

**METRIC STATEMENTS FROM
AGENCY IMPLEMENTATION PLANS
SUBMITTED UNDER EO 13522**

May 5, 2010

Agency	How will metrics be developed	What will they use	What will they measure
AFRH	Forum will determine metrics		LMR satisfaction Productivity gains Cost savings Other
BBG	Forum will determine metrics	will use EAS	LMR satisfaction Productivity gains Cost savings Other
CFTC		Results of employee surveys regarding morale and job satisfaction Needed usage of ADR or third party assistance to address and resolve workplace issues for bargaining unit employees The number and types of grievances filed by the union or bargaining unit employees The number and types of unfair labor practice charges filed by the union The number and types of issues addressed through the labor management committee The length of time needed for the parties to reach agreement on initiatives and business processes	labor-management satisfaction, productivity gains and cost savings assess as needed whether additional metrics should be adopted based on changing or future circumstances Cost savings/cost avoidance as a result of labor-management committees resolving issues expeditiously between the parties.
CNCS			
CSOSA	Labor-Management Forum will be developing a survey instrument		developing a survey instrument supplemented by focus group meetings for bargaining unit staff at our various sites
DHS	Forums will establish		Identify a limited number of mission-linked or process-improving performance goals
Commerce	a working group will consider the issues of the metrics		higher productivity; improved customer satisfaction; better service delivery; cost savings; higher employee morale; greater job satisfaction; lower; attrition rates; greater union and employee engagement in workplace decisions; expedited collective bargaining process; and cost savings and/or cost avoidance.

DoD	forum will use metrics established by the National Council forum will develop enterprise-wide metrics	DoD forum will annually survey parties participating in established forums	mutually selected goals and objectives effectiveness of labor and management in communicating and working together, productivity gains, and cost savings
DoEnergy		formal employee surveys OPM government-wide survey	focus on process-improving performance goals in the areas of "employee engagement" and "communication"
DoEd	adopt metrics from the 2008 Federal Human Capital Survey (FHCS)	will use seven key questions on the survey as a morale index in conjunction with monitoring improvement	
DoI	forum will develop initial metrics use many the metrics that the National Council is developing	forums will be encouraged to look at the things the Department is already measuring (e.g. strategic plan, GPRA goals) and adapt appropriate metrics to their work	
DoJ	components will discuss with the exclusive representatives of their bargaining units the best methods for evaluating these effects and formulate valid measures after thorough consultation		improved organizational performance and cost savings
DoL	assessment will be completed by mutual agreement of the parties		Improving the Agency's ability to accomplish the mission. Increasing employee productivity and morale. Expediting adoption of streamlined business practices. Resulting in greater employee job satisfaction. Resulting in greater employee, through their exclusive union representatives, engagement in workplace matters.
State	incorporate guidance provided by the Council	Human Capitol survey Quality of Worklife Survey Employee Viewpoint Survey	employee and managerial satisfaction
DoT	Forums will develop metrics		impact of forums on labor management relationships and

			agency performance
EEOC	forum work groups to evaluate the whether identified activities are meeting their intended goals	using data generated by EEOC as part of its ongoing mission analysis Federal Employee Viewpoint Survey	improved customer service, productivity gains, labor-management satisfaction, cost savings and improved employee work life labor-management climate productivity and effectiveness of these activities Successful resolution of workplace disputes through the use of our internal mediation program, RESOLVE, or another third-party entity will be compared with areas of ongoing dispute to determine how to improve the labor-management climate in the Agency
EPA	EO Workgroup will develop	employee satisfaction surveys	labor-management satisfaction, productivity gains, cost savings, and other areas identified by the relevant labor-management forums' participants e.g., the # of times a collaborative approach was used; the significance of the issues dealt with in a collaborative mode; and whenever possible, the value added—dollars and/or time saved employee satisfaction
EXIM	conducting interviews with employees to gather feedback on the implementation of the system	performance culture indices from employee surveys monitoring the number of grievances related to the performance process	
FCC	group will identify specific measures		group will identify specific measures
FERC	Committee will collaborate in the development and administration of surveys		Employee Satisfaction, Managerial Satisfaction, Union-Management Working Relationship, Equal Employment Opportunity Concerns, Alternative Dispute Resolution,

