

IOWA DOT QUICK TOUR





Iowa's ranking among the 50 states in the following four areas gives some indication of the task facing the Iowa DOT:

Population 30th

Land area

Miles of road

Number of bridges 5th

Miles of rail 11th

The Iowa DOT's principal responsibilities are to:

- Manage more than 9,400 miles of state-owned highways and ramps.
- Maintain nearly 4,200 bridges.
- License or provide nondriver ID to approximately 2.5 million people.
- Enforce all federal and state laws and regulations relating to the commercial motor vehicle and driver, including safety, hazardous materials transportation, credentialing, authority, weight and dimension.
- Enforce state laws and administrative rules pertaining to motor vehicle titling and registration, drivers license fraud, use tax fraud, odometer fraud, and licensed motor vehicle dealer compliance.
- Issue approximately 121,000 oversize/overweight permits a year.
- License approximately 6,700 carriers in the International Fuel Tax Agreement (IFTA) and collect quarterly fuel tax reports from them.
- Register 7,000 carriers with approximately 116,000 vehicles in the International Registration Plan (IRP).
- Regulate more than 5,800 vehicle dealers, recyclers, leasing companies, and manufacturers.
- Oversee the collection of more than \$422 million in vehicle title and registration fees for the 4.4 million vehicles registered annually through 99 county treasurers.
- Title and register more than 50,000 publicly owned motor vehicles.
- · Register all aircraft and aircraft dealers based in Iowa.
- Advocate and deliver services to the air transportation system in Iowa that includes 111 publicly owned airports, approximately 6,800 pilots and processes 1.5 million commercial service passengers a year at eight commercial service airports.
- Provide financial and management assistance to Iowa's 35 public transit systems that provide transportation services in all 99 counties, resulting in more than 25 million rides a year.
- Provide financial and technical assistance to intercity bus carriers providing rural connections/stops in Iowa.
- Lead the Iowa Transportation Coordination Council for state agencies and other partners to promote coordination of transportation services.
- Advocate and assist in the preservation and development of a safe, efficient and economically healthy freight railroad transportation system.
- Assist in safety improvements and surface repair at more than 4,400 highway-railroad crossings and inspect nearly 4,000 miles of track.
- Lead development of enhanced passenger rail services.
- Promote river navigation.
- Assist in the development, preservation and improvement of approximately 1,485 miles of multiuse trails.
- Support safe transport of commodities through more than 11,400 miles of pipeline.

The Iowa DOT, created by the Iowa Legislature, began operating July 1, 1975. The newly formed Department of Transportation had a staff of 4,568 full-time equivalents (FTEs). These employees and their responsibilities came from the Highway Commission, Reciprocity Board, Aeronautics Commission, and parts of the Commerce Commission, Department of Revenue and Finance, Department of Public Safety and the Energy Policy Council. The Iowa DOT continually looks at ways to become more efficient in serving our customers. As a result, the current workforce equals approximately 2,818 full-time employees.

The seven transportation commissioners set policy for the department and are appointed by the governor, with no more than four from one political party. Membership on the commission is gender-balanced. Commissioners are confirmed by the Iowa Senate and serve on a staggered basis for four-year terms. Commission meetings are usually held monthly in Ames. The meetings are open to the public and follow a printed agenda.



Iowa DOT Commissioners' Biographies



Reasner

Amy L. Reasner, chair P.O. Box 2457 526 Second Ave. SE

Cedar Rapids, IA 52406-2457 Office: 319-365-9101; Fax: 319-365-9512

E-mail: areasner@lynchdallas.com Term: May 1, 2008, to April 30, 2012

Reasner, a Democrat, is an attorney and shareholder with Lynch Dallas, PC of Cedar Rapids where she practices in the areas of private and public employment law, civil rights law, ERISA litigation and other business and commercial litigation, insurance defense and family law. Reasner has a bachelor of arts degree in broadcast communications from The University of Iowa, and a Juris Doctor, degree with distinction, from The University of Iowa's College of Law. She was the recipient of the Iowa Bar Association's Graduating Senior Award (2001).

