



**Federal Aviation
Administration**



Chief Counsel
Fiscal Year 2011 Business Plan

2011 AGC Business Plan

The Office of the Chief Counsel (AGC) furnishes legal services to the FAA Administrator and all agency organizations worldwide. Our primary functions are providing legal advice, reviewing agency action for legal sufficiency, and providing representational services. AGC's principal legal practice areas include: rulemaking, regulatory enforcement, acquisition and commercial law, airport and environmental law, personnel and labor law, tort and other administrative litigation, international law, legislation and laws applicable generally to the executive branch (e.g., Ethics, Freedom of Information Act (FOIA) and Privacy Act compliance). AGC attorneys represent the agency in a variety of forums, including the National Transportation Safety Board (NTSB), the Merit Systems Protection Board (MSPB), the Equal Employment Opportunity Commission (EEOC), Department of Transportation Administrative Law Judges, and the United States federal courts. AGC also works closely with the Office of the General Counsel of the Department of Transportation on issues that are common to modal administrations or that are of national significance to the aviation industry.

In addition to traditional legal services, AGC is responsible for two distinct internal FAA adjudicative functions. First, the Office of Dispute Resolution for Acquisition (ODRA), serves as the Administrator's adjudicatory body in acquisition-related matters. Second, a discrete segment of the office supports the FAA's civil penalty adjudication function by serving as a confidential advisor to the Administrator in his capacity as the Civil Penalty Program Decision-maker. (Title 49, United States Code, § 46301). AGC also houses the agency's developing Audit and Evaluation Organization (AAE) that is tasked with serving as a consolidated focal point for disclosures affecting aviation safety, health and safety of FAA employees, whistleblower contributions; coordinating DOT Office of Inspector General (OIG) and General Accountability Office (GAO) audits and investigations on aviation safety and matters directly affecting the health and safety of FAA employees; acting as liaison with the Office of Special Counsel; and providing an intervention function to assist FAA managers and employees in resolving workplace conflict.

Increased Safety

The Office of the Chief Counsel (AGC) supports the FAA's goal of increased safety primarily through our rulemaking activity, regulatory enforcement activity, and vigorous defense of the agency in various types of litigation. FAA safety regulations are one of the agency's primary means of ensuring safety in air commerce and commercial space. AGC plays a key role in the FAA's rulemaking activities by

ensuring that rules meet legal standards and by assisting the agency in completing critical safety rules on schedule. AGC attorneys participate on rulemaking teams, review draft regulations for legal sufficiency, and provide advice on the legality of regulations, orders, petitions for exemption, airspace actions and obstruction determinations. We also provide interpretations of FAA regulations to internal agency officials and members of the public.

Regulatory enforcement is a core safety activity. AGC attorneys prosecute all manner of enforcement cases referred by the Flight Standards Service, Aircraft Certification Service, the Office of Aerospace Medicine, the Office of Security and Hazardous Materials, the Office of Airports, and the Office of Commercial Space Transportation. Our attorneys represent the FAA on such matters before the NTSB, the FAA Decision-maker, and the federal courts. Proactively, we provide legal advice and policy guidance on the FAA's various voluntary safety programs, such as the Aviation Safety Action Program (ASAP), Voluntary Disclosure Reporting Program (VDRP), and Flight Operational Quality Assurance (FOQA) program.

The litigation staff defends the agency in all phases of aircraft accident litigation and represents the agency in various other actions. AGC attorneys provide advice during aircraft accident investigations and defend the agency in associated litigation; evaluate tort claims; secure Department of Justice (DOJ) representation for FAA employees sued in an individual capacity; assist DOJ in defending wrongful death, personal injury and property damage lawsuits; represent the FAA before federal courts, including courts of appeals on petitions to review agency orders; and handle requests for employee testimony in private litigation matters. The Civil Penalty staff advises the Administrator, in his capacity as Decision-maker on cases appealed from decisions issued by Administrative Law Judges (ALJs).

Flight Plan Target: Commercial Air Carrier Fatality Rate

Cut the rate of fatalities per 100 million persons on board in half by FY 2025. FY 2011 Target: 7.9

Strategic Initiative: Critical Safety Rules

Send critical safety rules to the Office of the Secretary of Transportation within 90 days of the planned date.

Strategic Activity: Rule Submissions

Send critical safety rules to the Office of the Secretary of Transportation within 90 days of the planned date.

Activity Target 1:

Submit to OST 85% of the significant rules approved by the Rulemaking Council within 90 days of the scheduled date. Due September 30, 2011

Activity Target 2:

Issue 85% of the nonsignificant rules approved by the Council within 90 days of the scheduled date. Due September 30, 2011

Core Business Target: Rulemaking Legal Services

Assist Office of Rulemaking and program offices to meet the strategic initiative concerning rule submission deadlines, provide regulatory legal services in accordance with other rulemaking priorities and complete 60% of public request for regulatory interpretations within 120 days of receipt.

Core Business Initiative: Support Agency Rulemaking Activity

Support Agency rulemaking activities and improvements by ensuring rules meet legal standards, provide legal services in accordance with flight plan and client priorities, and provide the regulated community with timely guidance in response to requests for interpretations.

Core Activity: Provide Regulatory Legal Services in Accordance With Agency Priorities

Provide legal advice, representation, policy guidance, and legal sufficiency reviews relating to rulemaking and ensure, through regular formal meetings, that the services are provided in a manner that reflects the priorities of the Administrator, the Flight Plan and AGC's primary clients.

Activity Target 1:

Provide legal services and meet regularly with primary clients to formally identify priorities, address type of legal support needed to advance the projects, obtain client feedback on support provided and reassess service being provided, as appropriate. Due September 30, 2011

Core Activity: Respond to Public Requests for Interpretations

Provide regulated community with timely guidance in responses to public requests for interpretations of FAA regulations.

Activity Target 1:

Respond to 60% of requests for interpretation within 120 days of receipt in FY2011. In cases where the Agency decides not answer the request, a "no-response" letter will be sent within 120 days, consistent with performance metric. Due September 30, 2011

Core Activity: Provide Legal Review of Agency Grants and Denials of Exemptions from Regulatory Requirements

Provide program offices with timely legal review of grants and denials of exemptions from the agency's existing regulatory requirements in accordance with the criteria set forth by statute and 14 CFR Part 11.

Activity Target 1:

Within 30 days of receipt, provide legal concurrence or return document to program office with a detailed explanation of why the document is not legally sufficient for 60 % of the exemptions submitted to AGC for review in FY11. Due September 30, 2011

Core Business Target: Compliance and Enforcement

Prioritize and prosecute enforcement actions timely in accordance with the agency's safety goals by taking the first legal action on 80% of the number of cases received between July 1, 2010 and June 15, 2011 and conducting 50% of informal conferences within 60 days of receipt of a respondent's request and 75% of informal conferences within 180 days.