			Quality of Life Programs, Performance Management, Workflow and Distribution, Process Improvement, and Any other areas the Committee deems appropriate, practical, and/or constructive
FMCS	parties shall jointly strive to develop metrics	employee survey feedback development of supplemental questionnaires organizational assessments and performance and accountability reports	
FTC	forum will be responsible for establishing specific metrics		satisfaction with labor-management relationships and outcomes, employee satisfaction, and increased productivity in agency performance
GSA	collaboratively develop metrics	agree upon GSA performance goals that will be used to measure the success of GSA in the performance of its mission	measure the performance of the GSA National Labor-Management Forum and any subsidiary Labor- Management Committees
HHS			agency operations, working conditions, customer service, cost savings and employee morale or job satisfaction To improve the current state of labor-management relations at HHS Metrics To improve HHS's ability to deliver high quality products and services to the American people Metrics Improve the quality of employee worklife Metrics
HUD	Co-Chairs shall develop metrics	survey to measure employee, management and union representative satisfaction relative to labor-management and employee relations	conflict resolution, employee satisfaction regarding the employment dispute resolution process, any reduction in the number of disciplinary actions, labor-management satisfaction, productivity gains, cost savings, and other areas as they may determine relevant

MSPB	PA Executive Committee and MSPB management agreed at the January 19, 2010, meeting to form a Joint Task Force of PA and management representatives		
NARA	Develop a proposed system of assessment	Human Capital Survey, # of ULPs, Cost of Litigation, etc	changes in employee satisfaction, manager satisfaction, and organizational performance resulting from the LMFs
NASA	Forum shall discuss and agree on metrics to be measured	Numbers of suggestions offered Agenda items resolved by MOA Number of formal agency-wide consultations or local negotiations avoided Number of impasses declared Participation and positive changes Leadership and Union relationship improvement Guidance provided by the National Council	The intent is for the metrics to be outcome based versus activity based as this will allow for a more complete and holistic understanding of how well the Forum is performing
NCUA	Council will jointly develop metrics	survey from union representatives and management officials who deal with each other	
NEH	work together to establish appropriate metrics	Federal Employee Human Capital Survey	1.) Improving the agency's ability to deliver high quality products and services to the public, 2.) Improving the quality of employee work life and 3.) Improving the Labor Management Relations climate.
NLRB	Each committee will develop metrics		accomplishment of core mission improvement of the quality of employee work life improvement of the labor-management relations climate
NMB	utilize the Committee as the labor-management forum vehicle to help identify problems and propose solutions		

NRC	utilize the Committee as the labor-management forum vehicle to help identify problems and propose solutions	look forward to guidance from the National Council in these areas such that NRC measurements may be accurately compared to other agencies in the federal government.	mission accomplishment and productivity gains
NSF	Forum will first determine if these data are sufficient to serve as metrics or if additional ones need to be developed		
NTSB	parties have agreed to work together, with the participation of the Agency's Strategic Management staff to establish appropriate metrics	Office of Personnel Management employee questionnaire feedback, development of supplemental questionnaires NTSB organizational assessments and performance and accountability reports	
OPIC	The parties will work together to address metrics	OPIC employee focus groups OPIC 2010 Employee Viewpoint Surveys address metrics and measurements developed and issued by the National Council	improving OPIC's overall performance and reducing costs
OPM	The "Partnership Group" has identified three preliminary categories of metrics	Employee Viewpoint Survey data. On-the-spot satisfaction survey data LR climate survey for union and management representatives grievance, arbitration, ULP information	Mission accomplishment metrics Quality of work life metrics Labor-management relations metrics
PBGC			
Peace Corps	seeking a trained Facilitator from the Federal Mediation Conciliation Service to assist the parties in mapping out mission-linked goals		Improve the Agency's ability to achieve its mission/goals and priorities Improve the quality of employee worklife Improve the labor-management relations climate

RRB			focus on our strategic goal to provide excellent customer service
SBA			
SEC	Forum will develop metrics		employee satisfaction, manager satisfaction, and organizational performance
SSA	Forum to consider questions for an assessment survey to measure labor-management satisfaction	assessment survey to measure labor-management satisfaction	labor-management satisfaction, productivity gains, cost savings, and other areas identified by the relevant productivity and employee satisfaction
Treasury			
USDA	parties agreed that the USDA Labor Management Forum will define its goals		Metrics will be matched to what the Forum wants to achieve
VA	metrics developed in collaboration with VA's labor partners	All Employee Survey	labor-management satisfaction, productivity gains, cost savings and other areas identified by the NPC track the numbers of unfair labor practice (ULP) charges, grievances, EEO complaints, and other third party proceedings in order to assess whether participation in labor-management forums has impacted these areas LMR and the NPC will track participation in labor relations, dispute resolution and cooperative methods of labor-management relations training in order to determine how such participation has improved labor-management relations in each facility