of these same duties, office automation and other technology have changed the way he or she does them. Last year, the Federal Highway Administration established a work group to assess the impact

of office automation on the secretary. The findings show that impact to be significant. Word processing software includes increasingly greater capabilities for graphics, calculations, sorting and storing of information; through the use of electronic mail, messages can be sent without leaving the desk or picking up a phone; with calendar software, events can be scheduled on one or more calendars and coordination with other offices can be done through computer networks.

For a sampling of DOT's secretaries, we went to headquarters and to a couple of regional offices as well to get their feelings on what it's like being a secretary at DOT:

Profiles continued on page 6



Claudia Holland Secretary, Office of Motor Carriers Standards, FHWA

Claudia Holland has been a secretary since 1973, first with the Maritime Administration, and since 1991, with the Federal Highway Administration. "I started with typing courses in the 10th grade and continued through my senior year," she says. Later she went to Prince George's Community College,

where she earned an associates degree in secretarial science. "I thought about teaching," says Holland, "but..."

"I always tried to do the best I could. I can even remember my first day on the job — I made a lot of errors, but it was because I wanted everything to be perfect." Holland admits one of her problems early on was that she loved to talk on the phone — sometimes when she was supposed to be answering it. Now, as the supervisor for two stay-in-school students, she sees the same problem. "But I feel I can guide them," she says. "I can tell just how much I've grown in my career by dealing with them."

Holland is currently secretary to the Director of Motor Carrier Standards, and is considered the office manager, supervising work done by four other clerical people. Would she want to be a director herself? "Maybe someday," she says. "I like assisting, but I'd enjoy being a participant, too. I feel I give my job 110 percent, and that I do more than is expected of me. But I want to do it," she continues.

"All the things I've come across in my career," she says, "even the problems and the problem people have been learning experiences for me. Things I've learned have helped me on the job, at home with my kids, and at church."

"Secretaries don't just type letters and answer phones anymore. These days, my boss and I work as a team, and he includes me. I may have worked on the background for a presentation he's doing, and he'll make sure I attend the meeting to see the end result. That gives me a better understanding of what I'm doing here. When you have someone who believes in you, you support that person in return and do anything you can to make their job easier. I really enjoy coming to work."

Bess Howard Yeoman 1st Class, U.S. Coast Guard

"When people ask me what I do," says Yeoman 1st Class Bess Howard, "I never say 'I'm just a secretary.' There is not an office around that's going to run without secretarial support. A lot of important decisions go forward because of what the secretary keeps moving along on a day-to-day basis."

"In my current position, I do a lot of correspondence and administrative work," says the 14-year veteran of the Coast Guard. "I enjoy it, but it's not where I want to end up." Howard has just been selected for the Coast Guard's Officers Candidate School (OCS) and is headed for training in Yorktown, Va. She points out that even though the

Jean Grimm Secretary, FAA (Mike Monroney Aeronautical Center, Oklahoma City)

"My father thought I should be a teacher," says Grimm, but she says she really didn't care about that, and became a secretary instead. She began working for the FAA in Oklahoma City shortly after graduating from a four-year college. After four years in a field office, she transferred to the Aeronautical Center, and has been there ever since.

"I just love everything about being a secretary," she says. "There is so much going on, and so many people that you meet or come in contact with during the day. I know there are professions where I could make more money, but money is just not the issue with me. I would rather do a job I like rather than have to go after the money."

Grimm has spent her whole career as a secretary, except for what she describes as a long

two months. Back in the late 70s, it seemed that so many people were going for different jobs, different titles, so she thought she'd try it, she explains. "I was a division secretary at the time," she explains, "and I had a chance to transfer to a different branch as an examiner. I just didn't like it. It was so different from my secretarial job. There I was in a room with about 20 people, each with their own desk and there was no public contact. I missed my old job — and I was lucky enough to be able to return to being a secretary."

She is now at the highest level in the secretarial field at the Center, and is working for the Associate Administrator. "Some titles are being changed around here," says Grimm, "but changing mine is not important to me. I'm proud to be a secre-

tary." Grimm is a big supporter of the new technology that's available today. "I must admit," she says, "I love my computer. When they were renovating our building and we had to move temporarily into smaller quarters, I didn't care what I had to give up as long as it wasn't my computer. It's wonderful for composing minutes and memos. The only bad thing is that it's probably made us all lousy typists because we can correct our mistakes so easily!"

Robert Tyler Secretary, Maritime Administration

A DOT employee since 1991, Robert Tyler moved to Washington, D.C. from Florida, where he said the job market was "not great." Even though he had an associate's degree in business data processing, he had to start with a temporary agency that lined up clerical positions. "Word processing is something that comes easily to me," says Tyler. "When the agency sent me on a job to DOT transcribing tapes, they asked me if I'd like to work full-time in the Inspector General's office. I jumped at the chance to have full-time work and to have benefits."

