

United States
Environmental Protection
Agency

Office of Administration and
Resources Management
Research Triangle Park, NC 27711

December 1991



Annual Report Fiscal Year 1991





UNITED STATES ENVIRONMENTAL PROTECTION AGENCY
Research Triangle Park, NC 27711

OFFICE OF
ADMINISTRATION
AND RESOURCES
MANAGEMENT

I am pleased to present the fiscal year 1991, first annual report which highlights the accomplishments of the Office of Administration and Resources Management, Research Triangle Park. As evident from this report, the Office's services are broad and involve several nationwide as well as local functions. OARM/RTP's many activities involve not only supporting current operations but also planning and building for the future.

The accomplishments in this report are a testament to the dedication and hard work of the OARM/RTP employees and I am proud of their accomplishments and contributions to the success of the Agency.

Willis E. Greenstreet

**OFFICE OF ADMINISTRATION AND RESOURCES MANAGEMENT
RESEARCH TRIANGLE PARK
NORTH CAROLINA**

**ANNUAL REPORT
1991**

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COVER PICTURE: Artist's drawing of the new Human Studies Laboratory Building at the University of North Carolina, Chapel Hill.

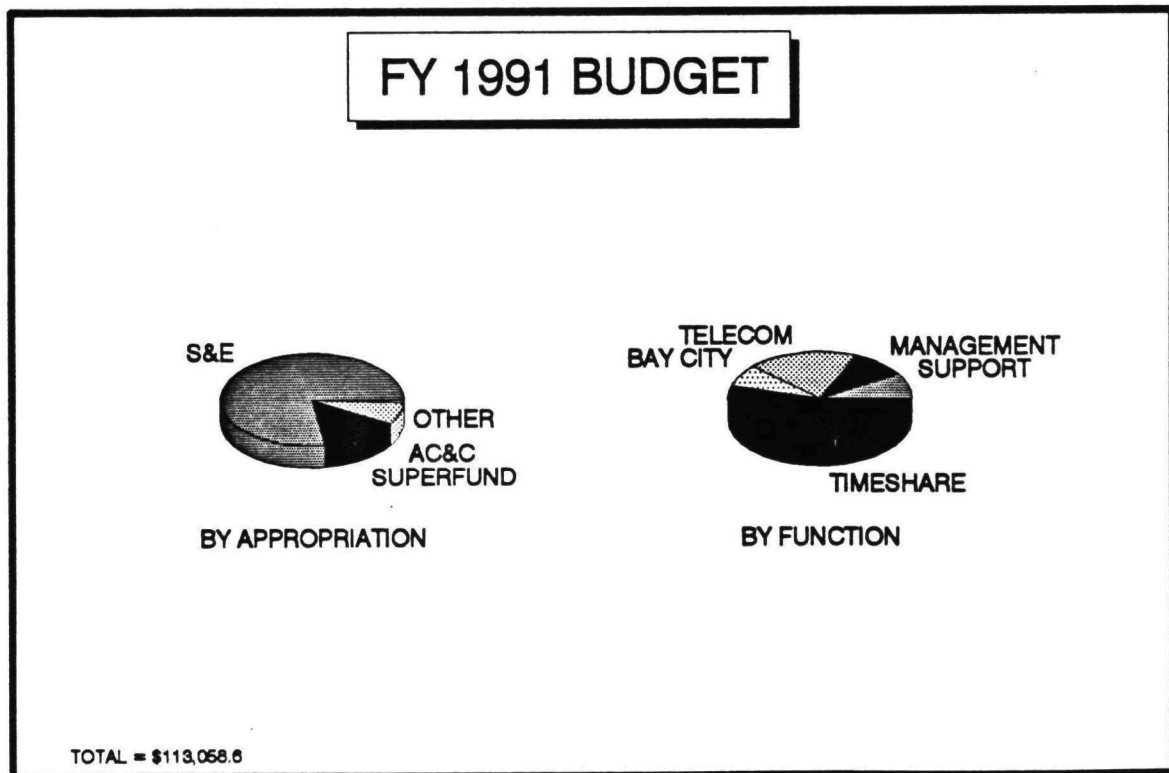
OFFICE OF ADMINISTRATION AND RESOURCES MANAGEMENT RESEARCH TRIANGLE PARK NORTH CAROLINA

MISSION:

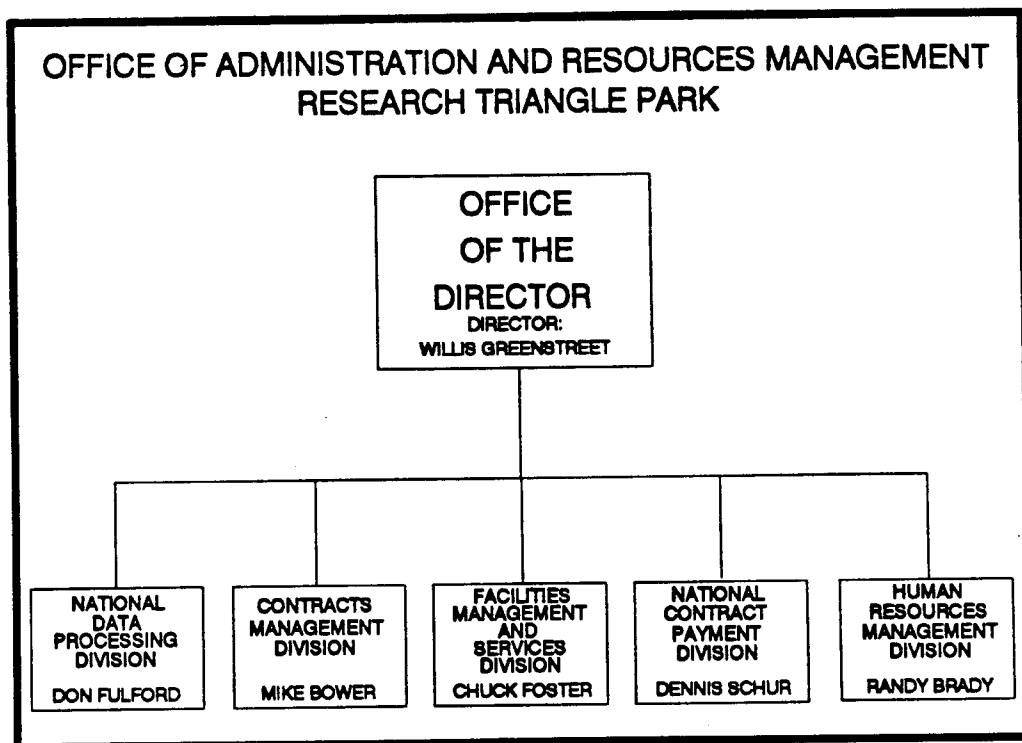
The Office of Administration and Resources Management, RTP has a dual function. In addition to providing the day to day support for the research and air programs at RTP, OARM has the lead role in a number of Agency wide responsibilities which include:

