



Air Reserve Personnel Center

Denver, Colorado

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Air Force Reserve Command

Integrity - Service - Excellence



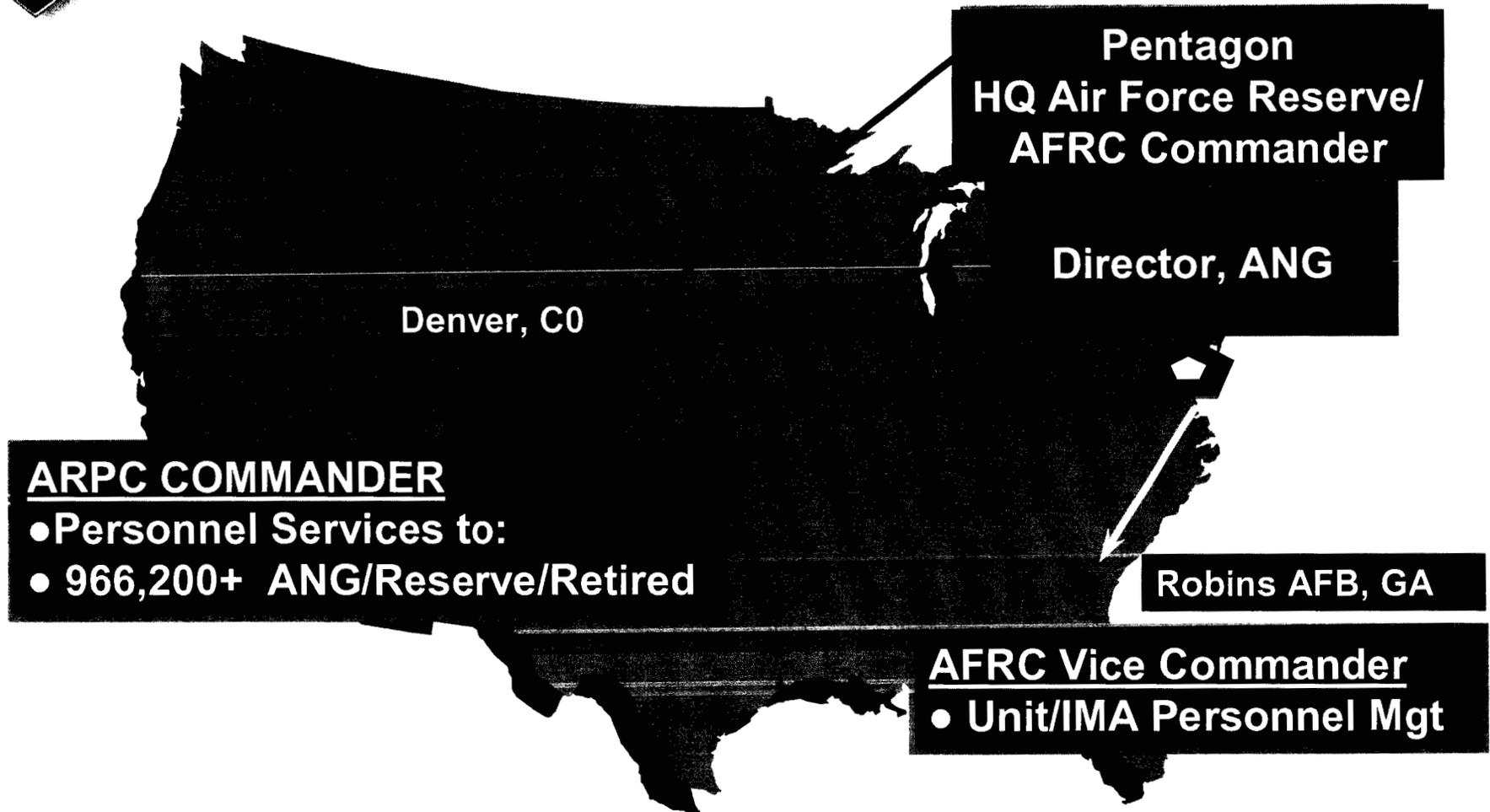
Air Reserve Personnel Center (ARPC) Mission Brief

***Colonel Ann Shippy
Commander***



SN:12101

Air Reserve Component Personnel Management





ARPC Heritage



**Records Center started in
Denver, Colorado
1 March 1954**

- Records repository
- Result of the Korean conflict
- Desire to improve readiness and mobilization
- Today:
 - Provide Life Cycle Management and/support to the entire Air Reserve Components and Active Duty Retirees



The ARPC Mission



***Ensure the nation always
has a warrior bank of
mission-ready Air
Guardsmen and Reservists
for
mobilization and USAF
augmentation by providing
personnel management and
services for our
customers.***

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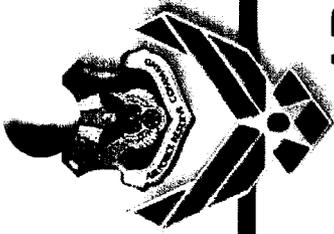
Who We Are...

