



Office of Administrative Hearings

OAH (FS)

MISSION

The mission of the Office of Administrative Hearings (OAH) is to provide the District of Columbia's citizens and government agencies with a fair, efficient, and effective forum to manage and resolve administrative disputes arising under the District's laws and regulations.

SUMMARY OF SERVICES

OAH is an independent agency which provides administrative adjudicative services for several District agencies. OAH functions as a neutral, impartial administrative court system and is charged with implementing reforms and harmonizing rules and procedures to improve fairness and efficiency and ensure that constitutional and statutory due process requirements are met.

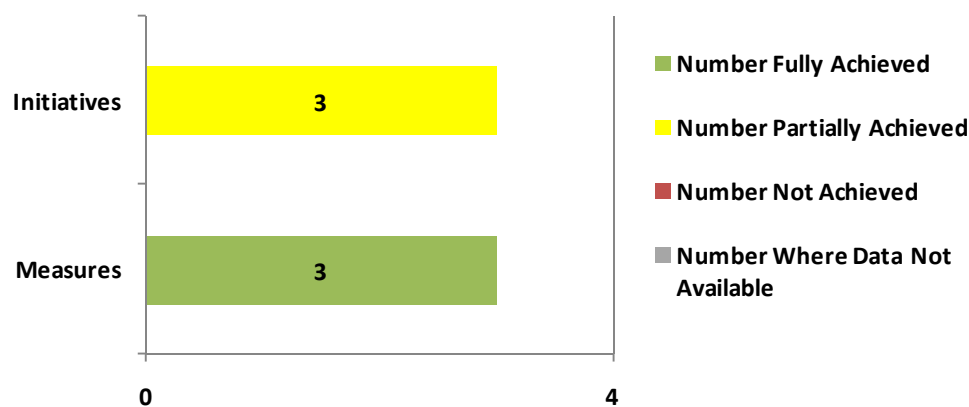
AGENCY OBJECTIVES

1. Reduce the time for reaching final disposition.
2. Improve customer service.

3 KEY ACCOMPLISHMENTS

- ✓ Disposed of over 96% of cases within 120 days of filing.
- ✓ Reduced number of hearings by about 8% due to conducting alternative dispute resolution/mediation.
- ✓ Received a rating of "Met my expectations" or better from 95.9% of consumer satisfaction surveys.

OVERVIEW OF AGENCY PERFORMANCE







Performance Initiatives – Assessment Details


Performance Assessment Key:

-  Fully achieved  Partially achieved  Not achieved  Data not reported

OBJECTIVE 1: Reduce the time for reaching final disposition.

