



OFFICE OF LABOR RELATIONS AND COLLECTIVE BARGAINING

FY 2024 PERFORMANCE ACCOUNTABILITY REPORT

JANUARY 15, 2025

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1 OFFICE OF LABOR RELATIONS AND COLLECTIVE BARGAINING

Mission: The mission of the Office of Labor Relations and Collective Bargaining (OLRCB) is to effectively represent the District as the principal management advocate in the administration of a comprehensive labor management program.

Services: Representing management before the Public Employee Relations Board (PERB) in negotiation matters, unit determinations, unfair labor practices, negotiability appeals, arbitration appeals and impasse proceedings; Advising and representing the Mayor and District departments, offices and agencies in matters involving collective bargaining, working conditions and compensation agreements and the impact and effects of changes in conditions of employment; advising the Mayor and District departments, offices and agencies concerning all aspects of labor relations; Developing and presenting cases before third party in mediation and arbitration proceedings; Representing the Mayor on joint labor management committees and work groups; Training labor liaisons, managers, supervisors and management officials concerning their rights and obligations under the Comprehensive Merit Personnel Act (CMPA), applicable collective bargaining agreements (CBAs) and applicable labor law, policies and procedures; and Developing, implementing and administering citywide labor initiatives.

2 2024 ACCOMPLISHMENTS

Accomplishment	Impact on Agency	Impact on Residents
OLRCB achieved 100% of collective bargaining agreement matters where the first negotiation session was held within 60 days of receiving the demand.	This accomplishment demonstrates OLRCB's efficiency in managing labor relations and its commitment to meeting key performance targets. By adhering to strict timelines, OLRCB strengthens its reputation as a responsive and proactive agency, capable of handling labor negotiations swiftly and effectively, which further enhances its overall performance.	Timely negotiations help ensure that labor agreements are reached without delays, minimizing disruptions to public services. Residents benefit from uninterrupted government operations, as timely agreements lead to stable work environments, which support ongoing public service delivery and a more effective government workforce.
OLRCB successfully closed 42 litigation matters without litigation, an increase from the previous year, showing a growing ability to resolve issues through means other than formal legal proceedings.	This accomplishment underscores OLRCB's ability to find alternative dispute resolution methods, improving the agency's overall operational efficiency. It not only reduces legal expenditures but also builds a more cooperative relationship with labor partners, contributing to a healthier working environment, and thus improving labor relations.	By resolving cases without litigation, OLRCB prevents the District government from incurring excessive legal costs and delays. This efficient use of resources ensures that more public funds can be allocated to essential services for DC residents, promoting a more efficient and effective government.
OLRCB successfully met its training goals by holding 4 labor liaison trainings and over exceeded its other training goals by hosting 9 agency labor relations trainings in FY24, focusing on educating DC Government staff and management on labor laws, collective bargaining agreements, and the Comprehensive Merit Personnel Act (CMPA).	This accomplishment enhanced OLRCB's internal capabilities, improving the agency's ability to manage labor relations and enforce policies effectively. The success of these training programs helps strengthen OLRCB's role in maintaining a compliant and knowledgeable workforce, ultimately boosting its performance and the quality of its services.	By ensuring that labor liaisons and managers in unionized environments are well-trained in labor laws and procedures, OLRCB can better manage labor relations within the District government. This leads to smoother negotiations and quicker resolution of issues that impact public services, ultimately benefiting DC residents through more efficient and fair government operations.

3 2024 OBJECTIVES

Strategic Objective

Work proactively with agencies to mediate, settle, or litigate cases to serve the public interest.

Train labor liaisons and management officials on the Comprehensive Merit Personnel Act (CMPA), collective bargaining agreements (CBAs) and applicable labor law, policies and procedures.

Create and maintain a highly efficient, transparent, and responsive District government.

4 2024 OPERATIONS

Operation Title	Operation Description
Work proactively with agencies to mediate, settle, or litigate cases to serve the public interest.	
Negotiations: Daily Service	Negotiates collective bargaining agreements in the best interest of the public.
Litigation: Daily Service	Initiates, prosecutes, defends and monitors a wide range of litigation activity.
Train labor liaisons and management officials on the Comprehensive Merit Personnel Act (CMPA), collective bargaining agreements (CBAs) and applicable labor law, policies and procedures.	
Training: Daily Service	Citywide Training