She is currently or formerly active in the following community organizations: Planned Parenthood of East Central Iowa's board of directors (chair 2007-2010); Linn County Trails Association's board of directors; Junior League of Cedar Rapids' board of directors; and a member of the Rotary Club of Cedar Rapids, as well as the League of Women Voters. Reasner participated in the Cedar Rapids Chamber of Commerce Leadership for Five Seasons program in 2005-2006, and was recognized in "40 under 40 Community Leaders" published by the Corridor Business Journal (2007).

Reasner was born in Phoenix, Ariz., and is a former broadcast journalist for KCRG in Cedar Rapids. Reasner is married to Wilford H. Stone, also an attorney at Lynch Dallas, PC.



Miles

Loree R. Miles, Vice chair

19548 T Ave.

Dallas Center, IA 50063 Office: 515-224-4814 Cell: 515-490-7145

Fax: 815-331-1216

E-mail: loreemiles@hotmail.com Term: May 1, 2009, to April 30, 2013

Miles, a Democrat, is chief executive officer of Miles Development, LLC, a hotel development and management company, and a franchisee of three Value Place hotels, two located in central Iowa and one in Loveland, Colo.

She is a graduate of Hoover High School in Des Moines and attended the University of Northern Iowa.

Miles was the national marketing director of RSM McGladrey Inc., one of the nation's top business, accounting and tax consulting firms. She was also vice president of marketing for Hawkeye Bank and Trust.

She currently serves as vice chair of Anawim Housing of Des Moines; board member of Planned Parenthood of Greater Iowa; and chair of Value Place Strategic Partners Alliance.

Miles lives in West Des Moines with her husband, David, managing director of The Miles Group, LLC and president of the Iowa Board of Regents. They have two adult sons: Erik Raker, Des Moines; and Michael Raker, Falls Church, Va.; and two granddaughters.



Wiley

Don C. Wiley

1605 E. Monroe St.

Mount Pleasant, IA 52641

Office: 319-385-3415; Fax: 319-385-3821

E-mail: dwiley@jcwiley.net

Term: May 1, 2010, to April 30, 2014

Wiley, a Republican, is the owner and president of Jean C. Wiley & Sons Inc. of Mount Pleasant, general contractors; president of Iris City Development Corp.; president of BSW, LLC, construction managers; vice president of Taft Wiley Inc., plumbing and heating; vice president of Wiley Nesbitt Inc., interior decorators and design; and a partner in various real estate and development corporations.

Born in Los Angeles, Calif., Wiley has spent most of his life living in southeastern Iowa. He is a "Distinguished Alumnus" of Iowa Wesleyan College and a graduate of the U.S. Army Artillery Officer Candidate School. He is a decorated officer for his service in Vietnam from 1971-1972.

Wiley is currently on the board of directors of Two Rivers Bank & Trust in Mount Pleasant; a member and elder of the First Presbyterian Church in Mount Pleasant; member and past treasurer of the Mount Pleasant Chamber of Commerce; member of Business Recruitment of Henry County Economic Development; past president of the Mount Pleasant Evening Rotary Club; past master of the Mount Pleasant Masonic Lodge #8; and member of the Iowa Wesleyan College's board of trustees. In 2004, Wiley was named "Citizen of the Year" for Mount Pleasant.

Wiley is married to Kathy Wiley, a retired speech language pathologist. They have three adult children, daughter Gina and son Ted of Mount Pleasant, and daughter Anne of Colorado Springs, Colo., and four grandchildren and three step-grandchildren.



Blouin

Michael Thomas Blouin

300 Walnut, Unit 1605 Des Moines IA 50309

Cell: 515-491-8111

E-mail: msblouin300@gmail.com Term: Dec. 20, 2007, to April 30, 2013

Blouin, a Democrat, joined the Greater Dubuque Development Corp. team as president in January 2007, where he is the primary contact for new business recruitment and is responsible for executing a regional and national marketing strategy to build relationships with business leaders.

He was born on a Naval Air Base in Jacksonville, Duval County, Fla., Nov. 7, 1945; and attended elementary and secondary schools of Miami Shores, Fla., and Chicago, Ill. In 1966 he received a Bachelor of Arts in political science from Loras College in Dubuque and taught elementary school in Dubuque.

Blouin served as a member of the Iowa House of Representatives, 1969-1973, and member of the Iowa Senate, 1973-1974. He was elected as a Democrat to the Ninety-fourth and Ninety-fifth Congresses (Jan. 3, 1975-Jan. 3, 1979) as a U.S. Representative for the 2nd District, State of Iowa.

