

NEWS2USE

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PERIMETER SECURITY PROGRAM IN PLACE

On August 29, the Perimeter Security System at the NIH became operational. As a result, screenings at campus entry points, instead of at each building, is giving us what we anticipated: an open atmosphere within the campus.



Everyone involved in the planning and implementation wants to thank the NIH community for their cooperation and acceptance of this system – helping make our campus a safer place.

We hope the smooth transition resulted in part from: the advance publicity and education communicated over several months prior to the start date; the customer service training of personnel on the front lines; and, the enthusiastic welcome crew that extended a human touch on August 29 and 30.

The entire process has taken a year and a half from design to implementation. The Office of Research Services worked closely with the NIH Community Advisory Board for Security to develop, review and test procedures for employees, patients and visitors. Going forward, the ORS Security and Emergency Response staff will monitor traffic flow and will make adjustments as needed.



We are still listening, and will always be receptive to concerns and welcome comments as we make adjustments to an evolving system. For example, the pedestrian employee portal near the National Library of Medicine draws more traffic than we expected, and we are improving capacity in that location.

We value reports from constituents such as the child care community, bicyclists, neighborhood residents, and vendors of critical services and supplies. Of course, any changes will be balanced with security requirements.

Again, thank you for your support.

INFORMATION

Security and Emergency Response
301-496-6893
www.security.nih.gov

ORS WEBSITE RECEIVES HIGH MARKS FOR CUSTOMER SATISFACTION

The ORS website continues to perform well in its first ever annual customer satisfaction review sponsored by the American Customer Satisfaction Index (ACSI).

For the third quarter of 2005, the ORS had an overall satisfaction score of 76 (out of 100) in the Information/News category, well above the average of 73.5 for government websites. This placed the ORS just below the National Library of Medicine's TOXNET site and just above the Department of Health and Human Services' (HHS) Agency for Healthcare Research and Quality website.

The NIH as a whole continues to lead all government websites when taking into account the highest average score for all 21 NIH websites. The 23 HHS websites (including NIH sites) had an average score of 77.4 for the third quarter, according to Govexec.com. As a comparison, the cumulative average score for nongovernment websites averaged out to 73.1 in the quarter according to Govexec.com.

ACSI satisfaction scores are based on a 100-point scale and are calculated through a sophisticated formula based on surveys of site users that measure the impact of increasing customer satisfaction on future consumer behavior, such as likelihood to return to the website and recommending it to others, according to ACSI.

"E-Government has been making incremental improvements on a consistent basis, and over time these incremental improvements continue to add up," said Larry Freed, president and CEO of ForeSee Results and author of the overall report. "Online government is nearly keeping pace with the private sector, but government is doing it with much more limited resources."

Established in 1994, ACSI is the industry standard performance measurement of government and nongovernment websites compiled by the National Quality Research Council at the University of Michigan Business School.

The ACSI is the only uniform, national, cross industry measure of satisfaction with the quality of goods and services available in the United States. Over 55 Federal government agencies have used the ACSI to measure citizen satisfaction of more than 110 services and programs.

The ORS website can be found at: <http://www.ors.od.nih.gov>

INFORMATION

Brad Moss
ORS Communications Officer
301-402-1661

ORS RESPONDS TO KATRINA

The ORS was quick to respond to the people of the Gulf Coast. On September 4, the ORS deployed an advance team to support NIH medical staff assigned to create a field hospital at Key Field on the Air National Guard Base in Meridian, Mississippi. Although our resources were not utilized in Meridian to the extent we had hoped, we are proud of the following people who did not hesitate to rush south. These individuals included:

*Major Ophus Robertson,
Division of Police (DP)*
*Lt. Chris Mattingly,
Division of Fire and Rescue Services*
Cpl. Alexander Negretti (DP)
Sgt. Fredric Boyle (DP)
Cpl. Wallace Carter (DP)
Cpl. Gary Pickering (DP)
Cpl. Dexter Moore (DP)
Cpl. Thomas Cioffi Sr. (DP)
MPO James Pineiro (DP)
MPO Craig Rowland (DP)
MPO Herman Bartz III (DP)
Lt. James Skyrn (DP)

On September 16, the ORS sent 11 volunteers to Gulfport, MS to provide security for a mobile field hospital operated by the U.S. Public Health Service. The hospital, set up in a parking lot, provides free medical treatment for the general public during the aftermath of Hurricane Katrina.

