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25X1

Summary --



EUR Division

Perceptions:

"Of all the offices in the DA, OL is the most responsive and most willing to listen."


"There are always going to be complaints and criticisms and therefore we all must expect them."

Specific problems:

Working w/OL for 9 months on major rehab of one whole floor. Neither Eur nor HOME have resources or time to do the effort justice.

Issues w/HOME designer are esthetics vs space function. "Everytime we're ready to work on design, the response from HOME takes several months."

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"Having a hard time w/the contract person doing the design work for DICON. Lacks understanding of the Agcy and takes too long to get job done."  doesn't have time to condition her.

How improve:

Help Eur centralize and consolidate ADP/Wang equipment in a central Commo Equipment Room (enabling Eur to create 18 new work stations, improve working conditions & efficiency).

With more in-house types knowledgeable of Agcy, could do design work better, faster, and more responsively.

"Requirements dictate need for more forward people in our bases."

Review institutional memory to see what/how/why OL did work in past and how we can rebuild to face tomorrow's challenges. More conversation/observation needed on new Regional Engineer approach and new dimensions/impact of IMS CRAFT program.

Need more people in FBO.

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Need better dialogue. When DDA wants to see a rehabilitated area in the DDO, he has HOME walk him through the space; the area div support officer is not even called.

Suggest better mix of race - male - female.

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SS/EUR Summary (cont'd)

How communicate better:

✓ Wkly bulletin on New Bldg progress & parking plans. E.g., if people knew about new path adjacent to construction site, they'd be happier and better served. "Almost everything (is) a surprise."

25X1 ✓ Every few months, have free-lance informal meeting in D/L's ofc starting at 5 p.m. to just talk things over (no agenda). Include 3 or 4 support officers, C/SD, C/RECD, C/HOME, etc.

✓ Provide spot-training sessions for all new SOTs.

✓ Hold 2-hr sessions on claims, transportation, and RECD/SD/PD processes.
✓

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