- Operation of the National Computer Center
- Central management of the Agency's telecommunications, voice and data.
- Central payment for all of the Agency's contract invoices.
- National ADP equipment utilization and disposal.
- Nationwide home relocation assistance.

BUDGET:



ORGANIZATION AND STAFFING:



FY 1991 FTE BY APPROPRIATION				
	<u>S&E</u>	<u>SUPERFUND</u>	<u>FIFRA</u>	<u>TOTAL</u>
NDPD	46.3			46.3
IO	8.0	1.0		9.0
CMD	46.6	5.0	1.0	52.6
FMSD	28.7			28.7
NCPD	22.4	12.0		34.4
HRMD	16.4			16.4
TOTAL	168.4	18.0	1.0	187.4

NATIONAL DATA PROCESSING DIVISION

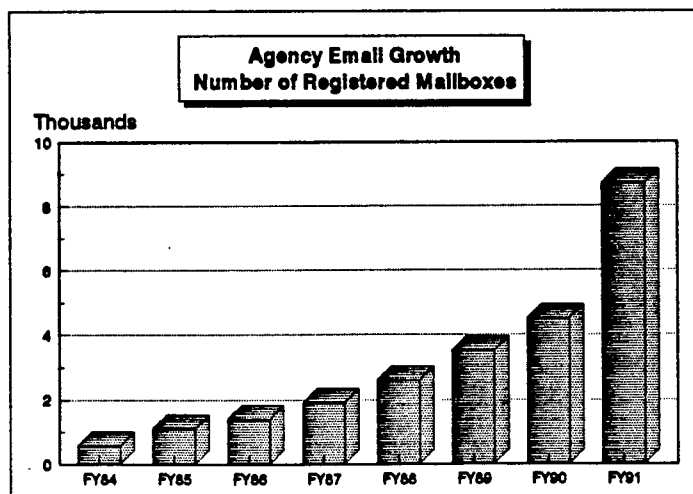
FUNCTIONS:

The National Data Processing Division serves EPA and its national constituency through 45 employees and 510 contractors/grantees in five branches: Program Management Support, ADP Operations Management, Architectural Management and Planning, Information Centers, and Telecommunications. Specifically, NDPD:

- Manages the Agency's information processing resources and, in cooperation with the Office of Information Resources Management, works to ensure adequate future capability through planning, technology assessment, and procurement activities;
- Provides central computing, timesharing, data and voice telecommunications, distributed processing (e.g. Geographic Information System, local area networks, and image processing), customer support, and training to the Agency; and
- Provides library and information support services and local ADP support and assistance for EPA activities in the RTP area.

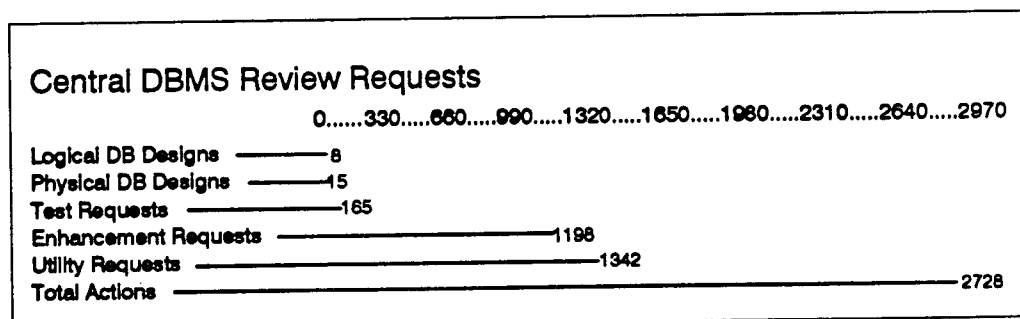
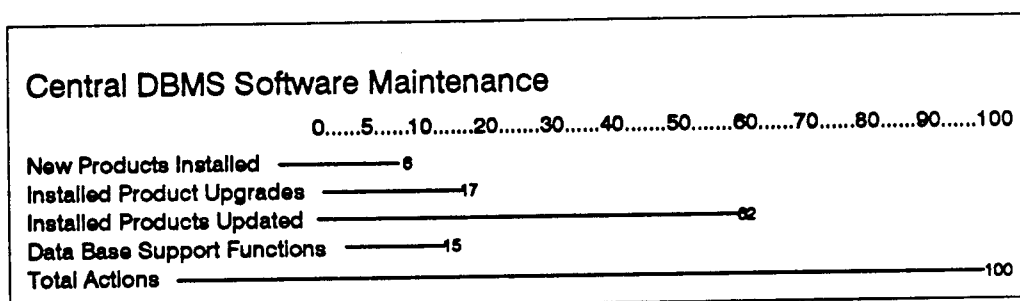
ACCOMPLISHMENTS:

- Completed a conversion from a purchased E-Mail service to an in-house system using ALL-IN-1. As part of the switch-over, all mailboxes and over 650 public distribution lists were converted to the new system.
- Agency E-Mail use increased significantly. In FY 91 the number of registered mailboxes increased from 5,044 to 8,961; a 77.6% increase.




