

Competitive Sourcing Achievements

Transformed flight services systems & facilities for general aviation pilots

- New automations and communications system is coming online at the Federal Aviation Administration (FAA) to route pilot calls to the best qualified available specialist.
- Average time for initiating pilot radio service has been reduced by 24 seconds.
- In-progress modernization of FAA's flight service stations will result in a two-thirds reduction of needed facilities space by years end.
- Controls during initial transition to private sector service provider were found to be effective by the Transportation Inspector General.

More efficient support operations for Internal Revenue Service (IRS)

- The newly created national distribution center has reduced the need for costly handling of printed tax-related materials through use of digital technology to access tax forms and publications.
- Taxpayers saved \$4 million when IRS cancelled leases for almost 400,000 square feet of underutilized space.
- In-house printing needs for tax-related data and processing were reduced by almost 100 million pages (25 percent) in one year through improvements to on-line viewing capabilities.

Reengineered printing & duplicating activities at Department of Defense

- The Document Automation and Production Service's on-site production operations was consolidated from 225 to 145 facilities.
- The introduction of digital on-line production by the "most efficient organization" established through competition has led to a 99 percent on-time delivery rate and 98 percent customer satisfaction.

Better IT support & improved disability claims processing at Social Security Administration (SSA)

- The reengineering of help desk activities at the SSA has generated nearly \$14 million in savings that have been reinvested in systems development to improve service delivery, including improved disability claims processing.