

FY2016 AOC Business Plan

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Make Aviation Safer and Smarter

AOC will actively promote positive media coverage of important FAA safety initiatives through press conferences, media briefings, roundtables, direct outreach to reporters, press releases, web postings and other available tools.

AOC will actively promote positive media coverage of FAA initiatives to improve capacity and efficiency in the National Airspace System through press conferences, media briefings, roundtables, direct outreach to reporters, press releases, web postings and other available tools. We will maximize media coverage of planned new runway openings and new technology and procedures that improve capacity, highlighting the FAA's role in reducing delays for the traveling public.

Internal Work Objective: Core Business Measure: Positive outreach for safety initiatives

Ensure that at least seven articles, news stories or editorials on separate issues appear in national publications or TV coverage that positively highlight agency safety initiatives.

Internal Work Objective: Optimize Agency Resources

Optimize the use and management of FAA resources to improve accountability and enhance operational efficiency through improved management of FAA acquisitions, effective management of financial resources, and support of non-AFN workforce planning. Successful accomplishment of this objective is measured through effective management of Agency acquisitions, continuous improvement of acquisition management policies and practices, and favorable financial system audit results.

Internal Work Initiative: Media Coverage

Improve media coverage that positively highlights agency safety initiatives

Internal Work Initiative: Small Business Development

Provide direct procurement opportunities to small business, thereby promoting small business development and good corporate citizenship.

Internal Work Activity: Media roundtable

Hold media roundtables or press briefing to highlight FAA safety initiatives.

Internal Work Activity: Awarding of Procurement Dollars (AOC)

Award procurement dollars to small businesses, with special emphasis on procurement opportunities for small disadvantaged businesses, service-disabled veteran-owned small businesses, and women owned small businesses.

Activity Target 1:

Hold two or more media roundtables focused on safety with three or more national print and television outlets in attendance. Due September 30, 2016

Activity Target 1:

Award at least 25 percent of the total AOC direct procurement dollars to small businesses. Due September 30, 2016

Internal Work Activity: Incorporated agency message when responding to press calls

Reinforces the FAA's safety messages when responding to day-to-day media inquires (when appropriate.)

Activity Target 1:

Respond to media calls about the FAA's safety messages within 24 hours when they inquire about any type of safety issue. Due September 30, 2016

Internal Work Objective: Core Business Measure: Positive outreach for NextGen

Ensure that at least seven articles, news stories or editorials on separate issues appear in national publications or television coverage that positively highlight agency technology or procedural advances that will enable NextGen.

Deliver Benefits Through Technology/Infrastructure

Internal Work Initiative: Media Coverage

Improve positive media coverage of FAA efficiency and capacity enhancements.

Internal Work Activity: Media roundtables

Hold media roundtables on NextGen issues to give reporters solid background on the FAA's accomplishments.

Activity Target 1:

Hold 2 or more media roundtables on NextGen with at least 3 or more national or print media outlets during the Fiscal Year. Due September 30, 2016

Internal Work Activity: Incorporated agency message when responding to press calls

Reinforce the FAA's capacity and efficiency messages when responding to day-to-day media inquiries (when appropriate).

Activity Target 1:

Respond to media calls about the FAA's NextGen messages within 24 hours when they inquire about any type of airspace or air traffic issue. Due September 30, 2016

Enhance Global Leadership

AOC will actively promote positive media coverage of the FAA's role in leading international aviation issues through press conferences, media briefings, roundtables, direct outreach to reporters, press releases, web postings and other available tools. We will conduct media briefings with US and foreign reporters about planned international missions and the resulting agreements or progress.

Internal Work Objective: Core Business Measure: Media Coverage

Ensure that at least four articles, news stories or editorials on separate topics appear in national publications or television coverage that positively highlight agency environmental sustainability across the globe and when appropriate, communicate the FAA's role in using an integrated, data-informed approach that shapes global standards and enhances collaboration and harmonization.

Internal Work Initiative: Improve Media Coverage

Improve positive media coverage of FAA environmental initiatives.

Internal Work Activity: Incorporate the international leadership message when responding to press calls

Reinforce the FAA's role as the world leader on aviation issues when responding to day-to-day media inquiries (when appropriate.)

Activity Target 1:

Respond to media calls about international trips by senior executives or any other press calls related to international issues within 24 hours. Due September 30, 2016

Empower and Innovate with the FAA's People

AOC will continue making improvements to the FAA websites to increase our customer satisfactions scores. AOC will continue refining the frequently asked questions knowledge base to help visitors quickly find answers to common questions.