He served as an assistant director for community action, Community Services Administration, 1980-1981; director of Resource Development and Government Relations, Kirkwood Community College, Cedar Rapids, 1981-1987; director of economic development, Cedar Rapids Chamber of Commerce, 1987-1991; president, Cedar Rapids Chamber of Commerce, 1993-1999; president and chief executive officer, Greater Des Moines Partnership, 1999-2003, where he led the consolidation of four former economic/community development groups into the premier economic and community development organization; and director, Iowa Department of Economic Development, January 2003-July 2005. He was a candidate for the Democratic nomination for governor of the state of Iowa in 2006. Blouin was reappointed director of the Iowa Department of Economic Development, August 2006-Jan. 11, 2007.

Blouin married Suzanne Diers of Des Moines, a Clarke College graduate, on July 15, 1967. They are the parents of adult twin daughters and have two grandsons.

Blouin has been an ordained permanent deacon in the Roman Catholic Church since his ordination in September 1986.



Cleaveland

Barry A. Cleaveland

1435 McPherson Ave.

Council Bluffs, IA 51503

Home: 712.323.7480 Office: 402.964.5432

E-mail: bcleaveland@ssgi.com

Term: May 1, 2010 to April 30, 2014

Cleaveland, a Republican, with his brother manages the family's farm located near Council Bluffs. He is also the director of research and development for SilverStone Group, an independent consulting, actuarial and insurance brokerage firm in Omaha, Neb., with offices in Council Bluffs and Des Moines, Iowa, Sioux Falls, S.D., and Lincoln, Neb.

He was born in Council Bluffs and is a graduate of Abraham Lincoln High School. He also majored in physics at The University of Iowa.

Cleaveland currently serves on the Boys & Girls Club of Council Bluffs' board of trustees and Council Bluffs Community Education Foundation's board of directors, and as a member of the Council Bluffs Chamber of Commerce.

Cleaveland previously served as assistant director of underwriting and product development for American Agrisurance Inc. of Council Bluffs; divisional vice president and field operations director of the Crop Insurance Division of Great American Insurance Group of Overland Park, Kan.; staff director of operations for USDA's Federal Crop Insurance Corporation (FCIC) in Kansas City, Mo.; and district director for the FCIC's office located in Canadaigua, N.Y.

Cleaveland is a past member of the Council Bluffs Planning Commission, Governor's Education Roundtable, Southwestern Iowa and Eastern Nebraska Goodwill's board of trustees, Healthy and Well Kids in Iowa's (HAWK-I) board of directors, Iowa West Foundation Education Committee, Iowa West Foundation Economic Development Committee, American Association of Agricultural Insurers, and American Association of Crop Insurers.

He is also an alumni of Leadership Council Bluffs, a development program designed to identify leaders and emerging leaders in the area; and served as an industry representative at the Eastern/Midwest Climate Change Workshop and on the USDA Cooperative Extension, peer review panel for risk management education grants.

He and his family reside in Council Bluffs.



Rose

David A. Rose 4426 Bellevue Road Clinton, IA 52732 Home: 563-242-1631

Business: 563-212-3283 Fax: 563-242-5069

E-mail: rosesclinton@yahoo.com

Term: May 1, 2011, to April 30, 2015

Rose, a Republican, was a teacher before owning and operating a retail business and manufacturing business in Clinton. He now operates a real estate business and trucking company.

Rose grew up on a farm in Clinton County. He is a graduate of Northeast High School in Goose Lake and the University of Northern Iowa with a Bachelor of Science in education degree.

He has been involved in local governmental affairs in Clinton throughout his life, serving on several boards, including the Clinton Community School Board, Clinton Regional Development Corp., Clinton Area Chamber of Commerce and Iowa/Illinois Highway Partnership. He has been very involved in promoting economic development and transportation projects in the Clinton area, making trips to Des Moines and Washington, D.C.

Rose is married to Suzanne, a retired teacher. They are the parents of three children, Kara of Long Grove, Kirsten of Cedar Rapids and Lance of Eagle, Colo. They also have five grandchildren.



Yannev

Charese E. Yanney 3435 Pawnee Place Sioux City, IA 51104 Home: 712-277-3129

E-mail: CEYDOG@aol.com

Term: Feb. 23, 2011, to April 30, 2012

Yanney, a Republican, is a partner in Guarantee Roofing, Siding and Insulation Co. of Sioux City (1976-present). The company provides a full range of products and services, and holds the prestigious GAF certification as "Master Elite Contractor."