With local law enforcement resources strained, NIH police officers provide security for medical personnel, pharmaceuticals and hospital and personal property. Each patient and visitor is screened before entering the hospital.

Each NIH officer was 'deputized' as a special U.S. Marshal by the U.S. Marshal's Service for the specific purpose of providing protection during hurricane relief efforts. The need for security at the hospital has been obvious. Since the hospital opened, the police have confiscated over 400 weapons including handguns, a stun gun, mace, knives and other edged weapons. In one day alone, the NIH police officers confiscated over



Members of the NIH Police deployed to the Air National Guard Base (Key Field) in Meridian, MS.

30 weapons. The weapon is returned once the patient or visitor leaves.

As of October 11, the hospital staff has seen over 2,200 patients. The NIH continues to provide a staff of 10 officers after the initial deployment, with officers sleeping on site at the hospital and working in shifts. At the time of publication, the hospital was expected to close by the end of October.

The NIH officers who volunteered and served in Gulfport include:

- Maj. Ophus Robertson*
- Cpl. Thomas Cioffi, Sr.*
- Cpl. Dexter Moore*
- Cpl. Gary Pickering*
- Cpl. Randall Wallace*
- MPO Craig Rowland*
- Lt. James Skyrn*
- Sgt. Frederic Boyle*
- MPO Herman Bartz III*
- MPO James Pineiro*
- Lt. Paul Crook*
- Sgt. Richard Hawkins*
- MPO Preston Asbury*
- MPO William Horn*
- Cpl. Alexander Negretti*
- Officer Brian Sims*

INFORMATION

Security and Emergency Response
301-496-6893
www.security.nih.gov

STOP PAYIN' AT THE PUMP!

Are recent gasoline prices beginning to take a toll on your wallet? Take control by checking out the following transportation options. They could save you hundreds each month.

NIH TRANSHARE PROGRAM

The NIH Transhare Program provides up to \$105.00 a month if you commute to work by public transportation or a vanpool. This subsidy is available to qualified NIH employees who are willing to surrender their NIH Parking Permits and their FASCARD parking privileges at off-campus facilities.

HOW DO I APPLY FOR THE NIH TRANSHARE PROGRAM?

NIH employees registering for this program must bring the following to the NIH Parking Office, Building 31, Room B3B04:

- ▶ NIH ID
- ▶ NIH Parking Hanger (*if applicable*)
- ▶ Completed NIH Forms 2705-1 "NIH Transhare Program Application" and 2831-1 "Transhare Commuting Cost Declaration." These forms are available at <http://dtts.ors.od.nih.gov/transhare.htm>.

WHERE DO I RECEIVE MY NIH TRANSHARE SUBSIDY?

Distribution of Metrocheks will take place at the R&W Stores in Buildings 31, B1W30 and Executive Plaza South, Room 150C. The R&W store located in Building 31 is open from 8:30 a.m. to 3:45 p.m. The Executive Plaza store is open from 9:00 a.m. to 3:45 p.m. You will also need to bring your NIH ID with you when you pick up your Metrocheks.

WHAT HAPPENS IF I NEED TO DRIVE MY CAR TO WORK?

The NIH Transhare Policy and Procedure allows Transhare participants to receive a temporary one-day parking permit from the NIH Parking Office, Building 31/B3B04. Off campus participants may obtain a one-day validation sticker for parking from their Facility Manager or IC representative. Temporary permits/stickers will be available to each Transhare participant not to exceed 6 days per quarter, or 24 days per calendar year.