Core Business Initiative: Legal Services Supporting the Agency Compliance and Enforcement Program

Provide legal support for the compliance and enforcement activities of AVS, ASH, ARP, and AST, which include representing the agency before the NTSB, FAA Decisionmaker and the federal courts, providing timely and effective legal advice and policy document review in support of enforcement activities, and assisting with training that improves the effectiveness of the agency's enforcement program.

Core Activity: Timely Prosecute Legal Enforcement Actions

Prosecute enforcement actions timely and efficiently in support of agency safety activities by taking the first legal action on 80% of the number of cases received in AGC between July 1, 2010 and June 15, 2011.

Activity Target 1:

Take the first legal action (initiate case, transmit case alert to headquarters, return case to program office, or close case) on 80% of the number of cases received in AGC between July 1, 2010 and June 15, 2011. Due September 15, 2011

Activity Target 2:

Monitor and report results for each Regional Counsel Office, Aeronautical Center, AGC-300 and AGC-wide. Due quarterly and final report on outcomes, evaluation of results, and

recommended process improvements, if any due September 25, 2011. Due September 25, 2011

Core Activity: Efficient Processing of Enforcement Actions

Process legal enforcement cases efficiently by timely conducting 50% of informal conferences within 90 days of receipt of a respondent's request and 75% within 180 days.

Activity Target 1:

Conduct 50% of informal conferences within 90 days of receipt of a respondent's request and 75% within 180 days. Due September 15, 2011

Activity Target 2:

Monitor and report results for each Regional Counsel Office, Aeronautical Center, AGC-300 and AGC-wide. Due quarterly and final report due September 25, 2011. Due September 25, 2011

Core Activity: Processing Cases to Avoid Enforcement Case Backlog

Complete cases so that the percentage ratio of cases completed is at least 60% of the number of cases received.

Activity Target 1:

Complete cases, i.e., take the last legal action, so that the percentage ratio of cases completed is at least 60% of the number of cases received. Due September 15, 2011

Activity Target 2:

Monitor and report results for each Regional Counsel Office, Aeronautical Center, AGC-300 and AGC-wide. Due quarterly and final report due September 25, 2011. Due September 25, 2011

Core Activity: Efficient Coordination and Approval of Significant Enforcement Actions

Efficiently process the coordination and approval of significant enforcement actions within the FAA Headquarters.

Activity Target 1:

Submit to the program office for concurrence 70% of enforcement alerts within 45 days of receipt by AGC-300. Due September 30, 2011

Core Activity: Enhance Legal Representation

Publish enforcement newsletter and evaluate selected enforcement activity.

Activity Target 1:

Publish enforcement newsletter four times each year. Due September 30, 2011

Activity Target 2:

Select enforcement activity for evaluation, conduct evaluation, and provide feedback. Due

September 15, 2011

Core Activity: Refresher Training for Enforcement Investigative Personnel

Provide refresher training to enforcement investigative personnel.

Activity Target 1:

Consult with enforcement client offices to determine which offices will support refresher training for its investigative personnel. Due October 31, 2010

Activity Target 2:

Provide training to personnel from 25% of participating offices. Due September 15, 2011

Core Activity: Compliance and Enforcement Training for New Inspectors

Provide support for AVS's Compliance and Enforcement Training for new inspectors.

Activity Target 1:

Provide instructors for the legal portions of AVS's Compliance and Enforcement Training for new inspectors. Due September 30, 2011

Core Activity: FAA Order 2150.3B

Maintain currency of FAA Order 2150.3B, Compliance and Enforcement Program.

Activity Target 1:

Determine whether changes to FAA Order 2150.3B are needed. Due January 8, 2011

Activity Target 2:

Submit identified revisions, if any, to FAA Order 2150.3B for final coordination. Due July 1, 2011

Core Activity: Conduct Enforcement Attorney Recurrent Training Session

Hold a training session for the AGC attorneys practicing in the area of enforcement law. Training will include subjects pertaining to litigation of enforcement cases and updates on policy and law affecting this practice area.

Activity Target 1:

Identify location and dates and develop draft training agenda. Due December 31, 2010

Activity Target 2:

Finalize agenda, participant list and budget. Due March 2, 2011

Activity Target 3:

Conduct recurrent training conference. Due September 26, 2011

Core Business Target: Accident, Tort Litigation and Litigation Advisory Services

Meet litigation deadlines, timely complete all tort claim analysis and complete agency contingent liability report

by quarterly due date.

Core Business Initiative: Litigation Legal Services

Provide representational legal services on all phases of tort litigation, investigations, claim processing and monitor and report on the Agency's contingent liability. Also serves as an advisor to the Administrator in his role as a decision-maker on appeals filed under the Civil Penalty Program.

Core Activity: Timely Representation of Tort Cases

Ensure that representational legal services are provided in a timely manner.

Activity Target 1:

Complete the claims analysis within 6 months of the receipt of the claim or within 6 months of when, in the absence of a settlement, the claim file is complete and sufficient factual information is available. Due September 30, 2011

Activity Target 2:

Prepare proposed answers or response as requested by the Department of Justice, if DOJ has assumed control of a matter otherwise, within 50 days of filing of complaint. Due September 30, 2011

Core Activity: Contingent Liability

Monitor the Agency's contingent liability and keeps the Chief Counsel and Administrator apprised of potential agency exposure.

Activity Target 1:

Coordinate with Financial Management Services (AFM) litigation liability response. Due September 30, 2011

Activity Target 2:

Complete report to meet quarterly deadline and, as necessary, keep the Administrator, Deputy Administrator and ATO apprised of significant changes and potential future liability likely to affect the agency. Due September 30, 2011

Core Activity: FAA Order 2250.1A

Complete update to FAA Order 2250.1A, Federal Tort Claims Act (FTCA) Handbook.

Activity Target 1:

Review comments and approval to draft revision of Order. Due January 30, 2011

Activity Target 2:

Complete and publish revised Order 2250.1A. Due July 30, 2011

Core Activity: Preparation of Draft Decisions for Civil Penalty Appeals

Provide timely draft civil penalty decisions to AGC-1.

Activity Target 1:

Complete draft decisions for civil penalty appeals within 180 days of the receipt of the last brief in 50 percent of the appeals. Due September 30, 2011

Greater Capacity

The Office of the Chief Counsel (AGC) supports the agency's increased capacity goal in two critical ways. First, AGC plays a vital role in advising program offices on the legal and environmental implications of programs that enhance airport and airspace capacity and defending the agency's choice of action. Second, AGC provides legal support to program offices responsible for acquiring safety and capacity enhancing equipment, services and technology.

AGC attorneys provide legal advice, litigation support, policy and regulatory guidance, and legal sufficiency reviews related to environmental review of airport capacity and capacity-related projects, administration of the airport improvement program, funding of runway expansion and safety projects, redesign of the airspace surrounding airports in major metropolitan areas, and streamlined environmental review and compliance.