In the area of National Program Data Storage:

- Implemented an ADHOC Program Review policy which frees up disk storage space by deleting programs 60 days old and/or otherwise not identified as needed. A total of 35,802 programs were deleted with a saving of nearly 6,300 tracks of disk storage (roughly the capacity of two high density personal computer disks) on the first day of implementation.
- Completed 429 modifications and corrective changes to its hardware/software configurations and on-line inventories which track the inter-relatedness of local computer hardware as well as the various components comprising EPA's nationwide Telecommunication network. 149 software installs and upgrades were implemented. The software installs and upgrades include the Cincinnati disaster recovery backup site.



- Deployed new state-of-the-art dial-data modems allowing non-dedicated users increased throughput with greater reliability.
- Completed an initiative to centralize and simplify protocol conversion (programming which allows separate pieces of hardware to communicate) to the IBM mainframes. This project incorporated technology which load-balanced the VAX to IBM gateways, providing total redundancy including the disaster recovery systems in Cincinnati.

- Conducted Outreach Visits to nine cities, meeting with 29 groups.

<div style="display: flex; align-items: center;">  <div style="margin-left: 20px;"> National Data Processing Division Outreach Visit Actions </div> </div>			
Location	Date	Number of Questions	Groups Visited
Boston	1/22-23/91	11	2
RTP	2/13-14/91	12	5
Narragansett, RI	5/21/91	4	4
Kansas City	7/17/91	18	1
West Coast - Seattle - Corvallis - San Francisco	6/17-20/91	31	3
Washington, DC	2/5-6/91	43	6
	6/27-28/91	44	8
Philadelphia	3/12-13/91	12	3

Conducted a total of 872 courses, instructing 7,055 students.

National Data Processing Division - FY 91 Training Effort

QUARTER	LAN		MAINFRAME		E-MAIL		SEMINAR		PC	
	Classes	Students	Classes	Students	Classes	Students	Classes	Students	Classes	Students
1ST	9	56	10	73	4	18	8	65	88	613
2ND	17	126	10	84	9	60	2	44	98	781
3RD	24	167	8	73	138	1,214	0	0	81	692
4TH	15	137	16	103	279	2,362	0	0	63	368
TOTAL	65	506	44	333	430	3,653	10	109	323	2,454

- Met all set goals regarding processing of batch jobs including: turnaround time, response time, and Mainframe systems and E-Mail availability.
- Installed two high-speed data link circuits to each Regional Office. One circuit terminates at Research Triangle Park to primarily support traffic between users and the IBM mainframes. The second circuit terminates at EPA's Disaster Recovery Site in Cincinnati, Ohio, and is used to support interactive terminal connectivity to users with non-IBM systems.
- Installed additional high-speed data link circuits between Research Triangle Park, Cincinnati, and the Washington Information Center to establish alternate data circuit paths to the National Computer Center at RTP increasing system reliability.

National Data Processing Division FY 91 Mainframe Availability

QUARTER	IBM		E-MAIL		VAX	
	Available Hours	Percent Available	Available Hours	Percent Available	Available Hours	Percent Available
1ST	3,734	99.9			6,465	99.9
2ND	3,754	99.5			6,264	99.9
3RD	3,956	99.7			6,167	99.9
4TH	3,963	99.9	2,100	99.9	6,536	99.9
TOTAL	15,407	99.7	2,100	99.9	25,474	99.9

CONTRACTS MANAGEMENT DIVISION

FUNCTIONS:

The Contracts Management Division at RTP is responsible for providing procurement support to the following EPA components at RTP:

- The Air and Energy Environmental Research Laboratory, Atmospheric Research and Exposure Assessment & Laboratory, Health Effects Research Laboratory, Environmental Criteria and Assessment Office, Office of Air Quality Planning and Standards, and Office of Administration and Resources Management.
- In addition, CMD supports the following nationwide offices:
 - Office of Research and Development.
 - Office of Pesticides and Toxic substances.
 - Superfund Contract Lab Program .
 - Office of Air & Radiation.