Tyler worked in the IG's office until January of this year, when he moved to a secretarial position in the Maritime

Administration's Ship Operating Assistance office. He is currently one of only 57 male secretaries in the department.

"I enjoy what I'm doing," he says, "but frankly, it's just where I happen to be now. When an opportunity arises, I want to move into a professional series." Tyler says he plans to take advantage of the services offered by the department's Career Resource Center to help him with his goals.

"I enjoy people, and assisting in this office. It's a real good atmosphere here," says Tyler. When asked if people are ever surprised to find a male secretary in the office or on the other end of the phone line, Tyler says no one has ever made any remarks about it. "There's no problem about it either way — with either my boss or myself," he says. "I'm just an employee doing a job which happens to be classified as secretarial."

National Secretaries Week's theme is, "In Touch With Our Future."

The annual essay contest, open to all secretaries and clerical personnel department and nationwide, will accept entries through

April 5 on the same theme. A program to present essays and announce winners will be held at DOT headquarters on April 22.

Presented by the DOT Federal Women's Program Managers Intra-Departmental Council.

Senior Officials *continued from page 1*

he was the first transportation programs analyst for the newly-created House of Representatives Committee on the Budget, and held a number of positions with the Port Authority of New York and New Jersey.

Downey, 56, graduated magna cum laude from Yale University, received a master's degree from New York University and attended the Harvard Business School Advanced Management Program in 1988. He served in the U.S. Coast Guard Reserve, holding the rank of lieutenant commander.



Stephen Kaplan

Stephen H. Kaplan as General Counsel. Since January 1991, Kaplan has been with the Denver firm of Davis, Graham and Stubbs, from which he took a leave of absence in late February to head the Transition Transportation Cluster as deputy. He is currently working with Secretary Peña on organizational issues and policy matters.

From August 1983 to August 1990, he served as city attorney for the city and county of Denver, and member of the mayor's cabinet, managing an office of approximately

60 attorneys and 35 support staff. He has been active in several Denver area community organizations. A graduate of Harvard College and Harvard Law School, Kaplan is married to Jeanne Slavin, and they have two children.

Michael Peter Huerta, as Associate Deputy Secretary and Director of the Office of Intermodalism. Since 1989, as executive director of the Port of San Francisco, Huerta's responsibilities have included overseeing and managing the operations of the port, a self-supporting agency responsible for fostering commerce, fisheries, navigation and recreation along the San Francisco waterfront. He completed the port's first strategic plan in its 130-year history and reorganized the staff to emphasize customer service. Huerta also negotiated a development memorandum for mixed use development at the port, including a two-berth cruise terminal, conference facilities, shops, restaurants, and a hotel. He was formerly commissioner of the city of New York Department of Ports. Huerta's undergraduate degree is in political science from the University of California, Riverside, and he holds a master's degree in international relations and policy analysis from Princeton University.



Michael Peter Huerta

Rodney E. Slater as Administrator, Federal Highway Administration. Slater is presently serving as chairman of the Arkansas State Highway Commission. He was the first African-American to serve on the commission, appointed by then-Governor Bill Clinton in 1987. A native of Marianna, Ark., Slater served as an assistant attorney general of Arkansas, as special assistant for community and minority affairs, and as executive assistant for economic and community programs on the governor's staff before his

appointment to the highway commission. Slater graduated in 1977 from Eastern Michigan University, and received his law degree from the University of Arkansas in 1980. He is a member of and has served on the boards of YMCA of Little Rock and United Cerebral Palsy of Central Arkansas. Slater is married to Cassandra Wilkins.



Rodney E. Slater

Jane F. Garvey has been named Deputy Administrator for the Federal Highway Administration (this position does not require Senate confirmation). Since 1991, Garvey has been director of aviation at Logan International Airport in Boston, directing airport management and capital planning. From 1983-88, she was associate commissioner and became commissioner in 1988 of the Massachusetts Department of Public Works, the agency responsible for construction and maintenance of the statewide network of highways, bridges and roadside areas. As director of the agency, she was responsible for developing innovative public/private financing and new environmental programs for the agency, and oversaw all aspects of Boston's \$5 billion Central Artery/Tunnel project. Garvey holds a bachelor's degree from Mount Saint Mary College in New Hampshire and a master's degree from Mount Holyoke College in Massachusetts.



Jane F. Garvey

National Women in Aviation Conference Held

A record 530 participants from around the country made the fourth annual Women in Aviation Conference in St. Louis a big success. Held March 4-6, it was sponsored by Parks College of St. Louis University. The theme this year was "Women in the Business of Aviation," and the definition was broadened to include everyone from women in corporate aviation to women in combat; from pilots to mechanics. Participants came from 40 states and Germany, Ireland and Canada and from a wide age group.

Twenty-eight different aviation-related subjects were covered in concurrent sessions held throughout the three-day conference. Bobbi

Trout, Nancy Hopkins Tier and members of the Women Airforce Service Pilots (WASPS) - record setting aviators in the 1920s and '30s - were inducted into the Women in Aviation Pioneers Hall of Fame. The WASPS were the women's adjunct to the U.S. Army Air Corps in World War II, involved primarily in flight training and ferrying aircraft. Thirty-two members of the WASPS were present at the conference.