AGC attorneys in our acquisition and commercial law practice area assist clients in acquiring safety and capacity enhancing equipment and services, as well as, the intellectual and real property needed to support Flight Plan initiatives and other high priority projects. The attorneys support all high value agency procurement activities; advise on grants, cooperative agreements, and other transaction agreements; and represent the Agency in acquisition related litigation and disputes. The acquisition attorneys also provide the fiscal and commercial law services needed to support the agency's information security requirements, export control compliance, bankruptcy cases, antitrust issues, real estate activity and appropriations matters.

Flight Plan Target: Airport Average Daily Capacity (7 Metro Areas)

Achieve an average daily airport capacity for the 7 Metro areas of 39,484 arrivals and departures per day by FY 2009, and maintain through FY 2013. FY 2011 Target: 39,484

Strategic Initiative: Capacity-Enhancing Policies

Work with the aviation community to establish the most feasible policies to enhance capacity and manage congestion.

Strategic Activity: Orders, regulations and legislative proposal support

Analyze capacity and congestion policy implications of NextGen near-term and mid-term improvements.

Activity Target 1:

Review new and current agreements for legal sufficiency with airports and/or airlines regarding NextGen-related capacity enhancements, congestion reduction and delay mitigation as needed. Due September 30, 2011

Activity Target 2:

Provide legal drafting, analysis and other technical assistance on draft orders, regulations and legislative proposals as needed. Due September 30, 2011

Strategic Activity: Congestion management solutions in the New York Area

Implement congestion management solutions in the New York Area.

Activity Target 1:

Provide support for orders, regulations or legislation rulemaking to address congestion at the New York Metro airports as needed. Due September 30, 2011

Activity Target 2:

Manage slot allocation program as needed. Due September 30, 2011

Strategic Initiative: Environmental Impact Studies

Maintain progress on key milestones for Environmental Impact Statement on capacity enhancement projects at any of the highly congested airports that meet the criteria for environmental streamlining under Vision 100, to the extent that airport sponsor deliverables and resources are fulfilled.

Strategic Activity: Southern Nevada Supplemental Airport Environmental Law Services

Monitor and maintain scheduled progress for the Southern Nevada Supplemental Airport Environmental Impact Statement (EIS) study.

Activity Target 1:

Complete Draft Purpose and Need chapter for the Draft EIS. Due March 31, 2011 Due March 31, 2011

Activity Target 2:

Deliver Draft Technical Reports for Recreation, Rangeland, Farmlands, Wild Horse and Burro, Wilderness, Areas of Critical Environmental Concern, and Socioeconomics, and Light Emissions to Vision 100 Agencies and Tribes. Due June 30, 2011

Activity Target 3:

Complete Draft Alternatives chapter for the Draft EIS. Due June 30, 2011

Activity Target 4:

Conduct quarterly executive level reviews of the

progress on the Southern Nevada Supplemental Airport EIS. Due September 30, 2011

Strategic Activity: Philadelphia International Airport Environmental Impact Statement (EIS) study.

Monitor and maintain scheduled progress for the Philadelphia International Airport Environmental Impact Statement (EIS) study.

Activity Target 1:

Issue Record of Decision. Due December 31, 2010 Due December 31, 2010

Core Business Target: Airport and Environmental Legal Services

Provide timely representational legal services relating to complaints of grant noncompliance and improper diversion of airport revenue under Part 16 by conducting an initial review of 70% of draft Part 16 Final Agency Decisions (FAD) within 10 days of receipt, conducting substantive legal reviews of 60% of completed FADs within 2 weeks, and meeting due dates while processing Part 16 complaints. Provide timely and effective representational legal services in defense of airport and environmental litigation by reviewing petitioner's initial briefs within 2 weeks, assisting Department of Justice in drafting respondent's brief within 10 days, and provide active support in preparation for oral arguments. To promote efficiency in processes, partner with client offices to conduct recurrent training for airport and environmental staff.

Core Business Initiative: Legal Services to Airport & Environmental Program Offices

Provide legal support necessary to streamline and complete environmental reviews for airport capacity and capacity-related projects on a timely basis and continue to develop strategies and best practices to minimize legal risks in FAA airport and environmental litigation. Provide legal support for efficient administration of the AIP, passenger facility charge program, and the airport compliance program, including legal review of policy and regulatory guidance and Part 16 determinations. Provide timely representational legal services to the agency relating to complaints of grant noncompliance and improper diversion of airport revenue under 14 CFR Part 16 and defense of airport and environmental litigation.

Core Activity: Airport Law Services to Office of Airports

Provide timely service in processing complaints concerning noncompliance of airport sponsors with grant agreements obligations under 14 CFR Part 16, Rules of Practice for Federally Assisted Airport Enforcement Proceedings.

Activity Target 1:

Review each draft Final Agency Decision within 5 business days of receipt from the Associate Administrator of Airports to determine whether it is substantially complete and ready for legal review 70% of the time. Due September 15, 2011

Activity Target 2:

Complete legal sufficiency review of each substantially complete draft Part 16 Final Agency decision within two weeks of determining substantial completeness 60% of the time. Due September 15, 2011

Activity Target 3:

Meet due dates while providing timely legal services in processing complaints. Due September 15, 2011

Core Activity: Draft Procedures for Compilation of Administrative Records

Draft procedures for compilation of administrative records.

Activity Target 1:

Organize a working group. Due December 31, 2010

Activity Target 2:

Draft procedures. Due July 1, 2011

Activity Target 3:

Coordinate procedures with US Department of Justice and submit for review to AGC-600. Due September 23, 2011

Core Activity: Timely and Effective Provision of Representational Legal Services

Provide timely and effective provision of legal services.

Activity Target 1:

No later than 30 days after the certified list of documents comprising the administrative record has been filed, contact the U.S. Department of Justice attorney and provide an overview of the key issues in the case. Due September 23, 2011

Activity Target 2:

Review petitioners' initial briefs within 2 weeks of receipt and provide comments on the statement of facts with references to the administrative record. Due September 23, 2011

Activity Target 3:

Assist the U.S. Department of Justice attorney in drafting respondent's brief, as requested, within ten business days of the request. Due September 23, 2011

Activity Target 4:

Review petitioners' reply brief and provide any appropriate additional analysis and comments on the brief, with references to the administrative record, at least 30 days before oral argument is

held. Participate in moot courts to help the Department of Justice attorney prepare for oral argument. Due September 23, 2011

Core Activity: Conduct Training for Environmental Specialists

Train environmental specialists in Western Pacific region how to prepare effective environmental documents and records of decision.

