

# CAO Semiannual Report

July – December 2009



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# LETTER FROM DAN

During the past six months, the Chief Administrative Office has accomplished a variety of major achievements and improved its business practices.

This report highlights many of those successes, but it can only begin to capture the dedication and hard work that CAO staff put into everything they do.

They ensured the safety of our computer network, made our campus a national model of sustainability and kept the House's financial books in order, among other essential functions.

The commitment of my 600-plus employees ensures that the House of Representatives operates efficiently.

I am very proud of that fact.

Of course, providing excellent service to the entire House community doesn't happen without coordination among all levels of the organization.

Some of the innovative projects and programs we asked CAO employees to take on were difficult to execute and required them to think more innovatively. I challenged CAO employees to question conventional wisdom and embrace positive change.

Much to my delight, although not to my surprise, my employees were quick to respond with excellence.

So, I would like to take this opportunity to thank our hardworking employees, who give so much of themselves in support of this great institution.



Daniel P. Beard

Chief Administrative Officer



Dan Beard, Chief Administrative Officer.



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# GREEN THE CAPITOL

## Getting the Green Light

In 2007, Speaker Pelosi established the Green the Capitol (GTC) program to make the House a national leader in resource stewardship and sustainable business practices. Since then, the program has spurred a fundamental transformation of perspective and behavior among the institution's thousands of employees.

## Greening Member Offices: Member, Committee and Leadership Office Greening Program

At the Speaker's direction, the Office of the Chief Administrative Officer (CAO) launched a GTC office greening effort in April 2009. In the months since, the program has reached nearly 3,000 House staff on Capitol Hill and hundreds more at District offices throughout the country.

More than 100 specially trained CAO and Architect of the Capitol (AOC) employees are working to introduce House offices to the greening program.

Through consultations and workshops, they help staff understand the importance of taking resource conservation actions in their offices and making the House a leader in sustainable practices.

Between May 2009 and the end of the year, office greening teams met with approximately 200 Member, Committee and Leadership offices representing Republicans and Democrats from nearly all 50 states and various territories.

Greening teams keep in touch with a designated staff person at every office they visit.

These "Green Office Representatives" educate and encourage their colleagues to take greening actions. They also chart progress and update CAO office coordinators on their offices' participation in the program.

To make office greening as straightforward and quantifiable as possible, GTC created an interactive web-based tracking tool called My Green Office.

This website visually highlights more than 50 greening actions, from installing compact fluorescent light bulbs and smart power strips to purchasing only ENERGY STAR appliances and green office supplies. The actions are broken down according to ease of completion and greatest savings. "Core Actions" are those considered relatively easy to complete, while

“Stretch Actions” are more ambitious. “Already Green Actions” represent initiatives, such as installing solar shades and low-VOC (volatile organic compound) carpets, completed or underway by the CAO and AOC.

My Green Office allows users to set goals, record progress and measure both office and House-wide savings in four categories: energy, carbon emission reduction, landfill waste diversion and dollars.

## Greening Member Offices: District Office Greening Program

The office greening program’s second phase has taken it beyond Capitol Hill.

During consultations at District offices around the country, GTC teams encourage staff to participate in the program just as their Washington-based colleagues do. In addition to the current District Office Greening Actions Guide, staff at these offices will soon have access to a My Green Office website feature tailored for them.

## Shrinking the Carbon Footprint of House Information Resources

House Information Resources (HIR) has made significant progress in its effort to consolidate Members’ computer servers. The effort improves both information security and energy efficiency. When the change is implemented House-wide, \$394,000 and nearly 3.3 million kWh of electricity will be saved annually. Recently completed data center renovations, such as unplugging an outdated and energy inefficient mainframe computer, will save an additional \$420,000 and 3.5 million kWh of electricity annually.



A blade frame server, right, uses far less energy than traditional servers.

## Leading by Example: Greening the CAO

Just as the House should serve as a symbolic example of sustainability to the nation, the CAO is striving to set a green standard for the House. The CAO is the logical choice for this role because its employees touch virtually every aspect of House operations, from the food in the cafeterias to the computers in the offices.

So far, GTC's office greening program has reached more than 40 CAO offices representing more than 30 departments. Managers are trained to green both their office spaces and their respective business units, designating one or more employees as a green office representative. The CAO as a whole is committed to achieving all of the more than 50 office greening program actions.