Current Authorizations

Military		122
Regular	99	
AGR	23	
Civilians		253
Contractors		<u>59</u>
Total		434



**Most civilians are GS-5,
military personnel technicians**



Facilities

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- ARPC is a tenant on the former Lowry Air Force Base
 - Known as the Buckley Annex
- Force Protection Initiatives – Completed in FY 04
 - Bollard installation for building stand-off surrounding bldg perimeter
 - Cost: \$225K
 - Pop-up Barrier installed at Executive Parking entry, north of bldg
 - Cost \$150K
 - Mylar (Blast Fragmentation Film) installed on exterior windows
 - Cost: \$1M
 - Construction and Installation of HVAC Ventilation System, replacing ground level vents with roof venting
 - Cost: \$212K
- Force Protection Initiatives - Projected
 - Raised Arm Barriers to be installed at Executive Parking exit to prevent access to bldg and at South Gate to prevent entry to loading docks and elevator



ARPC Services Reservists Worldwide

Life Cycle Services

- Assign
- Gain
- Sustain/Promote
- Separate & Retire

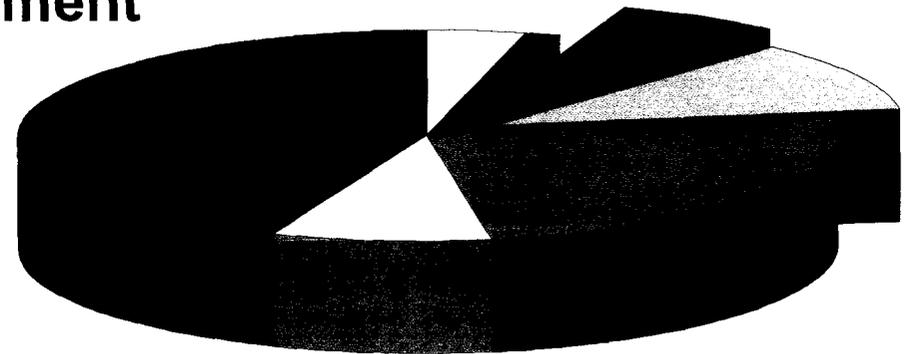


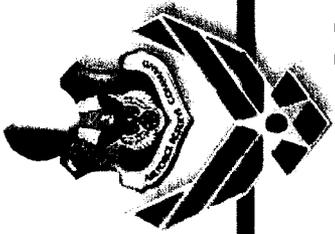
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Customer Service Provided

- **Air National Guard/Air Reserve Units**
 - **Promotion Selection Board**
 - **ANG through Lt Col**
 - **Res through Col**
 - **Master Records**
 - **Entitlements**
 - **Assign/Separation/Retirement**
 - **Point History**
 - **Policy Implementation**

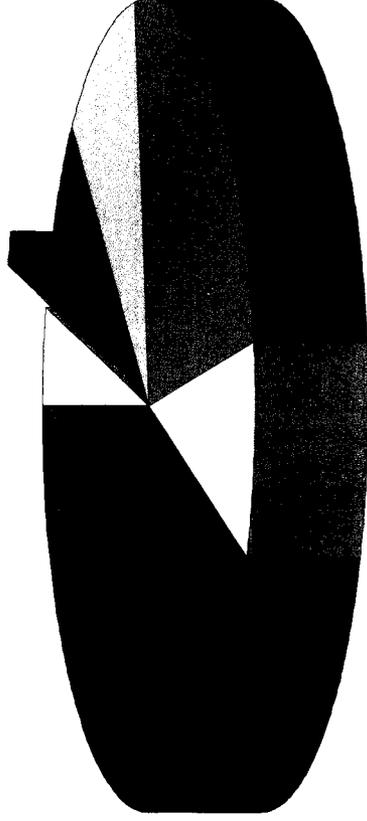




Customer Service Provided

DCN:12101

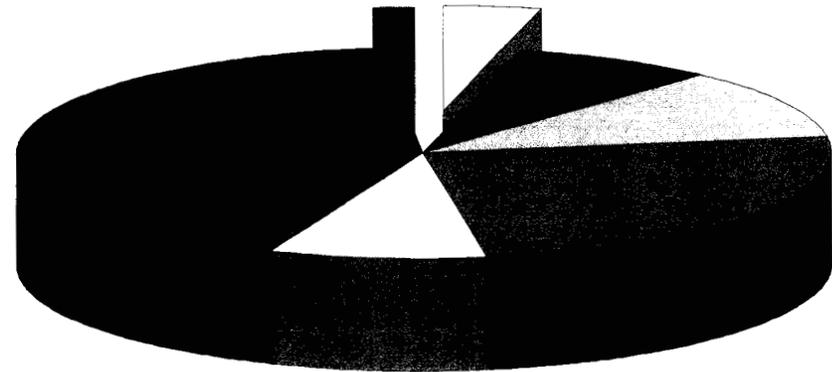
- **Air Force Reserve (IMAs and Participating IRR)**
 - **Mobilization**
 - **Promotion Selection Boards**
 - **Master Records/Field Records**
 - **Entitlements**
 - **Assign/Separation/Retirement**
 - **Point History**
 - **Policy Implementation**
 - **Tour Orders**
 - **Budget Management**
 - **Education and Training**
 - **School Management**
 - **Base-Level Administration**
 - **Enlisted Promotion**
 - **Personnel Data Administration**





Customer Service Provided

- **Air Force Reserve (Non-participating IRR & Standby)**
 - Mobilization
 - Promotion Selection Boards
 - Master Records/Field Records
 - Entitlements
 - Assign/Separation/Retirement
 - Point History
 - Policy Implementation
 - Budget Management
 - Personnel Data Updates





