

**FDA STAFF MANUAL GUIDES, VOLUME I - ORGANIZATIONS AND  
FUNCTIONS**

**FOOD AND DRUG ADMINISTRATION**

**OFFICE OF OPERATIONS**

**OFFICE OF FACILITIES ENGINEERING AND MISSION SUPPORT SERVICES**

**DIVISION OF OPERATIONS MANAGEMENT AND COMMUNITY RELATIONS**

Effective Date: October 1, 2012

**1. DIVISION OF OPERATIONS MANAGEMENT AND COMMUNITY  
RELATIONS (DMMFA).**

- A. Provides executive leadership, direction and policy for the Office of Facilities Engineering and Mission Support Services, Division of Operations Management and Community Relations, including facilities maintenance and operations, logistics and transportation management, labor services, receiving and warehousing management, ridesharing and parking management, shuttle program management, development of public transit to support major Food and Drug Administration (FDA) facilities, shredding management, White Oak Campus special events management, White Oak Conference Center management, and auxiliary programs including child care center management, wellness programs, credit union liaison, food service liaison, fitness center management, employee recreation programs and vending.
- B. Effectively employs creativity, innovation and diplomacy in interaction with White Oak community stakeholders and partners to (a) ensure their continued support for the development of the Federal Research Center (FRC) at White Oak; (b) develop and expand joint and cooperative efforts with community partners that advance FDA's best interests and enhance our employees' quality of life; and (c) make a meaningful contribution to the development and sustainability of the East County community of which the FRC is a part.

**2. LOGISTICS AND TRANSPORTATION MANAGEMENT BRANCH  
(DMMFA1).**

- A. Oversees and directs a variety of commercial contracts to ensure smooth and efficient delivery of services.

- B. Administers Agency contracts for moving services and preventive maintenance for government owned property.
- C. Manages shared-use conference and training facilities at the FDA White Oak Facilities.
- D. Manages agency logistics programs and services, including transportation, parking and ridesharing programs, shuttle services, Agency shred program, mail program and fleet.
- E. Manages the warehousing program for the FDA White Oak facilities to include material receiving and distribution, loading dock management, storage, collection and processing excess personal property, and labor services for movement of personal property.

### **3. FACILITIES MAINTENANCE AND OPERATIONS BRANCH (DMMFA2).**

- A. Coordinates building operations and facilities management functions for all Food and Drug Administration (FDA) owned facilities within the Washington metropolitan area which includes: Module 1 (MOD 1), and the Beltsville Research Facility (BRF). Through special delegation of authority from the General Services Administration (GSA), maintains responsibility for the total management, operation, and maintenance of Module 2 (MOD 2).
- B. Serves as FDA employee customer liaison to GSA for facility management issues in GSA leased facilities nationwide.
- C. Participates in the development of Agency policy involving building management, operations, logistics programs and services.
- D. Provides guidance and assistance to the Agency operating activities on a variety of facilities operations, logistics and auxiliary program management issues.
- E. Provides guidance to Director and program personnel in identifying or developing alternatives or emergency procedures during scheduled and unscheduled maintenance interruptions.
- F. Manages and coordinates the General Services Administration Delegations of Authority program for FDA nationwide. Responds, reviews, and analyzes existing and proposed Delegation Agreements, Interagency Agreements, Memoranda of Understanding regarding the Agency's nationwide property holdings for operational planning processes and improvement.

- G. Acts as a central resource for customer queries, work status, work completion, and customer quality control analyses of completed work.

**4. AUXILIARY PROGRAM MANAGEMENT STAFF (DMMFA3).**

- A. Agency liaison for the White Oak Wonders Child Care Center. The liaison advocates proper child care service by working with the White Oak Federal Child Care Board Inc., the child care vendor, and GSA Child Care Services. Program management for the FDA Child Care Subsidy Program.
- B. Serves as FDA liaison to the General Services Administration (GSA) for contracted food services (cafeteria, vending and concession stands).
- C. Responsible for providing farmers markets on White Oak campus and College Park campus.
- D. Responsible for coordinating FDA wellness programs which includes program management for the White Oak Fitness Center.
- E. Manages the agency Employee Assistance Program, Family Referral Services (Elder Care Program and Child Care), and Nursing Mother's Program.
- F. Responsible for implementing policy and development of public historical displays for the FDA White Oak Campus.
- G. Responsible for oversight of the FDA Employee Recreation Association which promotes activities and services which improve physical and mental well being for FDA employees thru this employee operated organization.
- H. Responsible for oversight of White Oak Credit Union services.

**5. AUTHORITY AND EFFECTIVE DATE.**

The functional statements for this Division were approved by the Commissioner of Food and Drugs, effective October 1, 2012.