AOC will use all available media tools to promote positive media coverage of savings and improve the public's perception of FAA organizational excellence initiatives.

AOC will work to improve FocusFAA, update the employee web homepage and communicate with all employees using a variety of methods.

AOC will work internally to improve Employee Attitude Survey scores in management effectiveness and accountability and reduce sick leave usage. Finally, we will continue to link Flight Plan goals to Performance, Strategic and Business Plans.

Strategic Objective: Workforce of the Future

Prepare FAA's Human Capital for mission-critical transformational changes by identifying, recruiting and training a workforce with the leadership, technical and functional skills to ensure the safest and most productive aviation sector.

Strategic Initiative: Attracting Talent

Operate efficient and effective hiring processes and conduct consistent corporate on-boarding.

Strategic Activity: Strategic Workforce Planning

Review the encumbered core compensation positions report from the Federal Payroll and Processing System (FPPS) on a quarterly basis to identify positions which are vacant and/or projected to be vacant within 90 days.

Activity Target 1:

Provide current and projected vacancies for core compensation positions to AHR, via KSN, no later than (NLT) 30 days after posting of the quarterly FPPS report. Due September 30, 2016

Internal Work Objective: Hiring Persons with Targeted Disabilities (PWTD)

Support the DOT Strategic Objective to build a capable, diverse, and collaborative workforce of highly-skilled, innovative, and motivated employees by increasing the hiring of PWTD for eligible positions to 3 percent by 2018. In FY 2016, ACR in collaboration with the FAA LOBs/SOs will ensure that at least 2.33% of all FAA new hires are PWTD.

Internal Work Initiative: Hiring PWTD

The FAA line of businesses and staff offices (LOBs/SOs) will work collaboratively to support the DOT goal to increase the representation of PWTD in the workforce by ensuring that at least 2.33% of all FAA new hires are PWTD. Each year, FAA will increase incrementally the percentage of PWTD hires by .33% per year to reach the 3% DOT hiring goal by 2018.

Internal Work Activity: Hiring PWTD

In FY 16, the Office of Civil Rights in collaboration with the FAA LOBs/SOs will ensure that at least 2.33% of all FAA new hires are PWTD.

Activity Target 1:

The head of each LOB/SO will issue a memorandum (key language will be provided by ACR) directed to their managers promoting the PWTD hiring goal. Due January 31, 2016

Activity Target 2:

Each LOB/SO will report to ACR their total hiring projections for FY 16, and identify the estimated number of PWTD hires required to meet their 2.33% hiring goal. Due April 30, 2016

Activity Target 3:

Managers with hiring authority from each LOB/SO will participate in one consultation session held by the National People with Disabilities Program Manager to establish hiring initiatives. Due June 30, 2016

Internal Work Objective: Alternative Dispute Resolution (ADR)

Encourage the FAA workforce to engage in the ADR process as a method to resolve disputes in the EEO Complaint Process at the lowest possible level to avoid the cost, delay, and unpredictability of the traditional adjudicatory processes.

Internal Work Initiative: ADR Engagement

Encourage workforce to resolve disputes in an amicable way by utilizing the ADR process.

Internal Work Activity: ADR Engagement

ACR, in coordination with the LOBs/SOs, will ensure that 70% of all managers engage in mediation when requested by employees.

Activity Target 1:

Assist Agency effort with ADR engagement by ensuring that 70% of all managers engage in mediation when requested by employees. Due September 30, 2016

Internal Work Objective: EEO/Diversity and Inclusion Action Committee (EAC)

The EAC oversees and supports the FAA efforts to create a diverse and inclusive workplace that ensures equal opportunity for all its employees.

Internal Work Initiative: EAC

In collaboration with the LOBs/SOs, ACR will identify recommendations and strategies regarding EEO and diversity efforts within the FAA workplace.

Internal Work Activity: EAC

Identify recommendations and strategies regarding EEO and diversity efforts within the FAA workplace.

