

# One Voice

Published for employees of Commander, Navy Region Southeast, Regional Engineer and N-46; PWC Jacksonville including Mayport, Charleston, and Panama City Sites; PWC Pensacola; Engineering Field Activity Southeast including ROICC Jacksonville, Mayport, Kings Bay, and the Orlando Satellite Office

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## First in NAVFAC:

### PWC JAX - Charleston Site ISO 9001:2000 certified

Charleston, S.C. - Navy Public Works Jacksonville (PWC JAX) – Charleston Site, Charleston, S.C., was recently certified by the International Organization for Standardization (ISO), obtaining ISO 9001:2000 certification. This culminates 18 months of hard work by the entire Charleston team and was achieved through independent certification of Charleston’s production, environmental, transportation, and utilities departments. ISO 9000 certification is a major accomplishment for any maintenance and service organization.

ISO 9000 certification verifies that PWC JAX – Charleston Site is customer driven, process focused and that the employees truly know their business. It also demonstrates the Detachment’s commitment to customer satisfaction, planning, motivation, training, documentation, and continually improving their performance in support of the warfighter.

The Charleston Site is the first NAVFAC entity to re-

ceive a comprehensive ISO 9001:2000 certification. “I am very impressed with the skill, knowledge, and professionalism of the shop employees. Their dedication to this endeavor has proven very successful,” said PWC JAX/EFA SE Executive Officer Cmdr. Van Dobson.

In order to achieve this certification, the organization and its employees had to develop a system that has the full support of management and is continuously checked and corrected to ensure the most efficient processes



From left: NWS Charleston Public Works Officer Cmdr. Emmanuel Bautista, PWC JAX - Charleston Site ISO 9000 Program Manager Mary Fisher, Assistant Project Manager Charlie Rosenbam and Deputy Public Works Officer Carter Hayes display the newly awarded ISO 9001:2000 certificate.

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# From the PWC JAX - Panama City Site Manager

The book *Thriving on Chaos* sits at the side of my desk. It was handed to me at a management conference I attended many years ago. I love the title – it seems so appropriate at times, especially with so many reorganizations. But just like everything in life, things are only what you make of them. Converting PWD Panama City to the FTSE family as the PWC JAX – Panama City Site, has been most challenging *and* exciting.



**PWC JAX - Panama City Site Manager  
Don Green**

In this time of transition, there are – and there continues to be – a myriad of changes, processes to be established, instructions to be incorporated, budgets to be developed, issues to be addressed... and the list goes on. It is easy to be overwhelmed when every thing we have done for years has been turned inside out and our comfort zone narrowed. It is times like these that challenge our spirits. But, all of us going through these changes must keep open minds, and most of all, focus on the positive! Embrace the inevitable and resist negativism. Tom Peters said it well when he wrote, “Today, loving change, tumult, even chaos is a prerequisite for survival, let alone success.” It is to this end – exploring what it means to succeed by loving change – that his book was devoted.

In consonance with this, I must commend all of the positive and forward thinking Jacksonville staff that have spent so many hours assisting with the transition and preparing us for October when we will no longer be purely neophytes. I also want to commend the great attitudes of all of our employees at Panama City who have worked so diligently keeping the momentum for this effort, staying focused and positive. How can we not succeed with such collaborative efforts!

## One Voice

Facilities Team Southeast  
NAS Jacksonville, Fla. 32212

Commanding Officer, PWC JAX/EFA SE ..... Capt. Charlie Khan  
Commanding Officer, PWC Pensacola ..... Capt. Charles Miller, III  
Executive Officer, PWC JAX/EFA SE ..... Cmdr. Van Dobson  
Public Affairs Officer ..... Susan Brink  
Editor/Photography/Design/Layout ..... Susan Brink

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### Important Numbers

CO's Fraud, Waste/Abuse Hot Line: (904) 542-5335  
DoD Hot Line: (800) 424-9098  
Navy Hot Line: (800) 522-3451  
NAVFAC Hot Line: COM (202) 685-1833, DSN 325-1833  
Navy Sexual Harassment Advice Line: (800) 253-0931  
NAS JAX Police: (904) 542-2661  
Fire/Rescue: 911  
Employee Assistance Program: PWC JAX/Mayport/Charleston - (904) 296-9436 or (800) 327-9757, EFA SE/ROICC - (800) 677-5327, and PWC Pensacola - (866) 433-3277

## Condolences go out to an FTSE teammate

FTSE recently lost one of its teammates. Mr. Thomas Hartin, mechanical engineer, PWC JAX Code 920, was killed Sunday, April 11 in a traffic accident in Alabama. Hartin joined NAVFAC a year ago and was previously working at Naval Air Depot Jacksonville.