Next year's conference date is already set: March 10-12, 1994 in Lake Buena Vista, Fla. To receive information, call Dr. Baty at Parks College, (618) 337-7500.

Trying Again for Hatch Act Reform

The House of Representatives voted 333 to 86 last month to "overhaul" the Hatch Act to allow federal workers to engage in partisan politics as long as it's on their own time and not on the job.

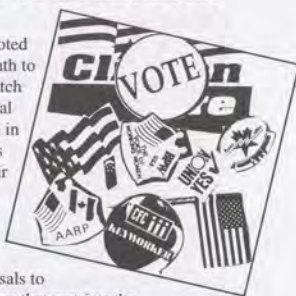
For almost 20 years, Congress has debated proposals to change the 1939 law that restricts the political activities of federal workers. The House bill, sponsored by Rep. William L. Clay (D-Mo.), retains the prohibition on running for federal and state office, but would allow civil service and U.S. Postal Service employees to run for election to local office (such as school board or city council), manage federal, state and local political campaigns, and raise campaign funds.

The bill includes a number of safeguards. For instance, it would prohibit federal employees from:

- using official authority or influence to interfere with elections
- using official information for political purposes (unless the information is available to the public)
- coercing any other federal employee to engage in political activity.

Clay said the Hatch Act needs updating because it denies 3 million federal workers some basic rights afforded other citizens. "Political freedom is more than being able to vote," he said. "It is the right to host political events in your own home for your friends and neighbors...It is the right to stuff envelopes, work a telephone bank, or drive voters to the polls."

Now, the bill moves to the Senate, where Governmental Affairs Committee Chairman John Glenn (D-Ohio) said he would convene hearings after a director for the Office of Personnel Management has been confirmed.



Safety Program Recognition Award

Congratulations to all Beaumont (Texas) Reserve Fleet employees for their continued involvement in MARAD's Occupational Safety and Health Program and for their accomplishments in making the fleet a safer place to work.

The men and women of the Reserve Fleet recently received a special safety program recognition award for their commitment to safety in the work place; and for their accomplishments in reducing the total number of workplace accidents and lost-time injury cases during the last fiscal year.

Capt. Fred Splinter, superintendent at Beaumont (right) accepts the special safety award on behalf of the employees, from Henry Gerck, MARAD Safety & Health Manager.

FAA Office Wins National Quality Award

by **Tommie Johnson, Oklahoma City**

The Office of Aviation System Standards, AVN, has received the 1992 FAA

Quality Management Award, established to recognize FAA groups for significant

achievements in quality management. The AVN group was cited for its effectiveness in fostering quality

improvement, increasing customer satisfaction, and realizing substantial cost savings and efficiencies through employee empowerment, development, recognition and leadership during fiscal year 1992.

Based in Oklahoma City, the Office of Aviation System Standards has about 900 employees located throughout the United States, Europe, and Asia. Its mission is to promote flight safety by assuring the accuracy of worldwide air navigation facilities; developing and standardizing instrument flight procedures; managing

the FAA aircraft fleet; developing regulatory standards, and managing the registration of civil aircraft and certification of airmen.

Aviation System Standards will be honored during ceremonies at the Aeronautical Center April 7. Monte Belger, FAA's acting deputy administrator, will present the award to William H. Williams, Jr., AVN director, and the AVN employees. The office is also a finalist for the Rochester Institute of Technology/USA Today National Quality Cup Award, to be announced this month.



Mike Harrey

Recent Crash Demonstrates Dangers at Highway-Rail Crossings

By **John F. Fitzpatrick**

On March 17, 1993, six Florida motorists lost their lives in a fiery explosion when an Amtrak passenger train hit a loaded gasoline tanker truck stopped on the tracks. Once on the tracks, the truck was apparently unable to move out of the way of the approaching train. Upon impact, the truck's load of gasoline erupted and the burning fuel rained down on cars that had been waiting for the train to pass. The driver of the truck and five occupants of nearby cars were killed; there were no serious injuries among the train's passengers or crew.

On the day of the accident, Bruce F. George, chief of the Federal Railroad Administration's Highway Rail Crossing and Trespasser Programs Division, traveled to Florida to inspect the site. This division serves as FRA's focal point for safety issues related to highway-rail crossings.

"Accidents at crossings are a national problem," says George. "In fact, in 1991, more than 5,300 accidents (resulting in 608 deaths and more than 2,000 injuries) occurred at the nation's 329,000 highway-rail crossings - by far the largest share

of accidents involving trains in the country. These accidents are usually severe, and the chances of survival are slim for motorists. At 60 mph, a train takes 3,500 feet (that's more than 11 football fields) to stop, compared to only 140 feet for the average automobile. And trains, unlike automobiles, cannot swerve to avoid a collision. When collisions at highway crossings do occur, it is usually the motorists who lose. All too often, they pay with their lives or the lives of their passengers. FRA, the Federal Highway Administration (FHWA) and others are working to address grade crossing safety.