All CAO employees are educated and empowered to incorporate sustainability and environmentally conscious decision making in every facet of their working environments.

By the end of 2009, Green the Capitol had conducted workshops for all CAO departments. Additionally, follow-up consultations were scheduled to check progress and offer assistance.

Events like the internal shredding day held in November, where 13,500 pounds of material was recycled, illustrate the commitment CAO employees have to making House operations more sustainable.

The CAO recently launched a Zero Waste initiative, which will build on other CAO efforts to reduce, reuse and recycle.

Under a recently announced policy, all CAO employees will be enlisted in an effort to eliminate waste by 90 percent or more by the end of 2010. The initiative will involve a thorough overview of business practices, from office recycling to procurement.

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

Its goal is to make landfills and incinerators obsolete.



The Zero Waste logo, designed by the CAO House Graphics Studio.

# CAO FEATURES:

## CAO Named Great Place to Work

For the second time in a row, The Washingtonian magazine has selected the CAO as one of the 50 Great Places to Work in the Washington, DC area. The magazine's biannual awards issue includes the CAO among a select group of employers with "truly exemplary workplace culture."

A panel of editors and writers chose the CAO from more than 200 companies and more than 13,000 random employee surveys. The panel considered CAO staff rankings of criteria including pay and benefits, challenging and interesting work, work-life balance, learning opportunities, financial stability, commitment to charity and community and recognition and respect given staff.

Chief Administrative Officer Dan Beard described the award as recognition of the organization's positive culture. "I am proud of our staff," Beard said. "Their teamwork and attitude made this honor possible."

Ali Qureshi, Deputy Chief Administrative Officer, described the honor as validation of the CAO's core values. "It's a testament to the fact that our staff are passionate about the institution they serve."

It helps that the organization is multifaceted, full of challenges. "We do so many things," Qureshi said. "There's never a dull moment. There's never a business as usual flavor to this place, nor should there be."

Of course solid pay and generous benefits are also draws amid the current barrage of bailouts, bankruptcies and layoffs.

In the larger sense, however, benefits only go so far, said Deputy Chief Administrative Officer Walt Edwards. "What makes things work is honest and timely feedback to employees about their performance, understanding that everyone makes mistakes and can learn from them and our constant coaching of employees to help them improve or advance."

The award should be a point of esteem for CAO employees.

Qureshi said: "This is about pride in helping the House function." ♦



The CAO also recently enhanced procurement policy guidelines to ensure sustainable products and services support House operations whenever possible. The proposed policy sets aggressive goals for contracts, including considering the ability of the potential vendor to provide goods and services that minimize greenhouse gas emissions and consumption of energy, water, materials and natural resources. The policy is currently waiting approval by the Committee on House Administration (CHA).

The CAO has also begun to transition to a low-emissions vehicle fleet.

The organization recently purchased a hybrid, electric-diesel truck. The truck is used to move furniture, supplies and equipment around campus and to offsite facilities.

## Reusing and Recycling in Assets, Furnishings and Logistics

The Assets, Furnishings and Logistics (AFL) department has recently implemented a number of successful and money-saving environmental programs.

For example, instead of being thrown away, refrigerators and office chairs are now refurbished using environmentally friendly cleaning products. The program has saved more than \$100,000 to date by extending the life of these assets, while reducing resource consumption and promoting local green jobs.

Other initiatives include recycling carpet and seat cushions, procuring environmentally friendly leather and using solvents, glues and cleaners that are low in chemicals.

AFL recycles their uniforms, which bear the House seal. The uniforms are shredded offsite and in some cases used for fuel. Government issued shoes are dismantled and the rubber soles are repurposed for projects like gym floors.

During the last six months of 2009, AFL and Central Receiving and Warehousing filled 56 requests for used office equipment.

Used equipment is technology that is no longer needed or has been replaced by the Member and/or Committee offices. Before that equipment can be reissued, it is tested and evaluated in accordance with HIR technical standards. These standards are set by HIR and approved by the CHA. The computers are then wiped clean of any data and operating systems using Department of Defense-approved software. Only equipment that meets or exceeds technical standards can be reissued; all other non-working or below-technical-standards equipment is sent to Government Services Administration (GSA) for resale or recycling.

## Making Recycled Paper Official

In October, the CAO, in partnership with the Speaker's office and the Government Printing office, announced that the Congressional Record will be printed on 100-percent post-consumer waste recycled paper.