Activity Target 1:

Identify speakers. Due December 31, 2010

Activity Target 2:

Draft Agenda. Due April 29, 2011

Activity Target 3:

Identify and confirm a location. Due July 1, 2011

Activity Target 4:

Conduct the training. Due September 23, 2011

Core Activity: Training for Airport Compliance Specialists

Conduct legal training session for compliance specialists.

Activity Target 1:

Coordinate with Office of Airports to conduct a legal training session. Due December 31, 2010

Activity Target 2:

Draft Agenda. Due April 29, 2011

Activity Target 3:

Identify and confirm location (or inclusion in annual compliance recurrent training). Due July 1, 2011

Activity Target 4:

Conduct training. Due September 23, 2011

Core Business Target: Acquisition Related Legal Services

Provide timely legal service by conducting legal review of all procurement documents within an average of 10 calendar days and meet litigation deadlines while representing the agency in bid protests and contract disputes.

Core Business Initiative: Acquisition & Commercial Law Services Division

Provide legal advice and represent the Agency interests relating to FAA acquisition of systems and services needed to achieve Flight Plan initiatives and other high priority goals. Its staff ensures the legal sufficiency of acquisition documents; assists clients in developing a rational basis for acquisition decisions; and, represents the agency when acquisition decisions are challenged.

Core Activity: Validate Client Priorities and Review All Procurement Documents Within 10 Days

Ensure that procurement legal services are provided in a manner that reflects agency and primary client priorities, provides timely review of procurement documents and represents the Agency in bid protests and contract disputes.

Activity Target 1:

Meet monthly with primary clients to formally identify priorities, address type of legal support needed to advance the projects, obtain client feedback on support provided and, as necessary, reassess service being provided. Due September 30, 2011

Activity Target 2:

Review all acquisition documents within an average of 10 calendar days or less. Due September 30, 2011

Activity Target 3:

Meet imposed litigation deadlines while representing the agency in bid protests and contract disputes. Due September 30, 2011

Core Activity: Provide Procurement Training to Client Office

Provide training to contracting personnel (contracting officers, specialists, and contracting officer technical representatives) on the agency's acquisition best practices, detection of contract fraud, and on procurement integrity.

Activity Target 1:

Establish schedule for training. Due December 31, 2010

Activity Target 2:

Complete training at 3 ATO Business Services Centers, the Technical Center and Aeronautical Center. Due September 1, 2011

Core Activity: Contract Formation and Administration Oversight

Participate in formal oversight program to review solicitations and contracts through the National Acquisition Evaluation Program (NAEP). Based on the result of these reviews implement corrective actions as necessary.

Activity Target 1:

Provide legal support to NAEP audits done in FY2010. Due September 30, 2011

Activity Target 2:

Review reports of the NAEP and proposed corrective actions to improve legal support to the contracting activities involved. Implement any changes needed within 30 days of receipt of the NAEP report. Due September 30, 2011. Due September 30, 2011

Activity Target 3:

Suspend or debar contractors within 45 calendar days of a proper notice of an indictment, conviction or guilty plea or document why suspension or debarment is not appropriate. Due September 30, 2011

Core Activity: Legal Support for Deployment of Automatic Dependent Surveillance - Broadcast (ADS-B)

Provide legal support needed for continued deployment of dependent surveillance to key sites in support of the SBS national program baseline.

Activity Target 1:

Review and advice on contract documents and other agreements as needed to complete the program's activity targets for fiscal year 2011. Due September 30, 2011

Core Activity: Legal Support for ARC Real Property Disposal

Provide the legal support necessary for ARC to retire FAA assets in a timely manner.

Activity Target 1:

Achieve 90% of the \$1.2M projected year end savings. Due September 30, 2011

Core Activity: Legal Support for Major System Acquisitions

Implement and improve acquisition processes and monitor major system acquisitions to help assure major system acquisitions remain within acquisition cost and schedule baselines.

Activity Target 1:

Provide legal advice needed to avoid unanticipated cost growth on major system acquisitions such that 90% of the Major System Acquisitions are within 10 percent variance of their current baselined total budget estimate at completion (BAC). Due September 30, 2011

Activity Target 2:

Recommend or approve at least two proposed changes to acquisition processes to reduce the risk of major system acquisition programs failing to achieve their cost and schedule baselines. Due September 30, 2011. Due September 30, 2011

Activity Target 3:

Support the development of the E-Tool and propose guidance to encourage the use of this tool when it ready for implementation. Due September 30, 2011

Activity Target 4:

Develop guidance on the use of interagency agreements to assure that the full cost of these agreements is compared to the cost of the FAA doing the acquisition to enable a best value determination of the better alternative. Due June

International Leadership

In support of the FAA's goal of maintaining U.S. leadership in global civil aviation, AGC assists in developing the agency position on international law issues and serves as a liaison for FAA international aviation legal matters with other government agencies and industry. AGC attorneys provide legal services relating to drafting and negotiating international agreements on safety oversight, air traffic, airworthiness, technical assistance, and other aviation related areas. The attorneys also prepare the U.S. position on matters before the International Civil Aviation Organization (ICAO); provide legal policy guidance on registration of aircraft and recordation of property rights in aircraft; and provide legal support for all matters involving the administration of the Aviation Insurance Program.

Core Business Target: International Legal Services

Provide legal services as required to FAA program offices responsible for promoting USG interests at the International Civil Aviation Organization (ICAO) and assist API in meeting work plan milestones. Complete legal sufficiency reviews within 30 days of receipt.

Core Business Initiative: Support Client Offices

Provide legal services relating to drafting and negotiation of international agreements; prepare the U.S. position on matters before ICAO; and provide legal support for the Aviation Insurance Program Support client offices through the provision of international legal services. Provides legal services to ensure priorities of the Administrator, Flight Plan and primary clients are met.

Core Activity: Promote USG Interests at the International Civil Aviation Organization (ICAO)

Provide legal assistance to FAA Program Offices on technical issues involving ICAO Standards and Recommended Practices. Serve as legal representatives at upcoming ICAO meetings.

Activity Target 1:

Provide legal support by reviewing international aspects of initiatives developed as a result of the 2010 ICAO Assembly and legal assistance to FAA business lines in implementation of any new ICAO standards. Due December 31, 2010

Activity Target 2:

Provide legal input on the USG positions for 2011 ICAO legal committee meeting and other meetings as necessary. Due March 31, 2011

Activity Target 3:

Serve as FAA legal clearance point for the Interagency Group on International Aviation (IGIA) by performing initial review and initial

coordination of U.S. positions and strategies within 15 days of receipt. Due September 30, 2011

Core Activity: International Aviation Safety Assessment Audits (IASAs)

Conduct legal assessment of civil aviation laws and regulatory structure in support of the IASA program to further agency's safety objectives and assess compliance with minimum civil aviation standards set forth by ICAO.