As part of its highway-rail crossing initiatives, FRA works to raise public awareness of crossings as a safety issue. Specifically, FRA, FHWA, and NHTSA work jointly to encourage research on how to increase the safety of crossing design, reduce the number of crossings; improve warning devices; promote enforcement of traffic laws at crossings; and provide technical training to employees of railroads and state and local governments. The FRA supports Operation Lifesaver, a nationwide nonprofit public information program dedicated to educating people about the importance of obeying warnings to avoid collisions, injuries and fatalities at highway-rail

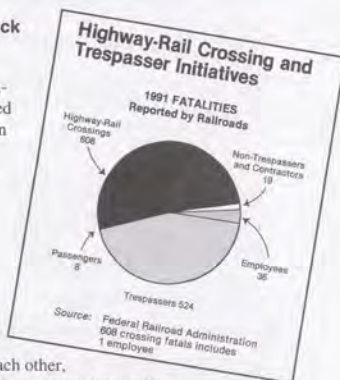
crossings.

One initiative promoted by FRA is an effort to close some of the nation's existing crossings. Some of these crossings are with-

in sight of each other, and as a result, are considered redundant. If road crossings cannot be closed, FRA promotes grade separation (building bridges or tunnels). Other crossing improvements might include installing warning devices such as flashing lights, bells, gates, or improving sight-distance on the approach to the crossings.

George notes that with the onset of modern high-speed rail programs, "We can't have as many crossings." According to George, "The rail line on which last month's tanker truck-train crash occurred is designated as a future high speed rail corridor with trains reaching speeds up to 90 mph. The nation's approximately 41,000 miles of interstate highways do not have any form of road or rail intersections. The same should hold true for the nation's railroad mainlines." George feels that we will never realize the full benefit of the safe and efficient method of railroad travel unless we resolve the highway-rail crossing problem.

For more information about safety at highway-rail crossings, write: the Federal Railroad Administration, Highway-Rail Crossing and Trespasser Programs Division, RRS23, 400 7th Street, S.W., Washington, D.C. 20590.



Bruce F. George

The March 17 crash site. The 911 call was made by the occupant of the police car in the foreground. He was able to escape and help rescue others.

Navy Silver Medal Awarded to DOT Employee

Nancy C. Harris, from DOT's Office of Intermodalism, was recently presented the Superior Public Service award by Vice Admiral Stephen F. Loftus, Deputy Chief of Naval Operations (Logistics), in a formal Pentagon ceremony. Also participating were two of her former bosses Dr. Robert E. Martinez, former Associate Deputy Secretary of Transportation and Admiral Stan R. Arthur, Vice Chief of Naval Operations.

Granted by the Secretary of the Navy, this is the second most prestigious public service award that may be bestowed on a private citizen by the Department of the Navy. It consists of a silver medal, miniature

medal, lapel bar, rosette, and a certificate.

Harris was honored for her sustained superior service as the Maritime Administration's Defense Logistics Liaison Officer on Vice Admiral Loftus' staff from November 1988 to July 1992. The award states: "through her exceptional communication skills, sound judgment, and professional acumen, Harris contributed immeasurably to the National Defense of the United States by coordinating the formulation of sound policy decisions which enhanced the nation's strategic sealift posture.

"Her contributions during Operation Desert Shield were instru-

mental in the decision making processes of the Department of Defense and the Maritime Administration in employing merchant marine sealift assets. Her untiring efforts, professionalism, and total dedication to duty reflect great credit upon herself and the Office of the Chief of Naval Operations and are in keeping with the highest traditions of the United States Naval Service."

In July 1992, Harris moved to the Office of the Secretary of Transportation, where she is currently the Associate Director for Interagency Affairs in the newly established Office of Intermodalism.





TAX TIME cometh...

Yes, April 15 is almost here. For you procrastinators, here are some phone numbers that might help you, and some last-minute advice on deductions:

Where to Call for Tax Help

- For assistance from IRS representatives, call 800-829-1040 (800-TAX-1040); in Philadelphia, (215)-574-9900.
- For Tele-Tax taped messages, 800-829-4477; in Philadelphia, (215) 627-1040. To get the topic you need, enter via your touch-tone phone the corresponding topic in IRS Publication 910.
- For hearing-impaired taxpayers, call 800-829-4059 for assistance.
- If you've already filed your return and still haven't gotten your refund, you can check the status by calling 800-829-4477. Have your Social Security number as well as your spouse's if filing a joint return, and the exact amount of your expected refund. You should allow six to eight weeks to receive your refund. Note: If you file electronically, you can expect a refund in about three weeks. For information, call 800-829-1040.

