

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

First things first: It has been fifteen great years that the FRCP has operated as a revolving fund. We have been successful each and every year since FY 2000 in meeting our customers' expectations, supporting the growth of our staff and our program, and supporting the mission of the agency. Whether you joined NARA after our transition to a revolving fund or if you have been a long-term employee who pre-dates me (I joined just over fifteen years ago), thank you one and all for making our business model a success, and happy anniversary!

While it may feel like more than a year ago, it was just about this time that 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 management services to operating agencies and veterans and their families. Thanks for your dedication then and throughout this past year.

The FRCP can look back on FY 2014 with pride. We opened the 18th FRC in the system, and our fourth cave complex- this one in Kansas City. 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. Finally, I'm pleased to report that our new FRCP space on the ICN has taken off in the number of page visits where it was the second highest community as of July with (count 'em) 2679 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 workload statistics in FY 2014, as in previous years, shows 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 1 million cubic feet in new transfers. That brings our total holdings to just nearly 30 million cubic feet of records - an all time high. Concurrently, we disposed of 1.2 million cubic feet beating last year's disposal by more than 400 thousand cubic feet (thanks in part to our T&D teams around the country). We fulfilled 7 million general reference requests and nearly 1 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 successfully closed the classified vaults at the San Bruno and Seattle FRCs with records shipped to the Washington National Records Center and the destruction of eligible classified records. The Philadelphia and Seattle FRCs also assisted with the closure of the Philadelphia Market Street and Anchorage facilities by making space available and receiving the archival and (in the case of Anchorage) pre-archival records.

We continued to enhance the information available to supervisors and staff in order to accomplish its work. National Transfer and Disposition (NTD) reached the 70% 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. 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. The VA expressed great satisfaction with the work performed by the teams and have already lined up more projects for FY2015.

At the National Personnel Records Center, 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 CMRS applets on the other. We successfully upgraded CMRS in September. NPRC's military 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 the VA at reducing its backlog of claims adjudication by responding to multiple surges in reference activity and by instituting a quality review program to enable original records loaned to the 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 Navy to transfer this function and staff to NPRC.

On NPRC's civilian side, staff there have been successful working with the OPM and 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.

The Customer Relationship Management team completed or is currently working on 47 projects that generated an estimated \$2M in incremental gross revenue. Based on many of the emails and positive comments we receive from customers, they are very pleased with the business solutions that are provided to them through the account managers and executed by our Operations team.

Looking ahead to next year, the agency is hard at work 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 this fiscal year.

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.

Sincerely,

DAVID M. WEINBERG
Director, Federal Records Centers Program