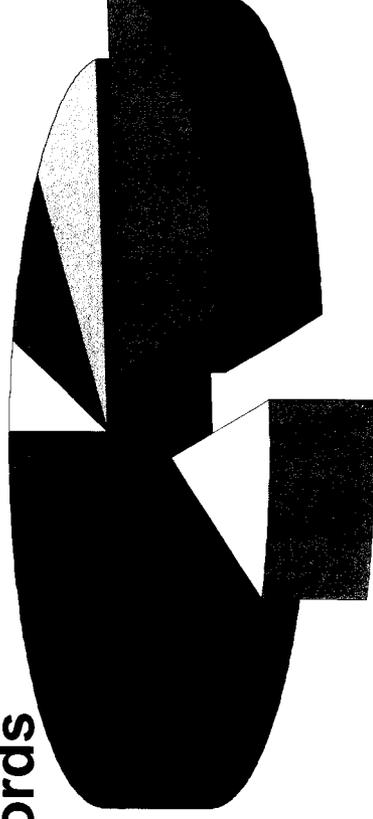
Customer Service Provided

DCN:12101

Air Force Retired Under Age 60 - Mobilization Asset

- Reserve - awaiting pay
 - Mobilization
 - Policy Implementation
 - Computer records
 - Benefits and counseling
 - Master records/Field records

- Active Duty
 - Mobilization
 - Survey & Update Data

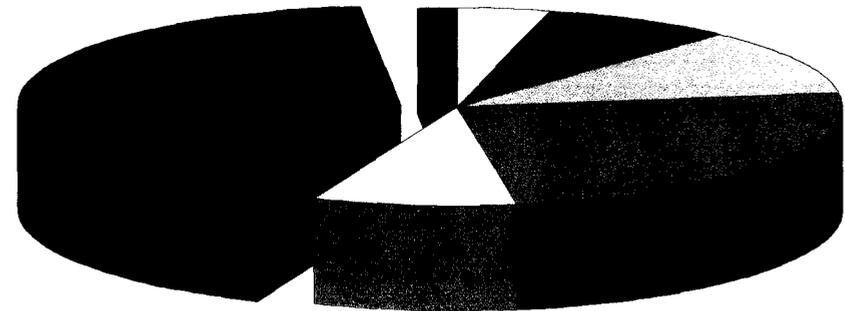


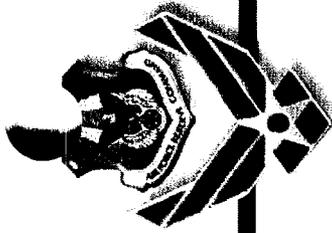


Customer Service Provided

Air Force Retired Over Age 60

- **Active Duty/Reserve**
 - **Policy Implementation**
 - **Computer records**
 - **Master records/Field records (reserve only)**



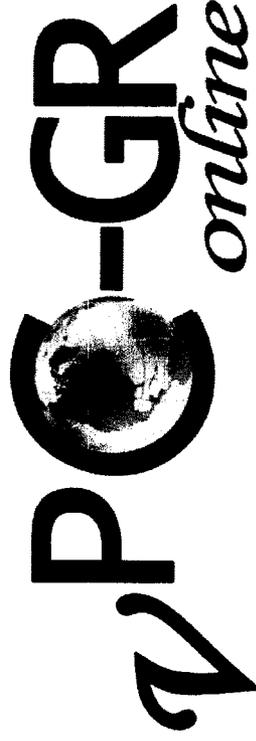


Virtual Personnel Center – Guard and Reserve

DCN:12101

- ARPC's state-of-the-art Contact Center provides guidance, assistance, and personnel actions to Reserve members from virtually anywhere

- Make a phone call
- Send an E-mail
- Send a voice mail
- View question/answers online



- Pick up the phone: 1-800-525-0102
 - 0600-1800 Monday-Friday
- Log on: <http://arpc.afrc.af.mil/support/default.asp>
 - 24/7/365
- E-Mail: arpc.contactcenter@arpc.denver.af.mil
 - 24/7/365

17k contacts per month

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Web Site: *arpc.afrc.af.mil*

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Air Reserve Personnel Center

