Policy, Program Development & Intergovernmental Relations Committee

Item III-B

October 14, 2010

Employee Outreach for Whistleblower Policy
TITLE:

Whistleblower Communication Plan

PURPOSE:

To provide a review of the Whistleblower Communications Plan that: aligns to the revised Whistleblower Rights and Responsibilities Policy/Instruction 7.32/1; aligns with Metro`s goals to create a culture of safety, preservation of assets and retaining and attracting the best and brightest; disseminates information that is accessible and instructive; and educates employees, contractors and subcontractors on revised Whistleblower provisions.

DESCRIPTION:

The Whistleblower Communication Plan supports a culture of safety by providing the mechanism for employees, contractors and subcontractors to make protected disclosures to prevent injury and/or death to Metro employees, customers, and/or assets.

The Whistleblower Communication Plan supports the retention and attraction of the best and brightest by encouraging and fostering communication and collaboration to prevent and/or immediately correct threats to safety, security, fraud, waste or abuse.

The Whistleblower Communication Plan uses Metro`s resources wisely by preventing and preserving assets through protected disclosures of fraud, waste or abuse of Metro assets.

The Whistleblower Communication Plan is necessary to serve public interest when Metro employees are encouraged to report fraud, waste, abuse of authority, gross mismanagement, violations of law and threats to health, safety and security without fear of actual or threatened discrimination, retaliation or reprisal. Metro is also required to communicate the provisions of the National Transit Systems Security Act and the American Recovery and Reinvestment Act.

The Whistleblower Communications Plan is essential to the operation of Metro in that it provides the mechanism and protection for employees, contractors and subcontractors who report fraud, waste, abuse of authority, gross mismanagement, violations of law and threats to health and safety.

The Whistleblower Communications Plan promotes a work environment conscious of safety, security, fraud, waste and abuse and provides the mechanism to report protected disclosures.
FUNDING IMPACT:

The Whistleblower Communications Plan fosters an awareness of safety and security and provides the mechanism to avoid fraud, waste and abuse.

<table>
<thead>
<tr>
<th>Project Manager:</th>
<th>Amy-Celeste Quillen</th>
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<tbody>
<tr>
<td>Department/Office:</td>
<td>Department of Human Resources</td>
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</tbody>
</table>

RECOMMENDATION:

Not applicable.
Whistleblower Communications Plan

Policy, Program Development and Intergovernmental Relations Committee

October 14, 2010
Purpose

- To review the Whistleblower Communications Plan that
  - Aligns to the revised Whistleblower Rights and Responsibilities Policy/Instruction 7.32/1;
  - Aligns to Metro’s goals to create a culture of safety, preservation of assets and retaining and attracting the best and brightest;
  - Disseminates information that is accessible and instructive; and
  - Educates employees, contractors and subcontractors on revised Whistleblower provisions
Background

- Revised Whistleblower Rights and Responsibilities Policy/Instruction 7.32/1 was approved by the Board of Directors on July 22, 2010
  - Critical revisions included:
    - Expansion of language to include the National Transit Systems Security Act and American Recovery and Reinvestment Act provisions for reporting discrimination complaints to the Department of Labor and Office of Inspector General, respectively
    - Establishment of a Whistleblower Retaliation Hearing Panel
    - Expansion of communication channels by which to make protected disclosures
## Whistleblower Communications Plan

<table>
<thead>
<tr>
<th>Channel</th>
<th>Description</th>
<th>Purpose</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>Internal Communications</td>
<td>Staff Notice</td>
<td>Publish a staff notice announcing the revisions to the Whistleblower policy</td>
<td>Complete</td>
</tr>
<tr>
<td></td>
<td>Compliance Posters</td>
<td>Develop two compliance poster iterations for review/approval</td>
<td>Anticipated delivery by October 29, 2010</td>
</tr>
<tr>
<td></td>
<td>General Manager Video Clip</td>
<td>Coordinate a video session to communicate the elements of Whistleblower to all Metro employees</td>
<td>Anticipated filming by October 29, 2010</td>
</tr>
<tr>
<td></td>
<td>Whistleblower Webpage</td>
<td>Design and develop a webpage to host the General Manager’s video clip, policy, staff notice, training material and FAQs</td>
<td>Accessible by November 15, 2010</td>
</tr>
<tr>
<td></td>
<td>Email access</td>
<td>Create dedicated email account (<a href="mailto:whistleblower@wmata.com">whistleblower@wmata.com</a>) to provide employees a means of reporting information</td>
<td>Complete/Active</td>
</tr>
<tr>
<td>External Communications</td>
<td>Contractor/Subcontractor</td>
<td>Ensure revised Whistleblower language applicable to contractors/subcontractors is included in procurement activities</td>
<td>Approved language by October 29, 2010</td>
</tr>
<tr>
<td></td>
<td>Union Leadership (all)</td>
<td>Communicate Whistleblower information to Unions and provide compliance posters</td>
<td>Initial communication complete; Posters to follow upon approval</td>
</tr>
<tr>
<td>Training</td>
<td>New Employee Orientation</td>
<td>Provide Whistleblower information in NEO materials</td>
<td>Complete</td>
</tr>
<tr>
<td></td>
<td>Briefing Sessions for Supervisors/Managers</td>
<td>Provide a series of briefing sessions targeted to communicate the elements of Whistleblower</td>
<td>Begin sessions mid-November</td>
</tr>
</tbody>
</table>
Next Steps

- Following the review of Whistleblower Communications Plan, the final elements will be initiated to print and disseminate posters, launch the website and begin briefing sessions.