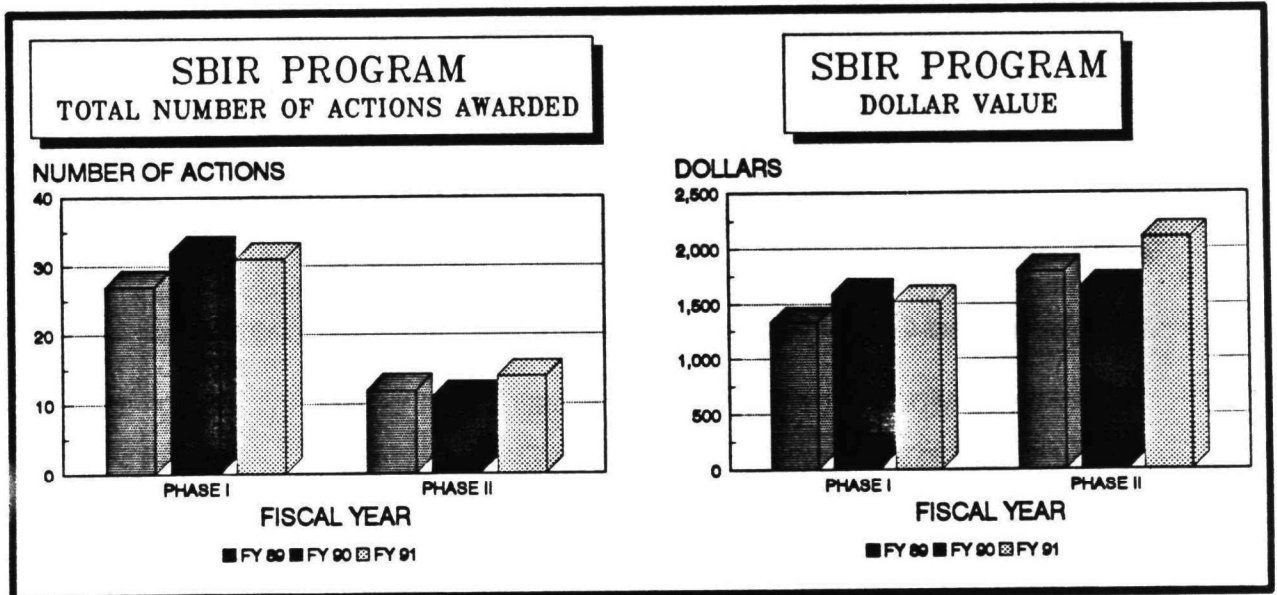
All ten regional offices for non-superfund activities.

ACCOMPLISHMENTS:

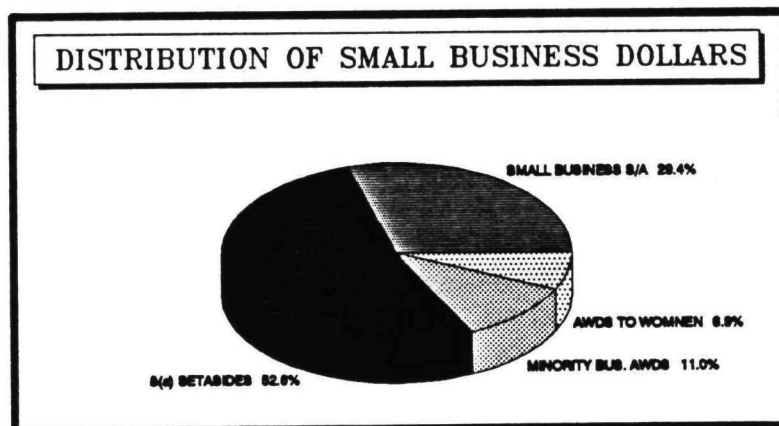
The major accomplishments for CMD for the past year have been:

- Implemented the bankcard program which has reduced the time required for EPA personnel to obtain a variety of supplies and services.
- Acquired equipment and instrumentation valued at over \$1,000,000 in a very short time period in support of the Atmospheric Research and Exposure Assessment Lab's Air Monitoring Program in Krakow, Poland.
- Processed 1326 contract actions valued at \$249,570K.
- Processed 157 new contracts with a total maximum value of \$441,936K
- Processed 4509 Small Purchase Actions valued at \$25,061K.

- Awarded 31 Phase I (Feasibility study) Small Business Innovative Research Projects valued at \$1,522K and 14 Phase II (follow-on research or development) actions valued at \$2,099K.



- Increased the small business setaside by 1.5% through several outreach programs with small businesses and EPA program managers.



FACILITIES MANAGEMENT AND SERVICES DIVISION

FUNCTIONS:

The Facilities Management and Services Division (FMSD) is responsible for operating 12 buildings and providing general support services for the 1,300 Government employees at RTP. Specifically, FMSD's services include:

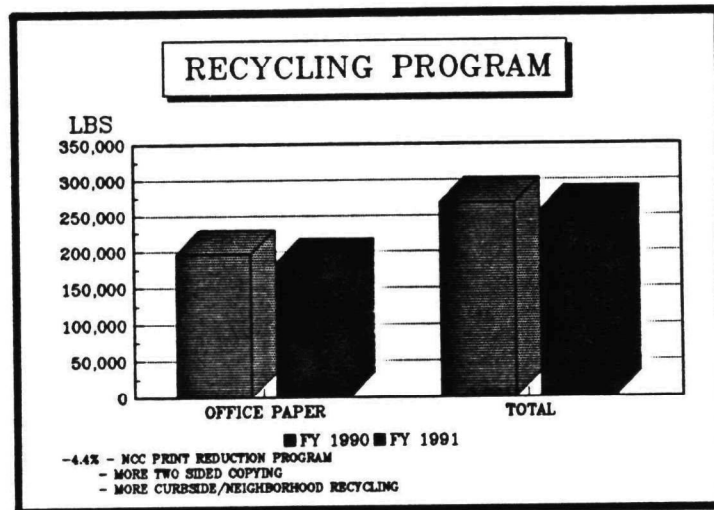
- Facility engineering and maintenance
- Property and supply management
- Real estate and leasing
- Security
- Transportation
- Nationwide Home Relocation Assistance Program
- National ADP equipment utilization and disposal

ACCOMPLISHMENTS:

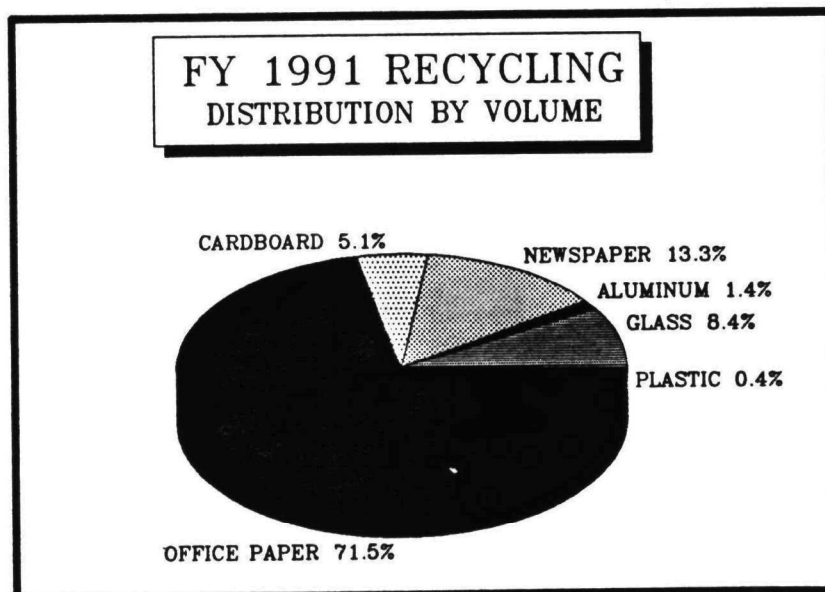
- Completed lease negotiations and broke ground for the new 66,000 square foot Human Studies facility on the Chapel Hill campus of the University of North Carolina.
- Prepared site analysis and land use planning report for the new EPA/RTP consolidated facility to replace current space in a 635,000 net square foot facility expected to cost about \$200 million.
- Renegotiated the Environmental Research Center lease for an additional 7.5 years requiring an automatic sprinkler system to be installed.
- Initiated space acquisitions to respond to the dramatic expansion in RTP housing needs due to the Clean Air Act Amendments, expansion of the National Computer Center and the relocation of the Cincinnati Health Effects Research Laboratory programs to RTP.
- Implemented the nationwide ADP Equipment Utilization and Disposal program.

- Completed renovations in the ERC Building to increase floor space to accommodate Computer Center hardware growth. 25,000 square feet of floor space was renovated in A-Wing.
- Completed extensive electrical modifications in support of the National Computer Center. Uninterruptable Power Source units, special cooling capacity and Power Distribution Units were installed in the ERC Building.
- Leased 10,000 additional square feet in the Mutual Building to cover the short term needs of the Office of Air Quality Planning and Standards which has grown as a result of the Clean Air Act.
- Converted storage space in the ERC Annex to provide off-site back-up computer disc storage area.
- Completed twelve major laboratory renovations to accommodate the new Health Effects Research Laboratory and completed major renovations to high-bay space in support of the new hazardous waste incineration pilot program.
- Installed back-up power source and heating, cooling and ventilation system for the main ERC animal facility to reduce the risk of power loss due to primary system failure.
- Began a major study of the electrical distribution system in the ERC to accurately identify and document any National Electrical Code violations or other potential hazards.
- Installed two 30,000 gallon fuel tanks to provide standby fuel for the ERC in case interruptable natural gas service is curtailed during severe weather conditions.
- Conducted seven required contract property management reviews and all systems were approved.
- Inventoried all 139 custodial accounts at RTP which include approximately 15,000 line items valued at about \$70 million.
- Receiving and delivery processed 4,259 deliveries including 17,479 items.
- Replenished the storeroom stock, using a revolving fund, through 2,715 requests, including 32,580 line items costing \$260,000.
- Processed and issued approximately 1500 identification cards to 900 contractor employees and 600 EPA employees.

- Recovered over 256,000 pounds of materials through recycling.



- Began recycling of cardboard (13,000 LBS in FY 91) and plastic (904 LBS in FY 91)



- **Managed a fleet of 10 vehicles in the motor pool.**
- **Managed 14 home relocations for EPA Employees nationwide.**
- **Managed ADP exchange sales having a value of over \$1.6 Million.**