She attended Morningside College in Sioux City, and obtained her Bachelor of Science in education degree from the University of Nebraska, Lincoln, Neb., with a major in English/speech and drama, and minor in physical education.

Yanney is a former junior high and high school teacher at the Sioux City Community Schools (1973-76), and O'Neill Public Schools in O'Neill, Neb. (1972-1973). In addition to teaching core curriculum classes, Yanney coached drama, was an assistant coach for junior high girls track, and organized pep club and cheerleading activities.

Yanney is currently a member of the Vision Iowa's board of directors. She is a current member of St. Luke's Regional Medical Center's board of directors of Sioux City. Yanney is past president of the Sioux City Symphony's board of directors and past chairman of the Siouxland Chamber of Commerce (2004-2005). Yanney was past chair of the Iowa Association of Business and Industry and is currently chair of their foundation board.

In 2010, Yanney was inducted into the Iowa Women's Hall of Fame. The Iowa Commission on the Status of Women established the honor in 1975 to provide visible examples for future female leaders.

Previously, Yanney served in several governor-appointed positions, including the Privacy Task Force (2001-2002); Vertical Infrastructure Committee (2000-2004); Governor's Committee on Community Colleges, a five-year plan for community colleges (2000-2001); Governor's Committee on Reformed Spending (1991-1992); the Iowa Economic Development Board (1992-1998); and Iowa Beer and Liquor Control Department Board, including board chairperson (1982-1985).

Yanney was also formerly active in a number of civic and community organizations, including the University of Briar Cliff; United Way; Iowa Jobs for America's Graduate; Council on Human Investment; Girls Inc. of Sioux City; Looking for Secondary Education, a committee for the local school board; Sioux City Chamber of Commerce; and Junior Achievement.



Iowa DOT Directors' Biographies



Trombino

Paul Trombino III Director 800 Lincoln Way Ames, IA 50010 515-239-1111

Trombino was appointed director of the Iowa Department of Transportation May 9, 2011, and confirmed by the Iowa Senate June 28, 2011.

Prior to this position, Trombino worked at the Wisconsin Department of Transportation (WisDOT) for 17 years. At WisDOT he held several positions, last serving as director of the Bureau of Transit, Local Roads, Rails and Harbors, and previously as the regional operations director of the Division of Transportation System Development, director of the statewide Bureau of Structures and manager of highway bid lettings. Before coming to WisDOT, Trombino spent four years in the finance and banking industry in Chicago and Washington, D.C.

Trombino holds a Bachelor of Science Degree in Civil Engineering from the University of Wisconsin-Milwaukee and Bachelor of Science Degree in Economics from the University of Wisconsin-Madison. He is also a licensed professional engineer in the states of Iowa and Wisconsin



Anderson

Stuart Anderson, P.E. Director, Planning, Programming and Modal Division 800 Lincoln Way Ames, IA 50010

515-239-1661

Anderson joined the department in 1992 as an engineer-intraining in the Office of Systems Planning. He served various roles within the office until his appointment to director of the Office of Systems Planning in 2002. He was appointed director of the Planning, Programming and Modal Division in January 2009.

Anderson is a 1991 graduate of Iowa State University with a bachelor's degree in civil engineering.



Espeland

Barb Espeland Director, Information Technology Division 800 Lincoln Way Ames, IA 50010 515-239-1284

Espeland was appointed Information Technology Division director in May 2010.

She has spent the past 34 years in various positions within the Iowa DOT involving computer programming, systems analysis and design, database administration and infrastructure management. In 2001, she was named director of the Office of Enterprise Services within the Information Technology Division. Before joining the department, Espeland worked in Administrative Data Processing at Iowa State University.

A native of Le Mars, Iowa, she graduated from the College of Automation in Des Moines.



Lowe

Mark D. Lowe Director, Motor Vehicle Division P.O. Box 9204 Des Moines, IA 50306-9204 515-237-3202

Lowe was named director of the Motor Vehicle Division in March 2009. Prior to this appointment, he served for one year as special assistant attorney general to the Iowa DOT. Prior to his work at the Iowa DOT, Lowe was a shareholder with Hopkins & Huebner, PC in Des Moines. He has also served as associate general counsel for Norwest Financial and as a planner at the Region XII Council of Governments.

