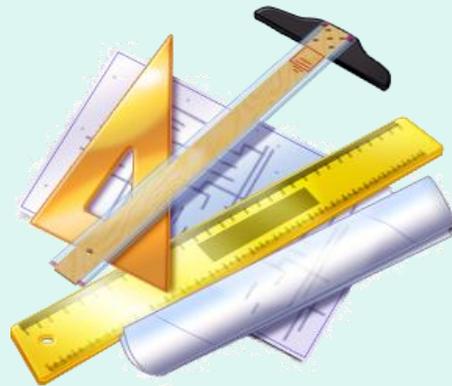


Metrics Submissions from Collective Bargaining Pilots



Presentation to the
National Council on Federal Labor-Management Relations
October 19, 2011

Pilot Projects on 7106(b)(1) Six Month Metrics Reports

➤ Six-month report received from these pilot projects:

- Commerce
- Defense (USMC Maintenance Center Albany and USMC Camp Pendleton)
- DHS (ICE and FEMA)
- Labor (OLMS and OSHA)
- NCUA
- OPM
- Treasury
- Agriculture
- VA

➤ Highlights:

- Most pilot projects have developed their baseline measurements but more time is needed to report concrete results for many of them
- 1 project expanded in number of employees covered

Defense

Marine Corps Base Camp Pendleton and NFFE

- Pilot: number and types of employees or positions assigned to any organizational subdivision, work project or tour of duty
- Six-month report highlights:
 - Reported no (b)(1) bargaining within the scope of the MOU because there were no reorganizations or other organizational changes, due to a hiring freeze

Maintenance Center Albany and AFGE

- Pilot: number & types of employees or positions assigned to any organizational subdivision, work project or tour of duty – consolidation of maintenance centers; designed organizational structure & numbers & types of employees & positions assigned to various locations.
- Six-month report highlights:
 - Expanded the pilot to include both Maintenance Center Albany, Maintenance Center Barstow (Marine Corps Logistics Command) and AFGE Locals 2317 and 148: from 1,200 to 2,400 bargaining unit employees
 - Goal of pilot is to improve customer service and increase production in process and cycle time; on-going, no results to report yet

National Credit Union Administration

NCUA and NTEU

- Pilot: refresh IT software and technology for all bargaining unit employees
- Six-month report highlights:
 - Reported 18 hours spent in negotiations from January through September
 - Noted the computer refresh concludes in early 2012 and reporting on metrics will take place after this date
 - Provided baseline metrics in Mission and Service Delivery metrics category in order to measure any cost-savings for training, time saved during technology conversion, and amount of hard drive failures

Treasury

Financial Management Service and NTEU

- Pilot: numbers of employees in the new organization, numbers and grades of positions in one of the new components, and technology used to perform work in the new organization
- Six-month report highlights:
 - Reported that significant metric results will not be available until the component is operational
 - Both the agency and labor organization reflected positively on the outcome of the pilot project and its impact on labor-management relations

Agriculture

Office of General Council and AFGE

- Pilot: technology, methods and means of performing work, establishment of centralized OGC-wide case tracking system and electronic document database, move toward an electronic office
- Council heard from this pilot at the March 16, 2011, meeting
- Six-month report highlights:
 - Reported that pilot office participants (15% of OGC) began evaluation of this software in September 2011 and participant feedback will be provided to the pilot team committee beginning in mid-October 2011
 - As of September 30, 2011, the parties have spent 40 hours in negotiations

Office of Personnel Management

OPM and AFGE

- Pilot: full scope – all (b)(1) topics subject to pilot
- Six-month report highlights:
 - Reported successes in implementing Telework Enhancement Act of 2010
 - Described the implementation of an innovative telecommunications technology
 - Negotiation team covered all of the interests in 4 weeks resulting in an extremely successful, essentially interruption free implementation
 - Anticipated cost savings for the telecommunications technology: \$1.5-2 million annually

Veterans Affairs

VBA (VR&E) and AFGE and NFFE

- Pilot: establishing and implementing a skills certification program for Vocational Rehabilitation Counselors and Counseling Psychologist (VRC/CP) within VBA
- Six-month report highlights:
 - Reported that as of August 2011 VR&E's overall service quality performance was 82.3%; the FY12 target is 85%, and the strategic target is 96%
 - Item writing (test questions) should conclude by December, prior to formal negotiations and bargaining
 - Anticipates a pilot test by February - March 2012 and roll out of the instrument to the field to occur by May 2012

Labor

OLMS and NULI

- Pilot: methods and means; establishing an Operations Manual for Investigations (required by law)
- Six-month report highlights:
 - Resolved all outstanding issues except one and there were no disputes requiring anything more than continued negotiations and discussions
 - Established baselines for all other metric areas including metrics relating to the effectiveness of the manual

OSHA and AFGE

- Pilot: methods and means; establishing a Safety and Health Management System Manual
- Six-month report highlights:
 - Reported this collaborative approach, compared to traditional bargaining on a similar issue, saved DOL 125 days of bargaining
 - Resolved 45 issues through a consensus of opinions
 - Developed a “mailbox” in the SHMS webpage, where employees can post their questions about the manual

Homeland Security

ICE and AFGE

- Pilot: hard wire internet access ports at Executive Office of Immigration Review (EOIR) immigration courts
- Six-month report highlights:
 - The parties will meet at the end of the initial 90 day pilot after December 2011 to evaluate the success of the Oakdale, LA (EOIR) Immigration Court project and will determine if the expansion of the pilot project to other court room locations would be desirable, depending upon funding.

FEMA and AFGE

- Pilot: full scope – all (b)(1) topics subject to pilot
- Six-month report highlights:
 - 32.5% increase in permanent full time employees with telework applications
 - 51.4% increase in VPN network hits during an OPM Inclement Weather declaration (February 2011 snow storm)
 - 48.4% decrease in cell phones (exact savings calculated once project complete); implemented 1-1-1 project (1 blackberry, 1 laptop, 1 data drive key)-projected savings of over \$10million

Commerce

National Weather Service and National Weather Service Employees Organization

- Pilot: methods and means of performing work - reducing the cost of Government travel via common carrier
- Council heard from this pilot at May 18, 2011, meeting
- Six-month report highlights:
 - The success of this pilot project has led to the expansion of the policy to the entire Department of Commerce
 - After implementing the project agency-wide, Commerce measured a gross cost savings of \$231,572 for FY11