Hartin was a dedicated civil servant who was recently recognized for his efforts in providing beneficial suggestions for process improvements at Naval Air Depot Jacksonville.

Our hearts and prayers go out to his family and friends; he will be missed.

# FTSE participates in 5th Annual Jacksonville Acquisition Excellence Conference and Trade Show



**Keynote speaker on Day 1 of the conference was Acting Deputy Under Secretary of Defense (Logistics and Materiel Readiness) Bradley Berkson**

Several NAVFAC teammates attended and participated in the 5th Annual Jacksonville Acquisition Excellence Conference and Trade Show April 21 and 22 at the University of North Florida Conference Center, Jacksonville, Fla. This year's theme was "Transforming Defense Technology to Create Warfighting Capabilities of the Future."

The keynote speaker on April 21 was Acting Deputy Under Secretary of Defense (Logistics and Materiel Readiness) Bradley Berkson. Breakout sessions

were held throughout the two-day conference. NAVFAC Southern Division Deputy Director of Acquisition Kristy Penninger and Lori Prater presented an overview of Basic Ordering Agreements and NAVFAC Director of Small Business Programs Linda Wright discussed Navy Initiatives to Support Small Business Firms through Prime and Subcontracts.

The conference offered training for employees in the acquisition community, with over 30 seminars to select from, along with networking opportunities for both government and area businesses.



**Acquisition Conference attendee reviews the Facilities Team Southeast display.**



**Conference speakers included NAVFAC Southern Division Deputy Director of Acquisition Kristy Penninger and Lori Prater.**

## TSP open season

Thrift Savings Plan (TSP) Open Season runs now through June 30. Updates can be made by logging on to the Civilian Benefits Information Center (<https://www.civilianbenefits.hroc.navy.mil>) web site or by contacting the automated telephone system at 1-888-320-2917 to access personal information and/or make unassisted benefits changes. Additionally, counselors are available 7:30 a.m. to 7:30 p.m. EST Monday through Friday.

- IRS elective deferral limit for 2003: \$12,000
- IRSTSP contribution limit for FERS employees for 2004: 14 percent (up to the IRS limit) elective deferral limit for 2004: \$13,000
- TSP contribution limit for CSRS employees for 2004: 9 percent (up to the IRS limit)
- TSP contribution limit for members of the uniformed services for 2004: 9 percent (up to the IRS limit)

## Lt. Michael Thornton awarded the Joint Service Commendation Medal

PANAMA CITY, Fla.- Lt. Michael A. Thornton, Civil Engineer Corps, United States Navy, distinguished himself by exceptionally meritorious services as Regional Engineer and Deputy Humanitarian Assistance Officer, Region South Central, Coalition Provisional Authority, Al-Hillah, Iraq, from February 28, 2003 to July 8, 2003.

During this period, Thornton led a six-man Engineer Support Team into austere and often hostile areas to conduct assessments of an estimated \$350 million dollars in critical infrastructure repair, renovation and replacement projects. These assessments, conducted through nine Iraqi provinces, covering over 52,000 square miles directly impacted over six million Iraqis. Additionally, he was vital in the collection, cataloging, analysis, and prioritizing of over \$56 million dollars in potential projects for multiple fund sources, synchronizing efforts with higher headquarters, adjacent units and non-governmental organizations.

As the Deputy Humanitarian Assistance Officer for the region, Thornton directly coordinated all humanitarian de-mining efforts in the sector. Through his efforts, two of the four humanitarian de-mining platoons, deployed to Iraq, were allocated to this sector, resulting in the removal of thousands of mines and munitions. The distinctive accomplishments of Thornton reflect great credit upon himself, the United States Navy, the Coalition Provisional Authority and the Department of Defense.



Lt. Michael A. Thornton, Public Works Officer, Naval Support Activity Panama City, is presented the Joint Service Commendation Medal.