WHAT IF THERE IS A CHANGE IN MY WORK SCHEDULE DUE TO AN UNEXPECTED PERSONAL EMERGENCY OR OVERTIME?

"Commuter Connections" Guaranteed Ride (GHR) provides commuters who regularly vanpool, carpool, bike, walk, or take transit to work with a reliable ride home when one of life's unexpected emergencies arises. Commuters will be able to use GHR up to four times per year. Best of all, the ride is FREE. To begin receiving GHR benefits, you can apply over the Internet at www.commuterconnections.org.

You can obtain complete "NIH Transhare Program – Policies and Procedures" information at <http://dtts.ors.od.nih.gov/transhare.htm>. Please read this document prior to enrolling in the program.

Please visit the Office of Research Services, Division of Travel and Transportation Services website at <http://dttts.ors.od.nih.gov/index.htm>. If you have additional questions concerning the NIH Transshare Program or Commuter Connections, please call 301-402-RIDE.

INFORMATION

Division of Travel and Transportation Services
301-402-RIDE

TRANSPORTATION AWARD FOR ADVISORY RADIO SYSTEM

The award for Achievement in Public Service was given to the Division of Travel and Transportation Services (DTTS) at the 19th Annual Montgomery County Transportation Awards ceremony held in Rockville, Maryland. The Transportation Award recognizes employers who provide employees with new and innovative ways to commute to work or provide 'out of the box' ideas for motorists, pedestrians and bicyclists.

In previous years, the NIH has been recognized for carpooling, van-pooling, bicycling and Transshare initiatives. This year, the committee was impressed with the Highway Advisory Radio System (HARS), implemented after September 11. This system is designed to assist employees, contractors, visitors and guests in finding their way through the campus and is also used to alert motorists of special events. Most recently, the system was heavily used when the Perimeter Security Fence was activated.

In the event of a campus or regional emergency, the HARS system can be rapidly updated to provide information on such issues as localized or regional evacuations or information on safe locations on campus until the event has been resolved.

The HARS system also has two other components that are deployed during events. Flashing beacon lights are placed at key travel points to alert motorists that there is an event occurring and to tune into a radio station. The second component is the mobile electronic message units where brief advisory messages are displayed. These mobile units assist with moving traffic through the area or offer alternative routes with less congestion.

HARS is located on AM1660 and on the DTTS home page, where information relating to traffic, parking, road closures, special events and emergencies are broadcast either pre-recorded or live. A unique feature of the system since its original design is that in addition to listening to the radio, employees may also tune in through their office computer terminal at the following web link:

AM1660
<http://dttts.ors.od.nih.gov/index.htm>.
Click on the Highway Advisory Radio icon

INFORMATION

Division of Travel and Transportation Services
301-402-8981

LABORATORY FIRE SAFETY FEATURES

Almost daily at the NIH, one can walk through any of the laboratory buildings and find a research laboratory under renovation. Cosmetic features such as new cabinets, counter tops, lighting and paint are easy to spot.

What often goes unnoticed, however, are the fire-safety features which are provided as a part of the same renovation project. The following describes some of the common fire safety features which may be present in your laboratory and how they afford protection to you and to your research materials should a fire emergency occur.

FIRE DOORS

The corridor door which is used to enter the laboratory is a "fire door." It is equipped with a closing mechanism and hardware that latches. Some fire doors have a vision panel of wired glass. Fire doors are designed to remain in the closed position at all times. Should a fire occur in a laboratory, a closed corridor fire door will help contain the fire and smoke to the laboratory and will allow you and your co-workers to exit the area safely.

FLAMMABLE LIQUID STORAGE CABINETS

In all laboratory renovations, at least one flammable liquid storage cabinet is provided in each laboratory work area. Additional cabinets can be added to accommodate larger quantities of flammables that may be used in the laboratory. These cabinets are typically constructed of heavy gauge steel, labeled or identified as flammable liquid storage cabinets, designed with a raised sill to contain any spills within the cabinet and have a three-point latch to keep the doors to the cabinet closed.