Here is a sampling of the most overlooked deductions (according to the accounting firm of Ernst & Young):

- Accounting fees for tax preparation services and IRS audits
- Alcoholism and drug abuse treatment
- Amortization of premiums on taxable bonds
- Appreciation on property donated to a charity
- Breach-of-employment contract damages
- Business gifts of \$25 or less per recipient
- Casualty losses
- Cellular telephones
- Cleaning and laundering services when traveling
- Commissions on sale of property
- Contact lenses
- Contraceptives, if bought with prescriptions
- Contributions to public parks
- Cost of a non-dependent student who is living with you
- Depreciation of home computers
- Dues to labor unions
- Employee educational expenses
- Employee moving expenses, including those related to house-hunting, selling a home, settling an unexpired lease, and travel (including lodging and meals)
- Employee contributions to state disability funds
- Employment agency fees
- Fees for a safe deposit box to hold investments
- Foreign taxes paid
- Gambling losses
- Health insurance costs for the self-employed, paid before July 1992
- Hearing devices
- Hospital services fees (laboratory work, therapy, nursing services and surgery)
- IRA trustee's administrative fees billed separately
- Lead paint removal
- Medical transportation, including standard mileage deduction
- Mortgage prepayment penalties
- Orthopedic shoes
- Out-of-pocket expenses related to charitable activities, including the standard mileage deduction
- Passport fee for a business trip
- Penalty on early withdrawal of savings
- Points on a home mortgage and certain refinancing
- Real estate taxes associated with the purchase or sale of property
- Resume preparation cost associated with looking for a new job in your present occupation
- Seeing-eye dog
- Self-employment tax
- Special equipment for those with disabilities
- Special diets
- Special schools
- State personal property taxes on cars
- Theft or embezzlement losses
- Trade or business tools with a life of one year or less
- Uniforms and work clothes not suitable as ordinary wearing apparel
- Wigs essential to mental health
- Worthless stock or securities

Note: Your individual circumstances will determine whether these deductions are available for you.

Salute to Secretaries continued from page 3



Judy Bain - Support Services Specialist, FAA

"I was recruited by the FAA in 1962 two weeks after high school graduation, from a Pennsylvania coal mining town," says Judy Bain. "I started as a GS-4 secretary/steno and worked my way up."

In the early days, part of the FAA was located at 17th Street and Constitution Avenue, in cavernous temporary buildings. One of the things Bain remembers is taking coffee orders every morning and every afternoon, collecting money and delivering to 20 or 30 people. "I was 17 years old," she says, "and this was just something that they expected. But you know, I resent it to this day." Her current supervisor, executive director for system development at FAA, gets his own coffee.

Fifteen years ago, Bain was one of the first secretaries to be accepted into the Upward Mobility Program at FAA, a chance to get on the professional rather than secretarial career track. "It wasn't for me," she said, and went back to secretarial work. "Being a secretary gives me more variety. It's really difficult now to get and keep good secretaries. I've worked at every level, and I feel that in my current position at this level, I am being paid for my experience."

She admits the personal computer has made the job so much easier. "The new people coming in just don't realize what a wonderful tool this is," she says. "I remember when we only had typewriters and had to do memos on blue paper — you weren't allowed to make a mistake and if you did, you started over." Bain's supervisor uses his computer a lot and for many things she just "cleans up" what he has already composed on his machine. "And, I love E-mail," she admits. "I feel lost when it's not working."

Bottom line is that Judy Bain enjoys being a secretary. "I've always tried to do the best I could in every job I've had," she says. "I am experienced and have expertise in what I've chosen to do, and I'm proud of my work."

Barbara Coleman - Secretary, National Highway Traffic Safety Administration

"They need us secretaries whether they realize it or not," says Barbara Coleman, who has been a government secretary since 1972. After working at the Department of Agriculture for more than 16 years, Coleman transferred to DOT three years ago because the department offered a higher grade level for top secretaries. She is secretary to the associate administrator in the research and development section of NHTSA.

She says the new technology has been a big change for everyone. "Most of the supervisors are as

eager as we secretaries are to learn," says Coleman. "Nobody really uses a typewriter any more, except maybe for some of the government forms." Another thing the computer has affected is the way correspondence is controlled, one of her many duties. "Everything is a lot easier to locate," she says, "and making changes is a snap. No more trying to erase things or using correction fluid!"

Even though Coleman, like most secretaries, wishes her paycheck were a little fatter, she says the work is challenging and enjoyable.

"If you feel proud of what you are and what you are doing," she says, "people will treat you a certain way. If you have an 'I don't care attitude,' it will show, and you won't get very far. I really care about the quality of my work." She feels another factor in being happy in your work is the people around you. "I have good people to work with in NHTSA," says Coleman. "That really makes a difference."



Dilcy Garro - Senior Secretary, RSPA, Volpe National Transportation Systems Center

"I literally stumbled upon a job with a contractor at the Volpe Center," says Dilcy Garro. "I was a housewife and mother. The job I applied for had been filled, but, fortunately for me, the person had quit the day before." That was 1972. Today, she is secretary

to the director of the Center.