## NAS JAX fire hydrants upgraded

By Fred Burns, water utilities division head, PWC JAX

During the past three years, PWC JAX began a program to improve the capacity of the water distribution system. There were several problems such as inoperable hydrants, hard to open hydrants, broken water main valves, hydrants too low for safe use, and no central authority to maintain hydrants. In addition, there was a poor understanding of the three types of water systems that supply water to the hydrants at NAS JAX: potable water mains, dedicated fire mains, and dedicated fire systems.

The National Fire Protection Association (NFPA) has developed a color-coded rating system to provide fire fighters an estimate of the volume of water a hydrant can supply without damage to the underground water distribution piping. NFPA Publication 291 provides recommendations for fire flow testing and marking of hydrants.

In FY 2000, new Environmental Protection Agency (EPA) and State regulations moved the water utilities' water quality responsibility from the treatment plant fence line to the consumers' tap. A critical component to maintain water quality in the distribution system is the fire hydrant. Hydrants are used to flush stagnant water including any rust and sediment.

In the past, NAS JAX, PWC JAX, and NAS JAX Fire Department, had oversight of the hydrants. Because of the new EPA regulations and the need to have fully operational hydrants, it was decided that PWC JAX would oversee total operation and maintenance of the hydrants.

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## FTSE EBA holds fundraiser

FTSE teammates send co-workers a token of thanks for Employee Appreciation Day

This was just one of the many fundraising activities the FTSE Employee Benefits Association (EBA) holds throughout the year. Believe it or not, sending balloons to a co-worker proved to be a huge success. "This was a great idea and all of you did a super job for our (FTSE) morale in making these special deliveries," said Capt. Charlie Khan, FTSE



From the left: EBA members Herminio David, Smitty Smith and Glenda Watkins prepare gifts to be delivered for Employee Appreciation Day.



Many employees in Bldg. 103 receive gifts from their co-

Commanding Officer.

A flyer was sent out to employees and pre-paid orders were taken until April 5. The gifts cost between \$3.00 and \$5.00 each. Employees were given the choice of sending a coke, candy, fishing tackle or a sleeve of golf balls. All gifts were personally delivered on April 8 along with a balloon and a card. The EBA delivered 350 gifts; raising almost \$500. A special thanks goes out to Wally Holdstein, Ginger Batey, Smitty Smith, Glenda Watkins, David Pieper, Herminio David, Audrey Briggs, Vern Smith and Ike Kersey for their hard work.

## Your rights and duties under the Privacy Act

Many at FTSE are unaware that Tom Kathe, Counsel, is the Privacy Act (PA) Coordinator for Navy Public Works Center Jacksonville (PWC JAX) by designation of the Commanding Officer in PWCJAXINST 5211.1A. Under the Privacy Act of 1974 (5 USC 552a; "PA") and SECNAVINST 5211.5D, Office of Counsel administers the PA program, provides PA advice and ensures compliance with PA program regulations and forms at PWC JAX. Counsel has prepared the following questions and answers to train FTSE personnel on their PA rights and duties:

Q1: What does the PA generally require of the Navy?

**A1:** The PA mandates the Navy to inform people at the time it is collecting information about them, why this information is being collected and how it will be used. The Navy along with other federal agencies must publish a notice in the Federal Register of new or revised systems of records on individuals. The Navy must ensure that the information being collected and maintained is accurate, relevant, complete and up-to-date before disclosing it to others. The Navy must allow individuals access to records on themselves, allow them to find out about disclosures of their records to other

agencies or persons, and provide them with the opportunity to correct inaccuracies in their records.

Q2: What records are maintained by the Navy?

**A2:** The Navy maintains records on individuals who are affiliated with the Navy (i.e., military members, civilian and contractor employees and dependents). The Navy is not permitted to collect information on other individuals. Because the Navy does not maintain a centralized index or database to determine what information, if any, is held on an individual, we rely on the individual to provide sufficient detail about themselves and the records they are seeking so that a search of files can be conducted. The PA authorizes a system of records to the extent such system has been created under the Navy's inventory of Privacy Act Systems of Records Notices, which are a blueprint for collecting, maintaining, and disseminating information. To view the Navy Privacy Act Systems of Record Notices visit the website, <http://privacy.navy.mil/noticenumber/index.html>, and click on the button at the bottom of the notice, which reads: "Index of Navy Privacy Act Systems of Records Notices."