5 2024 KEY PERFORMANCE INDICATORS AND WORKLOAD MEASURES

Key Performance Indicators

Measure	Directionality	FY 2022	FY 2023	FY 2024 Q1	FY 2024 Q2	FY 2024 Q3	FY 2024 Q4	FY 2024	FY 2024 Target	Was 2024 KPI Met?
Work proactively with agencies to mediate, settle, or litigate cases to serve the public interest.										
Percent of litigation matters closed within 90 days of being opened	Up is Better	New in 2024	New in 2024	No applicable incidents	25%	25%	16.7%	21.4%	New in 2024	New in 2024
Percent of litigation matters closed within 90 days that were settled	Up is Better	New in 2024	New in 2024	No applicable incidents	No applicable incidents	33.3%	No applicable incidents	33.3%	New in 2024	New in 2024
Percent of litigation matters closed within 90 days by administrative dismissal, voluntary withdrawal, or dismissal on the merits in the District's favor	Up is Better	New in 2024	New in 2024	No applicable incidents	25%	No applicable incidents	25%	25%	New in 2024	New in 2024
Train labor liaisons and management officials on the Comprehensive Merit Personnel Act (CMPA), collective bargaining agreements (CBAs) and applicable labor law, policies and procedures.										
Number of labor liaison trainings held	Up is Better	New in 2023	4	0	0	3	1	4	4	Met
Number of agency labor relations trainings held	Up is Better	New in 2023	7	0	0	3	6	9	4	Met
Number of Management Supervisory Service orientation trainings held	Up is Better	New in 2024	New in 2024	0	0	2	4	6	New in 2024	New in 2024
Create and maintain a highly efficient, transparent, and responsive District government.										
Percent of collective bargaining agreement matters where the first negotiation session was held within 60 days of receiving the demand	Up is Better	New in 2024	New in 2024	No applicable incidents	No applicable incidents	100%	No applicable incidents	100%	New in 2024	New in 2024
Percent of Impact & Effect bargaining matters where the first negotiation session is held within 30 days of receiving the demand	Up is Better	New in 2024	New in 2024	66.7%	16.7%	No applicable incidents	50%	36.4%	New in 2024	New in 2024
Percent of advisement requests resolved within 30 days of the request	Up is Better	New in 2024	New in 2024	50%	200%	33.3%	16.7%	53.3%	New in 2024	New in 2024
Percent of new hires that are District residents	Neutral	New in 2023	0%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	66.7%	-	Neutral Measure

Key Performance Indicators (continued)

Measure	Directionality	FY 2022	FY 2023	FY 2024 Q1	FY 2024 Q2	FY 2024 Q3	FY 2024 Q4	FY 2024	FY 2024 Target	Was 2024 KPI Met?
Percent of new hires that are current District residents and received a high school diploma from a DCPS or a District Public Charter School, or received an equivalent credential from the District of Columbia	Neutral	New in 2023	0%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	0%	-	Neutral Measure
Percent of employees that are District residents	Neutral	New in 2023	13.3%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	31.3%	-	Neutral Measure
Percent of required contractor evaluations submitted to the Office of Contracting and Procurement on time.	Neutral	New in 2023	New in 2023	Annual Measure	Annual Measure	Annual Measure	Annual Measure	No applicable incidents	-	Neutral Measure
Percent of agency staff who were employed as Management Supervisory Service (MSS) employees prior to 4/1 of the fiscal year that had completed an Advancing Racial Equity (AE204) training facilitated by ORE within the past two years.	Neutral	New in 2023	New in 2023	Annual Measure	Annual Measure	Annual Measure	Annual Measure	0%	-	Neutral Measure

Workload Measures

Measure	FY 2022	FY 2023	FY 2024 Q1	FY 2024 Q2	FY 2024 Q3	FY 2024 Q4	FY 2024
Litigation							
Number of Litigation matters closed by settlement	15	6	7	4	3	3	17
Number of Litigation matters closed by dismissal	New in 2022	New in 2022	5	0	0	0	5
Number of Litigation matters closed by decision and order	New in 2022	New in 2022	3	1	0	0	4
Number of Litigation matters closed without litigation	New in 2023	14	24	6	5	7	42
Number of Advisements opened	New in 2023	4	4	2	3	6	15
Number of Public Employee Relations Board matters closed by decision and order	New in 2022	New in 2022	3	0	0	0	3
Number of Public Employee Relations Board matters opened	New in 2023	10	5	11	17	16	49
Number of Public Employee Relations Board matters closed	New in 2023	11	12	1	1	4	18
Number of Litigation matters opened	40	43	6	13	24	19	62
Number of Litigation matters closed by withdrawal	6	4	5	4	2	4	15
Negotiations							
Number of Negotiated Employee Assistance Home Purchase Program requests open	0	147	35	33	22	42	132
Number of Negotiated Employee Assistance Home Purchase Program requests closed	0	23	4	6	3	0	13
Number of Negotiations matters opened	New in 2023	New in 2023	8	7	1	4	20
Number of Negotiations matters closed	New in 2023	New in 2023	8	0	0	3	11