"My first supervisor told me I should take the civil service exam and go into the government for security," she says. In her first government job, Garro worked with a young group that was interesting and growing. "The person I would be working for had been a secretary and was being promoted to administrative assistant," she says. "I went in as a GS-1. We had typewriters and an exacto knife — you weren't worth your salt unless you were a good cut and paster. I was typing long reports, and there were edits and rewrites. To make a change you would take your knife, cut the line out, retype the line, tape it, xerox, and you were good to go. In 1974 they decided to give me the first mag card typewriter. This was really high tech.

"I have been fortunate in working for supervisors who have appreciated my hard work and helped me move up the ladder," Garro continues. "Since last year I've worked for the director, and the secretary to the assistant director and I are the senior secretaries at the center. Along with the office directors' secretaries, we're working on an administrative handbook. With so many computers around, technical staffers have been doing their own typing. There are government styles and procedures to be followed and they don't. Working on this has brought us closer together. I think too many secretaries have become clerks — secretaries need to become office managers again. We've been getting together informally to work on secretarial team building.

"As far as computers, there are times when I tend to think we've become unmotivated because of them. I think the secretary of 20 years ago had more of a balance. There were drawbacks too, but somehow we need to blend some of the old with the new.

"With higher salaried positions goes more responsibility, and some secretaries today don't want that. You have to take the next step. The headaches go along with the higher paycheck. I enjoy what I'm doing, and I'm a good secretary."

EmployeeProfile



Bob Laughlin

DOT Employee Chronicles

The FAB4

by Sue Challis

You've just heard an old Beatles song on the radio and you wonder what year it was recorded and whether it went to number one. Where can you find out?

If you want to get that information and just about anything else about any Beatles song, try a book called "The Beatles: The Ultimate Recording Guide," compiled by Allen J. Wiener, a DOT employee in the International Policy Office at headquarters.

Wiener says he wasn't a Beatles fanatic — he liked them, as millions did, but it wasn't until about 10 years ago that he became interested in putting together a reference book on their music. "I was really hung up on chronology," says Wiener, who is a researcher/writer in his DOT job. "It turns out there is such a difference between the U.S. and England as to when things were released." He explains there were lots of discographies (lists of which songs appear on which albums) at the time — but nothing with their songs in the order in which they were recorded. "When I bought my first tapes of unreleased material," said Wiener, "trying to trace where they came from turned out to be a big job. I would find something and wonder where this came from. One thing led to another, and then I was hooked. I networked with other collectors, read ads in the small underground newsletters, contacted people by phone or letter. Little by little you piece things together."

Wiener's 291-page book certainly shows that

The Beatles had lots of unreleased music. He has also included detailed information on their work as individuals during the last 20 years or so. "You know, the Beatles were only together as a recording group for about seven and a half years," he points out. Then, there are videos of concerts, tapes recorded from TV and radio appearances, and out-takes from their movies. He says some of the bootlegs actually sound better than the originals.

The majority of the material in Wiener's book was first published in 1986 as library reference material. Then, last fall, he updated his original work and was able to get a hardback printing of 20,000 books in this country, and the book will soon be released in England. This really is the kind of book you should keep near your radio, so you can look up the background on the song when you hear it. There are also hundreds of little-known facts that any Beatle fan will enjoy. In fact, Wiener says his nine-year-old daughter claims her father can find a Beatles song to go along with almost any subject you can name.

The book is arranged by general chronology; recording chronology; discographies (U.S., U.K., special releases, alternate versions and bonus tracks and album variations); plus bootlegs and unreleased recordings. There are two appendices and a list of recommended references for even more information.

Just thumbing through the book, you'll realize

how much work its author put into it. The question is: why do this? His answer: "Well, theoretically," he explains, "you could go by the book and play all the Beatles music in the order in which it was recorded, including the unreleased stuff."

Wiener's own collection totals about 300 albums and 200 CDs, reference materials, video and cassette tapes, and the earliest known recording of the group when they were called the Quarrymen, playing "That'll Be The Day," a Buddy Holly song. The collection takes up one whole room in his house.

"I've bought records from the time I was a kid," he says. "My father was in the pinball and juke box business, and he used to bring home 78s, then 45 rpm records. I really collected junk in general — like baseball cards. When I got a better stereo, I really started piling up the albums. When I first moved to the Washington area, I found there were lots of second-hand music stores where I could get trade-ins and some original issues."

Wiener thinks one reason their music and information about them is still sought after is that the Beatles have the ability to renew their audiences; that they are constantly recruiting new fans all the time.

His next project? "I'm Beatled out," he says. "If I do another book, it will be less complicated."

Allen J. Wiener's book is available at most larger bookstores.

TransTech Academy Students Visit DOT



Jay Carroll

If you saw more young people in the Nassif building than usual on March 16, it's because there were. Twenty-two 10th grade students from Cardozo High School's TransTech Academy were visiting DOT for a special program. After a welcome by Jon Seymour, DOT's Assistant Secretary for Administration,

the students were matched with

various employees from Coast Guard Headquarters, FAA and Nassif building locations so that they could "shadow" them for the day in an area of interest to them.