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<p>ARPC Home</p> <p>▶ Hot News Hot off the Press ARP Update</p> <p>▶ Quick Links</p> <p>Annual Health Notice Mob / Demob Program Managers WOTS</p> <p>▶ Contact ARPC Phone & Email Calling from Overseas</p> <p>▶ Customer Support Support Home Frequently Asked Questions New Support Request</p>	<div style="text-align: center;">  <p><i>"Exceeding Our Customers' Expectations"</i></p>  </div> <div style="display: flex; justify-content: space-between;"> <div style="width: 48%; padding: 5px;"> <p>In The News</p> <p>DENVER - An Air Force individual mobilization augmentee needs copies of her performance reports. An Air Force retiree has moved and needs to update his address in his personnel records. An Air National Guard member has lost his 20-year service letter and needs a new one. Last year each of these scenarios would have required the member...[read more]</p> </div> <div style="width: 48%; padding: 5px;"> <p>Online With ARPC</p> <div style="text-align: center;">  </div> <p>ARPC's new self-serve Web based section of the Contact Center is taking yet another step forward. The new contact center is exclusive to ARPC and its customers, and now it shows. The Web site that allows customers to take issues into their own hands now has its own logo. "The significant change made was the incorporation of the new 'VPC-GR' logo into the header of this secure 'https' area. This step forward is similar to AFPC's branding of the Virtual MPF...[read more]</p> </div> </div> <div style="padding: 5px; margin-top: 10px;"> <p>Around the World</p> <div style="display: flex; align-items: center;">  <div style="margin-left: 10px;"> <p>DENVER – The Air Force Reserve Contact Center here is the sole point of contact for Air Force reservists to enroll in Tricare...[read more]</p> </div> </div> </div> <div style="text-align: center; padding: 5px; margin-top: 10px;"> <p>The Air Reserve Personnel Center in Denver, Colorado, ensures the nation always has a warrior bank of mission-ready Air Guardsmen and Reservists for mobilization and U.S. Air Force augmentation by providing personnel management and services to its customers.</p> <p>1954 - 2005</p> </div>	<p>ARPC Featured</p> <div style="text-align: center; border: 1px solid black; padding: 5px; margin-bottom: 10px;">  </div> <div style="text-align: center; border: 1px solid black; padding: 5px; margin-bottom: 10px;"> <p>UPDATE</p> <p>Download your copy today!</p> </div> <div style="text-align: center; border: 1px solid black; padding: 5px; margin-bottom: 10px;"> <p>INA WELCOME PACKAGE</p> </div> <div style="text-align: center; border: 1px solid black; padding: 5px; margin-bottom: 10px;"> <p>Mobilize</p>  </div> <div style="text-align: center; border: 1px solid black; padding: 5px;"> <p>Customer Service 1-800-525-0102</p> </div>
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Customer Support
Public Affairs | Web Administration | Security Notice | Contact ARPC | Site Map
Top of Page

3.6 million hits per month

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ARPC Key Interfaces

USAF/RE

AFRC

Unit Commanders

Air National Guard

Joint Commands

Active Duty CCs

Air Staff Agencies

DoD Agencies

**Air Force Personnel
Center**

Active Duty MPFs

Army/Navy/Marine Corps

**Base Individual Mobilization
Augmentee Administrators
(BIMAAs)**

IMA Program Managers



Questions

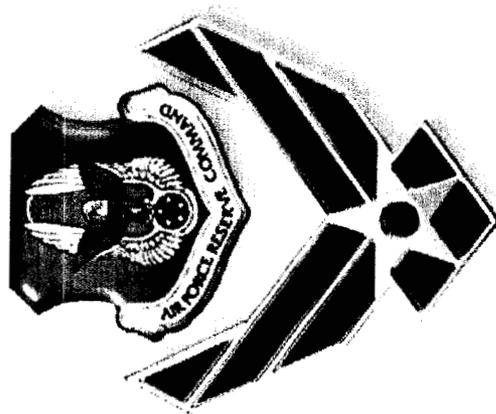
***Exceeding our customers'
expectations...***



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Air Force Reserve Command

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Air Reserve Personnel Center

**A BRAC Alternative...
Transforming Tomorrow's
Air Force Reserve**



Overview

- **BRAC Recommendation**
- **Clarification of the Numbers**
- **ARPC's Unique Customer Base**
- **BRAC Savings Overstated**
- **Ongoing Transformation Successes**
- **Alternative**



BRAC Recommendation

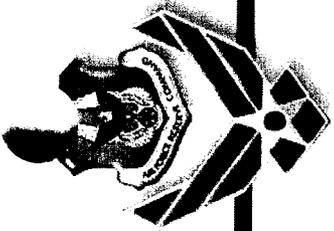
“Realign the Air Reserve Personnel Center (Buckley Annex), CO, by

relocating the Air Reserve Personnel Center processing functions to Randolph Air Force Base, TX, and

consolidating them with the Air Force Personnel Center at Randolph Air Force Base , TX ... “

Source: Department of Defense Base Closure and Realignment Report, Volume 1, Part 2 of 2: Detailed Recommendations, dated May 2005

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Clarification of the Numbers

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- **MEDIA/LEGISLATORS LACKED ACCURATE PICTURE OF ARPC'S AUTHORIZATION NUMBERS/IMPACT**
 - Repeated attempts to clarify ARPC impact
 - But, incorrect DoD numbers still used to tell the ARPC/Denver story
 - Larger Colorado impacts (Ft Carson) received attention
 - Now, Commission attention to DFAS renews relevance of accuracy

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Clarification of the Numbers

Colorado	Action	Out Mil	Out Civ	In Mil	In Civ	Net Gain/Loss Mil	Net Gain/Loss Civ	Net Mission Contractor	Total Direct
Air Reserve Personnel Ctr	Realign	(159)	(1,447)	57	1,500	(102)	53	(59)	(108)

Source: BRAC 2005 Closure and Realignment Impacts by State, May 2005, page C-4, 13 May 05

Region of Influence	Total Job Reductions	Direct Job Reductions	Indirect Jobs Reductions	% of Economic Area Employment
Denver-Aurora, CO Metropolitan Statistical Area	828	465	363	Less than 0.1%

Source: Department of Defense Base Closure and Realignment Report, Volume 1, Part 2 of 2: Detailed Recommendations, dated May 2005, page 276