Activity Target 1:

Analyze and present demographic data in comparison to the civilian labor force statistics to the EAC; and identify strategies and actions for improving groups with lower than expected participation rates. Due November 30, 2015

Activity Target 2:

Support Agency efforts to implement and/or revise performance evaluation methods to the managers

EEO performance standard. Due September 30, 2016

Activity Target 3:

Identify and track Diversity and Inclusion initiatives through the EAC Workgroups. Due September 30, 2016

Activity Target 1:

Monitor and report monthly on the completion of NO FEAR training to ensure 100% completion rate by 09/30/2016. Due September 30, 2016

Activity Target 2:

Ensure that 60% of management complete at least one EEO training course. Due September 30, 2016

Activity Target 3:

Ensure that 10% of employees complete at least one EEO training course. Due September 30, 2016

Internal Work Objective: Workforce of the Future Mission Support

Support the FAA in meeting its goals and objectives with a back to basics approach supporting innovative HR systems; strong, strategic and effective communications through the most valuable resource, PEOPLE.

Internal Work Initiative: HR Core Services

Improve the efficiency, effectiveness and timeliness of HR programs and services in support of the FAA's mission and workforce.

Internal Work Activity: Anti-Harassment Campaign Video

Support the production of the Accountability Boards "Don't Ignore It! Report It!" Anti-Harassment video.

Activity Target 1:

Deliver a situational-based, animated video that incorporates the theme "Don't Ignore It! Report It!". Due February 29, 2016

Internal Work Objective: Equal Employment Opportunity (EEO) Training

Assist Agency efforts to create a FAA culture in which managers and employees understand their role in creating and maintaining an inclusive workplace by providing training on EEO laws, FAA policies, and appropriate workplace behavior.

Internal Work Initiative: EEO Training

Increase workforce competency of EEO laws, FAA policies and appropriate workplace behavior through EEO Training.

Internal Work Activity: EEO Training Requirements for FAA Workforce

Increase workforce competency of EEO laws, FAA policies and appropriate workplace behavior through EEO Training.

Internal Work Objective: Support Open Government Initiative

Support the Open Government Initiative to Streamline Service Delivery, Improve Customer Service (EO 13571), and leverage technology to increase productive collaboration with citizens, stakeholders and other government agencies by creating a new information architecture for FAA.gov, and using FAA Social Media channels to promote at least 5 FAA Safety related activities and initiatives.

Internal Work Initiative: Support Open Government Initiative

Support the Open Government Initiative, the President's Executive Order on Customer Service and OMB's memo on Streamlining Service Delivery and Improving Customer Service in leveraging technology to make data available, improve web services efficiencies and increase collaboration with citizens, stakeholders and government agencies while reducing duplicative efforts.

Internal Work Activity: Support Open Government Initiative

Support the Open Government Initiative, the President's Executive Order on Streamlining Service Delivery and Improving Customer Service (EO 13571) and the 21st Century Digital Government directive by leveraging technology to make data available, improve web service efficiencies and increase productive collaboration with citizens, stakeholders and other government agencies while reducing duplicative efforts.

Activity Target 1:

Enhance the existing FOIA web services by implementing applicable findings from the Center for Effective Government 2014 and 2015 reports. Specific FAA.gov related findings to be implemented include: improved posting of FOIA policy information; implement techniques to

increase use of the FOIA reading room and reduce duplicate FOIA requests; add posting date and/or last update date information to FOIA postings; and provide FOIA liaison/contact information to visitors. (With quarterly reporting.) Due September 30, 2016

Activity Target 2:

Ensure FAA's website exceeds DOT's Section 508 compliance rates for FY15 and FY16. (With monthly reporting.) Due September 30, 2016

Internal Work Objective: Improve Internal Communication

Use a variety of internal communications vehicles to publish at least 3 news stories and/or broadcast messages each week to increase employee understanding of agency programs and activities. Using on-line print, audio and video vehicles to deliver employees news and information to increase employees understanding of agency programs and activities. Will use interactive media (Web 2.) to engage employees (Your Two Cents feedback, Blogs and/or other social media.

Internal Work Initiative: Internal Communication

Publish agency news in FocusFAA daily during Fiscal Year.

Internal Work Activity: FocusFAA

Publish agency news in FocusFAA daily during Fiscal Year.

Activity Target 1:

Publish daily news items during the Fiscal Year. Due September 30, 2016

Activity Target 2:

Read and evaluate all employees feedback and respond to feedback within 24 hours. Due September 30, 2016

Internal Work Activity: Employee Interviews

Produce one monthly written interview profile featuring FAA managers and employees.

Activity Target 1:

Conduct a series of employee interviews (no fewer than 12) each year with executives, managers, program specialists, and other employees. Due September 30, 2016

Internal Work Activity: Employee Website

Update the employee homepage regularly.