Charlotte Boeck and Nadine Rawls, both of OST, and members of the Volunteer Committee, organized the March 16 program, which was the Academy's first visit to Transportation. The students spent most of the day either one-on-one or in small groups learning about everything from accounting to computer graphics. In the afternoon, the whole group of managers and their "shadows" got together to exchange ideas on how to improve the program and to share their experiences with the rest of the group.

TransTech Academy emphasizes education, constructive employment and careers in various modes of transportation. The program began with 35 10th grade students and by the end of the 1993-94 school year will include grades 10-12 with approximately 120 students. A large part of the program is to bridge the gap between the classroom and the workplace. As part of their training, students go on monthly trips to various transportation-related facilities to observe and talk with people who work there.

Students from all over the Washington, D.C. area are eligible to apply for entry into the TransTech program, which features a core curriculum for high school graduation, with special emphasis courses to prepare students for post-secondary education and careers in transportation. It is supported through a public/private partnership between the school and a number of local and national organizations, including DOT, Amtrak, International Brotherhood of Teamsters, American Public Transit Association, and many others.

At the afternoon assessment, a DOT employee gave the students some sound advice: Said Arthur Smith, from the Maritime Administration, "I'm glad to see this program come about. It means a lot to get young people introduced to what's out there. Let no one tell you you can't do something. You can do anything you set your mind to as long as you work for it."

For more information on the program, call Charlotte Boeck (366-4713) or Nadine Rawls (366-6388).

April is Alcohol Awareness Month

Excessive alcohol consumption interferes with job performance, safety, and overall quality of life of the alcohol abuser and those who must interact with this individual — whether it's family, friends, co-workers, or supervisors. The department has zero tolerance for alcohol abuse in the workplace. Long-term alcohol abuse has also been linked to serious chronic health problems including alcohol-induced liver disorders, nutritional and metabolic disorders, and harmful effects on the cardiovascular and immune systems.

To increase public awareness of alcohol abuse and the devastating effects on our society, the Center for Substance Abuse Prevention and the National Council on Alcoholism and Drug Dependence have designated April as Alcohol Awareness Month. Look for seminars, displays, and other activities planned by DOT to highlight alcohol abuse and its consequences. Employees are also encouraged to learn more about what role they might play to help curb this growing national problem.

EmployeeForum

DOT FELLOWS PROGRAM

The 1993-94 DOT Fellows Program will be launched this month, with announcements and application forms going out to all offices. Managed jointly by the Office of the Secretary and the Council for Excellence in Government (CEG), this one-year career development program is designed to bring together high potential, top-performing employees from around the department to enhance and develop their leadership skills. While continuing in their current jobs, Fellows interact with business and government executives in meetings, seminars, retreats, site visits, and other activities. Fellows also have an opportunity to network with representatives from the governmentwide CEG programs.

The program's objective is to build a group of talented managers throughout the department who are prepared and committed to making DOT a more

effective agency. This is accomplished by:

- Broadening the horizons of participants and advancing their understanding of the relationships between DOT organizations, other federal agencies, and businesses;
- Strengthening the working relationships between Fellows who will collaborate for years to come on DOT leadership issues; and
- Increasing Fellows' understanding of leadership skills required to perform the demanding responsibilities of today's executive.

Selection Process

All career GS/GM-14 and military O-5 employees with current or recent supervisory or managerial experience, who demonstrate potential for high achievement and leadership, are eligible to apply. Candidates will be selected through a competitive process. SES members will nominate candidates from

their organizations, and nominations will be forwarded to an intermodal SES panel for review. Employees will be rated on their knowledge and application of management principles, career advancement history, and interest in assuming executive roles. Highly ranked candidates will be referred to the DOT Fellows Advisory Committee for interviews. The Committee will then select approximately 25 Fellows. Two additional individuals will be selected to represent the department in two governmentwide fellows programs: the Executive Branch Fellows Program and the Science and Technology Fellows Program.

Selections will be announced in August 1993. For more information on selection criteria or nomination procedures and deadlines, please contact your servicing personnel office.

An Invitation from Secretary Peña: "Let's Do Lunch!"

During Secretary Peña's first two months at DOT, he has been meeting employees in many offices at headquarters and visiting field offices when he's traveling. In an effort to reach even more employees and hear their views, the Secretary will be hosting Brown Bag Lunches with groups of DOT employees chosen through random drawings.

If you would like an opportunity to "brown bag it" with Secretary Peña, simply drop a 3x5 card or your business card with your name, operating administration, position title, and work phone number

at the displays located in the lobbies of the three headquarters buildings or bring it to Room 9100 of the Nassif building.