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# ROICC Mayport supports the Marines in Tampa

## *Completion of Marine Corps Reserve Center Repairs*

By Lt. Jorge Cuadros, ROICC Mayport

ROICC Mayport reaches out to support military throughout the region and recently completed a project for the 4th Assault Amphibian Battalion in Tampa, Fla.

This was a \$750,000 project completed by an 8(a) contractor out of Orlando, Fla. The contract included miscellaneous work such as exterior repairs, concrete paving, vehicle wash system repairs, minor exterior lighting upgrades, HVAC replacements, minor electrical modifications,

roofing replacement, minor exterior building envelope repair, exterior painting, window replacement,

and incidental related work throughout the center. The project was awarded September 26, 2003 and completed March 26. This was a quality project with an impressive safety record and was completed ahead of schedule.

ROICC Mayport administered this contract applying some of the latest concepts of operation promulgated by NAVFAC's Southern Division. This particular Marine Forces Reserve (MARFORRES) center is the training site for the 4th Assault Amphibian Battalion, 4th Marine Division. This battalion has supported and augmented active duty units in virtually all armed conflict since 1943 including Operation Iraqi Freedom.



## Environmental compliance partnering yields positive results

By Dave Kiebler, environmental department head, PWC JAX

As reported in the November 2003 newsletter, PWC JAX recently partnered with the Florida Department of Environmental Protection (FDEP) to meet the latest water quality discharge requirements for copper from the NASJAX wastewater treatment plant (WWTP). The FDEP wastewater discharge permit issued in 1999 substantially lowered the discharge limit for copper. The new discharge concentration limit,

which initially appeared to be an unattainable goal, turned into an innovative environmental partnership focused on the Navy's mission requirements.

As a direct result of the partnering between FDEP, PWC JAX, and the efforts of the consulting engineers, Public Works Center Jacksonville has been issued a new wastewater discharge permit (April 2004) by the State of Florida FDEP, and is now

in full compliance with all discharge parameters. The discharge diffuser is in full operation, marked by a series of bright orange buoys, to preclude damage from boats or dredging operations.

The combined efforts of all the players have resulted in both an innovative compliance with environmental laws, and a cost avoidance to the Navy of over \$500,000.

# Awards

## On-the-Spot Awards

### PWC JAX

Rodger Berry  
 Sue Brink  
 Frances Brown  
 Mary Brown  
 Gerald Caddy  
 Mary Caldwell  
 Joe Cassidy  
 Patricia Cox  
 Teresa Culp  
 Marie Dixon  
 Judy Doggett  
 Renie Dominguez  
 Anna Edwards  
 Joseph Emerson  
 Tony Fox  
 Claudia Hart  
 Gary Hauff  
 Joyce Horne  
 Lis'a Johnson  
 Tom McNerney  
 Milli Noel  
 Rik Peek  
 Patricia Pinckney  
 Dawn Reed  
 Trudie Rhodes  
 Celestino Rivera  
 John Robey  
 Terilyn Silvera  
 Michelle Smith  
 Martha Snowden  
 Steve Straughn  
 Tammy Tucker  
 Katherine Washington  
 Michelle Williams  
 Angela Young

### PWC JAX – Charleston Site

Craig Bennett  
 Thomas Biglin  
 Leroy Carpenter  
 Grover Duncan  
 Larry Elsey  
 William Etheredge

# PICO – Focus Groups working hard

By Gary Hauff, command evaluator, PWC JAX

People, Innovation, Clients, and Operations (PICO) strategic focus areas are making progress. At the Strategic Business Plan Mid-Year Review on April 15, Team Leaders provided reports on the progress of their Focus Area Action Items.

### *People #1 – Train the FTSE Workforce by building a cohesive and inter-dependent team that understands its customer requirements and speaks with One Facilities Engineering Voice.*

- The team has developed a training plan that includes:
- FTSE Extranet (Completion Date: End of May) – Will address roles and responsibilities, interface with upper level echelon command, customer missions, and One Facilities Engineer Voice concept.
  - Presentations to be made to the Workforce. The team will meet in small groups at each of the FTSE sites (Completion Date: Jun-Aug).
  - Brochure (Completion Date: End of May) is being developed that will address roles and responsibilities, interface with upper level echelon command, customer missions, and One Facilities Engineer Voice concept.