Lowe is a 1988 graduate of Iowa State University with a bachelor's degree in community and regional planning. Lowe earned his law degree from Drake University in 1993.



Adam

John Adam, P.E. Director, Highway Division 800 Lincoln Way Ames, IA 50010 515-239-1124

Adam was appointed Highway Division director in September 2010. Prior to this appointment, Adam served for eight years as the director of the Highway Division's Statewide Operations Bureau. Prior to the bureau appointment, Adam spent 19 years in various engineering positions with the department in contracts, materials testing and inspection, and construction. Before joining the Iowa DOT in 1983, Adam worked several years for PDM Corp., Des Moines, in various positions involved in the design, fabrication and construction of structural and specialty steel applications.

A native of Keota, Iowa, Adam is a 1980 graduate of Iowa State University with a bachelor's degree in construction engineering.



Wilkinson

Lee Wilkinson Director, Operations and Finance Division 800 Lincoln Way Ames, IA 50010 515-239-1340

Wilkinson began his Iowa DOT career in 1996 as an area maintenance manager in District 6. In 2000, he was promoted to director of the Office of Maintenance. He was named director of the Operations and Finance Division in December 2006. Prior to coming to the department, Wilkinson worked at the Iowa Department of Personnel from 1991 to 1996 as a personnel officer. The Iowa DOT was one of the agencies he assisted while in this position. From 1989 to 1991, Wilkinson served as a management analyst in the Iowa Department of Revenue and Finance.

Wilkinson is a graduate of the University of Northern Iowa with a degree in public administration, with an emphasis in personnel.



Iowa DOT Division Responsibilities

Highway Division

Responsible for project design, contracts, construction, technical assistance and consultation, right-of-way issues, and environmental investigations/compliance; ensures consistency with engineering practices and acts as liaison with the U.S. DOT, local jurisdictions, the construction industry and professional associations; reviews traffic safety situations/issues and maintains safety management systems; develops transportation technology transfer; manages the preservation and operation of the transportation system to ensure safe travel; administers and provides statewide direction for all maintenance activities completed by contract and Iowa DOT forces; plans and administers maintenance of highways and bridges, bridge inspection program, traffic services, and snow and ice control; oversees Adopt-A-Highway program, maintenance information management systems, bridge and highway painting, roadside management, rest area administration, road weather information systems, bridge and highway detour and embargo maps, highway lighting, and utility, access and drainage permits; monitors and evaluates the performance of field operations in all maintenance functions; facilitates the coordination and management of departmental research activities in collaboration with other divisions, U.S. DOT, Transportation Research Board, National Cooperative Highway Research Program, American Association of State Highway and Transportation Officials, Iowa Highway Research Board, universities, other states, private sector partners, and state and local agencies; facilitates research needs identification, research program development and implementation, and related funding; responsible for planning, development, maintenance and support of information technology within the Highway Division and integration of information technology into all aspects of the division's functions and responsibilities; manages engineering co-op program; enhances the safety, efficiency, mobility and convenience of the state's transportation system through intelligent transportation systems; and provides team facilitation, training and partnering through workplace initiatives.

Information Technology Division

Provides internal support services, automation support, and facilities and equipment support; assists internal and external customers in applying technology to the business needs of the department; collects, processes and disseminates information throughout the department; monitors the constantly changing business and information environment; maximizes current investments in technology; implements new technologies and new directions; and coordinates information sharing.