AUTOMATIC SPRINKLERS

In new NIH buildings, all laboratories are provided with automatic sprinklers. Older laboratory buildings are being retrofitted with sprinklers as renovations occur. Sprinkler system piping is either painted red or has red bands. If a fire emergency occurs in the laboratory, only the individual sprinkler heads, which reach their activation temperature (typically between 135 and 165 degrees Fahrenheit), will deliver water to the fire. When a sprinkler head activates, the NIH Fire Department is notified through the building fire alarm system that a "sprinkler water flow" is occurring. In the past year, laboratory fires have occurred in NIH buildings with complete sprinkler systems and were controlled by one or two sprinkler heads. Property damage was minimal and research activities resumed the following day.

To make sure the sprinklers are able to operate effectively in a fire emergency, it is important to keep all items at least 18 inches below them to allow proper water distribution.

HEAT DETECTORS

Heat detectors are small, round, ceiling-mounted devices that detect either rapid temperature increases or sustained high temperatures in the laboratory. Should one of these two conditions occur, the NIH Fire Department will be notified through the building fire alarm system that a potential fire emergency is in progress.

Only laboratories which do not have automatic sprinkler protection are provided with heat detectors. Through renovations, all heat detectors will eventually be replaced with automatic sprinklers, which act as heat detectors and deliver water to control or extinguish a fire before it has a chance to grow and cause more damage.

INFORMATION

Division of the Fire Marshal
301-496-0487

Q&A WITH DONNY BLISS

NIH MEDICAL ILLUSTRATOR

This month, the award-winning Donny Bliss moves from his role as Acting Design Section Chief at the Division of Medical and Printing Services (DMAPS) to the National Library of Medicine. In recognition of the medical arts staff that produce amazing work for the NIH, and of Mr. Bliss' service to Medical Arts, we posed some questions to him and share his replies.

Q: What work are you most proud of?

A: I love the cutting edge science I've worked on. Especially when the scientists ask me not to tell anyone about this work because he or she is trying to beat some other team to publication. I love helping the scientists' teams win journal covers with a powerful illustration; a cover means more recognition for them and NIH. I love working so close with the scientist that I'm actually contributing to the research; I've been made a co-author on more than one occasion.

