



**Federal Aviation
Administration**



Government and Industry Affairs
Fiscal Year 2011 Business Plan

2011 AGI Business Plan

The first impression, and indeed, in some cases, the only contact Members of Congress and their staff have with the Federal Aviation Administration is with the Office of Government and Industry Affairs. This customer-oriented office, small by comparison to every other organization in the FAA, works directly for the Administrator, and is the principal linkage between the agency and the legislative branch of government.

AGI works with other staff organizations to coordinate and present the FAA's legislative message. It is AGI that must work with other organizations within the FAA to facilitate their relations with Congress. And it is AGI that must consistently monitor and gauge the interest and needs of the members and leadership on Capitol Hill. This relationship also extends to coordinate our legislative initiatives and responses with the Department of Transportation.

This kind of vigorous outreach is not limited to Congress. AGI also serves as the liaison with the aviation industry, from manufacturers to carriers, and with other aviation related organizations. Additionally, AGI also serves as the principal point of contact for state and local governments.

Organizational Excellence

The following AGI activities support the organizational excellence goal area.

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: Leadership Development

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

Strategic Activity: AGI 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: AGI 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

AGI 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:

AGI 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: Reduce Information Technology Operating Costs

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

Strategic Activity: SAVES Program

AGI will participate in the SAVES program.

Activity Target 1:

Participate in the SAVES program. 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: Integrating standards and Configuration Management.

AGI will work with ATO and AIO to update the infrastructure and application inventories. ATO

provides IT support and satisfies all of AGI IT requirements. ATO will update the AGI related infrastructure and application inventory, in coordination with AGI.

Activity Target 1:

AGI and ATO will work together to update AGI related infrastructure and application inventory. Due December 31, 2010

Core Business Target: Congressional Relations

Provide timely and accurate responses to inquiries.

Core Business Initiative: Congressional Communication

Communicate in a timely fashion to Congress on behalf of Administrator and Management Board.

Core Activity: Information Collection and Coordination

Enhance AGI's daily interaction with LOBs and SOs, and senior management officials by proactively soliciting LOB and SOs information sharing cooperation in order to improve communication on areas of interest or concern to Congress.

Activity Target 1:

Participate in weekly meetings with LOBs and SOs to discuss and stay current on major safety policies, initiatives, and significant rulemaking activities. Due September 30, 2011

Core Activity: Safety Policies, Initiatives and Rulemaking

Inform key members of Congress and their staff in a timely fashion on FAA safety policies and initiatives.

Activity Target 1:

Provide appropriate and timely notification on all major notices to Congressional Members and their staff before it becomes public. Due September 30, 2011

Core Activity: Reports to Congress

Manage the Reports to Congress program and functions as Agency's Report to Congress liaison with Congressional Authorizing and Appropriations staffs to clarify definitions of Congressional intent. Also manages entire coordination process between FAA, OST, and OMB and encourages timely LOB and SO responses to targeted deadlines.

Activity Target 1:

Research legislation to determine directed actions from the Congress to identify reports to be completed by the FAA. Due September 30, 2011

Activity Target 2:

Determine appropriate FAA organization responsible for compiling report required and

assign it as office of primary interest (OPI) responsible for preparing the Report to Congress. Due September 30, 2011

Activity Target 3:

Develop and assign LOB and SO report timelines to ensure due dates are met. Due September 30, 2011

Activity Target 4:

Review and edit OPI draft reports; and facilitate Agency and Departmental coordination and forward final reports to AOA-1 for review and approval. Due September 30, 2011

Core Activity: Briefings

Assists in preparing Agency officials for Congressional meetings and briefings. AGI's role is to foster a better understanding of the Agency's policies and programs by Members of Congress and their staff, and afford them the opportunity to interact directly with key FAA policy and decision making officials. This proactive approach also enhances Congressional Members and their staffs' confidence in the Agency's policies and programs.

Activity Target 1:

Facilitate, coordinate, and participate in all Congressional briefings on major policy, safety initiatives, rulemaking, and other issues of concern; some of which are regularly scheduled by AGI. Due September 30, 2011

Core Activity: OST Governmental Affairs

Provide OST Governmental Affairs with factual, concise, and complete information from significant AGI Congressional contacts and activities.

Activity Target 1:

Continue to maintain and improve daily communications with OST Governmental Affairs. Due September 30, 2011

Activity Target 2:

Provide daily activity reports on Congressional contacts to AGI management officials. Due September 30, 2011

Activity Target 3:

Provide weekly Congressional activities report to the Administrator and senior DOT officials. Due September 30, 2011

Activity Target 4:

Provide Congressional activities input for inclusion in the Administrator's weekly White House Report. Due September 30, 2011

Core Activity: Congressional Correspondence

Serve as focal point for Congressional follow-up on written Agency responses.

Activity Target 1:

Review all Agency Congressional

correspondence responses to ensure completeness, responsiveness, accuracy, and consistency with Administration, Departmental and Agency policies. Due September 30, 2011

Activity Target 2:

Improve AGI Congressional correspondence response by 5% over FY 2010 baseline. Due September 30, 2011

Activity Target 3:

Provide status to all of Congressional inquiries into status of Agency response to Congressional correspondences. Due September 30, 2011

Core Business Target: Industry Relations

Host at least one Industry meeting semi-annually to help strengthen industry relationships.

Core Business Initiative: Industry Relations

Foster strong partnerships with key industry stakeholders.

Core Activity: Industry Stakeholder Meetings

Meet with aviation industry representatives to strengthen industry relationships.

Activity Target 1:

Determine attendee list. Due September 30, 2011

Activity Target 2:

Coordinate meeting logistics for both meetings. Due September 30, 2011

Activity Target 3:

Identify meeting objectives agenda at least 30 days prior to each scheduled meeting. Due September 30, 2011

Core Activity: Industry Communication

Communicate Administration's position on key aviation issues.

Activity Target 1:

Prepare and distribute communications within 15 days of determining the Administration's position on a key issue. 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 31, 2010

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

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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: Congressional Correspondence FAA Milestones

Per direction of the Secretary of Transportation, all Congressional letters sent directly to the FAA must be answered within 30 calendar days of entry into the FAA Correspondence Control Management System (CCMS). DOT Congressional letters assigned to the FAA for response must be returned back to the Secretary of Transportation within 5 business days. 90% of all Congressional letters sent directly to the FAA must be responded to within 10 business days.

Core Business Initiative: FAA Congressional Correspondence Response

Per direction of the Secretary of Transportation, all Congressional letters sent to DOT must be answered within 30 calendar days.

Core Activity: Response to Congressional Letters

Respond to Congressional letters within timeframe prescribed by the Secretary of Transportation.

Activity Target 1:

Respond to 90% of assigned Congressional letters sent directly to the FAA within 30 calendar days of entry into CCMS. Due September 30, 2011