Air Reserve Personnel Ctr	Action	Out Mil	Out Civ	In Mil	In Civ	Net Gain/Loss Mil	Net Gain/Loss Civ	Net Mission Contractor	Total Direct
[Redacted Content]									

Source: Unit Manpower Document

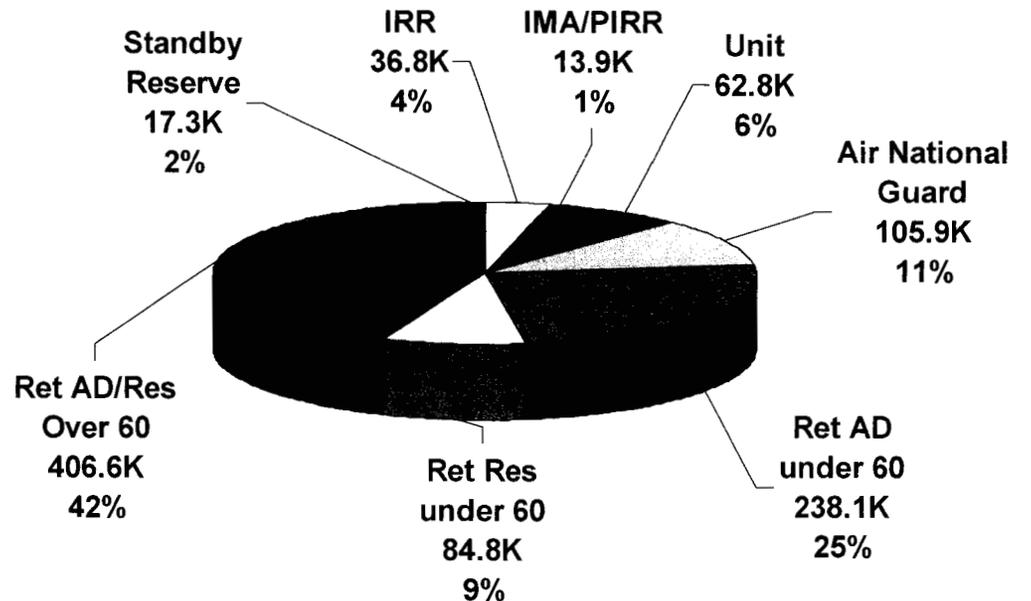
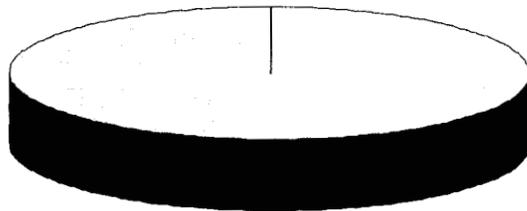
* = Civilian Personnel, AFRC Contracting Officer, Recruiting, Reserve Pay Office



ARPC Unique Customer Base

ARPC provides world-class customer service for:

AFPC homogeneous service population



Active Duty Total: 358.5K

ANG/Reserve/Retired Total: 966.2K

Source: AFPC Quarterly Demographics Report, 31 March 05

Source: MILPDS



Discussion Points

■ WORDS MASK REALITY

- ***“the” Air Force Personnel Center (AFPC)***
 - Not a Total Force entity
 - Force provider; not a mobilization expert
 - Serves active component through MAJCOM hierarchy/priority
 - “Hand off” is to Reserve to manage life-cycle actions

- **Processes “alike” in name only**
 - “Personnel” the only common thread
 - Citizen Airman is a national resource
 - 200+ years of National Guard culture understood at ARPC
 - 54 years of Reserve unique experience well-honed



