

# OFFICE OF MANAGING DIRECTOR

2003 Accomplishments

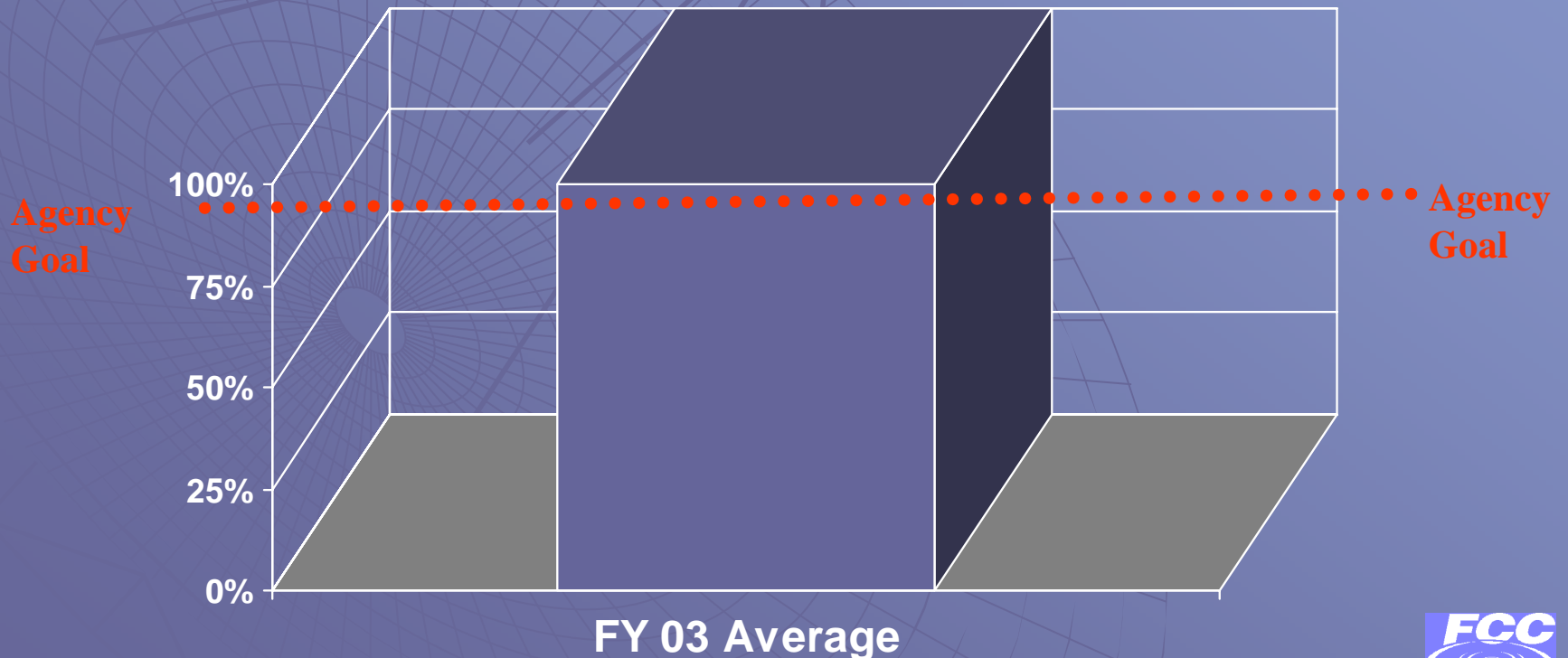


# MODERNIZE THE FCC: Outcome Indicators

- ◆ Increase efficiency in the processing of workload.
- ◆ Employ appropriate number of attorneys, engineers and economists.
- ◆ All FCC employees participate in appropriate career development activities.
- ◆ Increase rate of agency achievement of strategic objectives.

