

GOVERNMENT OF THE DISTRICT OF COLUMBIA
Executive Office of Mayor Muriel Bowser



Office of the City Administrator

January 15, 2021

Fiscal Year (FY) 2020 was an unprecedented year for all DC residents, businesses and the District Government. In March 2020—the second quarter of the fiscal year—Mayor Bowser declared a public health emergency and District government quickly pivoted to respond to the COVID-19 global health pandemic. To align with recommended social distancing and public safety guidelines, in just one day, over 60 percent of District government employees transitioned to a telework posture. In addition, many District agencies limited or temporarily ceased most in-person activities and services.

The global health emergency required the District to significantly reallocate financial and personnel resources to respond to the pandemic. With the change in operations and a substantial decrease in revenues, the District's response required all agencies to determine how to best provide services to District residents, visitors and employees, while maintaining the necessary protocols to help slow the spread of COVID-19.

As such, the global health pandemic greatly impacted some agencies' abilities to meet their FY20 key performance indicators (KPIs) and strategic initiatives established prior to its onset as agencies shifted resources to respond to COVID-19. Therefore, outcomes for KPIs and strategic initiatives reflect a shift in District priorities and efforts during this crisis. While we continue to believe strongly in performance tracking to improve District services, the data for FY20 is not fully indicative of agencies' performance and should be reviewed factoring in the unprecedented challenges encountered in FY 2020.

Sincerely,

A handwritten signature in black ink that reads 'Kevin Donahue'.

Kevin Donahue
Interim City Administrator



Office of Labor Relations and Collective Bargaining FY2020

Agency Office of Labor Relations and Collective Bargaining

Agency Code NA

Fiscal Year 2020

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.

Summary of 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.

2020 Accomplishments

Accomplishment	Impact on Agency	Impact on Residents
No accomplishments found		

2020 Key Performance Indicators

Measure	Frequency	FY 2017 Actual	FY 2018 Actual	FY 2019 Actual	FY 2020 Target	FY 2020 Quarter 1	FY 2020 Quarter 2	FY 2020 Quarter 3	FY 2020 Quarter 4	FY 2020 Actual	KPI Status	Explanation for Unmet FY 2020 Target
1 - Work proactively with agencies to mediate, settle, or litigate cases to serve the public interest. (3 Measures)												
Percentage of cases closed (withdrawn, settled, or reached judgement)	Quarterly	New in 2020	New in 2020	New in 2020	New in 2020	15%	0%	5.3%	23%	16.5%	New in 2020	
Percentage of cases litigated to decision	Quarterly	New in 2020	New in 2020	New in 2020	New in 2020	15%	50%	0%	25%	22.1%	New in 2020	
Percent of cases that resulted in award of attorney's fees	Quarterly	New in 2020	New in 2020	New in 2020	New in 2020	0%	0%	0%	0%	0%	New in 2020	

2020 Workload Measures

Measure	FY 2018 Actual	FY 2019 Actual	FY 2020 Quarter 1	FY 2020 Quarter 2	FY 2020 Quarter 3	FY 2020 Quarter 4	FY 2020 PAR
1 - Litigation (2 Measures)							
Number of cases opened	New in 2020	New in 2020	12	12	38	100	162
Number of new cases referred to OLRCB during the fiscal year	New in 2020	New in 2020	42	42	80	13	177
1 - Negotiations (3 Measures)							
Number of cases closed (withdrawn, settled, or reached judgment)	50	61	7	5	1	3	16
Number of cases settled	New in 2020	New in 2020	8	3	1	0	12
Number of cases pending at start of fiscal year	146	146	146	146	146	146	584

2020 Operations

Operations Header	Operations Title	Operations Description	Type of Operations
1 - Work proactively with agencies to mediate, settle, or litigate cases to serve the public interest. (2 Activities)			
Negotiations	Negotiations	Negotiates collective bargaining agreements in the best interest of the public.	Daily Service
Litigation	Litigation	Initiates, prosecutes, defends and monitors a wide range of litigation activity.	Daily Service

Operations Header	Operations Title	Operations Description	Type of Operations
2 - Provide advice and counsel to the Mayor and District departments, offices and agencies concerning all aspects of labor relations and collective bargaining. (2 Activities)			
Negotiations and Contract Administration	Contract Administration	Administers collective bargaining contracts and provides the Mayor and District agencies with advice and guidance on the provisions of each collective bargaining agreement applicable to their agency.	Daily Service
Administrative and Program Support	Case Management	Manages labor relations data and information.	Daily Service
3 - Train labor liaisons and management officials on the Comprehensive Merit Personnel Act (CMPA), collective bargaining agreements (CBAs) and applicable labor law, policies and procedures. (1 Activity)			
Administrative and Program Support	Training	Citywide Training	Daily Service
4 - Foster strong relations with labor partner. (1 Activity)			
Administrative and Program Support	Engagement and Outreach	Relationship building and collaboration with labor partners .	Daily Service

2020 Strategic Initiatives

Strategic Initiative Title	Strategic Initiative Description	Completion to Date	Status Update	Explanation for Incomplete Initiative
Case Management (1 Strategic Initiative)				
Data Systems Integration	OLRCB will digitize all certifications into a centralized data management system. This will allow for better record-keeping, allowing OLRCB to quickly address questions regarding the bargaining unit status of employees at agencies. OLRCB will also integrate existing case data into the system, which will allow tracking of frequent labor litigation issues that agencies face.	Complete	Ongoing - OLRCB has completed integrating all data and continues to update and train attorney advisors.	
Engagement and Outreach (1 Strategic Initiative)				
Homebuyer Program Awareness and Engagement	OLRCB will conduct a joint training program with labor partners regarding Eagle Bank's first-time home buyer's program and increase awareness among unionized employees.	Complete	Because of COVID-19, OLRCB did not complete a Q4 homebuyer seminar but plans to schedule on as soon as emergency restrictions are lifted.	
Training (1 Strategic Initiative)				
Citywide Training	OLRCB will ramp up its dynamic outreach to agencies District wide to provide targeted, critical training in "Managing Strategically in a Unionized Environment" and "Progressive Discipline" in order to equip Agency Directors, senior leaders and managers to manage the labor relations efforts within their agencies in the most effective manner possible with the goal of limiting unnecessary litigation and costs .	Complete	in September 2020, OLRCB completed a fourth labor liaison training with over 75 participants from various agencies. The labor liaison forums allow for a platform for exchanges and best practices on labor, managing in covid-19 and other agency issues.	