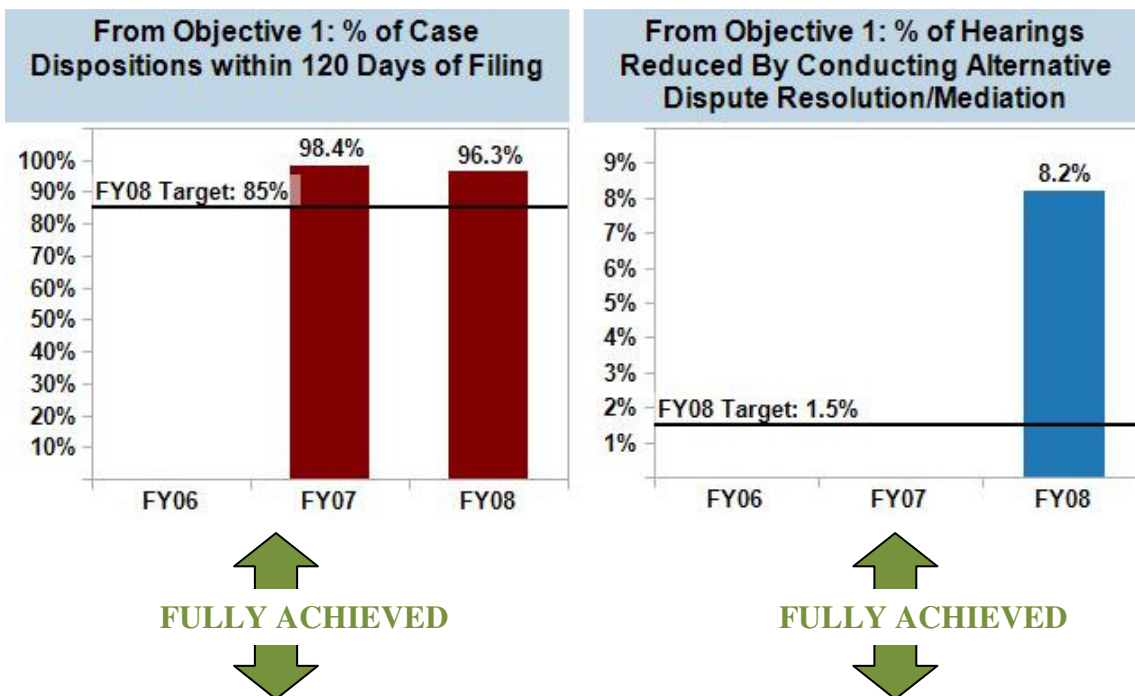
-  **INITIATIVE 1.1: Introduce a mediation alternative to a full administrative hearing.**
Partially Achieved. OAH procured a new case management system in 3rd quarter FY08, which it expects to be fully utilized by OAH staff within 6-9 months.
-  **INITIATIVE 1.2: Implement a court-oriented case management system.**
Partially Achieved. In FY 2007, OAH instituted mediation training for all judges to be certified as mediators. While significant progress has been made in the use of mediation in OAH cases since then, greater use can be made of this alternative dispute mechanism, particularly in high-volume and multiple infraction/single respondent cases.

OBJECTIVE 2: Improve customer service.

-  **INITIATIVE 2.1: Institute a Customer Service Program.**
Partially Achieved. OAH uses a customer satisfaction survey to allow participants in OAH administrative adjudication hearings to rate their experience.



Key Performance Indicators – Highlights



More About These Indicators:

How did the agency's actions affect this indicator?

- OAH exceeded this indicator by maintaining strict controls over case pending lists and encouraging judges to address older cases during the quarterly scheduled writing weeks.

What external factors influenced this indicator?

- The increase in cases filed in the Unemployment Insurance area was approximately 5% between FY07 and FY08, a lower increase than in prior fiscal years, thereby allowing OAH to meet this indicator without a substantial increase in other resources.

How did the agency's actions affect this indicator?

- OAH judges are trained and certified as mediators, and have readily made themselves available to mediate cases pending before other OAH judges. OAH significantly outperformed this Indicator because of a large-scale mediation effort between the DC Department of Transportation and Washington Gas to resolve well over 300 pending cases.
- Briefly explain how agency's actions positively or negatively affected the indicator.

What external factors influenced this indicator?

- There has been an increased interest in litigant preference for mediation, particularly in the Rental Housing, Department of Consumer and Regulatory Affairs, and Department of Transportation areas .



Key Performance Indicators – Details

Performance Assessment Key:

- Fully achieved Partially achieved Not achieved Data not reported

	FY06 Actual	FY07 Actual	FY08 Target	FY08 Actual	FY09 Projection
OBJECTIVE 1: Reduce the time for reaching final disposition.					
Percentage of case dispositions within 120 days of filing.	N/A	98.4%	85.0%	96.3%	85.0%
Percentage of hearings reduced due to conducting ADR/Mediation.	N/A	N/A	1.5%	8.2%	1.5%
OBJECTIVE 2: Improve customer service.					
Percent of consumer satisfaction surveys with a rating of “Met My Expectations” or better.	63.0%	96.2%	90.0%	95.9%	90.0%