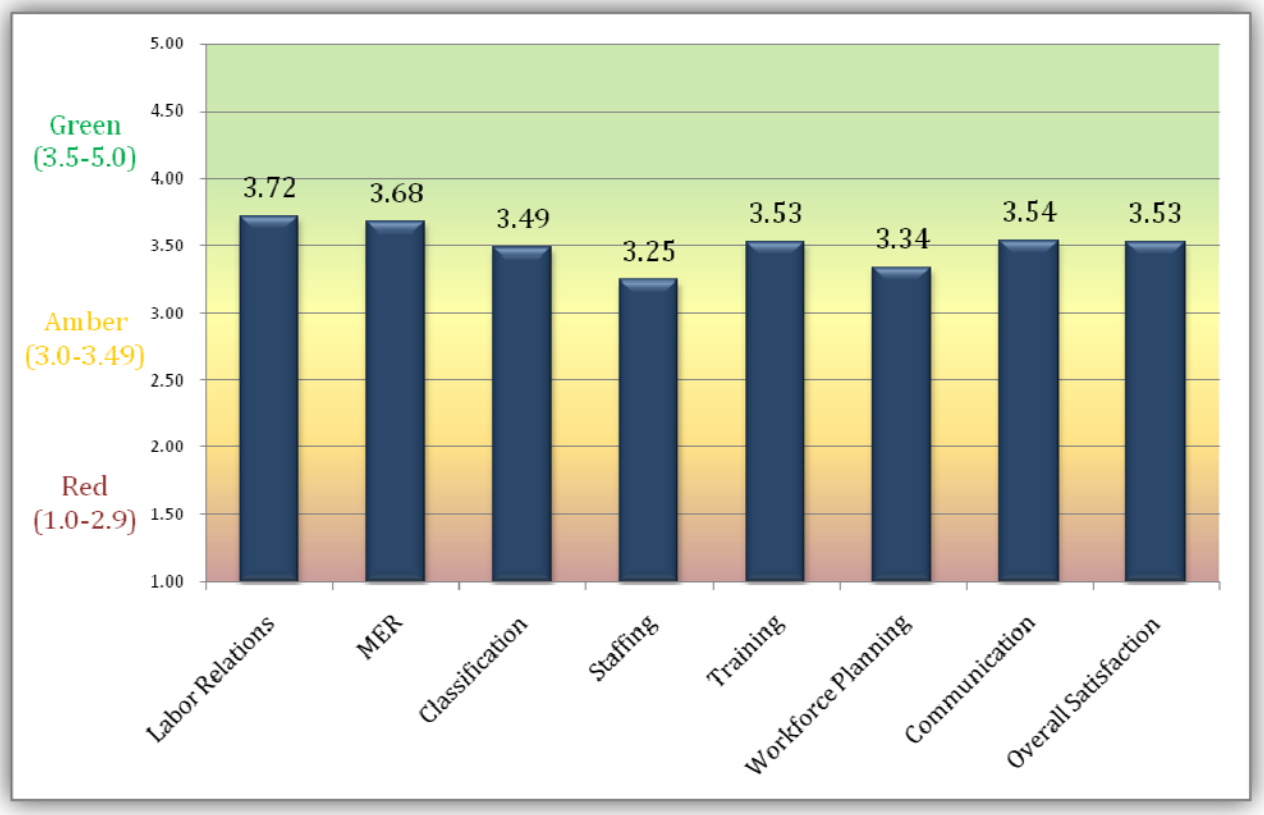
2-1. EFFECTIVENESS OF CIVILIAN PERSONNEL ADMINISTRATION SERVICE – CUSTOMER SATISFACTION

Objective: None Established
Assessment: Not Applicable



SOURCE: SUPERVISORY ASSESSMENT OF CPAC PERFORMANCE SURVEY (2008)