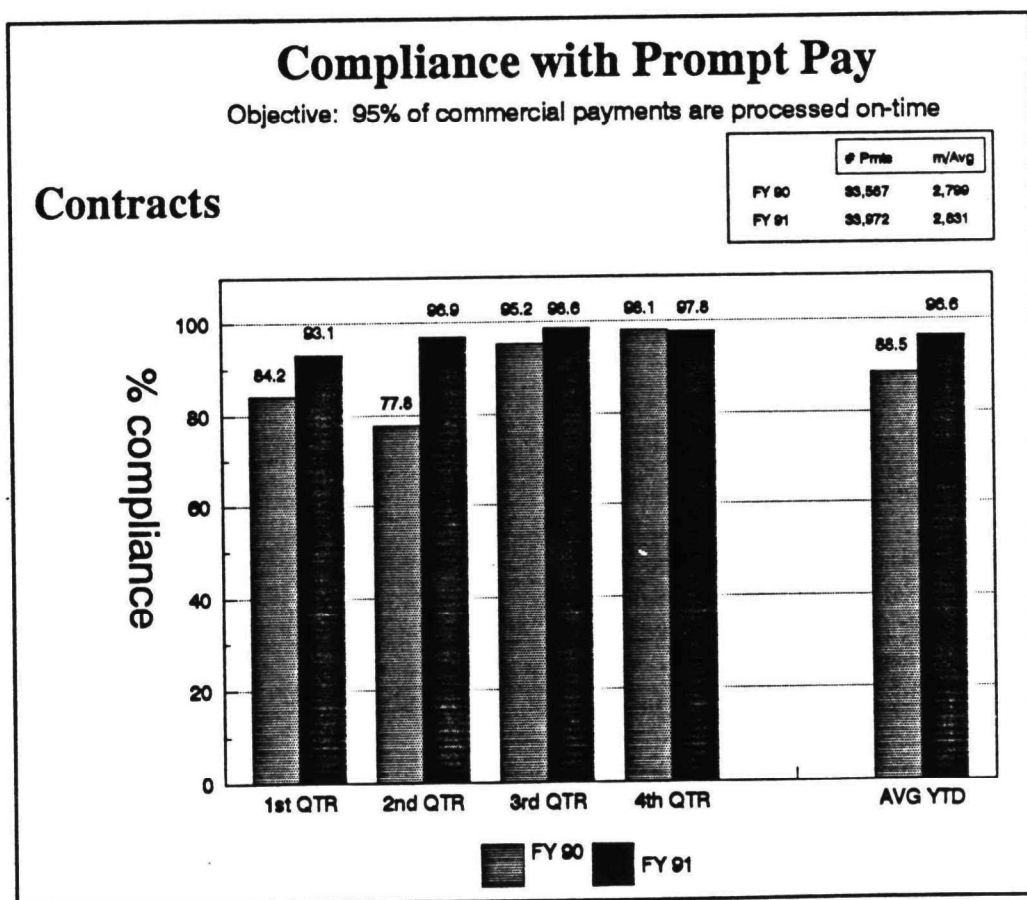
NATIONAL CONTRACT PAYMENT DIVISION

FUNCTIONS:

The National Contract Payment Division (NCPD) provides leadership, fiscal guidance, technical assistance and invoice processing services to the agency for all EPA contracts. NCPD also provides a full range of financial management services for EPA employees and Program Offices at RTP.

ACCOMPLISHMENTS:

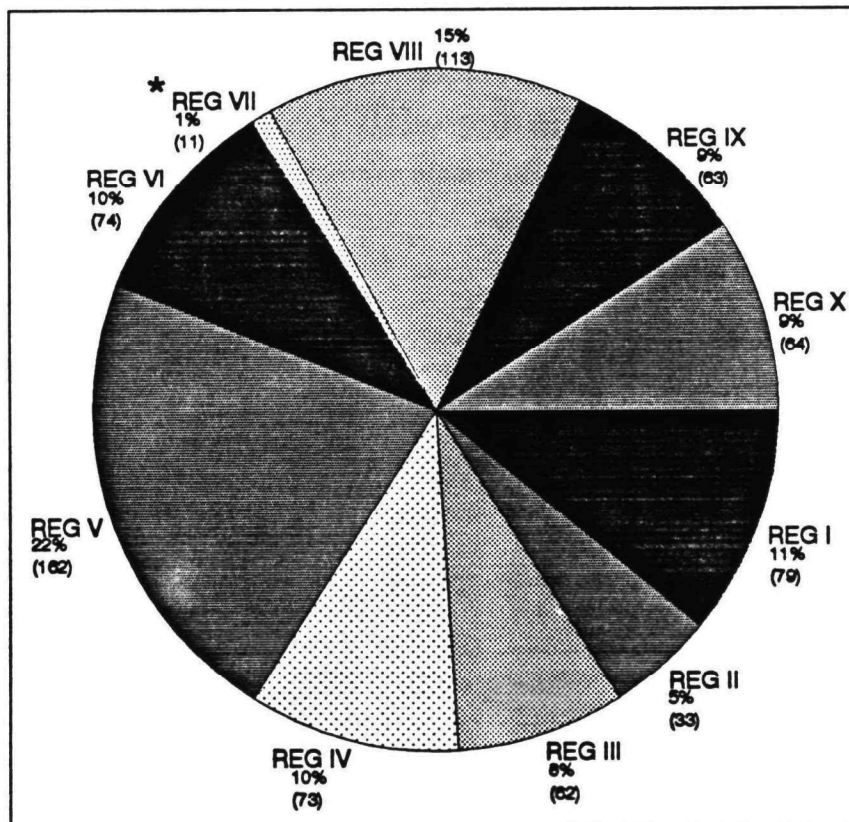
- Implemented large scale contractor support role to deliver more timely and higher quality payment processing services to the Agency.
- Saved EPA program offices in excess of \$60,000 in the past two fiscal years by implementing prompt payment initiatives and incorporating TQM principles and concepts into day-to-day operations.



- Received President's Council on Management Improvement Award for "Management Excellence" in recognition of the Division's Accomplishments with the effective implementation of TQM concepts.
- Implemented an effective "outreach program" to educate EPA Project Officers on the contract payment process with emphasis on their roles and responsibilities.
- Streamlined work processes through the use of advanced information/computer technology.
- Completed 734 Superfund cost recovery requests.