### *People #2 – Improve Labor and Management relations with two Unions and four Locals through standardized and streamlined processes.*

Accomplishments include the establishing a communication forum and building trust and communications between union and management and different unions.

#### Pending Issues:

- Building union email mailboxes to facilitate communication
- VTC available for unions to collaborate
- Group desires to have roundtable meetings at all sites
- Form a command-wide Labor-Management Forum
- Standardize use of official time across sites
- Implement command instructions across all sites
- Review opportunity to standardize grievance process across sites
- Explore opportunities to establish a single bargaining agreement

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Kathryn Dupree  
 Rickey Gobert  
 Johnny Hedges  
 Robert Hendricks  
 Tabetha Isom  
 Patricia Martin  
 George Nelson  
 Charles Pendergast  
 Sandra Richardson

Aggie Ricks  
 Mark Senyk  
 Jaqueline Shokes  
 Issac Singleton  
 Richard Tisdale  
 James Vick  
 Robert Webster  
 Jackie Westbrook  
 Michael Wright

### PWC Pensacola

Venita Hollinger  
 Ettaly Ponder  
 Linda Powell  
 Kelly Trimmell

## FTSE employee spotlight

**Employee's name:** Richard "Rik" F. Peek

**Position:** IT Specialist/Application Support

**Responsibilities:** Responsible for the development and maintenance of the PWC/FTSE web sites (Webmaster-Internet/Intranet). Application support for Standard Labor Data Collection and Distribution Application (SLDCADA), Modern, and CSU (a web based personnel system).

**Work location:** PWC JAX Building 902, IT department.

**Years with PWC:** Charleston Naval Shipyard 1977-1993, SUPSHIPS Mayport 1993-1997 and PWC JAX 1997 - present.

**Hobbies/Interest:** Rik enjoys boating and fishing, working with falling water (designing and creating waterfalls), designing web sites, and the never ending work in the yard.

**Family:** Married with one teenage son.



## Employee gains/losses

### Arrivals:

Joseph Blunt, PWC JAX – Charleston Site  
Wieslaw Lepkowski, PWC JAX - Charleston Site  
Iris Bass, PWC JAX - Panama City Site  
Terry Moore, PWC JAX - Panama City Site  
Terry Hudgins, PWC JAX - Panama City Site

### Departures:

James Berry, PWC JAX – Charleston Site  
Dave Leconey, PWC JAX  
Mark Senyk, PWC JAX - Charleston Site  
Michael Cornett, PWC Pensacola  
Judy McDonald, PWC Pensacola  
Mike Eubanks, ROICC Jacksonville

## NAS JAX fire hydrants upgraded

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PWC JAX initially inventoried and inspected all the hydrants and developed a master list of deficiencies and programmed repairs over the next three years. As part of the RBOS contract, PWC JAX worked closely with JCH to develop standard operating procedures (SOPs), a plan for maintenance and testing of hydrants, and management of the data collected and performance measurement of hydraulic flow capacity testing. NAS JAX Fire Department assisted to ensure the SOPs followed NFPA guidelines and provided the data they needed to become an accredited Fire Company (one of the Navy's first fire Companies to become accredited by independent board of fire company accreditation).

There are 330 active hydrants at NAS JAX: 297 are on the potable water system, 20 are on the NAS JAX dedicated fire main and 13 are on dedicated fire systems. As of March 22, 296 hydrants have been repaired or raised to a safe working elevation and the hydrant bonnet painted in accordance with NFPA 291 color code. Of the 330 hydrants at NAS JAX, there are 304 Class AA, 8 Class A, 13 Class B and 5 Class C hydrants. Eight of the Class B and C hydrants will be fed from a new eight inch water main scheduled in FY05 and should increase those hydrants to Class AA as well as improve water quality to the Allegheny Housing area.



# Focus Group update

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*Innovation #1 – Develop and deploy a Computerized Maintenance Management System (MAXIMO) and a Geographical Information System (GIS) for Navy Region Southeast, which encompasses the Region and all its Public Works Offices.*

- Converting PWTtools to MAXIMO at all sites.
- Need to understand universe of GIS applications and get everyone headed in the same direction with a common platform.