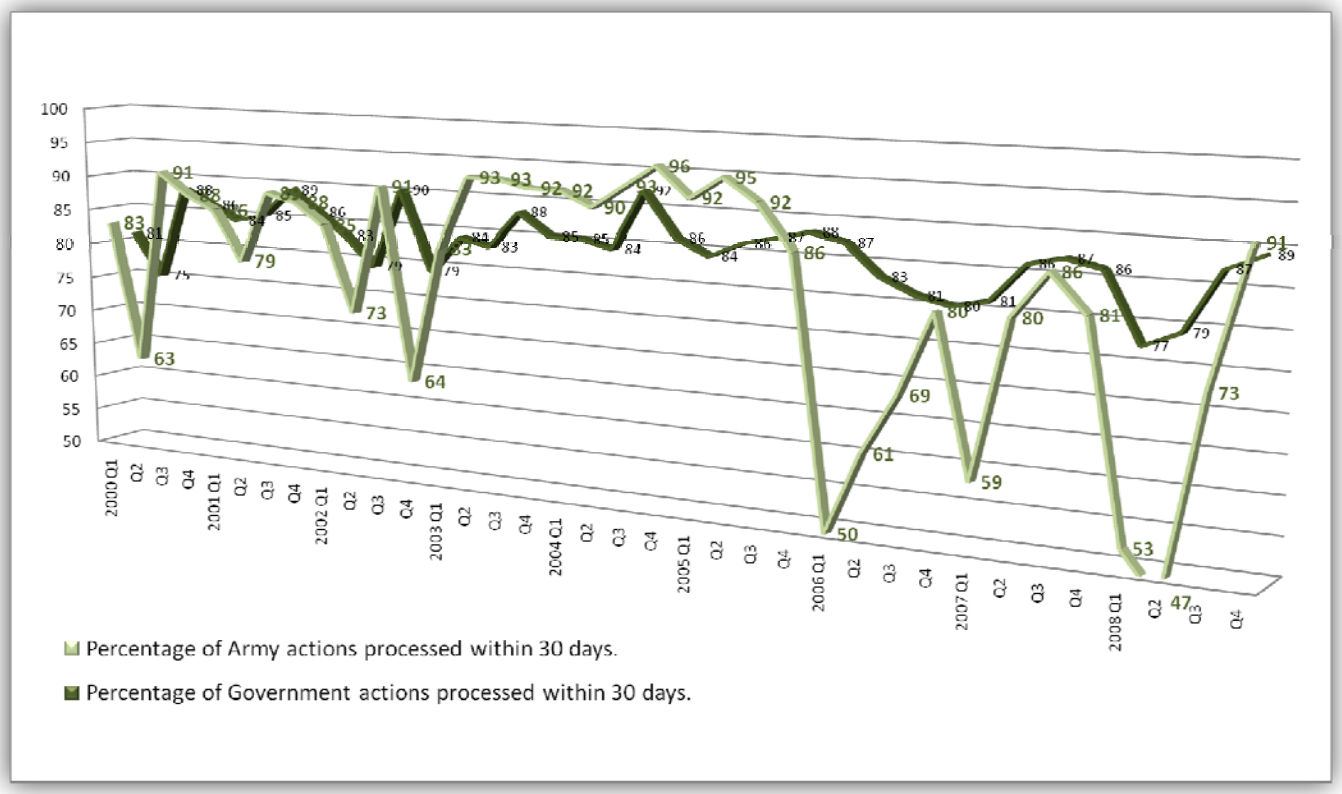
ANALYSIS:

The US Army Civilian Personnel Evaluation Agency (CPEA) developed a survey to capture supervisory satisfaction with the timeliness and quality of personnel services in seven major functional areas. Supervisors are asked on an annual basis to rate the quality of personnel services using a scale that ranges from very satisfied (5) to very dissatisfied (1).