Discussion Points

■ WORDS MASK REALITY

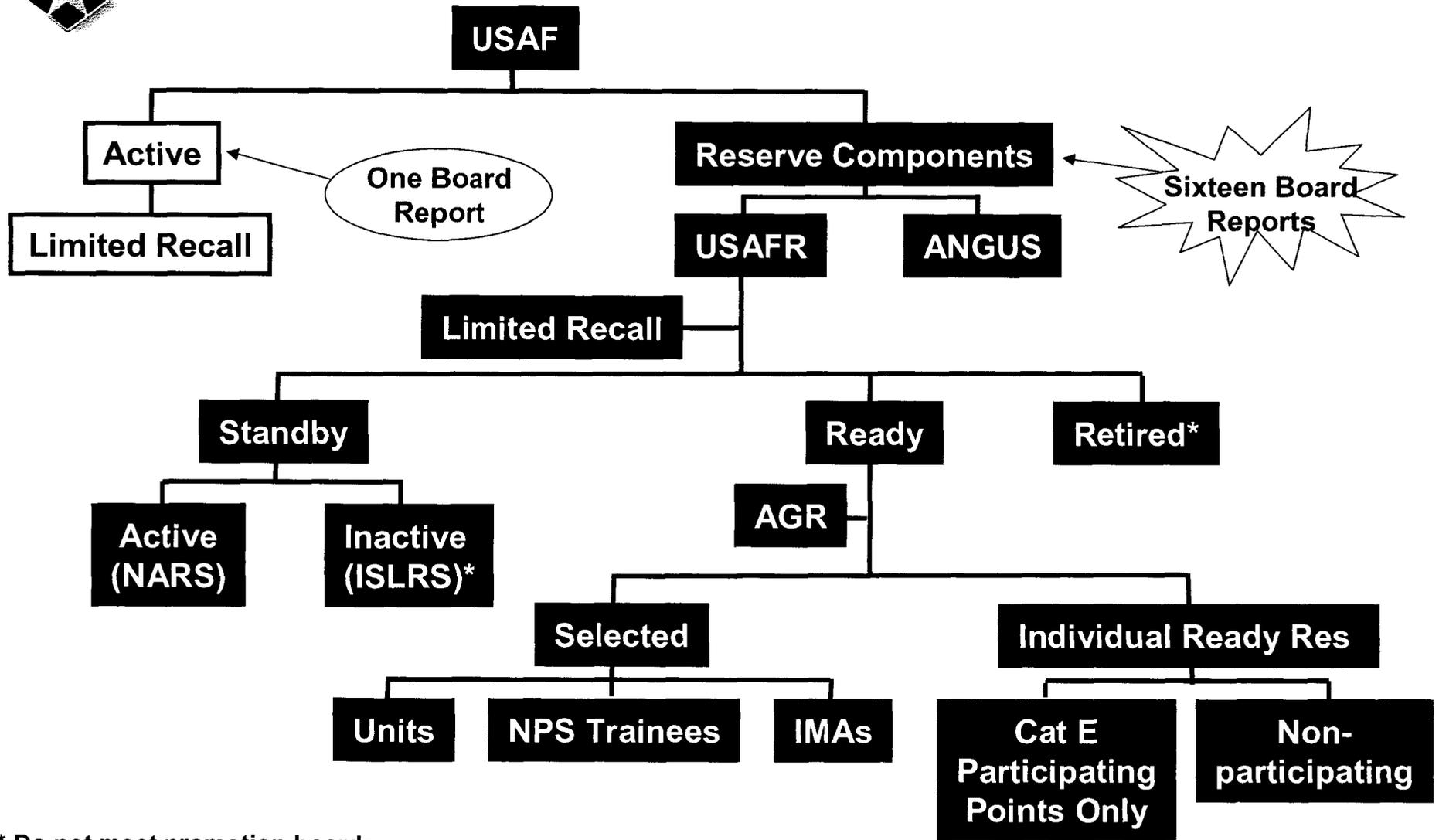
- Air *RESERVE* Personnel Center
 - LAW and Guard / Reserve rule sets – 30 different “reserve sections”
 - Provide direct customer services
 - Congress intended Title 5, 10, 32 and ROPMA differences

- Reserve component complexity not appreciated
 - Warfighter multiplier; volunteers, then Mobilization
 - Multiple studies retained separate centers to meet separate demands
 - Can gain business efficiencies without affecting combat capabilities

- Example: Promotion processes



Promotion Processes



* Do not meet promotion boards

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BRAC Savings Overstated

■ **LOW COST**

- Current cost of ARPC is relatively low

■ **LOSS OF KNOWLEDGE/SKILL SET**

- Average experience level of ARPC civilians is 17 years
- Less than one percent of civilian workforce intends to relocate

■ **BRAC SAVINGS ARE OVERSTATED BASED ON INCORRECT MANPOWER NUMBERS**

- ARPC part of BRAC recommendation (#143) with Army states expected savings of \$2 billion
- **In reality, realignment of ARPC will generate less than 0.01 percent savings**



BRAC Savings Overstated

- **COMBINING ARPC and AFPC WILL NOT SAVE CAPACITY**
 - **“Excess capacity” misstated: “For the AF, this recommendation eliminates over 100,000 gross square feet of current excess capacity.”**
 - **Potential for DFAS to remain and grow**
 - **Diverse processes will require the same amount of current resources**
 - **Randolph AFB lacks capacity; MILCON needed to “consolidate” reserve personnel missions**



ARPC's Transformation

- **TRANSFORMATION REACHES BRAC DESIRED SAVINGS**
 - ARPC leads the transformation effort
 - Deliver personnel services virtually NOW!
 - ARPC's transformation has harnessed low-cost technology use
 - ARPC has track record of process transformation
 - First centralized Military Personnel Flight (early 1960's)
 - Electronic, paperless scoring of promotion and selection boards
 - Electronic file storage maturing; significantly reducing paper
 - Single toll-free numbers (early 1970s)
 - Pioneered Call Center (mid-1980s)
 - Web-based 24/7/365 customer inquiry up and running
 - Leading edge Contact Center answers on first contact (17K/mo)
- **Result: Reduced 24 authorizations valued at \$1,924,320**
- **Future: Ready to implement Defense Integrated Military Human Resources System (DIMHRS)**

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Alternative

- **ARPC recommends VIRTUAL REALIGNMENT**
 - Acknowledges ARPC's diverse customer base
 - Maintains ARPC's vast civilian work experience
 - Allows ARPC to achieve BRAC saving through continued and proven transformation success
 - Limited saving by physically relocating ARPC – ARPC part of
 - BRAC recommendation #143 with Army states expected saving of \$2 billion
 - But, ARPC realignment only accounts for > 0.01%
 - Facilities exist here, MILCON required at Randolph
 - Employee move / buy-out / training cost avoidance

- **VIRTUAL REALIGNMENT recommendation realizes economies and force structure savings – achieves BRAC goal**



FACT SHEET

May 2005

UNITED STATES AIR FORCE

Air Reserve Personnel Center
Office of Public Affairs
 6760 E. Irvington Place #1010
 Denver CO 80280-1010

Air Reserve Personnel Center

The Air Reserve Personnel Center, with headquarters located in Denver, Colo., is a major command direct reporting unit of the Air Force Reserve Command with technical and policy guidance provided by the Chief of Air Force Reserve.