*Innovation #2 – Evaluate, develop and use alternative funding sources (leasing, easements, energy contracts, etc.) to improve Navy infrastructure.*

Team is investigating various alternative funding sources using “other people’s money” that include: Charleston Steam Initiative, Kings Bay Power Agreement, Real Estate, Contract with Charleston, Land Development Plan, Skunk Works Proposal, and NAS JAX Waste to Energy Initiative.

*Clients #1 – Develop standardized business processes that position FTSE to be the provider of choice for shore installation management products and services.*

Team is evaluating engineering, MILCON projects and contract work processes and is currently redeveloping the Contract Surveillance Report process.

*Operations #1 – Develop a more efficient business model that streamlines delivery of products and services within a hybrid organization such as FTSE.*

*Operations #2 – Streamline program management functions (i.e., estimating, design, and the award process) to increase efficiency and effectiveness.*

Transitions Teams (Space Allocation, ISSA Development, Work Reception Conversion, Communications, and Process Redevelopment) continue moving forward.

*Improvements include:*

- Realign chain of command and work functions for optimal effectiveness and efficiency.
- Further integrate the elements of FTSE to provide one facilities service provider to region/installations.

- Align execution resources with PWO staffs.
- Standardize concept of operations across all sites.
- Separate hub and site functions where feasible.
- Eliminate redundant overhead and generate cost savings.

*Communications:*

- 75% Complete
- Roundtable discussions remain

*ISSA Development:*

- 50% Complete – cost and work items identified
- Draft complete – XO and Business Manager to be briefed
- Negotiating with stakeholders

*Process Redevelopment:*

- 20% Complete
- Identified and prioritized over 100 processes requiring redevelopment
- Developed schedule of Actions to complete
- Program Managers developing their respective programs (25% complete)

*Work Reception:*

- 50% Complete
- Work processes defined and HUB work reception in place
- Developing new process, getting sites up and running, training sites remains

*Space Allocation:*

- 20% complete
- Finalizing relocation layouts
- Identified appropriate modular furniture
- Major Add – Including Comptroller’s move with relocations (22 new spaces, demo Upstairs conference room, and relocate VTC)
- Pursuing funding for Service Calls
- New NMCI drops and “Seat Changes” may cause delays (EFASE and Bldg. 27 staff)

For more information on any of the PICO Focus Groups, contact Gary Hauff at DSN 942-5140, ext. 2928. FTSE teammates that are interested in joining any of the focus teams may also contact Hauff at the phone number above.

# Privacy Act

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**Q3:** How does an individual access a PA record?

**A3:** An individual seeking access to a particular systems notice should review the Notification Procedure, Record Access Procedure, and Retention and Disposal areas listed in the systems notice (see Answer #2). Commonly requested records are: (a) Military personnel records held by the Director, National Personnel Records Center (Military Personnel Records), 9700 Page Avenue, St. Louis, MO 63132-5100; (b) Former civilian employee personnel files held by the Director, National Personnel Records Center (Civilian Personnel Records), National Archives, 111 Winnebago Street, St. Louis, MO 63118.

**Q4: Can an individual appeal a denial of notification, access, or amendment to a PA system of records?**

**A4:** An individual wishing to appeal should follow these procedures: (a) Submit a written appeal within 60 calendar days of the denial; (b) Include a copy of the denial and statement of reasons for review; (c) Submit the appeal directly to the appropriate appellate authority: (1) For records pertaining to the employment of present/former Navy and Marine Corps employees, civilian personnel records or an employee's grievance or appeal file: General Counsel, Sept. of the Navy, 1000 Navy Pentagon, Washington, DC 20350; (2) For records from a Civilian Official Personnel Folder or other OPM forms: Assistant Director for Workforce Information, Personnel Systems and Oversight Group Office of Personnel Management, 1900 E Street, NW, Washington, DC 20415; (3) For records pertaining to present or former military member's fitness reports or performance evaluations: Assistant Secretary of the Navy (Manpower and Reserve Affairs), Navy Department, Washington, DC 20350-1000; (4) For all other records dealing with present or former military members: Judge Advocate General, Navy Department, 200 Stovall Street, Alexandria, VA 22332-2400.