Motor Vehicle Division

Administers and enforces federal and state motor vehicle laws and regulations, including the testing, licensing and appropriate sanctioning of all drivers; maintains/updates all driver history files for Iowa drivers, and cooperates with other jurisdictions in sharing data concerning out-of-state drivers; maintains and updates crash reports and information; administers financial responsibility laws; suspends or revokes driving privileges of drivers who have committed OWI or other problem-driver offenses, and lifts suspension or revocation when compliance is achieved; administers driver improvement program and motorcycle rider program; titles and registers vehicles which operate interstate; registers aircraft and aircraft dealers; routes over-dimension vehicles on Iowa's primary and interstate highways; administers fuel tax and single state registration program for Iowa-based carriers; issues intrastate authority to for-hire carriers; issues trip permits for temporary travel in Iowa; enforces federal motor carrier safety standards and hazardous materials regulations; enforces size, weight, authority, fuel, and registration laws; investigates title and odometer fraud; resolves failure to transfer title complaints; performs salvage theft examinations; investigates driver's license fraudulent applications; provides seminars to retail and liquor establishment personnel and local law enforcement concerning driver license fraud detection; titles and issues registrations for all official vehicles, and special and personalized plates; issues all red light certificates for all privately owned emergency vehicles; approves and processes abandoned vehicle reports for all law enforcement agencies; processes surety bonds for vehicles missing supporting ownership documents; administers county-based registration and refunds for noninterstate vehicles: regulates all dealer, manufacturer, wholesaler, recycler and leasing licensing programs, including revocations/suspensions, administers and issues persons with disabilities permits; and regulates and issues all vehicle registration fees through rate book programs so counties are aware of vehicle registration fees.

11

Operations and Finance Division

Provides internal support services for: facilities' management, including facility design and construction, building and grounds maintenance, lease management, and work-site remodeling and relocation; procurement and distribution activities, including specification development, purchasing, equipment assignment, inventory management, and surplus disposal; administration of central motor pool, fueling site, and warehouse and distribution center, including printing and assembly and mail services; human resource management, including labor relations, affirmative action, employee training coordination, oversight of classification and pay systems, recruitment coordination, administration of drug screening, employee relocation assistance, educational assistance, employee recognition programs, employee benefits administration, workers' compensation, survey development and analysis, and accountable government implementation and reporting; financial management, including budget development and monitoring, administering the agency's accounting and payroll systems, conducting external and motor carrier audits, and handling of tort claims; federal and state policy development and evaluation, including identification and analysis of major transportation issues, administrative rules, the Iowa DOT's Policies and Procedures Manual, and contested case appeals; and state legislative programs.

Planning, Programming and Modal Division

Responsible for development of both long- and short-range transportation system plans; conducts public involvement sessions; administers the Revitalize Iowa's Sound Economy (RISE) program; develops city, county and state transportation maps; administers the state Transportation Enhancement program; develops the Iowa Statewide Transportation Improvement Program (STIP); administers the state's Recreational Trails Program; develops the department's Five-Year Program; administers the national Recreational Trails Program; establishes and maintains the department's traffic and roadway condition databases; administers the Iowa Clean Air Attainment Program (ICAAP); develops traffic forecasts for highway projects; coordinates planning activities with the metropolitan planning organizations and regional planning affiliations; manages the traffic count program; and manages special legislative and congressionally mandated studies.

The Office of Aviation serves as an advocate and provider of services that promote and enhance a safe and healthy transportation system in Iowa. The Office of Aviation administers several funding programs for airport improvement projects and works as a liaison with the Federal Aviation Administration. Office staff emphasizes advocacy, building partnerships and economic development.

The Office of Rail Transportation delivers a variety of programs and services to maintain a viable rail infrastructure system in Iowa. The office administers several programs to improve the safety of highway-railroad crossings, and several programs to assist railroads to improve their trackage. The office promotes the importance of the rail system to Iowa's economy.

The Office of Public Transit promotes a public transportation system that meets the transportation needs of Iowans through advocacy, technical assistance, and administration of state and federal funds. The office promotes coordination of all public transportation through the designated public transit agencies while providing technical assistance to agencies receiving federal funds. The office serves as a liaison with the Federal Transit Administration in distributing funds to transit agencies in Iowa.

The river section promotes transportation on Iowa's navigable rivers. This section also represents Iowa navigation interests with other state and federal agencies.

Prepared by



Office of Public Affairs 800 Lincoln Way Ames, IA 50010 515-233-7964 Fax: 515-817-6508

For more information about transportation in Iowa, visit our website at: www.iowadot.gov

Federal and state laws prohibit employment and/or public accommodation discrimination on the basis of age, color, creed, disability, gender identity, national origin, pregnancy, race, religion, sex, sexual orientation or veteran's status. If you believe you have been discriminated against, please contact the lowa Civil Rights Commission at 800-457-4416 or lowa Department of Transportation's affirmative action officer. If you need accommodations because of a disability to access the lowa Department of Transportation's services, contact the agency's affirmative action officer at 800-262-0003.