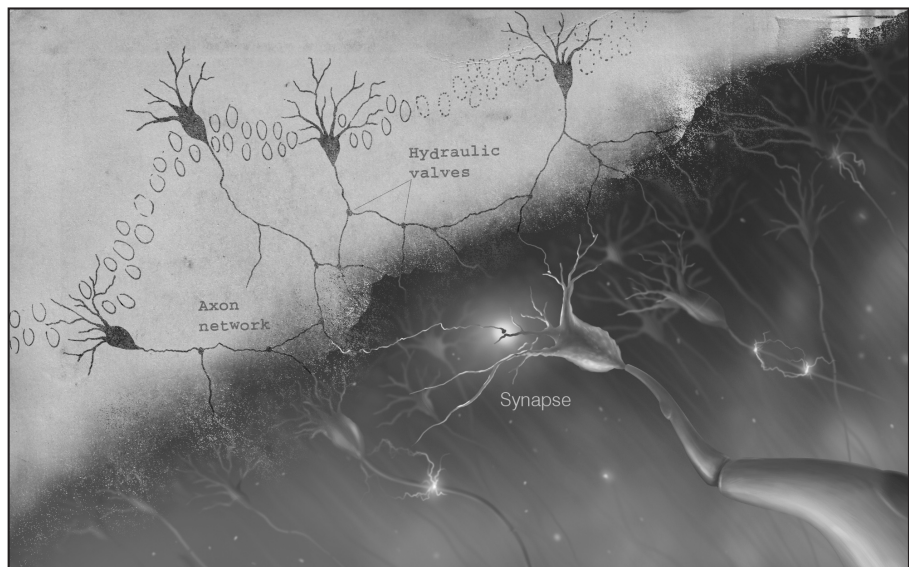


Donny Bliss, Medical Illustrator

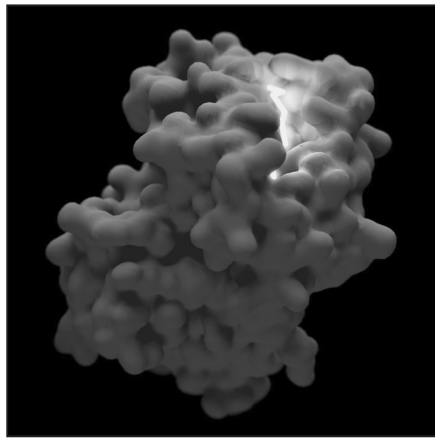
Q: What advances in medical research have most fascinated you?

A: I've animated entry of the non-pathologic HIV virus into the cell, which was discovered by an NIH scientist. This previously unknown pathway could be a key towards a vaccine that would effectively eliminate HIV and HIV-infected cells in the body. I'd like to think that an effective visual like this animation might help create awareness, support and funding for further research towards such a vaccine.

Molecular biology is the field of medicine I'm most fascinated with now. It has expanded in the years since I graduated. Casio Lynn,



Old vs. new neurons

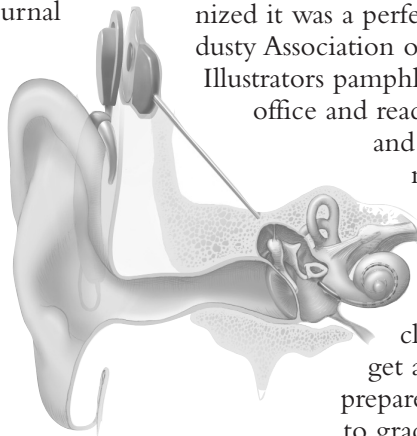


Antigen – presenting

a fellow medical illustrator, called molecular biology ‘the new anatomy’ and I think he's going to be proven right.

Q: What would you like DMAPS’ customers to know?

A: I believe that effective visuals that communicate the message should be a core part of every NIH press release or journal article. It's easy to forget that most people across the country and world don't even know what NIH is, even though the research done here affects their daily lives. So much of the groundbreaking science that leaves this campus is accompanied by crude PowerPoint diagrams painstakingly pieced together by a scientist. The experts in Medical Arts should be involved to ensure the message from NIH is being presented in a consistent, professional manner.



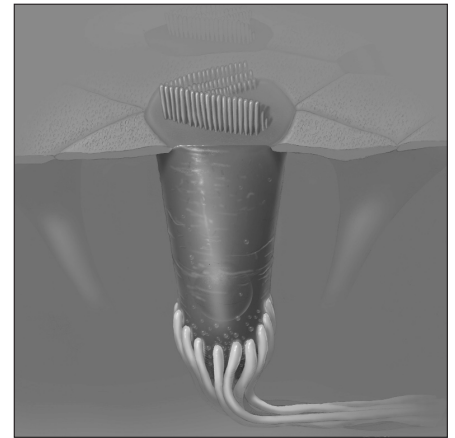
Ear and Cochlea

Q: What are you most looking forward to at the National Library of Medicine?

A: I look forward to longer-term research projects that will allow me to investigate new software, science and multimedia issues. The rigorous daily workflow in Medical Arts doesn't allow much time for research.

Q: What got you interested in medical illustration as a career?

A: I always liked to draw growing up. In college I took art classes just for fun, squeezing them in between the science classes of my pre-medical curriculum. I liked biology and worried that I couldn't make a living with a career in art. I was studying in the biology department when I saw a “What Can You Do with a Biology Degree” poster; medical illustration was listed. I'd never heard of the field but immediately recognized it was a perfect fit. I found a dusty Association of Medical Illustrators pamphlet in the career office and read about the field and the schools. The next day I dropped my chemistry minor and determined what classes I'd need to get an art minor and prepared my application to graduate school.



Hair cell

Q: What advice would you have for a student interested in this type of work?