**Q5:** What is your role and responsibility under the PA?

**A5:** As an employee of the Navy, you play an important role in ensuring that the PA is not violated. You exercise this responsibility in the following ways: (a) Do not collect personnel information that has not been authorized for collection; (b) Do not maintain illegal files, and do not maintain inaccurate information; (c) Do not distribute or release personnel information to individuals who do not have a need for access (lose lips sink ships!); (d) Do not send personal information over the e-mail or fax or messages unless the document is

properly marked and alerts the reader to the necessary protections accorded such information; (e) Do not maintain records longer than permitted or destroy them before the records disposal requirements are met; (f) Ensure that you do not place unauthorized documents in a records system; (g) Ensure that you do not commingle information about individuals in the same file, since the PA does not have an exemption that protects the release of such information; (h) Ensure that you mark all documents that contain privacy information as "FOR OFFICIAL USE ONLY – PRIVACY ACT PROTECTED;" (i) Ensure that all message traffic, faxes, and e-mails that contain personal information are properly marked; (j) Respect the privacy and remember civil and criminal penalties associated with the PA; (k) Do not place information on the Internet that is PA protected or which would not be released if requested under the Freedom of Information Act (FOIA); (l) Do not entertain verbal requests for information, unless the information is releasable under FOIA; and (m) Think Privacy before you seek to establish new data collections on your computer, fax personal information, etc.

**Q6:** What are the civil and criminal penalties under the PA?

**A6:** There are both criminal and civil penalties associated with the PA. For example: (a) Any officer or employee of an agency, who by virtue of his/her employment or official position, has possession of, or access to, agency records which contain individually identifiable information the disclosure of which is prohibited and who knowing that disclosure of the specific information is prohibited, willfully discloses the material in any manner to any person or agency not entitled to receive it, shall be guilty of a misdemeanor and fined not more than \$5,000; (b) Any officer or employee of any agency who willfully maintains a system of records without meeting the notice requirements of the Privacy Act shall be guilty of a misdemeanor and fined not more than \$5,000; (c) Any person who knowingly and willfully requests or obtains any record concerning an individual from an agency under false pretenses shall be guilty of a misdemeanor and fined not more than \$5,000; (d) Such offenses can also involve payment of attorney's fees and removal from your job.

**Q7:** Where can I go for more PA information?

**A7:** For more PA information, please go to <http://privacy.navy.mil/>, stop by the Office of Counsel or call the office at DSN 942-5031, ext. 2004/2005.

# Cruisin' News from your Travelin' Crew

By Dawn Reed and Aggie Ricks, travel coordinators, PWC JAX

Recently, Vice Adm. Charles W. Moore Jr. released a message addressing guidance on the issuance and proper handling of official commercial travel tickets and to reiterate the responsibilities of travelers and authorizing officials within the Navy.

Travelers, travel approving officials, and resource managers are responsible for ensuring unused tickets are processed for cancellation and refund through the Personnel Support Detachment (PSD). Paper tickets **must** be turned into appropriate authority (PSD) for credit processing. Commanders and heads of activities must ensure that everyone in the travel process is effectively executing the process for unused tickets.

Guidelines from the message include:

- If a paper ticket is lost, the traveler must process a lost ticket report with the contracted commercial travel office and the airline that issued the ticket and provide a copy of the documentation to the approving official. The traveler's approving official must ensure that the lost ticket is credited to the proper fund cite.

- If the traveler cannot provide the paper ticket for refund or does not file a lost ticket refund, the approving official must take the necessary actions to have the traveler reimburse the government for the ticket.

- An electronic ticket is not automatically refunded if unused. If a traveler has been approved for travel and procured an electronic commercial transportation ticket with government funds, the traveler or approving official is responsible for en-

suring any unused portion of that electronic ticket is cancelled and processed for refund.

- To cancel an electronic ticket and seek the appropriate refund, the traveler or approving official must notify the commercial travel office. Travelers are required to obtain cancellation numbers and provide these numbers to the approving official, for subsequent follow-ups.

Request for cancellation of travel must be provided in writing to the appropriate travel coordinator. PWC JAX employees can email (PWCJAX\_Travel@navy.mil) or Sue Brink (PWCJAX\_PAO@navy.mil) and EFA SE/ROICC employees should contact Shelly McLane at 542-8745, ext. 1100. This will ensure all arrangements are canceled and the government does not incur unnecessary costs. The traveler is responsible for both the timely request and cancellation of travel orders.