This is your chance to ask questions and talk to the Secretary in an informal setting. Regional employees planning to visit headquarters can mail their cards to:

U.S. Department of Transportation
Office of the Secretary
M-10, Nassif Building, Rm 9100
Washington, DC 20590



Diversity, Work and Family Resource Center

Worried about how to care for aging parents? Looking for ways to promote cultural diversity and cross-gender communications in your organization? Hunting for resources to make family life more manageable?

The new Diversity, Work and Family Resource Center is here to help. The Center is a one-stop reference library for information on work/life issues. The staff is available to recommend books, magazines, newsletters, pamphlets, audiocassettes, educational videos, training materials, reading lists, speakers, and information on referral agencies and local and national caregiving services and organizations.

The Resource Center staff looks forward to answering your questions, lending you reference materials, and welcoming you as a regular visitor! The Center is located in the Nassif building, room 9100A. Every effort will also be made to serve the needs of regional and field employees. Informational packets will be mailed to these employees upon request. For more information, call (202)366-6393.

Public Service Recognition Week

The eighth annual Public Service Recognition Week will be celebrated nationwide May 3-8, to recognize contributions made by public employees at the federal, state and local levels. This week provides an opportunity to increase public awareness about the range of vital services that DOT employees deliver and the value of a quality DOT work force.

There will be a national celebration on the

Mall in Washington, D.C. during the entire week of May 3, with exhibits on the many services provided by all agencies of the U.S. government. DOT will have an exhibit tent with each operating administration represented, and all Washington area DOT employees are invited to drop by.

Events are also being held throughout the country during that week. Everyone is strongly encouraged to attend the activities in their areas.

April 22, 11 a.m.

Dedication Ceremony

United States Holocaust Memorial Museum

100 Raoul Wallenberg Place SW (across from the Washington Monument and immediately north of the Bureau of Printing and Engraving, half block from Independence Avenue) Washington, D.C.

The United States Holocaust Memorial Museum, a federal museum built with private donations, stands among the monuments and memorials in Washington, D.C., as a testament to the experience of all victims of Nazi fanaticism. Designed for the general public of all ages, the museum presents in moving images, objects and words, this watershed time in human history and its implications for all people.

The Holocaust Memorial Council will lead the nation in annual commemorations of the victims of the Holocaust, from Sunday, April 18 through Sunday, April 25, on the Days of Remembrance. Millions of Americans are urged to pause to remember with the observance theme, "Fifty Years Ago: Revolt Amid the Darkness." As then candidate Bill Clinton said on the Day of Remembrance in 1992: "Never again...is an admonition for daily living for all of us...a heavy responsibility we all have, each in our own way, every day, to try unity over division, love over hatred."

The dedication ceremony at 11 a.m. and a candlelight vigil at 7 p.m. on April 22 are open to the general public. Call (202) 488-0466 for more information.

Transit Benefit Program Update

Since January, when the department increased transit benefits to employees up to as much as \$60 per month, participation in the program has soared:

- 666 new headquarters benefits users have increased total participation to 4,280;

- 239 more employees in regional and field locations are participating for a total of 973;
- 155 more headquarters employees have left cars to commute by mass transit for a total of 830; and
- 53 additional headquarters

parking permits have been returned for a total of 106 to date.

DOT is placing special emphasis on reissuing returned parking permits to newly formed multiple-rider carpools.

CALENDAR

April

Alcohol Awareness Month
Professional Secretaries Week 18-24

21-24 Professional Women Controllers National Conference, Nashville, Tenn. "Turn Dreams Into Reality" is this year's theme. Call Phyllis Freeman (615) 443-1264 for more information.

22 Earth Day
22 Bike To Work Day

26-29 Symposium on Worldwide Communications, Navigation and Surveillance, sponsored by FAA, Transport Canada and Aeronautical Radio, Inc. Call Aeronautical Radio at (410) 266-4187.

May

3-8 Public Service Recognition Week

21 National Defense Transportation Day

17-22 National Transportation Week

Asian Pacific American Month Events

Nassif Building
5 Kickoff, Nassif Building Plaza 11:30 am - 2 pm
12 Tour of the Sackler Gallery "Joined colors, Decoration and Meaning in Chinese Porcelain"
18 Korean Cooking Demonstration
27 Lunch in the Secretary's Mess

Coast Guard Transpoint Building

20 Kickoff, Room 2415, 10:00 am - Noon

Alaska Geography Corrected

Thanks to Stewart Mee, FAA ARTCC, Anchorage, who faxed in a correction on the location of Attu in last month's Alaska story. Attu is the farthest western point of the United States — not northernmost, as reported. Stewart reports that Semisopochnoi, an island in the Aleutian chain, is the most eastern point in the U.S., just past the 180 degree line. Barrow is the northern most point in the United States.

Also in the March issue, we named Rep. Nick Joe Rahall (D-W.Va.) as chairman of the House Subcommittee on Surface Transportation. That is correct. However, the name of the full committee was not. His subcommittee comes under the House Committee on Public Works and Transportation (not Energy and Commerce as reported).