Activity Target 1:

Work with AFS-50 to conduct eight IASA assessments, consultations or final discussions. Due September 30, 2011

Activity Target 2:

Assist AFS-50 in reviewing twelve cables to foreign governments about assessments, consultations or final discussions. Due September 30, 2011

Activity Target 3:

Participate in at least one IASA training program for legal and technical staff. Due September 30, 2011

Core Activity: Efficient Processing of International Aspects of Rulemakings

Provide legal counsel on international aspects of agency rulemaking projects.

Activity Target 1:

Meet monthly with AGC-200 to identify priorities, coordinate with clients on rulemaking activities. Due September 30, 2011

Activity Target 2:

Provide international legal support and guidance on regulations and rulemakings within 30 days of receipt. Due September 30, 2011

Core Activity: Technical Assistance

Provide assistance to AVS in conducting technical assistance efforts in different regions of the world, including the DOT Safe Skies for Africa Program, to achieve agency international aviation safety objectives and global harmonization with ICAO standards. Provide legal advice, representation, international legal policy guidance and legal sufficiency reviews relating to international activities of aviation safety in a timely and responsive manner.

Activity Target 1:

Support AFS-50 by providing international technical assistance to three countries or regional organizations in achieving compliance with ICAO civil aviation standards for primary aviation law, regulations, and other related issues. Due September 30, 2011

Activity Target 2:

Participate in technical reviews or action plan development based upon findings of four

countries. Due September 30, 2011

Activity Target 3:

Provide legal review for international policies involving technical assistance to foreign countries within 30 days of receipt. Due September 30, 2011

Core Activity: International Agreements

Provide legal counsel to business lines and staff offices for international activities to support agency objectives by providing advice on agreement strategies, review of international agreements, and legal coordination with necessary U.S. government agencies (particularly the U.S. Department of State). Participate in negotiations with foreign civil aviation authorities air navigation service providers, and research and development organizations.

Activity Target 1:

Provide initial review of template-based technical assistance agreements for international activities within 15 working days of receipt in the legal office. Due September 30, 2011

Activity Target 2:

Draft and present draft templates to the U.S. Department of State for review. Due March 30, 2011

Activity Target 3:

Meet regularly with program offices to identify priorities, discuss the legal support necessary for agreements, and coordinate realistic strategies and timelines given the complexity and urgency of individual agreements. Due September 30, 2011

Core Activity: Providing Legal Services to Air Traffic Organization

Provide legal advice, representation, international legal policy guidance and legal sufficiency reviews relating to international activities of ATO in a timely and responsive manner.

Activity Target 1:

Provide legal support for 30 agreements, annexes or appendices for Air Traffic technical assistance, air navigation services, or research and development. Due September 30, 2011

Activity Target 2:

Providing legal support to ATO Business Development Group in establishing and implementing a cost recovery system for ATO technical assistance. Due September 30, 2011

Activity Target 3:

Provide legal support for four operational data sharing agreements. Due September 30, 2011

Core Activity: Providing Legal Services to International Aircraft Certification

Provide legal clearance and assistance to AIR in drafting and negotiation of two international safety agreements, implementation procedures (IPs), or

amendments to existing agreements or IPs.

Activity Target 1:

Provide legal clearance and assistance to AIR in drafting and negotiation of two international safety agreements, implementation procedures (IPs), or amendments to existing agreements or IPs. Due September 30, 2011

Activity Target 2:

Perform legal aspects of two assessments for airworthiness safety agreements and certification assessments of other countries. Due September 30, 2011

Core Activity: Emergency Operations/Crisis Response

Provide legal counsel to the Crisis Response Working Group (CRWG) for Potentially Hostile Situations and Crisis Response Steering Group (CRSG). Provide legal support to FAA's emergency operations planning and response efforts, including the continuity of operations (COOP) function.

Activity Target 1:

Provide legal assistance to CRWG and CRSG for potentially hostile threat situations by reviewing recommended courses of action for legal sufficiency within one (1) day to thirty (30) days depending on the nature of the emergency. Due September 30, 2011

Activity Target 2:

Target 2: Provide legal support by participating in the development of appropriate NOTAMs, SFARs, and playbooks and by reviewing approval and exemption requests to SFARs. Due September 30, 2011

Activity Target 3:

Target 3: Review initial review of agreements between Emergency Operations and other organizations, policies, and emergency planning documents within 30 days of receipt. Due September 30, 2011

Activity Target 4:

Provide legal support by participating in emergency operations table-top exercises and reviewing after action reports within 7 days of receipt. Due September 30, 2011

Activity Target 5:

Provide legal support by coordinating with other AGC divisions to provide legal support to the FAA's response to the current H1N1 influenza pandemic, developing and reviewing planning and response documents generated both internally and externally to FAA, participating in pandemic influenza exercises and reviewing after action reports and providing legal advice on pandemic influenza planning and response matters. Due September 30, 2011

Core Activity: Aviation War Risk Insurance

Efficiently process the coordination and legal analysis of aviation war risk insurance issues to effectively address agency objectives.

Activity Target 1:

Initiate legal coordination with ATO, the FAA Civil Aviation National Security Division and other U.S. government agencies as needed within 30 days of receipt of an incoming request. Due September 30, 2011

Organizational Excellence

In support of the agency's overall goal of organizational excellence, AGC continues to support the numerous agency-wide strategic initiatives and provide legal services in support of the administrative activity of the agency, including employment and labor law services, ethics counsel, FOIA and Privacy Act services, and legislative services. The largest legal practice group within this goal area is our employment law office. The employment law attorneys represent the agency before various administrative and federal courts and provide advice and guidance to the Administrator and primary client offices on personnel, labor, civil rights, equal employment opportunity matters. They also counsel on ways to minimize the legal risks relating to employment decisions and policy. Moreover, AGC have programmatic responsibility for administration and oversight of the agency's compliance with government-wide ethics requirements.

The Office of Dispute Resolution for Acquisition (ODRA) serves as the Administrator's administrative adjudicatory body in acquisition-related matters and ensures that acquisition conflicts are resolved through alternative dispute resolution processes or are promptly adjudicated. ODRA provides timely, efficient and accessible dispute resolutions processes to resolve acquisition related conflicts.

AGC also houses the developing Audit and Evaluation Office (AAE), whose function is to provide a centralized focus for safety-related complaints and other critical audits and investigations. AAE will serve as a centralized entry point for disclosures and recommendations on safety-related issues, whistleblower matters, and the various FAA hotlines. The offices will also serve as a point of contact and oversight for matters related to the DOT Office of the Inspector General (OIG), the Government Accountability Office (GAO), and the Office of Special Counsel (OSC).

Flight Plan Target: Leadership and Accountability

(Objective) Make the organization more effective with stronger leadership, a results-oriented, high performance workforce, and a culture of accountability.

Strategic Initiative: Legislative Proposal for Reauthorization

Work with the Administration, Congress, and stakeholders to develop and implement FAA reauthorization legislation.