A: Ask yourself if you are really interested in both the science and art; if it's just one or the other, you won't make it. You have to be committed to a career of constant learning and have a drive to improve your art as well as your knowledge of science.

INFORMATION

Lemuel Canady
 Division of Medical Arts and Printing
 Services
 301-496-2868

NIH'S MAD HATTER RECEIVES NATIONAL AWARD

The Division of Environmental Protection's Ed Rau received the American Chemical Society's Howard Fawcett Award for outstanding contributions to the science, technology, education and communication of chemical health and safety.

The award was presented on August 28, for conceiving and implementing the "Mad as a Hatter? Campaign for a Mercury Free NIH," the first pollution prevention initiative covering all NIH facilities in the United States. Rau shares the honor with many people who participated in campaign activities.

The Division of Environmental Protection is part of the Office of Research Facilities Development and Operations.

INFORMATION

Ed Rau
301-496-7775

STREET SAFETY ADVICE

Common sense goes a long way when you are walking, biking or jogging. These basic tips can help keep you safe as a pedestrian:

- Walk confidently. Criminals prefer an 'easy target.'
- Pick well-lit, busy routes. Preferably, avoid night excursions.
- Be accompanied by a friend, or bring a dog with you if possible
- Trust your instincts. If you feel uncomfortable about a place or situation, leave.
- Use your cell phone. Call the police about any suspicious activity.

WHAT NOT TO DO:

- Don't wear expensive jewelry or clothing
- Don't be predictable. Vary your schedule.
- Don't take shortcuts through wooded areas, alleys or parking lots
- Don't wear clothing (including shoes) that restrict your movement

INFORMATION

Division of Police
301-496-2387

CHILD CARE SUBSIDY PILOT PROGRAM BENEFITS NIH EMPLOYEES

A new NIH program is off to a "running start," providing a much needed child care resource to eligible NIH employees.

The NIH Child Care Pilot Program, launched in June 2005, has served 47 children of 40 NIH employees who qualify for tuition assistance at licensed child care centers. These numbers represent employees from almost every Institute and Center and children from infants through school age. Depending on total household income and cost of licensed child care, employees may be eligible to receive tuition reimbursement up to 50% of their monthly costs.

If you need help paying for child care, investigate your options by visiting the website or calling the number listed below for details.

INFORMATION

Division of Employee Services
301-402-8180
<http://does.ors.od.nih.gov/childcare/>

NEWS2USE ON EXTENDED LEAVE

Due to budgetary constraints, this will be the last issue of News2Use in 2005 and foreseeable future. Thank you to all our readers who used this information to better understand the services ORS provides to the NIH.

The ORS will continue to provide quality services to NIH customers. We will also continue to publish individual articles and useful information at our ORS Information Line website. Please visit us at: <http://www.ors.od.nih.gov/infoline/index.htm>.

In addition, the ORS will continue to answer all questions and listen to all concerns and compliments about our services. To contact ORS, e-mail the ORS Information Line at orsinfo@mail.nih.gov or call 301-594-6677.

INFORMATION

Brad Moss
Editor, News2Use
301-402-1661

TRANSHARE AT THE NIH

THEN:

In 1992, the NIH had 205 Transhare participants. Participants received up to \$21.00 a month.

NOW:

In 2005, the NIH has 5,482 Transhare participants. Participants receive up to \$105.00 a month.

WE WANT TO HEAR FROM YOU! The Office of Research Services encourages you to submit questions, comments and suggestions about the services we provide to the NIH community. Someone from the ORS staff will respond to each question. Just e-mail, phone or fax your comments and questions to the appropriate location listed below.

For questions or comments about ORS services, contact the ORS Information Line:

E-mail: ORSInfo@mail.nih.gov

Phone: 301-594-6677

Fax: 301-402-2204

Website: <http://www.nih.gov/od/ors/security/index.htm>

For questions or comments about articles in the *News2Use* or to suggest future story ideas:

E-mail: ORSNews2Use@mail.nih.gov

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