



Date: October 20, 2014  
To: All Federal Records Centers Program Staff  
From: David M. Weinberg  
Subject: State of the Federal Records Centers Program—FY 2014

**First things first:** For 15 great years, the Federal Records Centers Program (FRCP) has operated as a revolving fund. We have been successful every year since Fiscal Year 2000 in meeting our customers' expectations, supporting the growth of our staff and our program, and carrying out the mission of the agency. Thank you all for making our business model a success. And happy anniversary!

I'm sure that you all will recall that a year ago, we all experienced the government shutdown. While most of the government was offline for those three weeks, FRC staff were on the job delivering records and records services to operating agencies and veterans and their families. Thanks for your dedication then and throughout this past year.

We can look back on FY 2014 with pride.

**We had a few openings and closings.** We opened our 18th FRC, and our fourth cave complex—this one in Kansas City, our third cave location in that area, joining Lee's Summit and Lenexa (and Valmeyer one state away).

We successfully closed the classified vaults at the San Bruno and Seattle FRCs. Those records were shipped to the Washington National Records Center in Suitland and eligible classified records were destroyed. The Philadelphia and Seattle FRCs also assisted with the closure of the Philadelphia Market Street and Anchorage facilities, respectively, by making space available for archival and (in the case of Anchorage) pre-archival records.

**Workload statistics** for FY 2014, as in previous years, show once again that the FRCP is active and vibrant, meeting customer expectations and fulfilling the highest number of service requests throughout the agency. In FY 2014, we accepted one million cubic feet in new transfers. That brings our total holdings to nearly 30 million cubic feet of records—an all time high.

**Disposals** totalled 1.2 million cubic feet, beating last year's disposal by more than 400,000 cubic feet (thanks in part to our Transfer and Disposition teams around the country). We fulfilled seven

million general reference requests and nearly one million military reference requests. Those are impressive workload statistics that each of you contributed to in the delivery of records services to our customers.

We added key information to the Archives and Records Centers Information System (ARCIS), enabling supervisors and staff to do their jobs better. National Transfer and Disposition (NTD) reached the 70 percent goal for having all disposal authorities in an ARCIS catalog. Upon completion, NTD will have reached the FRCP goal of having a centralized, authoritative set of online records schedules.

We delivered the second annual Agency Disposition Profile to customers in March, showing pending and past-due disposition actions and associated costs. The departments of Commerce and Labor, among others, were prompted to address their backlog of non-responsive disposal. Through these and other efforts, such as the disposal of non-textual and classified records backlogs through a new contract, the FRCP was able to destroy more records than it received in FY 2014, a critical accomplishment given the current shortage of available space.

We also successfully rolled out ARCIS Business Intelligence to all FRCs this year. Using data drawn from ARCIS and the billing system, this analytical tool allows managers and NTD to develop reports—canned or customized—to assist them in the oversight of their operations.

**In social media**, our new FRCP space on the Internal Collaboration Network (ICN) has taken off; it was the second highest community in the number of page visits as of July with 2,679 views. This is due in part to our efforts to promote NARA as a great place to work, with engagement from the Better Workplace bloggers, the FRCP Management Team blogs, the linking of FRC-specific pages, and contributions from everyone at NARA who commented to the various posts.

**The Department of Veterans Affairs (VA)** continues to work closely with us. This year, we continued to provide valuable support via our FastPack services to VA offices located in Albany (NY), Syracuse (NY), Martinsburg (WV), Louisville (KY), and Richmond (VA) using blended teams from many FRCs. VA expressed great satisfaction with the work performed by the teams and has already lined up more projects for FY2015.

We successfully closed out our three-year project for the Veterans Benefits Administration by developing a document imaging system using our Kofax scanning solution for automatic data extraction from scanned images.

**At the National Personnel Records Center (NPRC)** in St. Louis, we deployed dual monitors as standard operating equipment to all correspondence technicians, enabling them to view a digital image of a service request on one screen and the corresponding Case Management Reporting System (CMRS) applets on the other. We successfully upgraded CMRS in September.

NPRC's Military Personnel Records facility deployed a new quality assurance program for its correspondence work that has led to greater standardization of work processes and improved accuracy in responses.

The Records Retrieval Branch supported the efforts of VA at reducing its backlog of claims for adjudication by responding to multiple surges in reference requests and by instituting a quality review program to enable original records loaned to VA for off-site digitization. And to better support the "one-stop shopping" concept for verification of military awards and decorations, NPRC entered into an agreement with the Department of the Navy to transfer this function and staff to NPRC.

On NPRC's civilian side, staff have been successfully working with Office of Personnel Management (OPM) and U.S. Postal Service (USPS) teams focused on accelerating the timeline for retirement processing. This team prioritizes the retirement requests to ensure information is received to support the scheduled retirement date.

**In other developments**, the Customer Relationship Management team completed or is currently working on 47 projects that generated an estimated \$2 million in incremental gross revenue. Emails and positive comments we receive from customers indicate they are very pleased with the business solutions provided them through the account managers and executed by our operations team.

**Looking ahead to next year**, the agency is preparing for career pathing so all staff will understand their career options within the FRCP, Agency Services, or elsewhere at NARA. FRCP leadership, working with colleagues across the agency, charted out the as-is process and modeled a more streamlined process using "on-ramps" to transfer from one career path to another. More on career pathing will be presented in FY 2015.

Finally, since FY 2003, we have planned and executed the upgrade or replacement of every FRC to fully meet the standards codified in 36 CFR 1234. Doing so required huge cash reserves, including the massive amounts needed to move records from old facilities to new. That is now behind us and for the second year in a row, we have been able to maintain stable pricing in the fees we charge our customers.

I want to extend my thanks to everyone at NARA, but especially my colleagues within the FRCP, for an outstanding FY 2014. I look forward to working together with all of you in FRCP in FY 2015 to meet the needs of our customers.

Sincerely,

A handwritten signature in black ink, appearing to read "David M. Weinberg", written in a cursive style.

DAVID M. WEINBERG  
Director, Federal Records Centers Program