## Developing Interactive Educational Approaches and a New Website

Green the Capitol, in partnership with CAO Communications, has increased its web presence in an effort to better communicate its message to the House community. The program now has active and growing communities on Facebook and Twitter and is about to officially launch a newly redesigned website.

## Working to Relight the Capitol Dome

Plans are underway to relight the Capitol Dome with energy efficient lighting. The lighting design, which will ultimately lead to a 70 percent reduction in electricity use, has been chosen. More precise controls will highlight the Dome's rich architectural details more effectively. The construction of the new design will be coordinated by the AOC.

## Collaborating on Energy Savings and Sustainability Projects

Green the Capitol continues to coordinate with the AOC to maximize the energy performance of House Office Buildings. The effort requires careful attention to water and energy consumption in the complex. The improvements will bring the CAO closer to its goal of reducing the House's energy usage by 50 percent in the next seven years.



The Capitol Dome shines during a lighting test.

# WORK / LIFE

## Improving Child Care

The CAO recently worked with the AOC to renovate the outdoor play area at the House Child Care Center. The space provides a critical connection to nature and facilitates hands-on learning.

Renovation began in July of 2009 and was completed in September. The ribbon-cutting ceremony was attended by AOC officials, the CAO and families of the children. The playground includes plentiful shading, new surfacing, a water fountain, garden planters and equipment that allows the children to develop and test their skills with age appropriate challenges.

The new “safety surface” is comprised of 100-percent post-consumer recycled tire rubber. In fact, much of the material used in the renovation is recycled content.

## Conducting the House Compensation Study

In June and July of 2009, Member offices participated in the 2009 Compensation Study. The survey examined employment, organizational structure, benefits and other practices in the offices of Members of Congress. The survey was emailed to all Representatives’ offices. A total of 199, or 45.1 percent, of offices responded, representing an increase of 13.1 percent over the 2006 response rate.

## Measuring Benefits with the House Benefits Satisfaction Survey

In December 2009, the CAO conducted the 2009 U.S. House of Representatives Benefits Satisfaction Survey. The Hay Group, a management consulting firm that specializes in employee surveys, was selected to partner with the CAO on this effort.

The goal of the survey was to discover how House employees viewed various benefits programs and offerings. Particularly, it asked employees to rate the importance, adequacy, value and competitiveness of each program.

The confidential responses will be analyzed and shared with House Leadership. The CAO will develop appropriate action plans based on the findings.

# CAO FEATURES:

## 500+ Years in the House

The Summer of Love had just come to a close. Americans were transfixed by black and white images of a man walking on the moon. Easy Rider was in cinemas, and a little-known band called Led Zeppelin was on the radio. Richard Nixon was new to the White House, and an 18-year-old Jerry Bennett was new to the U.S. House of Representatives.

That was 40 years ago.

Recently, CAO Dan Beard honored Bennett and 18 other CAO employees for 25 years or more of service each. Collectively, they have worked more than 500 years in the House. Beard's fellow House officers, Sergeant at Arms Bill Livingood, Clerk Lorraine Miller and Inspector General James Cornell also honored employees from their departments.

Honored for 35 years of service were: Donald Reedy of AFL, Gloria Washington of HIR and Lea Fowlie of the House Learning Center.

Thirty-year veterans included: Patrick Bailey of the House Recording Studio, Timothy Claggett, Willie Roane and Peter Shipman of AFL, Alfreda Horton of the House Learning Center and Terry Rowe, head of the House Graphics Studio.

Rowe later recalled her early days working with a graphics-generating computer the size of a small room and a printer that took up to five hours to produce one poster. "You know, it feels like yesterday that I started." New creative challenges still keep things interesting for Rowe. "It's always exciting, there's always something new."

Quarter-century honorees included: Joseph Dean, John King and Dave Woodburn of AFL, Tina Agee and Thoa Nguyen of the House Photography Office, Pete Baer of CAO Advanced Business Solutions, Alan Deluca of HIR Facilities Management and Patrick Kenealy and Patty Mattimore of Administrative and Financial Services. ♦



Dan Beard, congratulating CAO employees for their years of service.



## Enriching Children through Summer Program

Approximately 60 children participated in the 2009 Summer Enrichment Program. Visits to the House and Senate floors, the White House, Ford's Theater and the Smithsonian American History Museum allowed the children to better understand not only where their relatives work, but also gave them a broader context of the significance of Washington, DC.

