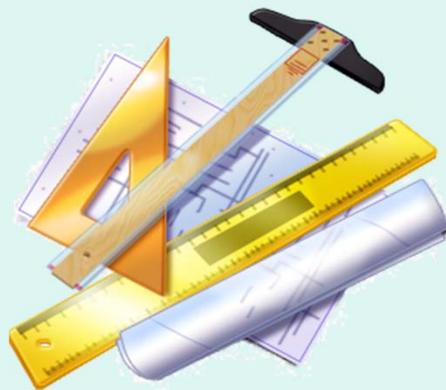


Metrics Submissions from Labor-Management Forums



January 18, 2012

Metrics Guidelines and Deadlines

- Council guidance required agencies to report to the Council by December 31, 2011, on their forum's performance against identified metrics
 - Mission Accomplishment and Service Quality
 - Employee Satisfaction and Engagement
 - Labor Management Relationship
- As of January 17, we have received metrics reports
 - From 35 of 51 agencies regarding forums' metrics

Metrics Reports from Forums

- Common issues addressed by agency forums:
 - Improve a process or procedure to save time and/or increase customer satisfaction
 - Add to cost savings and employee satisfaction by changing travel policy or technology
 - Increase telework participation and improve employee satisfaction
 - Develop training or increase current training to improve efficiency of service
 - Improve labor-management relationship by decreasing grievances and/or ULPs

Outstanding Metrics Reports

- Seven agencies have requested short extensions
- OPM staff is currently following up on outstanding reports
- Next steps: suggest Council's metrics working group meet to discuss reports and next steps

Metrics Reports List

Reports

- CCR
- CFTC
- CNCS
- CPSC
- CSOSA
- DOC
- DOD
- DOE
- DOI
- DOJ
- DOL
- DOS
- DOT
- EEOC
- FEC
- FMCS
- FTC
- HHS
- MSPB
- NASA
- NARA
- NCUA
- NLRB
- NMB
- NRC
- NTSB
- OPM
- PBGC
- Peace Corps
- RRB
- SBA
- SEC
- SSA
- Treasury
- USDA

Outstanding Reports

- AFRH
- AID (delayed: 1/18)
- BBG
- DHS (delayed: 2/17)
- Education (delayed until in-person meeting can be conducted)
- EPA
- EXIM
- FCC
- FERC
- GSA (delayed: 2/15)
- HUD
- ITC
- NEH
- NSF (delayed: within the next 2 weeks)
- OPIC (delayed: early next week)
- VA (delayed: 1/23)