# Office of Inspector General
# *All Hands*



# March 15, 2010

# *All Hands Objectives*

1. Discuss my expectations for the OIG

2. Provide departmental updates

3. Answer your questions

    Previously submitted and today

# *Expectations*

- – Mutual respect
- – Steady hand at the wheel
- – Communicate ⬆ , ⬇ , ➡ , & ⬅
- – Management supports management
- – Know your staff and be caring
- – High quality & timely work products
- – Mistakes are for learning
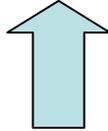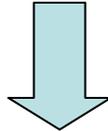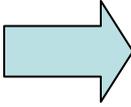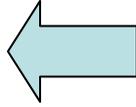
# *Departmental Update*

- OIG Strategic Plan

- OIG Priorities

- OIG Organization

- Organization Assessment

# *OIG Strategic Plan*

- Ensures alignment with Amtrak's strategic goals

- Embraces the  type of work we will perform moving forward

- Implementation will occur over time

# *OIG Strategic Goals*

- Goal 1: Promote a safe and secure environment for Amtrak employees, passengers, and public. (Safer)

- Goal 2: Advocate an energy-efficient and environmentally responsible rail system. (Greener)

- Goal 3: Reinforce a "State of Good Repair" and a modern, and reliable operation. (Healthier and Financial Performance)

- Goal 4: Promote exemplary customer service, increased ridership, convenient connections, and reduced trip times. (Customer Service)

- Goal 5: Advance the efficient and economic expansion of national transportation needs and response to national emergencies. (Meet National Needs)

- Goal 6: Lead by example as a model OIG. (OIG Operations)

# *OIG Strategic Plan*
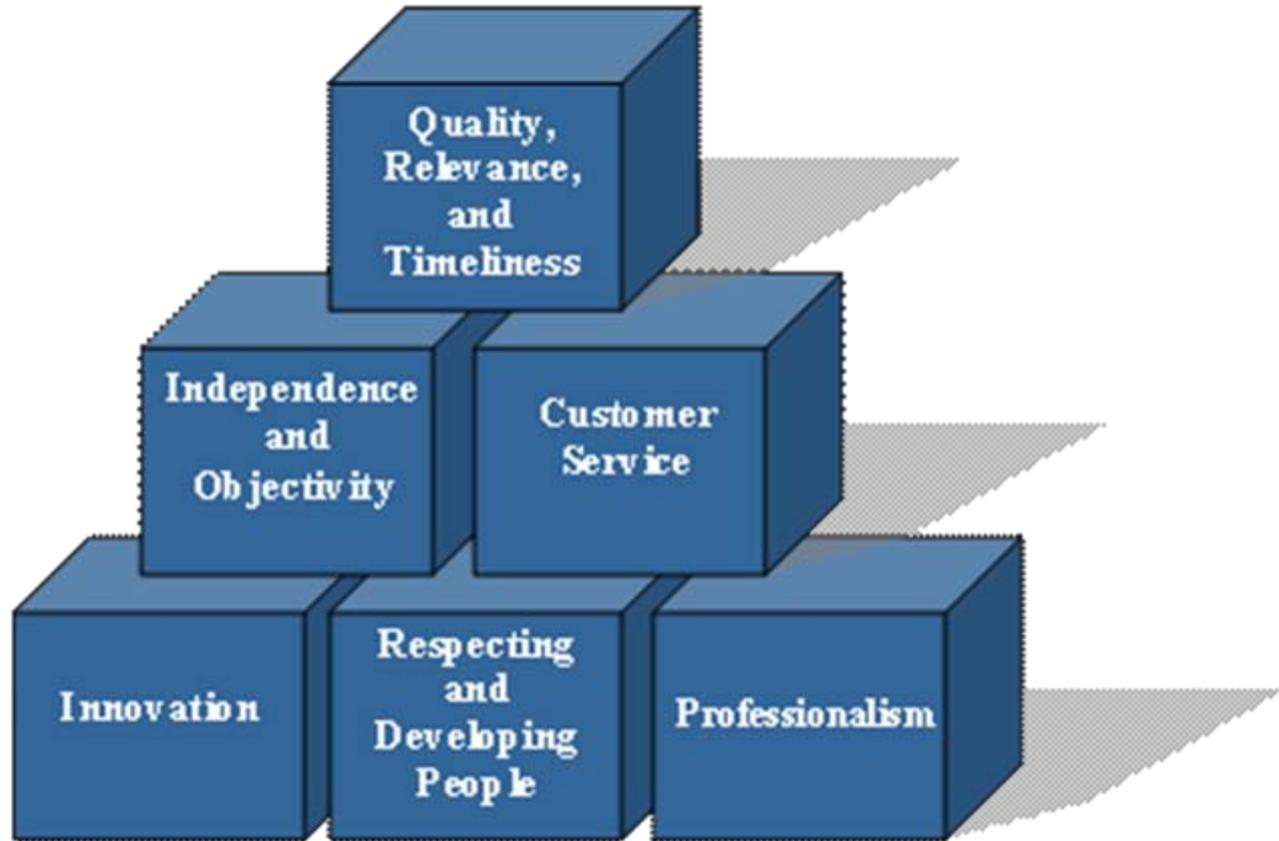
# *OIG Priorities*

- Revise policies to meet letter and spirit of the IG Act (consulting with other IGs)

- Repair relationships

- Strengthen OIG processes

- Work to address high value issues

# OIG Organization

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                    │     Ted Alves        │
                    │  Inspector General   │
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                              │      │    Sheila Scott      │
                              │      │ Sr. Executive Assistant│
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                    ┌─────────────────────┐
                    │      VACANT          │
                    │  Deputy Inspector    │
                    │     General          │
                    └─────────────────────┘
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| Bret Coulson | Gary Glowacki | Colin Carriere | VACANT | Calvin Evans |
|---|---|---|---|---|
| Assistant Inspector General for Management and Policy | Assistant Inspector General for Audits | General Counsel | Assistant Inspector General for Investigations | Assistant Inspector General for Inspections & Evaluations |

# *Organization Assessment*

- **National Academy of Public Administration**
  - Understands the unique challenges facing IG operations
  - Examine our current operations and identify opportunities for best practices
  - Focus on issues important for building a performance-driven culture
  - Begin work within the next 30 days

# *Questions?*