As the children navigated the treasures of our nation's Capital, they gathered many memories that will last them a lifetime.

## Focusing on Well-being at the Annual Health and Wellness Fair

On July 24, 2009, the CAO organization sponsored and coordinated the 12th annual House Health and Wellness Fair. Medical screenings and health and wellness exhibits were available. The fair highlighted organic, locally grown and heart-healthy food selections available in House cafeterias. As a result of the feedback from fair participants, additional screenings in bone density, oral health and women's health, along with expanded nutritional guidance will be added to next year's fair.

## Hiring Wounded Warriors

The House Wounded Warrior Program, which was established to provide employment opportunities for disabled veterans, has funded 50 fellowships. Currently, 28 veterans are working in Member Offices nationwide. Two Fellows have already "graduated" from the program and accepted full time employment with other government agencies. Permanent placement in a Member Office is not guaranteed at the conclusion of a fellowship. Whether the Fellows remain with the House or accept other offers of employment, the program gives them valuable experience and assists them with their transition into the civilian workforce.

## CAO FEATURES:

# Green the Capitol Supports Members Beyond the Beltway

Green the Capitol is taking its message on the road.

The goal of the nationwide District Office Greening Pilot Program is ambitious: to make 900 District Offices energy efficient.

“This new push is significant in that the House of Representatives occupies millions of square feet of office space all over the United States, not just here in Washington, DC,” said CAO Dan Beard. “The fact that many Members of Congress want to also make the offices in their home states more sustainable shows a tremendous amount of leadership and says to the constituents in their Districts, ‘Saving energy is not just your priority, it’s ours, too.’”

As part of the program, Members agree to make a series of operational changes such as using recycled paper and switching to Compact Fluorescent Light bulbs. Making the changes allows Member offices to conserve resources, energy and office expenses.

During the trip, GTC staff worked to green District Offices in California, Colorado and New Mexico. Reps. Markey, Polis, DeGette, Perlmutter, Coffman, Salazar and Lujan all participated.

“We’re thrilled that Members from all over the country share our commitment to shrinking the House’s carbon footprint.” Robert Lane, executive director of Green the Capitol, said.

The program kicked off at the Lincoln Financial Field in Philadelphia with remarks from CAO Dan Beard, Rep. Robert Brady, Rep. Mike Castle, Rep. Jim Gerlach and Rep. Allyson Schwartz.

A similar initiative to make the DC-based offices of lawmakers more sustainable was launched on Earth Day. To date, 125 Members have signed up for “green consultations.” ♦



Employees working in the District Office of Rep. John Salazar of Colorado.

# ENABLING TECHNOLOGIES, PILOTS AND CONTRACTS

## Handling Increased Volume in First Call

For the last six months of 2009, First Call assisted customers with 1,935 passport applications, an increase of 30 percent compared to the same time frame in 2008. During that same period, the customer service center also answered 27,484 phone calls, representing an increase of 22 percent from the same period in 2008.

## Offering Electronic Video Transfer

The House Recording Studio has also recently improved its process for delivering video. Until recently, the only way to deliver videos electronically was to buy satellite time and “beam it up.” Now, Members, Committees and officers no longer have to ship the videos overnight or pay for costly satellite time. Instead, they can opt to send broadcast quality video in a matter of seconds and with just the click of a button. The service is valuable to Members who want to send video to the local TV show in their District, for example. Members are able to save approximately \$150 per 15 minutes by using the web to send video, rather than buying satellite time. The program also offers a more environmentally friendly option, minimizing the need to create DVDs.

Since the service was launched in September, 77 Member offices have used it.

## Taking and Printing the Official Photograph

House photography took the official photograph for the 111th Congress in July.

A new printer, which can print up to 24-inches x 100-inches, was used to print out the official photo given to Members, eliminating the need to send them out to be printed.

## Renovating the Salon

After a thorough review, Tides LLC was awarded a contract to operate the House salon in December. The renovation, which incorporated energy efficient equipment, was a joint effort by the CAO and the AOC.

Tides will offer an updated array of services with little cost increase, as well as environmentally friendly hair and skin care products.

# CAO FEATURES:

## Making the World Look Good

When hundreds of dignitaries from around the world entered the Capitol Visitor Center auditorium everything seemed to be in place.