## ISO 9001:2000

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are utilized. Through the development of best business practices, the customer will be offered the best service possible. "ISO 9000 certification shows our commitment to excellence and gives our shop personnel a roadmap to become even better," said Carter Hayes, site manager, PWC JAX – Charleston Site.

ISO 9000 is a never-ending process with continuous upgrades and audits that will regularly occur throughout the site. ISO 9000 Program Manager Mary Fisher states, "In today's work environment being competitive is essential and being ISO 9001 registered makes us more than competitive, I believe it places us in the forefront." Navy Public Works Jacksonville – Charleston Site is committed to providing a full range of the highest quality services to its customers at a competitive price.



# DoD to cut mishap rates in half

From Naval Safety Center

NORFOLK, Va., March 18, 2004 – *The Navy is engaged in a sweeping campaign to dramatically decrease mishap rates.*

The current campaign was spurred by SECDEF's challenge to DoD to cut mishap rates in half by the end of FY-05. "The bar has been set," says Capt. Charlene Brassington, head of Occupational Safety and Health programs at the Naval Safety Center. "Even if it is lofty, it is important to have a specific target." She likens the goal to the big fund-raising "thermometers" posted near base gates.

Numerous local and service-wide initiatives are underway. Classroom and on-the-job training is increasingly focused on hazards and how to avoid them. Supervisors are taught they must fully understand what can hurt the Sailors who work for them, and know how to keep them safe.

As with the buddy system, mishap-prevention efforts stress that peer pressure can help others learn good habits and break bad ones. Capt. Brassington recalls that one of the Safety Center's most popular bumper-stickers said "Shipmates don't let shipmates drive drunk." It helps to remember that when a shipmate or coworker gets hurt in a mishap and is away from work, the

unit's readiness is decreased.

Sailors are encouraged to call "time out" when something seems wrong, dangerous or different than planned. "Training timeouts" are common during training if protective gear isn't working, for example. A "safety time out" can draw attention to a developing hazard that can be controlled or avoided. These are ideal opportunities to avoid learning the hard way.

Sailors are being encouraged to carry home the risk-management training and habits they have developed at work. Too many Sailors get hurt when they are off-duty or during recreation.

"Reducing the mishap rate by fifty percent is not impossible, but we have to safeguard against getting the job done 'at all costs,' especially when those costs are too high," Capt. Brassington points out. "We don't have extra people available to do the same job, and equipment is becoming more high-tech and expensive. We need to watch out for every Sailor, Marine and civilian and take care of our equipment."

In addition to things that every individual can do, a number of Navywide mishap-reduction efforts are underway. The Secretary of the Navy has chartered a Navy and Marine Corps Safety Council, the

most encompassing and highest level such group in service history. The Council's four working groups—Shore, Aviation, Ground, and Afloat—are leading coordinated efforts to share best practices and improve current programs.

A multi-million-dollar IT system that has been under development—the Naval Safety Center's WESS (Web-Enabled Safety System)—will offer fleet users a much quicker and easier way to report mishaps and hazards. WESS will come online in phases during the next two years, enabling the fleet to gather and analyze mishap data and trend information from the Safety Center database.

The Naval Education and Training Command currently is reviewing safety training at all phases of training, and working to institutionalize Operational Risk Management training for all hands whether they are at work or off-duty.

*"On an average day, mishaps cost the Navy two million dollars," says RADM Dick Brooks, Commander, Naval Safety Center. "Every third day, a Sailor dies in a mishap. Each mishap prevented saves lives, keeps shipmates from getting hurt, and preserves resources." Every mishap prevented increases our combat readiness.*

## Volunteer opportunity

The Chimney Lakes Elementary School PE teacher recently sent her thanks for the volunteers who assisted with the President's Annual Physical Fitness Testing. To further assist the PE program they are accepting donations to recycle aluminum cans and newspapers. Anyone wishing to participate can bring clean aluminum cans or old newspapers to be recycled. Cans and newspapers must be placed in separate bags. Items will be collected on Thursdays. Please make arrangements to deliver aluminum cans and newspapers to:

Phone #	Point of Contact	Drop off day	Location
542-5140 x2129	Milli Noel	Thursdays	Bldg. 902, call first