Strategic Activity: AGC FAA Reauthorization

Implement legislation as necessary for FAA's reauthorization.

Activity Target 1:

Implement legislation as necessary for FAA's reauthorization by dates consistent with the reauthorization legislation implementation plan. Due September 30, 2011

Strategic Initiative: Leadership Development

Each LOB/SO will track and report quarterly on their compliance with corporate leadership development policies and initiatives.

Strategic Activity: AGC Leadership Development Compliance

Each FAA organization will report quarterly in pbviews on steps taken to improve or sustain timely training and certification of probationary managers, participation in corporate leadership development programs such as PEL and SLDP, and maintenance of Continuing Management Education hours.

Activity Target 1:

Report on steps taken to improve or sustain timely completion of probationary training and certification. Reports are due quarterly starting December 31, 2010. Due September 30, 2011

Activity Target 2:

Report quarterly on steps taken to meet Continuing Management Education requirements for incumbent managers. Reports are due quarterly starting December 31, 2010. Due September 30, 2011

Strategic Initiative: Harassment, Reprisal, and Retaliation Free Workplace

Each FAA organization will track and report quarterly on LOB/SO actions to foster a workplace free of harassment, reprisal, and retaliation.

Strategic Activity: AGC Harassment- and Retaliation-Free Workplace Training

Each FAA organization will track and report quarterly in pbviews on their compliance with this initiative in terms of the numbers of people trained.

Activity Target 1:

Report quarterly the number of new managers who have completed Frontline Managers training, eLMS Course #FAA30200099 - Frontline

Managers Course - Phase 1. Due September 30, 2011

Activity Target 2:

Report quarterly the number of managers who have completed eLMS course #FAA30200134 - Accountability Board Training for FAA Managers. Due September 30, 2011

Activity Target 3:

Report quarterly the number of employees who have completed in-person training sessions provided by the Accountability Board or by Accountability Board Human Resources Points of Contact. (eLMS Course #FAA30200174 - Supervisory Skills Training, Accountability Board Training for FAA Managers; or eLMS Course #FAA30200177 - Instructor-Led Accountability Board Training for All Employees. Due September 30, 2011

Activity Target 4:

Report quarterly the number of employees who have completed any other training sessions that addressed harassment, retaliation, or reprisal in the workplace. (Your training coordinators should enter this data into eLMS with the appropriate course number or as an "External Event".) Due September 30, 2011

Strategic Initiative: New Hires with Targeted Disabilities

Each FAA organization will track and report quarterly on actions taken in support of the Secretary of Transportation's fiscal year goal that 3 percent of all new hires are individuals with targeted (severe) disabilities.

Strategic Activity: ACR actions in support of DOT FY goal that 3% of all new hires are individuals with targeted disabilities

Each FAA organization will track and report quarterly on actions taken in support of the Secretary of Transportation's fiscal year goal that 3 percent of all new hires are individuals with targeted (severe) disabilities.

Activity Target 1:

AGC will track and report quarterly on actions taken in support of the Secretary of Transportation's fiscal year goal that 3 percent of all new hires are individuals with targeted (severe) disabilities. Due September 30, 2011

Flight Plan Target: Cost Control

Organizations throughout the agency will continue to implement cost efficiency initiatives in 2011 such as: \$20 million in savings for strategic sourcing for selected products and services and a reduction of \$30 million in Information Technology operating costs. FY 2011 Target: 90% of targeted savings.

Strategic Initiative: Productivity and Financial Metrics

Each FAA organization will develop, track, and report quarterly on a comprehensive measure of its operating efficiency or financial performance. These measures will include: ATO cost per controlled flight, AIP grants administration, staff office overhead rates, grievance processing time, and cost per accounting transaction.

Strategic Activity: AGC Efficiency Measure: Response Time to Public Requests for Interpretations

AGC will implement measures to improve timeliness of responses to public requests for interpretations of FAA regulations. The FY 2011 target is response within 120 days of receipt 60% of the time.

Activity Target 1:

Continue to report to ABA FY 2010, 4th quarter results on response rate as percentage of requests within 120 days of receipt. Due October 31, 2010

Activity Target 2:

Continue to report to ABA quarterly on response rate as percentage of requests within 120 days of receipt. Due January 31, 2011

Activity Target 3:

Continue to report to ABA quarterly on response rate as percentage of requests within 120 days of receipt. Due April 30, 2011

Activity Target 4:

Continue to report to ABA quarterly on response rate as percentage of requests within 120 days of receipt. Due July 31, 2011

Activity Target 5:

Provide updated FY 2012 template for review and approval in time to be included in the FY 2012 Business Plan. Due June 15, 2011

Strategic Activity: AGC Efficiency Measure: Time to Process Enforcement Cases

Efficient Processing of Enforcement Cases. The FY 2011 target states that the first legal action is taken within 60 days of receipt by a legal counsel office 70% of the time.

Activity Target 1:

Report FY 2010, 4th quarter results to ABA the percentage of legal enforcement cases. Due October 31, 2010

Activity Target 2:

Continue to report quarterly to ABA the percentage of legal enforcement cases. Due January 31, 2011

Activity Target 3:

Continue to report quarterly to ABA the percentage of legal enforcement cases. Due April

30, 2011

Activity Target 4:

Continue to report quarterly to ABA the percentage of legal enforcement cases. Due July 31, 2011

Activity Target 5:

Provide updated FY2012 template for review and approval in time to be included in the FY 2012 Business Plan. Due June 15, 2011

Strategic Initiative: Reduce Information Technology Operating Costs

Achieve an annual reduction of \$30 million in Information Technology operating costs.

Strategic Activity: SAVES Participation and Video Conferencing

AGC will participate in SAVES and will reduce its travel costs by utilizing AIO's Video Conferencing program in place of actual travel.

Activity Target 1:

AGC will participate in the SAVES program. Due September 30, 2011

Activity Target 2:

AGC will report the required data to AIO for all Video Conferences. Due September 30, 2011

Flight Plan Target: Information Security Program

Achieve zero cyber security events that disable or significantly degrade FAA mission critical Line of Business systems. FY 2011 Target: 0

Strategic Initiative: Enterprise Architecture Conformance

Enable enterprise-wide conformance to information technology enterprise architecture.

Strategic Activity: IT Enterprise Architecture.

Update the infrastructure and application inventories.

Activity Target 1:

AGC will update its infrastructure and application inventory. Due March 31, 2011

Strategic Initiative: Unauthorized Disclosure

Protect FAA-sensitive and individual privacy information from unauthorized disclosure.

Strategic Activity: Stabilize Information Assurance/Privacy Operations

Protect FAA-sensitive and individual privacy information from unauthorized disclosure.