The event resembled a mini United Nations, hosting parliamentary leaders and members from Afghanistan and Algeria to Zimbabwe and Zambia. The three-day World e-Parliament Conference, organized by the Clerk's office, the UN and various other world bodies, explored how information and communication technology can improve government "representation, transparency, accountability, openness and effectiveness."

Of course, it takes people to make technology work. It was largely up to CAO staff to make sure the "e-parliament" was broadcast without a hitch to House cable channels. Put another way, HRS director Pat Hirsch and a small team of his engineers were responsible for making the world look good.

While various CAO staff volunteered to set up meeting rooms for the event, and HIR staff helped with various tech details, the audio-visual nuts and bolts were largely in the hands of House Recording Studio staff. That's hundreds of thousands of dollars-worth of equipment and the expectations of many politicians.

In the hours leading up to the conference's opening, Hirsch and his engineers scrambled to pre-set multiple camera shots, mix sound levels and feed video to the auditorium's giant stage screen from a mobile television production unit stashed in an audio-visual room behind the auditorium.

Then, with camera flashes going off around her, Speaker Nancy Pelosi arrived to give the opening speech. Calling the conference a "dialogue about how we can communicate with our people," Pelosi said it was time to catch up with a younger generation, to use tools such as Facebook, Twitter, blogs, text messages and Skype as paths to greater public engagement and accountability. At the House, technology will soon bring live Floor proceedings as well as Member spending statements online, Pelosi said.

The conference was above and beyond the HRS staff's already full weekly schedule of coverage for busy House Floor activity, German Chancellor Angela Merkel's speech to a joint meeting of Congress, solidly booked studio sessions and an upcoming weekend House session.

"We are all very tired," Hirsch said after the e-parliament. "I want to thank our entire staff for all the extra stress and work they endured this week. We really don't get any busier than this." ♦



Speaker Nancy Pelosi delivers the opening speech to the World e-Parliament Conference.

## Greening the Cleaner

A new dry clean vendor was also awarded a contract in December. ClassiCleaners uses green processes to dry clean clothes, eliminating the emission of toxic air pollutants, which are emitted by traditional dry cleaners.

The vendor opened for business in February.

## Extending the Fitness Center Contract

In October, the contract for Federal Operational Health to operate the House Staff Fitness Center (HSFC) was renewed. This was the fourth of five one-year-options that will expire in November of 2010. The HSFC includes a variety of free weights, circuit training and cardio equipment along shower facilities and towel service. Certified fitness professional staff lead classes and provide advice to HSFC members. The HSFC sustains a membership at any given time of approximately 1,430 members.

## Posting the Statement of Disbursements Online

In 2009, the Speaker issued broad instructions to improve the transparency and full disclosure of financial information to the public. On November 30, 2009, the CAO posted the third quarter Statement of Disbursements (SOD)s on House.gov.

The SOD has been published on a quarterly schedule since 1964. The information it contains has been available to the public and the press on a regular basis. The CAO developed frequently asked questions, a glossary of terms and "SOD at a Glance", an on-line training tool. These materials addressed inquiries from both staff and the general public.

Training sessions for financial points of contact began in October and continue through the House Learning Center.

## Making Monthly Financial Statements Available Electronically

All Member offices and Committees can now receive Monthly Financial Statements electronically. In October 2009, the CAO made the documents available in order to save staff resources, time and more than 85,000 sheets of paper every month.

# CAO FEATURES:

## New House Recording Studio Facility

Imagine watching TV for a living. For hours on end, you watch soap operas (of a sort) on a bank of 10 LCD screens, each one 57 inches across. You control all the camera angles, what characters get the limelight and when.

That's more or less what the technicians at the House Recording Studio do. From now on, they'll be coordinating coverage of all House floor proceedings – dramatic and otherwise – from a sleek, new facility in the Capitol Visitor Center. C-SPAN (and Channel 24, for that matter) will never be the same.

At the facility's heart is a high-tech control room – think NASA ground control – outfitted with glowing monitors, miles of keyboards, forests of microphones and plenty of slick TV screens.

They are focused on mastering waves of procedures and protocols for a new digital operating system. The system will allow for high-definition video in surround sound. It's the department's first full-scale system update in 20 years. It went live when Congress resumed in September.

The new CVC facility, complete with an engineering room to process feeds and record content and a small, sound-proofed studio for Members, replaces the Recording Studio's antiquated Capitol basement facility. There, in a former horse stable, the old control room looks like a second-rate Star Trek set from the Sixties. It's cramped and crowded, with yellow and orange-red buttons, needle sound meters and faded chairs. Everything is analog. ♦



New House Recording Studio control room.