S/F Cost Recovery Requests Completed Thru 4th Quarter FY91

Cumulative

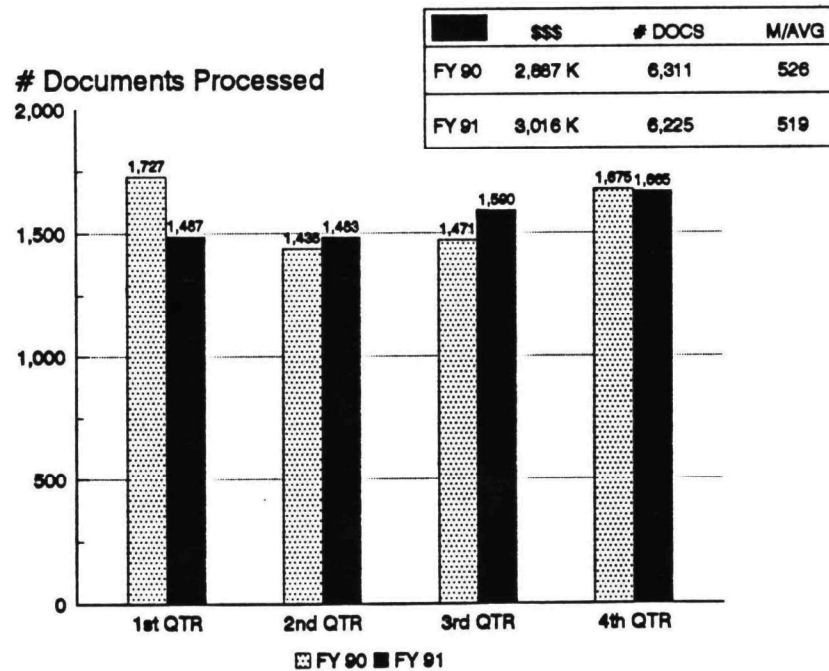
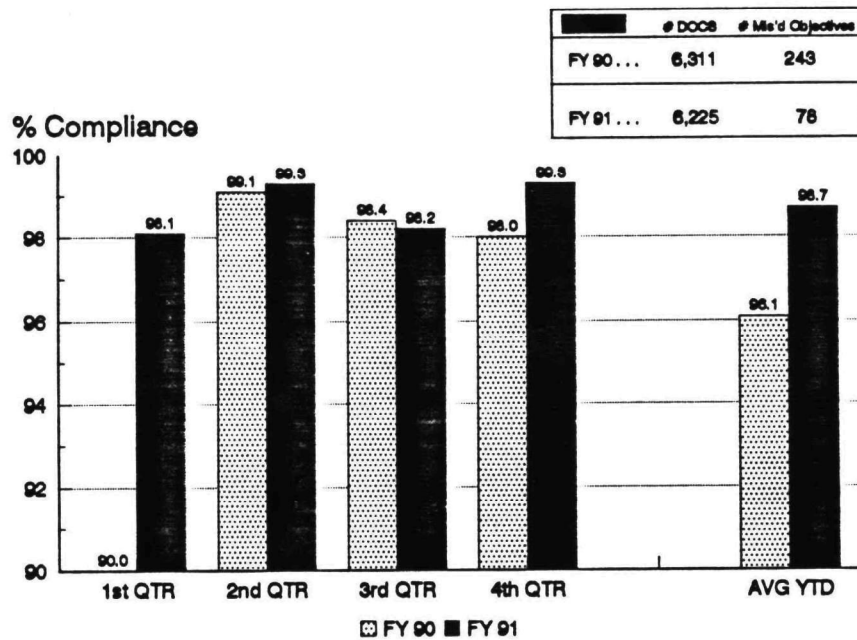


* Region 7 is involved in a pilot program in which the documents are sent on a monthly basis rather than on request.

- Increased compliance objective 2.6% in FY 91 over FY 90.

Travel Payments

Objective: All Vouchers Paid Within 5 Calendar Days



- Processed 13,714 contract obligations totaling \$1,255 M in FY 91.
- Took 696 discounts in FY 91, a 346.2% increase over FY 90.
- Processed 6,225 Travel Vouchers in FY 91 totaling \$3,016 K.

Workload Comparison FY 90 vs FY 91

	<u>FY 90</u>	<u>FY 91</u>	<u>% Increase/ Decrease</u>
1. Contract Obligations:			
# Documents Processed	13,517	13,714	1.5%
\$ Documents Processed	\$ 1,234 M	\$ 1,255 M	1.7%
% Received within 3 Workdays	(not tracked)	57.0%	
% Processed within 4 w/days (SLO>99%)	(not tracked)	99.5%	
2. Contract (CPS to IFMS) Transactions:			
# Obligations Transmitted	86,571	106,074	22.5%
% Obligations Rejected (SLO<3%)	3.1%	2.3%	(25.8%)
# Payments Transmitted	133,076	162,437	22.1%
% Payments Rejected (SLO<3%)	1.4%	0.8%	(42.9%)
3. Contract Payments:			
# Invoices Processed	33,503	33,972	1.4%
\$ Invoices Processed	\$ 1,020 M	\$ 1,154 M	13.1%
% PO Approvals Proc'd within 15 days	83.1%	85.6%	3.0%
% Paid within 30 Days (SLO>95%)	88.5%	96.6%	9.2%
# Discounts Taken	1,169	2,899	148.0%
% Discounts Taken (SLO>95%)	84.1%	91.7%	9.0%
\$ Discounts Taken	\$ 213 K	\$ 428 K	100.9%
# Interest Payments	767	263	(65.7%)
\$ Interest Paid	\$ 11,049	\$ 4,493	(59.3%)
4. Commodity Payments:			
# Invoices Processed	14,762	14,912	1.0%
\$ Invoices Processed	\$ 16,524 K	\$ 19,758 K	19.6%
% Paid within 30 Days (SLO>95%)	86.5%	97.6%	12.8%
# Discounts Taken	156	696	346.2%
% Discounts Taken (SLO>95%)	63.9%	96.5%	51.0%
\$ Discounts Taken	\$ 12 K	\$ 30 K	150.0%
# Interest Payments	1,446	116	(92.0%)
\$ Interest Paid	\$ 26,235	\$ 777	(97.0%)
5. Travel Payments:			
# Vouchers Processed	6,311	6,225	(1.4%)
\$ Vouchers Processed	\$ 2,877 K	\$ 3,016 K	4.5%
% Processed within 5 Days (SLO>95%)	96.1%	98.7%	2.7%
# Advances Processed	260	376	44.6%
\$ Advances Processed	\$ 121 K	\$ 203 K	67.8%
6. Imprest Fund:			
# Consecutive Days Open		508	
# Customers Served	1,301	1,101	(15.4%)

SLO = NCPD's FY 91 "Service Level Objectives"