SCORES ARE INTERPRETED AS: DISSATISFIED (2.9 OR LOWER), NEUTRAL (3.0 - 3.49), AND SATISFIED (3.5 TO 5.0)

2-2. TIMELINESS OF PROCESSING RETIREMENT, REFUND, AND DEATH BENEFITS

Objective: OPM standard is not less than 80% of actions processed within 30 days
Assessment: Not met



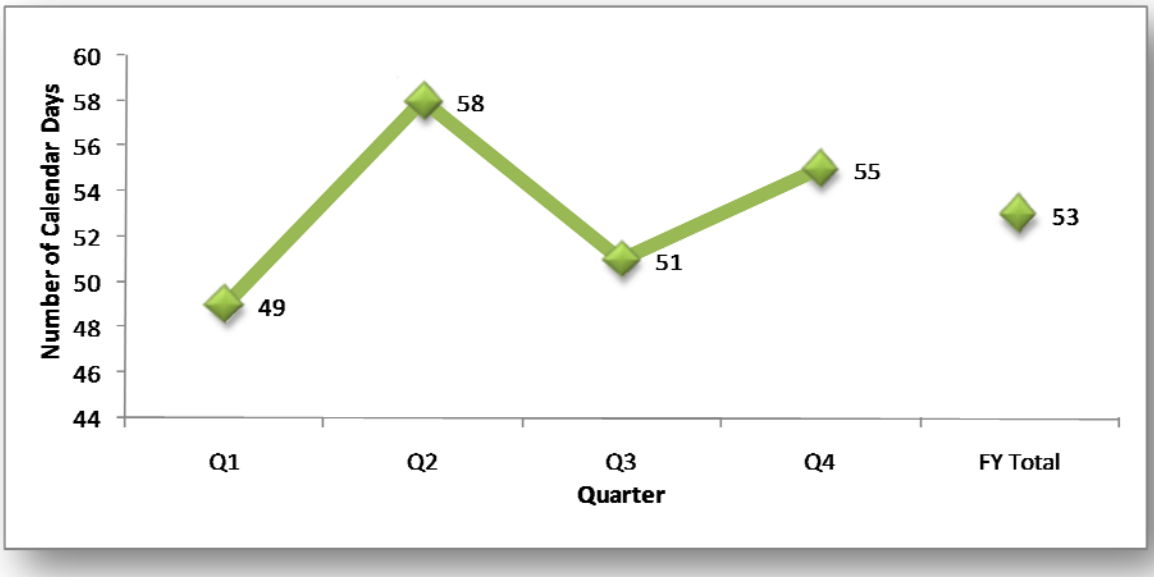
ANALYSIS:

- Army did not meet its goal of 80% due to the increase of applications and their timeliness in the first two quarters of the fiscal year, which caused a delay in processing the actions. Additionally during these quarters, Army tested the Navy best practice of DFAS sending IRR's to ABC-C to be forwarded to OPM as a complete retirement package. Hurdles due to differences in payroll office procedures and the learning curve for DFAS during their transition from Denver to Indianapolis negatively affected timeliness, so on 27 April 08, ABC-C resumed the standard process of ABC-C sending retirement packages to DFAS to be matched up with IRR and forwarded to OPM. Army has since significantly improved its process and now exceeding the OPM standard.

THE ABOVE FIGURES ARE BASED ON THE TOTAL NUMBER OF RETIREMENT, DEATH, AND REFUND CLAIMS SUBMITTED BY ARMY EMPLOYEES.

2-3. AVERAGE NUMBER OF DAYS TO FILL POSITIONS

Objective: 55 Calendar Days
Assessment: Met



ANALYSIS:

- Army met its objective of 55 calendar days in FY08. Average time to fill increased by ten days from 43 days in FY07 to 53 days in FY08.
- The average time to fill is not a simple average of the four quarters; it is a weighted average, taking into account the number of vacancies filled in each quarter.
- This indicator tracks fill time from receipt of the Request for Personnel Action (RPA) in the personnel community until the date the offer is accepted. It includes placements into vacant positions subject to mandatory career referral procedures; includes PPP placements; and includes temporary and permanent placements from internal and external sources into true vacancies. It does not include career ladder promotions or reassignment actions that merely represent a change in duties.

SEE APPENDIX, P. A3, FOR REGION BREAKOUT