## Improved FinMart Reporting Tool

FinMart Financial Reports, a new web-based system allows offices to view and analyze financial and inventory reports and monthly payroll certification. In November 2009, the CAO began offering near-real-time reporting.

The enhanced process provides access to finance and purchasing information on demand and allows users to download and sort data into Excel.

Training sessions for financial points of contact began in November and continue through the House Learning Center.

## Implementation of New Tool Improves Benefits Processing

The CAO recently launched Employee Express, a convenient online system that provides access to staff benefits information regarding health insurance, Thrift Savings Plan (TSP), TSP Catch-Up and Combined Federal Campaign (CFC) contributions.

Using Employee Express, House staff can enroll in or make changes year round to their TSP and TSP Catch-Up elections. Additionally, during Open Season, House employees can make changes to their health insurance and can make a contribution to the CFC.

Employee Express also eliminates paper processing, making it a more sustainable option.

## Installing Wi-Fi Access

The CAO's HIR division is continuing to work on the backbone, design and support model for wireless access campus-wide. Current wireless locations include several access points in the Ford building. Wireless access for staff and guests will be available in House cafeterias starting with Longworth and Rayburn in February. Access will be extended to the other cafeterias as infrastructure permits. The CAO anticipates wireless access points in Member and Committee offices to number 750 over a three-year period. The installations, supported by the AOC, will make the current infrastructure more robust and accessible.

## Retiring the House's Mainframe

In October of 2009, the House's mainframe system, which provided both production and test environments for more than 100 applications, was retired. The change came after more than 10 years of careful planning.

The transition from the mainframe computer has brought significant savings in energy and taxpayer dollars.

## CAO FEATURES:

# Wounded Warrior Strives to Make Others Smile



William Cooper.

Everyday that William Cooper goes into work he thinks of his fellow soldiers.

Cooper, a new fellow in the Wounded Warrior Program, said he owes it to his comrades and friends to do the best job he can do for Congressman Chaka Fattah.

Indeed, his debt of gratitude runs deep.

“Without those guys I served with, I would not be here today,” Cooper said. “That is what I am most thankful for, knowing my friends were willing to risk their own lives to keep me alive.”

Cooper joined the Army in 2003 and was deployed to Iraq, where he was injured by an improvised explosive device.

The damage was so extensive that he had to have bones in his right arm and leg replaced with titanium.

“After 54 surgeries, numerous treatments, and a will to get better, I knew in my heart that everything was going to be okay,” he said.

Cooper, who was discharged in 2007, said he has been humbled by his injuries and he now has a greater appreciation for life.

“I try and look on the bright side of everything,” he said.

That passion extends to his job, where as a veteran’s caseworker, he helps veterans who need housing or help navigating the sometimes complicated Veterans Affairs system.

Overall, his goal is to improve the lives of fellow soldiers.

“Some veterans come home and they feel lost and don’t have a sense of belonging,” he said, “I want to make sure that they know that someone cares about them.”

When Cooper was accepted into the Wounded Warrior Program, he knew it was an opportunity for him to help others — and to improve his own life.

“It has been a life mission for me to help others first and get a smile out of a frown.” Cooper said, “I’m just so very thankful to be here.” ♦





# BUSINESS CONTINUITY AND DISASTER RECOVERY

## Communicating During an Emergency

Business Continuity and Disaster Recovery (BC/DR), in partnership with HIR, has implemented a new program to ensure critical staff have the most current BlackBerry PINS as an additional means of communication during an emergency.

## Responding as a Team

The CAO continues to invest in the readiness, training and education of the select critical staff serving on the CAO Emergency Response Team (ERT). BC/DR has developed a comprehensive and robust training program for 2010 to further ensure the CAO's preparedness.

## Training, Testing and Exercising

The CAO has tested and exercised its continuity capabilities to ensure it will be ready to provide services during a crisis or relocation.

## Supporting District Offices

In September, the U.S. territory of American Samoa was hit by a series of tsunami waves and sustained heavy damage. In the aftermath, Rep. Eni Faleomavaega formally requested assistance and resources from the CAO to assist in the recovery of his District Office. In response to the request, the CAO quickly assembled kits equipped with laptops, satellite phones and other necessary supplies. The kits were provided to two members of Congressman Faleomavaega's staff prior to their departure for American Samoa. The Office of the CAO assisted in coordinating their safe transport to the island and monitored recovery efforts to maintain situational awareness for the House.