Activity Target 1:

Update the employee homepage regularly. Due September 30, 2016

Internal Work Activity: Communicate Strategic Initiatives

Communicate the goals of Strategic Initiatives to the FAA employees and aerospace community and gain feedback that helps the FAA meet their needs.

Activity Target 1:

Regularly share information on Strategic Initiatives to FAA employees and the aerospace community. Due September 30, 2016

Internal Work Initiative: Social Collaboration Tool

Work collaboratively with AIT to evaluate benefits and feasibility of implementing a social collaboration tool within the FAA.

Internal Work Activity: Social Collaboration Tool

Work collaboratively with AIT to evaluate benefits and feasibility of implementing a social collaboration tool within the FAA.

Activity Target 1:

Identify appropriate use cases which will allow evaluation of the potential benefits and challenges associated with a social collaboration platform. Due September 30, 2016

Activity Target 2:

Develop governance and best practice guidance for use in the implementation of a social collaboration platform. Due December 31, 2015

Activity Target 3:

Collect data on a quarterly basis from use cases to gauge the effectiveness of the social collaboration platform. Wherever possible, take steps to address any negative feedback. Due September 30, 2016

Activity Target 4:

Provide input to and work collaboratively with AIT to identify role that a social collaboration tool might play in a larger FAA wide IT roadmap. Due September 30, 2016

Internal Work Objective: Customer Satisfaction - ACSI FAA Web Survey

Maintain the annual average of FAA surveys on the American Customer Satisfaction Index (ACSI) at or above the average Federal Regulatory Agency score. Review customer requirements annually and measure customer satisfaction more broadly for FAA service.

Internal Work Initiative: AOC ACSI FAA Web Survey

Continue to survey FAA website users for their levels of satisfaction with FAA website using the American Customer Satisfaction Index (ACSI) survey instrument.

Internal Work Activity: AOC ACSI FAA Web survey

Continue to survey FAA website users for their levels of satisfaction with FAA website using the American Customer Satisfaction Index (ACSI) survey instrument.

Activity Target 1:

Provide monthly survey results to the AOC management team. Due September 30, 2016

Internal Work Activity: AOC Action Plan for ACSI FAA Web survey

Sustain the overall score on the Web Customer Satisfaction Index to 74 or better.

Activity Target 1:

Sustain the annual overall score on the web customer satisfaction index to 74 or better. (With monthly reporting.) Due September 30, 2016

Activity Target 2:

Maintain the annual average of FAA surveys on the ACSI at or above the average federal regulatory agency score. (With quarterly reporting.) Due September 30, 2016

Activity Target 3:

Review customer feedback and provide monthly reporting to management with actionable steps taken on iterative improvements. (With monthly reporting.) Due September 30, 2016

Internal Work Initiative: Enable Innovation and Collaboration

Empower FAA employees to build new ideas, participate in conversations about their ideas and the ideas of

others through online communities that enable innovation and collaboration.

Internal Work Activity: FAA Idea Hub Program Marketing and Communication

The FAA IdeaHub Program must establish and maintain a robust communications and outreach program which includes stakeholders, promotional, and user communication elements.

Activity Target 1:

FAA IdeaHub Program Office will publish at least 24 idea spotlight articles in FAA communications. Due September 30, 2016

Activity Target 2:

FAA IdeaHub Program Office will publish 6 executive-level talking point papers about IdeaHub activities. Due September 30, 2016

Activity Target 3:

Ensure each LOB/SO will include IdeaHub as a topic for at least two executive communications. Due September 30, 2016

Activity Target 4:

FAA IdeaHub Program Office will provide process/operational guidance and communications support to all Idea Challenge sponsors. Due September 30, 2016

Internal Work Activity: AOC Employee Engagement Index

Raise AOC's Employee Engagement Index score from 68% to 69%.

Activity Target 1:

Raise AOC's Employee Engagement Index score from 68% to 69%. Due September 30, 2016

Internal Work Objective: Small Business and Corporate Citizenship

Promote Small Business Development and Corporate Citizenship.

Internal Work Initiative: Media Outreach on FAA Savings

AOC will work with the Administrator and the Lines of Business to communicate to the public any savings realized by the Agency during the Fiscal Year.

Internal Work Activity: Highlight cost savings initiatives

Actively promote any and all organizational excellence initiatives to the media

Activity Target 1:

As a result of positive outreach, ensure that at least two articles, news stories or editorials appear in press, or TV coverage that positively highlight agency cost savings initiatives. Due September 30, 2016