Activity Target 1:

Complete 100% of all PTAs and PIAs as required

by the C&A anniversary date. Ensure PTA/PIA approval is obtained from Privacy Officer. Due September 30, 2011

Activity Target 2:

Support 100% of all Privacy Compliance activities conducted by the Privacy Office. Develop and implement compliance remediation plans for all identified findings. Due September 30, 2011

Activity Target 3:

Report 100% of all privacy breaches to the CSMC as they occur and take required remediation action in accordance with the FAA Privacy Order. Due September 30, 2011

Activity Target 4:

Reduce or eliminate social security number (SSN) from FAA Systems. Percentage to be determined after enterprise-wide plan is complete. Due September 30, 2011

Activity Target 5:

Reduce or eliminate personally identifiable information (PII) in FAA Systems. Percentage to be determined after enterprise-wide plan is complete. Due September 30, 2011

Activity Target 6:

Develop a plan that is approved by the Privacy Office to remediate PII vulnerabilities identified during DLP/Security scanning and Privacy compliance reviews and then implement remediation according to the plan. Due September 30, 2011

Activity Target 7:

Encrypt all PII systems for data in transit and data at rest. Due September 30, 2011

Core Business Target: Personnel & Labor Law Legal Services

Meet 100% of EEOC, MSPB, and federal court employment case deadlines. Respond to 80% of requests for opinions, advice, and training within 10 workdays.

Core Business Initiative: Legal Services in Labor and Personnel Law

Represent the FAA in administrative and court litigation having a potentially significant impact on any law, regulation, or FAA policy relating to the employment of FAA personnel and provide timely and effective legal advice regarding employment matters. Provide legal services and representation in a timely and effective manner reflecting agency priorities and continue to improve the Agency's employment practices by identifying ways of minimizing the FAA's legal risk relating to employment decisions and policy.

Core Activity: Legal Representation and Policy Advice

Represent the FAA in administrative and court litigation having a potentially significant impact on any law, regulation, or FAA policy relating to the employment of FAA personnel and provide timely and effective legal advice regarding employment matters.

Activity Target 1:

Meet 100% of EEOC, MSPB, and federal court employment case deadlines. Due September 15, 2011

Activity Target 2:

Respond to 80% of requests for opinions, advice, and training within 10 workdays. Due September 15, 2011

Core Activity: Legal Requirements Related to Hiring and Employment of Military Veterans

Ensure a common understanding of the legal obligations FAA managers have regarding the hiring and employment of military veterans.

Activity Target 1:

Establish a Regional/HQ AGC team to ensure a common understanding of the legal obligations for hiring and employing veterans. December 1, 2010. Due December 1, 2010

Activity Target 2:

Identify FAA policies relating to the hiring and employment of veterans. Due February 28, 2011

Activity Target 3:

Advise AHR on needed changes to FAA veterans' policies to ensure legal compliance and minimize legal challenges. Due June 1, 2011

Core Activity: Whistleblower Training for Managers

Develop and implement training for managers on the Whistleblower protections and processes.

Activity Target 1:

Establish a Regional/HQ AGC team and identify whistleblower training needs of FAA managers. Due January 31, 2011

Activity Target 2:

Develop training module to address identified training needs. Due May 31, 2011

Activity Target 3:

Develop training schedule and begin to provide training. Due September 30, 2011

Core Activity: Standardize EEO Discovery Practice.

Develop template discovery requests for the most common FAA EEO allegations.

Activity Target 1:

Establish a Regional/HQ AGC team and identify the most common EEO allegations in which hearings are requested. Due February 28, 2011

Activity Target 2:

Develop and draft template discovery requests. Due June 30, 2011

Activity Target 3:

Post templates on AGC Docs. Due August 31, 2011

Core Business Target: General Legal Services & Other Legal Services

Meet client due dates 80% of the time.

Core Business Initiative: General Legal Services & Other Legal Services

Various small practice areas related to administrative requirements imposed on the agency by statute, including Ethics, FOIA, Privacy Act, Alternative Dispute Resolution and Legislation.

Core Activity: Manage Ethics Program and Agency Administration Related Legal Services

Provide legal services related to Ethics, FOIA, Privacy Act, Alternative Dispute Resolution and Legislation.

Activity Target 1:

Provide timely legal services relating to congressional relations, FOIA, Privacy Act, ADR, and related litigation. Due September 30, 2011

Activity Target 2:

Represent the agency before Congress, in administrative forums and in federal district and appeal courts on all general law issues and litigation. Due September 30, 2011

Activity Target 3:

Provide general legal services functions, and prepare the Administrator and other high level Agency official congressional testimony. Due September 30, 2011

Core Activity: Review of OGE Forms

Complete review of all OGE Form 278 and Form 450

Activity Target 1:

Complete review of all OGE Form 278 and Form 450. Due December 31, 2010

Core Activity: Review of FOIA Appeals

Provide timely review of the appeal of initial FOIA decisions.

Activity Target 1:

Prepare appeal responses within 20 days of the receipt of a complete FOIA appeal package in 50 percent of the appeals. Due September 30, 2011

Core Business Target: Conduct EEO Training

Assist agency efforts to prevent discrimination by increasing management and employee awareness with regard to EEO responsibilities and appropriate behaviors by training three percent (3%) of the FAA workforce and provide training to 50% of all new Air Traffic Student hires. Develop new EEO training course that will meet agency needs and create a library of EEO materials.

Core Business Initiative: Prevent Discrimination through EEO Training

Assist agency efforts to prevent discrimination by increasing management and employee awareness in EEO through training.

Core Activity: Conduct EEO Training and Briefings to include the mandatory No FEAR Training

Conduct EEO training with regards to EEO responsibilities and appropriate behaviors to 3% of the FAA workforce. Additionally, FAA must comply with OPM requirement to administer the NO FEAR training to 100% of all FAA employees.

Activity Target 1:

Each LOB/SO will partner with the Office of Civil Rights to provide training to at least 1.5% of the FAA workforce. Due March 31, 2011

Activity Target 2:

Each LOB/SO will partner with the Office of Civil Rights to provide training to an additional 1.5% of the FAA workforce for a total of 3%. Due September 30, 2011

Activity Target 3:

Each LOB/SO will ensure that 100% of all FAA employees complete the OPM mandated NO FEAR Training. Due December 30, 2010

Core Business Target: Library Services and FAA Historian

Provide law library research services within two weeks of request. Provide historical services within guidance provided by the Oversight Board.

Core Business Initiative: Library Services and FAA Historian

Provide library services and maintain FAA Historical Services to the Office of the Chief Counsel and Agency, as appropriate.

Core Activity: Library Services and FAA Historian

Provide library services and maintain FAA Historical Services to the Office of the Chief Counsel and Agency, as appropriate.