HUMAN RESOURCES MANAGEMENT DIVISION

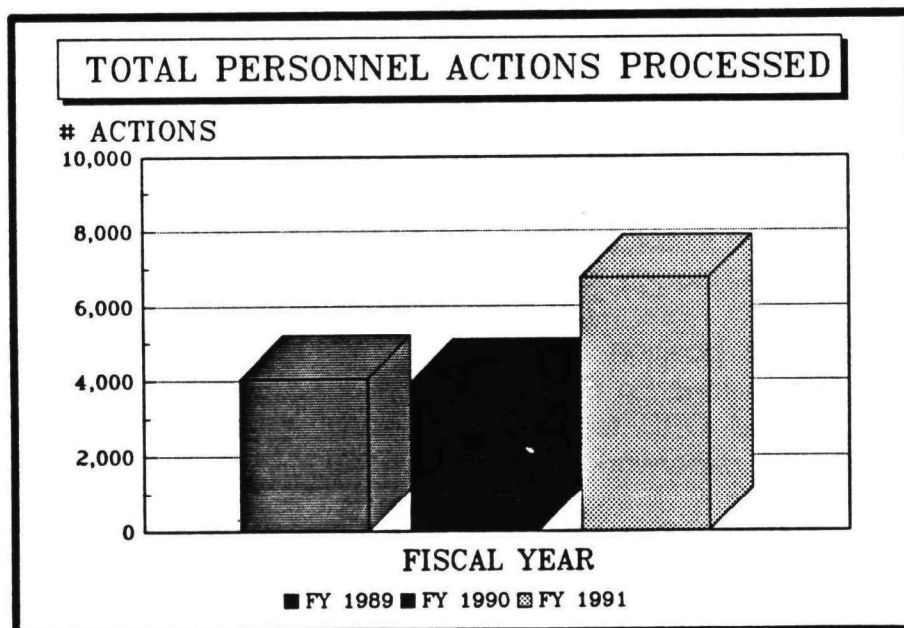
FUNCTIONS:

The Human Resources Management Division provides comprehensive personnel and human resource services to all of EPA's Research Triangle Park activities. This includes:

- Recruitment and Staffing
- Position Management and Classification
- Labor and Employee Relations
- Employee Development and Training
- Human Resource and Quality of Work-Life Programs.

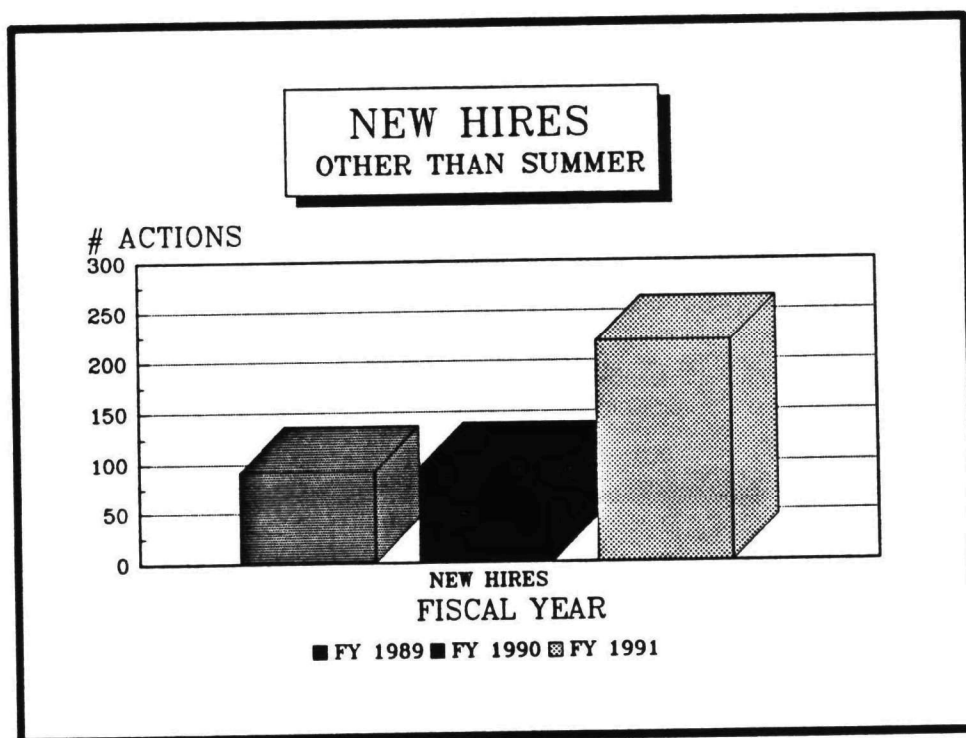
ACCOMPLISHMENTS:

- Processed 6745 personnel actions in FY 1991 an increase of 70% over FY 1990.



- Staffed 90 new positions for OAQPS in support of the Clean Air Act Amendments.

- Developed and implemented a smoke free work environment policy for all EPA RTP facilities.
- Developed a comprehensive training catalog combining courses offered by HRMD, OPM, NCC and the Air Institute in one reference document.
- Brought 219 new hires on board, more than twice the FY 1990 number of new hires.



- Implemented an interactive touch screen employment information center which allows walk-ins to self apply to EPA and/or Federal Job openings. This is the first use of this technology for employment purposes in EPA.
- Standardized position descriptions were developed for all engineering and scientific positions (to GS-13), all clerical series positions, administrative officer positions and ORD technician positions which is a major improvement on classification paperwork requirements and a significant TQM accomplishment.
- Developed professional EPA/RTP recruitment materials which contain a history of EPA, a description of EPA at RTP, career opportunities at RTP, information on employee benefits, and clear step by step instructions on how to apply for employment at RTP for placement in college libraries, placement and minorities affairs offices.

- Developed a concept paper on how to use video-teleconferencing for recruitment at college campuses.
- Developed a guide for the individual development planning process for RTP managers and supervisors which has been adopted by two regional HROs.
- Developed and implemented a new training needs assessment process.
- Designed a fitness membership program for RTP employees.
- Established a TQM clearing house for use by RTP organizations.
- Classified 723 positions in FY 1991, a 47% increase over FY 1990.