# CHARTS

## FY 2010 CAO Staffing Chart (as of 12/31/2009)

	Current FTEs	Vacancies	Total FTEs
Administrative & Financial Services	99	20	119
CAO Immediate Office and Galleries	47	5	52
Customer Solutions	245	27	272
House Information Resources	265	28	293
Operations Immediate Office	10	2	12
Wounded Warrior Program	26	24	50
<b>TOTAL CAO</b>	<b>692</b>	<b>106</b>	<b>798</b>

# CHARTS

## FY 2009 Budget to Actual Report (as of 12/31/2009)

CAO Group	Adjusted FY'09 Budget	YTD Actuals	Available Balance	% of Budget Remaining
<b>Chief Administrative Officer</b>				
<b>Single-Year Funds</b>				
<b>Personnel</b>	\$ 57,930,657	\$ 57,911,789	\$ 18,867	0.0%
<b>Non-Personnel</b>				
Total Operations	\$ 60,813,941	\$ 60,360,758	\$ 453,183	0.7%
Investments (PMO)	\$ 12,244,582	\$ 12,244,582	\$ -	0.0%
CAO-Wide Resources	\$ -	\$ -	\$ -	0.0%
<b>Total Non-Personnel</b>	\$ 73,058,523	\$ 72,605,340	\$ 453,183	0.6%
<b>Total Single-Year Funds</b>	\$ 130,989,180	\$ 130,517,129	\$ 472,050	0.4%
<b>No-Year Funds</b>				
Investments (PMO)	\$ 6,158,666	\$ 6,158,666	\$ -	0.0%
<b>Total No-Year Funds</b>	\$ 6,158,666	\$ 6,158,666	\$ -	0.0%
<b>Total CAO Budget</b>	\$ 137,147,846	\$ 136,675,795	\$ 472,050	0.3%
<b>BCDR</b>				
Single-Year Funds	\$ 12,438,000	\$ 12,324,844	\$ 113,156	0.9%
No Year Funds	\$ 8,722,374	\$ 8,722,374	\$ -	0.0%
<b>Total BCDR Budget</b>	\$ 21,160,374	\$ 21,047,218	\$ 113,156	0.5%

# CHARTS

## FY 2010 Budget to Actual Report (as of 12/31/2009)

CAO Group	Adjusted FY'10 Budget	YTD Actuals	Available Balance	% of Budget Remaining
<b>Chief Administrative Officer</b>				
<b>Single-Year Funds</b>				
<b>Personnel</b>	\$ 62,996,000	\$ 14,647,209	\$ 48,348,791	76.7%
<b>Non-Personnel</b>				
Total Operations	\$ 64,727,279	\$ 32,007,577	\$ 32,719,702	50.6%
Investments (PMO)	\$ 1,756,000	\$ -	\$ 1,756,000	100.0%
CAO-Wide Resources	\$ 1,000,000	\$ -	\$ 1,000,000	100.0%
<b>Total Non-Personnel</b>	<b>\$ 67,483,279</b>	<b>\$ 32,007,577</b>	<b>\$ 35,475,702</b>	<b>52.6%</b>
<b>Total Single-Year Funds</b>	<b>\$ 130,479,279</b>	<b>\$ 46,654,786</b>	<b>\$ 83,824,493</b>	<b>64.2%</b>
<b>No-Year Funds</b>				
Investments (PMO)	\$ 7,592,942	\$ 1,469,778	\$ 6,123,164	80.6%
<b>Total No-Year Funds</b>	<b>\$ 7,592,942</b>	<b>\$ 1,469,778</b>	<b>\$ 6,123,164</b>	<b>80.6%</b>
<b>Total CAO Budget</b>	<b>\$ 138,072,221</b>	<b>\$ 48,124,564</b>	<b>\$ 89,947,657</b>	<b>65.1%</b>
<b>BCDR</b>				
Single-Year Funds	\$ 19,673,000	\$ 6,850,876	\$ 12,822,124	65.2%
No Year Funds	\$ 7,444,889	\$ 1,190,187	\$ 6,254,702	84.0%
<b>Total BCDR Budget</b>	<b>\$ 27,117,889</b>	<b>\$ 8,041,063</b>	<b>\$ 19,076,826</b>	<b>70.3%</b>





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