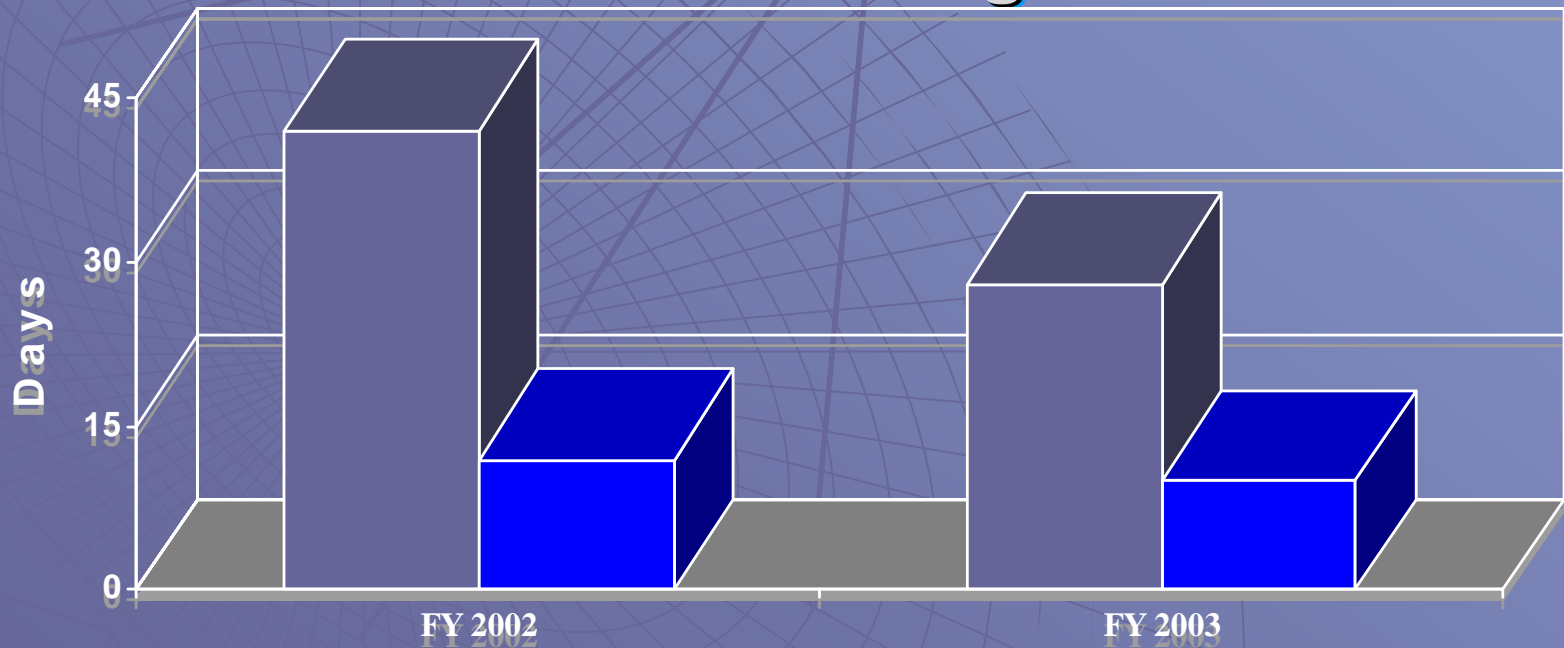
# INCREASE EFFICIENCY

## Actions Disposed Of Within Goal



# REDUCE TIME TO COMPLETION

## Average Time Required to Complete Rulemakings



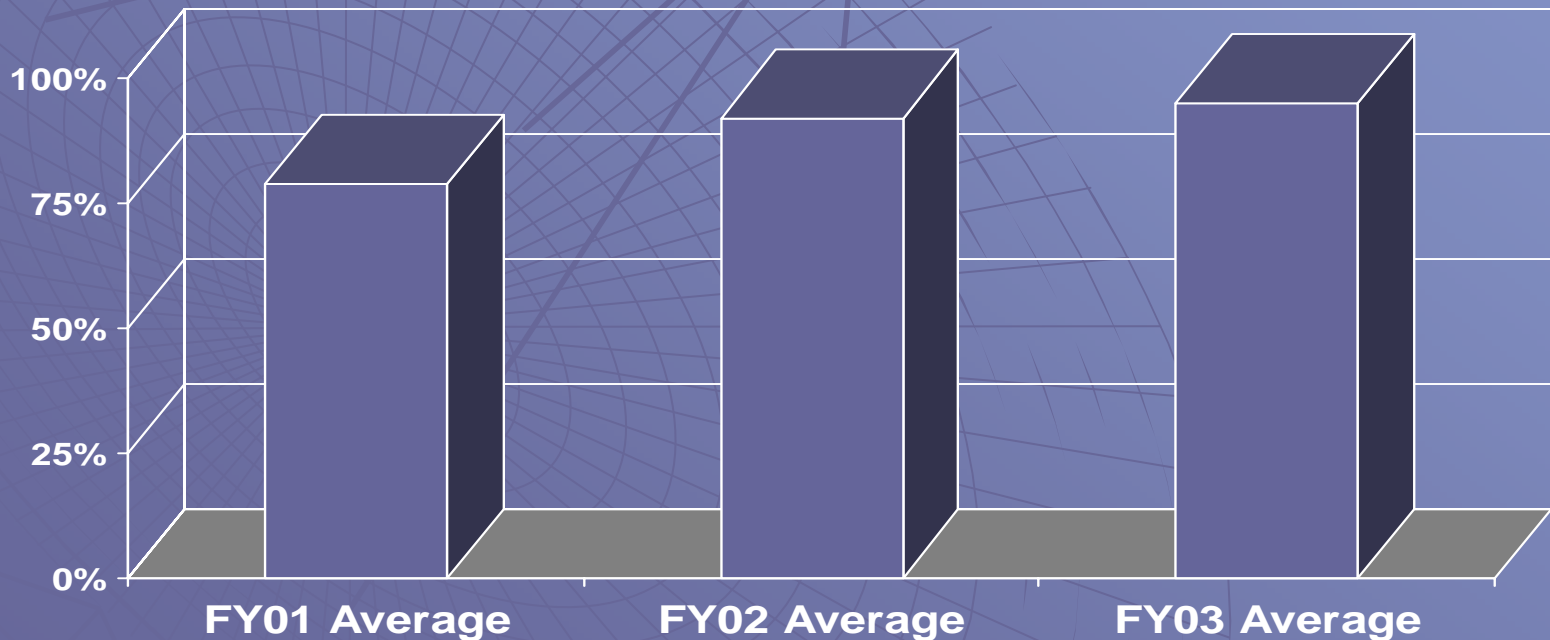
□ Circulation to Adoption

■ Adoption to Release



# INCREASE EFFICIENCY

## Percentage Of Actions Filed Electronically



# External Validation of Success

- ◆ Storage Network Industry Association “Best Practices” award
- ◆ Brown University recognition as one of top federal websites

# APPROPRIATE STAFF MIX

- ◆ Completed formal Workforce Analysis.
- ◆ Continued EIE recruitment program.

# External Validation of Success

- ◆ Training Officers Conference “Distinguished Service Award.”
- ◆ Prince George’s County Public Schools “Outstanding Work Experiences for Students.”
- ◆ EPA and DOT “National Standard of Excellence” for outstanding commuter benefits.



# EXCELLENT STAFF DEVELOPMENT

- ◆ FCC University expansion continues.
- ◆ Knowledge and developmental needs baseline.
- ◆ Individual development plans for all employees.

# GREATER STRATEGIC GOAL IMPLEMENTATION

- ◆ The FCC initiated a performance-based budgeting system to integrate budget, performance goals, and resources.
- ◆ As of March 2003, the FCC linked all SES performance plans to the FCC Strategic Plan.

# FY 2004 COMMITMENTS

- ◆ IMPACT pilot.
- ◆ Bureau/Office efficiency initiatives, including backlog reductions.
- ◆ Ensure appropriate staffing mix.
- ◆ Employee career development discussions.
- ◆ Performance plans and awards tied to the Strategic Plan.
- ◆ Performance-based budgeting.
- ◆ Conduct audits, assessments, and evaluations.

# CONCLUSION

- ◆ Much to be proud of
  - ◆ Much to do