Activity Target 1:

Provide generally, law library research services within two weeks of request. Define and organize technical library services. Due September 30, 2011

Activity Target 2:

Obtain direction and guidance from oversight group in order to manage and maintain FAA Historical Services. Due September 30, 2011

Activity Target 3:

Provide historical services within guidance provided by the Oversight Board. Due September 30, 2011

Core Business Target: Audit and Evaluation Office (AAE)

Provide timely and centralized focus for safety-related complaints and other critical audits and investigations.

Core Business Initiative: Audit and Evaluation Office (AAE)

Develop and formalize work processes for the Audit and Evaluation Office (AAE), whose function is to provide a centralized focus for safety-related complaints and other critical audits and investigations.

Core Activity: Processes for Addressing Whistleblower Contributions and Concerns (AAE)

The Audit and Evaluation Office (AAE), whose function is to provide a centralized focus for safety-related complaints and other critical audits and investigations.

Activity Target 1:

Prepare draft operating principles for review by affected lines of business. Due December 31, 2010

Activity Target 2:

Finalize operating principles. Due March 31, 2011

Activity Target 3:

Study AAE programs, including the hotline system, SIRS, the Whistleblower Protection Program, and the GAO/OIG liaison functions, identify process improvements, and develop action plans to implement process improvements. Due September 15, 2011

Core Activity: Outreach to Internal and External Stakeholders

Prepare and execute marketing plan to brief internal (agency employees) and external stakeholders on the functions, purpose, and mission of the Office for Audit and Evaluation.

Activity Target 1:

Prepare and execute marketing plan to brief internal (agency employees) and external stakeholders on the functions, purpose, and

mission of the Office for Audit and Evaluation.
Due March 31, 2011

Activity Target 2:

Revise agency webpage portals (e.g., the "Right Now Email system) and hotline call-in directory to provide more usable information and efficient processes for contributors. Due September 30, 2011

Core Activity: Data Analysis and Reporting

Complete analysis of FY 2010 hotline data and whistleblower contributions to identify any trends or significant safety issues.

Activity Target 1:

Complete analysis of FY 2010 hotline data and whistleblower contributions to identify any trends or significant safety issues. Due December 31, 2010. Due December 31, 2010

Activity Target 2:

Prepare reports on trends or significant safety issues for the Administrator, Deputy Administrator, Chief Counsel, and lines of business and conduct appropriate briefings. Due March 31, 2011

Activity Target 3:

Study options for consolidating all AAE contributions and safety concerns in a single database and prepare report on study with recommendations. Due September 15, 2011

Core Business Target: Reduce EEO Complainant Ratio

Preventing discrimination before it occurs is the best way to implement a Model EEO Program. FAA will eradicate discrimination in the workplace by reducing the current "FAA complainant to total FAA total employment" ratio of 0.58% to "at or below" a 0.54%.

Core Business Initiative: Reduce EEO Complainant Ratio

Preventing discrimination before it occurs is the best way to implement a Model EEO Program. FAA will eradicate discrimination in the workplace by reducing the current "FAA complainant to total FAA total employment" ratio of 0.58% to "at or below" a 0.54%.

Core Activity: Reduce EEO Complainant Ratio

Each LOB/SO will work with ACR to reduce the current "FAA complainant to total FAA total employment" ratio of 0.58% to "at or below" a 0.54%.

Activity Target 1:

LOB/SO's will engage in efforts to assist ACR, to reduce the current "FAA complainant to total FAA total employment" ratio of 0.58% to "at or below" a 0.54% by encouraging the use of facilitation, mediation, and consulting services during the

EEO pre-complaint process. Due September 30, 2011

Activity Target 2:

LOB/SO's will ensure that 35% of all EEO pre-complaints are mediated. Due September 30, 2011

Core Business Target: Procurement and Acquisition related Adjudication and Dispute Resolution Services (ODRA)

Provide timely, fair, responsive and efficient adjudication and alternative dispute resolution ("ADR") services for bid protests and contract disputes arising under the AMS, thereby ensuring the integrity of the Agency's procurement processes.

Core Business Initiative: Adjudicatory/Dispute Resolution Services

Serve as the FAA's exclusive administrative tribunal for adjudicating and deciding procurement and acquisition-related disputes. Provide dispute avoidance and early resolution services to the Agency and its private sector contracting partners, assisting them through voluntary Alternative Dispute Resolution ("ADR") methods to the maximum extent practicable. For those matters that cannot be avoided or resolved through the use of ADR, provide a flexible, efficient and transparent adjudication process. Educate Agency personnel and private sector stakeholders regarding the FAA's acquisition dispute resolution and adjudication processes.

Core Activity: Provide timely ADR and Adjudicative Services

Provide timely, fair, responsive and efficient ADR and Adjudication services to the FAA and its contracting partners.

Activity Target 1:

Publish for notice and comment a comprehensive update to the ODRA Rules of Procedure. Due September 30, 2011

Activity Target 2:

Target 2: Participate in 3 or more Agency/ outside training/educational conferences. Due September 30, 2011

Activity Target 3:

Target 3: Visit at least 3 regions/centers and conduct workshops with their attorneys/ contracting personnel. Due September 30, 2011

Activity Target 4:

Target 4: Complete provision of adjudication services in typical cases in the following average timeframes: non-complex protests- 65 calendar days; complex protests- 100 calendar days; non-complex contract disputes-180 calendar days;

complex contract disputes- 365 calendar days.
Due September 30, 2011

Core Business Target: Support Open Government Initiative - AOC

Support Open Government Initiative to make data available and improve on-line services and increase collaboration with citizens, stakeholders and government agencies.

Core Business Initiative: Support Open Government Initiative

Support Open Government Initiative to make data available and improve on-line services and increase collaboration with citizens, stakeholders and government agencies.

Core Activity: Open Government Initiative - AGC Websites

Support Open Government Initiative to make data available and improve on-line services and increase collaboration with citizens, stakeholders and government agencies

Activity Target 1:

Update web strategies and action plans in writing to the FAA Web Manager and brief Web Council on the plans by January 29, 2011. Due January 29, 2011

Activity Target 2:

Submit quarterly web progress reports to the FAA Web Manager. Due March 30, 2011

Activity Target 3:

Submit quarterly web progress reports to the FAA Web Manager. Due June 30, 2011

Activity Target 4:

Certify to the Administrator in writing by September 30, 2011, that 95 percent or more of web pages comply with FAA web standards, policies, and requirements including those outlined in the FY-2011 Web Strategy and Action Plan. Due September 30, 2011

Activity Target 5:

Develop standard operating procedures (SOP) by September 30, 2011, for registering internal and external websites, content owners, developers, and web applications with AGC and AOC. Due September 30, 2011

Activity Target 6:

Identify corporate social media programs that your organization plans to participate in. Due September 30, 2011

Activity Target 7:

All headquarters and regional web points of contact complete at least 2 sessions of web-related training during the fiscal year. Due September 30, 2011