



FY 2011 PERFORMANCE PLAN Public Employee Relations Board

MISSION

The District of Columbia Public Employee Relations Board (“Board” or “PERB”) is an impartial, quasi-judicial, independent agency empowered with the exclusive jurisdiction to resolve labor-management disputes between agencies of the District government and labor organizations representing employees of the various District agencies.

SUMMARY OF SERVICES

The Board determines appropriate compensation and non-compensation bargaining-units. It certifies and decertifies labor organizations as exclusive bargaining representatives and adjudicates unfair labor practice complaints. The Board also considers appeals of grievance arbitration awards, investigates standards-of-conduct complaints, and determines whether a particular subject or proposal is within the scope of bargaining. Lastly, the Board facilitates the resolution of impasses in contract negotiations and adopts rules and regulations for conducting the business of PERB. Consistent with the above-noted responsibilities, PERB is also authorized to issue subpoenas, conduct hearings, and retain independent counsel to represent its interests.

AGENCY WORKLOAD MEASURES

Measure	FY2008 Actual	FY2009 Actual	FY2010 ¹ YTD
Cases filed with PERB	110	96	91

OBJECTIVE 1: Satisfy statutory responsibilities by efficiently resolving labor management disputes between agencies of the District government and the labor organizations.

INITIATIVE 1.1: Increase number of monthly meetings.

In order to continue to reduce the backlog of cases caused by the lack of a Board quorum from June 2008 through June 2009.

INITIATIVE 1.2: Improve agency operations by acquiring and adopting a new case management system that maximizes the use of technology to enable workflow enhancements that streamline PERB’s case management processes.

Specifically, adopting a new case management system would improve the tracking of cases filed with PERB and allow existing cases to be stored in an electronic/digital format. In addition, the technology would help improve agency operations by scanning closed case files. This procedure will make it easier to review the closed files and retrieve documents requested by the public.

¹ This is the number of cases filed between October 1, 2009 and July 16, 2010.



OBJECTIVE 2: Maintain and/or increase the number of matters that are settled through the voluntary mediation program.

INITIATIVE 2.1: Identify cases for voluntary mediations and provide the parties with information regarding the benefits of mediation.

PERB’s Voluntary Medication/Settlement program is designed to allow the parties the opportunity to reach a settlement.

OBJECTIVE 3: Maintain a high rate of success concerning matters that are appealed to either the D.C. Superior Court or the D.C. Court of Appeals.

OBJECTIVE 4: Review PERB’s rules in order to determine if PERB needs to amend its rules or promulgate new rules.

INITIATIVE 4.1: PERB plans to amend some of its rules in FY 2011.

These amendments will improve the agency’s efficiency and service delivery. We anticipate that these amendments will be accomplished prior to the commencement of the fourth (4th) quarter of FY2011

PROPOSED KEY PERFORMANCE INDICATORS²

Measure	FY2009 Actual	FY2010 Projection	FY2010 Actual	FY2011 Projection	FY2012 Projection	FY2013 Projection
% of cases decided within 120 days of submission to PERB	98% ³	100%	86.36%	100%	100%	100%

² Industry Standard Measure - PERB surveyed sixteen (16) other state public employee relations agencies operating pursuant to a statute similar to the District of Columbia Comprehensive Merit Personnel Act (CMPA). Specifically, PERB’s staff examined the types of information tracked by the surveyed state agencies. The majority of these agencies track workload data, which PERB currently tracks. A minority of the state agencies surveyed track performance measures by which the timeliness and effectiveness of service can be evaluated. These agencies base their performance measure on the percentage of decisions issued in compliance with their respective statutory guidelines. PERB also currently tracks this information as evidenced by the data noted above in the “Proposed Key Performance Indicators”. In particular, PERB tracks: (1) the percentage of cases issued within 120 days after being submitted to the Board; and (2) the percentage of compensation impasse resolution cases that meet statutory time targets.

³ The Board could not hold a meeting from June 2008 through July 2009 because the Board did not have the three members necessary to “constitute a quorum for the transaction of business.” (D.C. Code § 1-605.01(1)). As a result, the percentage noted concerning the number of cases decided within 120 days of submission to the Board, is not an accurate representation of the baseline data.



Measure	FY2009 Actual	FY2010 Projection	FY2010 Actual	FY2011 Projection	FY2012 Projection	FY2013 Projection
% of decisions transmitted to the D.C. Register for publication within 60 days of issuance.	97%	98%	0% ⁴	100%	100%	100%
% of compensation impasse cases that meet statutory time targets (e.g., mediation within 45 days after the panel has been published)	100%	100%	100%	100%	100%	100%
Number of decisions issued by local courts	6	Not Available	4	7 ⁵	7	7
% of cases in which the courts affirmed PERB	100%	95%	75%	95%	95%	95%

⁴ The Board was unable to transmit issued cases to the D.C. Register due to impediments caused by the temporary relocation of the Board's offices, the absence of a quorum from June 2008 through July 2009, and the change in format and procedure for submission of the Board's decisions to the Office of Documents and Administrative Issuances. The Board has begun to resolve the backlog of cases resulting from these circumstances and expects to implement a case management system; it is therefore anticipated that the Board will be able to transmit all decided and issued decisions by the close of FY2011.

⁵ Based upon the average number of cases pending action before the District of Columbia Courts.