History

The Center was established Nov. 1, 1953, as Detachment 1, Headquarters Continental Air Command, to centralize the custody and maintenance of master personnel records of Air Force Reserve members not on extended active duty. The detachment officially began operations on March 1, 1954, and soon had responsibilities for a wide variety of personnel actions, including administrative capability for mobilization of the Air Force Reserve.

On Jan. 1, 1957, the organization became Headquarters Air Reserve Records Center, acquiring the status of a numbered Air Force within Continental Air Command. Because of increasing involvement in all areas of personnel management, the Center was renamed the Air Reserve Personnel Center Sept. 1, 1965. Responsibility for maintaining personnel records of Air National Guard officers was added in July 1971, and airmen in March 1978.

ARPC was designated a separate operating agency on Aug. 1, 1968, with no significant change in mission. In 1978, its status changed to that of a direct reporting unit and organizational element of the Air Force Reserve. Separate operating agency status was re-established May 1, 1983. The Center was designated as a field operating agency Feb. 5, 1991. With the establishment of the Air Force Reserve Command

APPROXIMATE PERSONNEL ASSIGNED:

Military 131/Civilian 276/Contractors 70

VISION:

“A dedicated team recognized as the nation’s premier personnel organization exceeding out customers’ expectations through state of the art technology and world class service.”

on Feb. 17, 1997, ARPC was assigned to AFRC as a major command direct reporting unit.

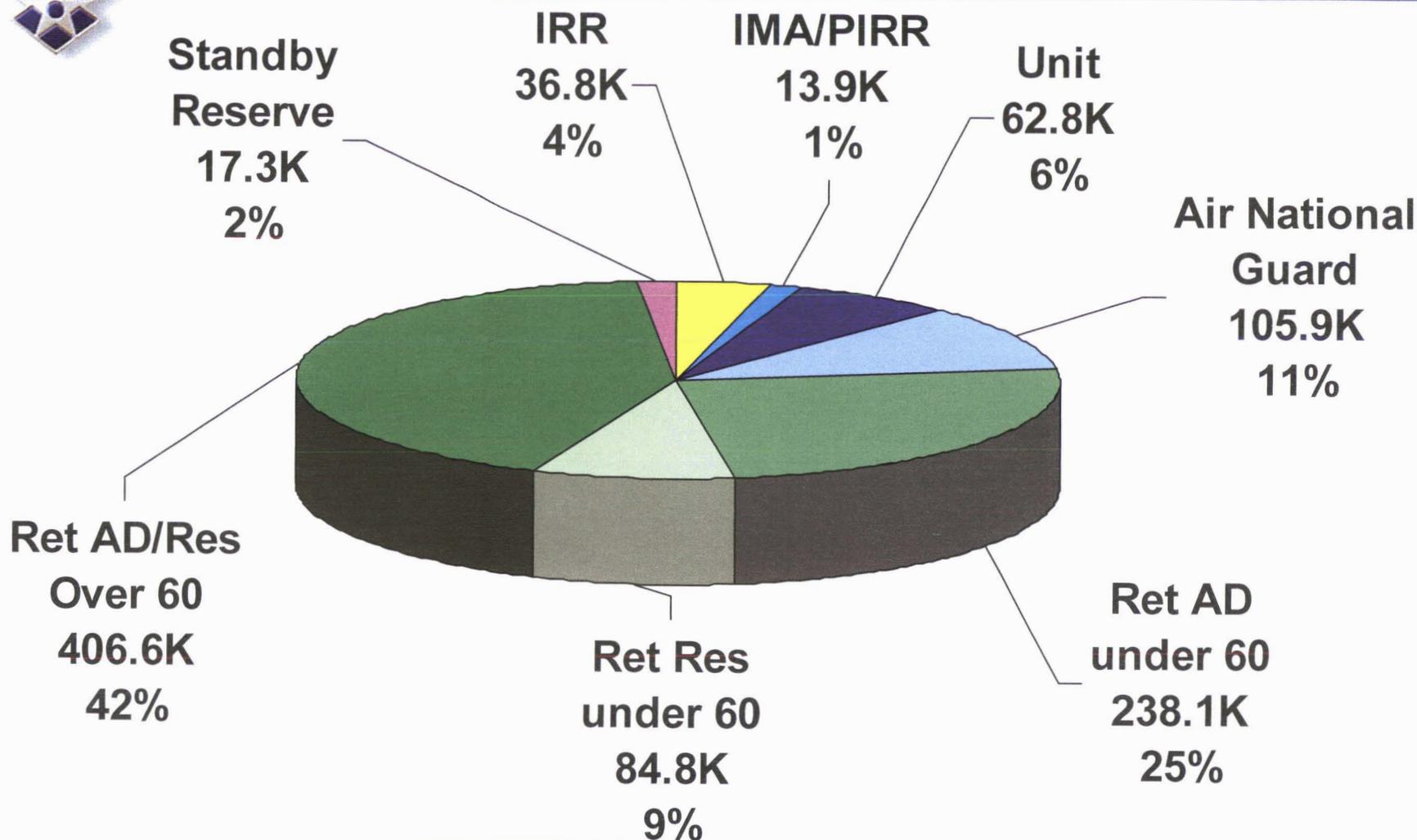
Mission

The Center’s mission is to ensure the nation always has a warrior bank of mission-ready Air Guardsmen and Reservists for mobilization and USAF augmentation by providing personnel management and services for its customers. The Center also maintains the master personnel records of Air National Guard and Air Force Reserve members not on extended active duty.

In fulfilling its mission, ARPC is in constant contact with the Air Staff, the director of the Air National Guard, the chief of Air Force Reserve, major commands, field operating agencies and individual reservists. During contingency operations or war, the Center receives direction and guidance through the Air Force Crisis Action Team. The Center orders individual Air Force Reserve personnel and members of the Retired Reserve and Regular Air Force to extended active duty, as required during national emergencies and as provided by law.



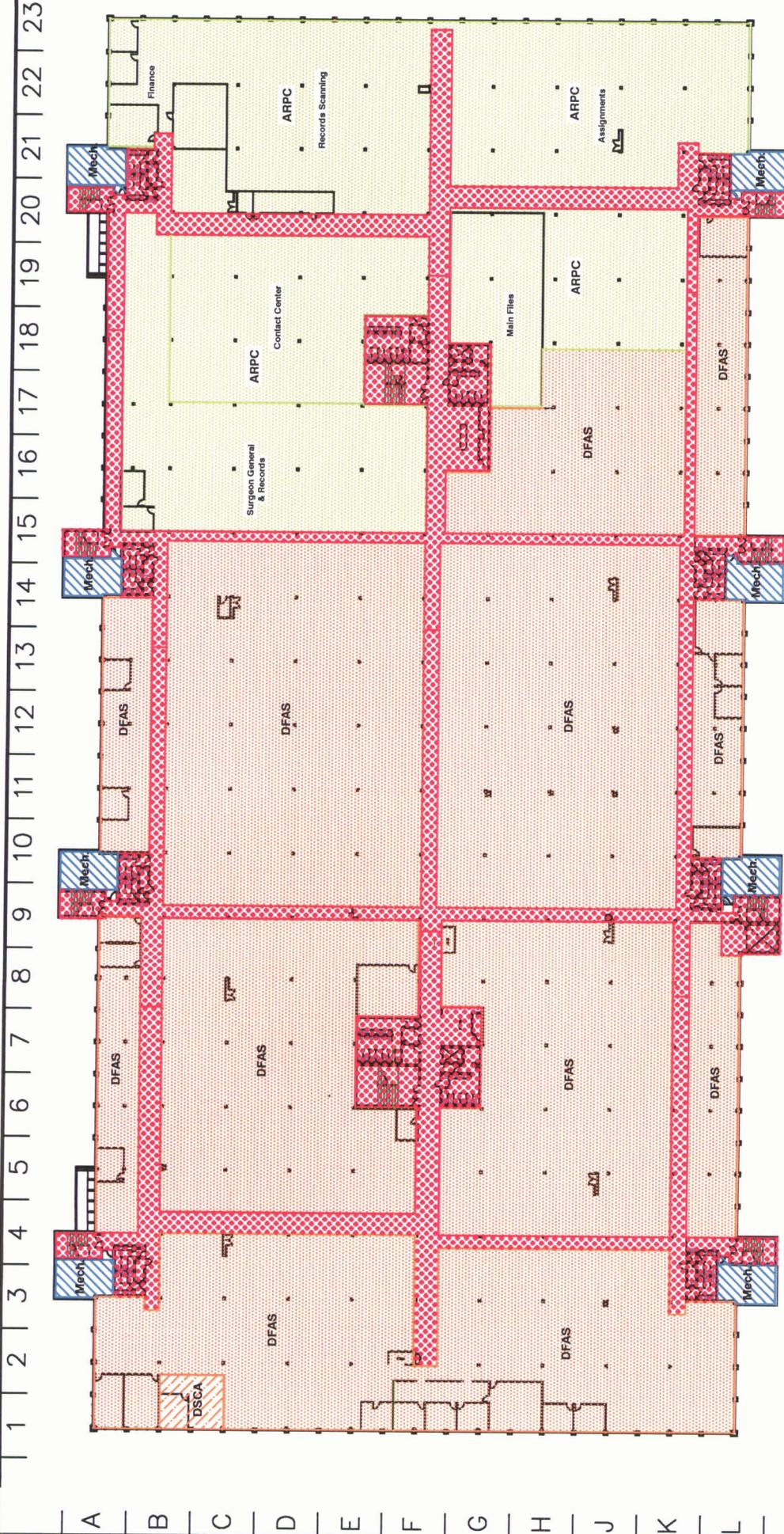
ARPC Customer Base



ANG/Reserve/Retired Total: 966.2K

Data from MILPDS

DCN:12101



- DFAS
- DSCA
- ARPC
- Mech.
- Common Area

3rd Floor, Building 444

Outside Wall Area = 205,913 sf Inside Wall Area = 203,695 sf



SPACE INFORMATION	
Drawn By: Kim	Checked By: Maj Kessler
Sheet Title: 3rd Floor Bldg 444	
Date: 11/19/04	Sheet Number: 444-3