



Public Employee Relations Board PERB (CG)

MISSION

PERB is an impartial, quasi-judicial independent agency that resolves labor-management disputes involving agencies of the District government and labor organizations representing agency employees.

SUMMARY OF SERVICES

The Board resolves pleadings related to compensation bargaining unit determination, non-compensation bargaining unit determination, bargaining unit modification, certification and de-certification of exclusive bargaining representatives, elections for bargaining representatives, unfair labor practice complaints, review of grievance arbitration awards, standards of conduct complaints, negotiability appeals, and impasse resolution.

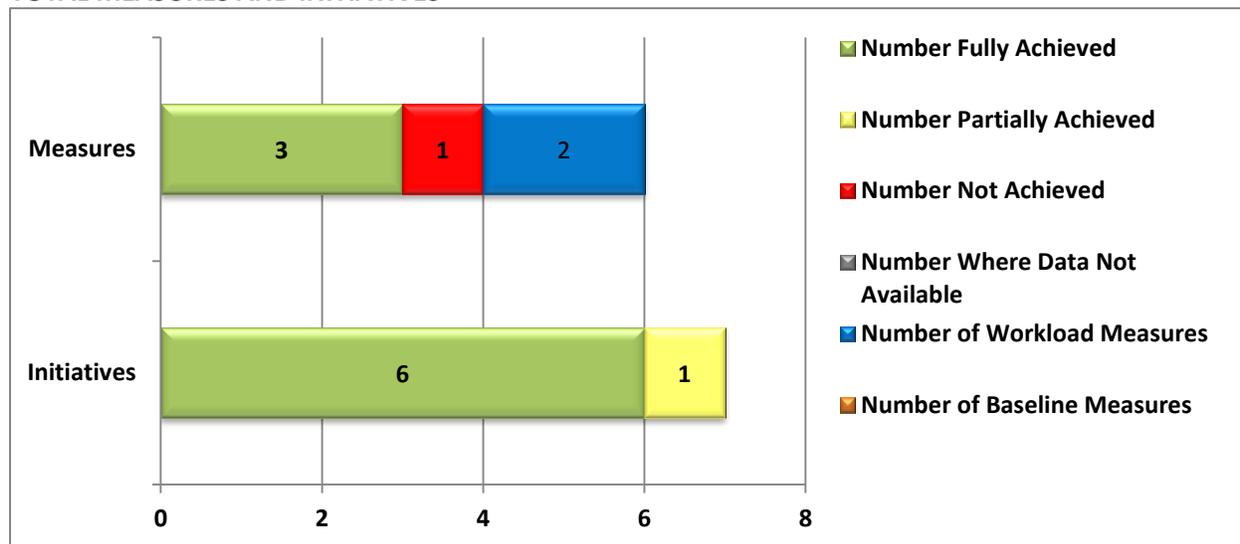
ACCOMPLISHMENTS

- ✓ Introduced an e-filing system
- ✓ Instituted a mandatory mediation program
- ✓ Began work on a case management system to deliver better service to District government agencies and unions.

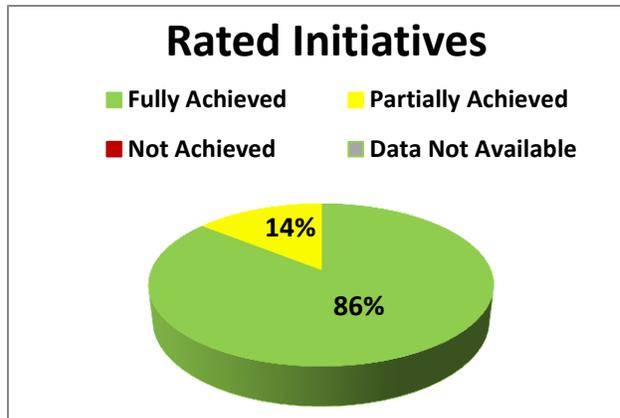
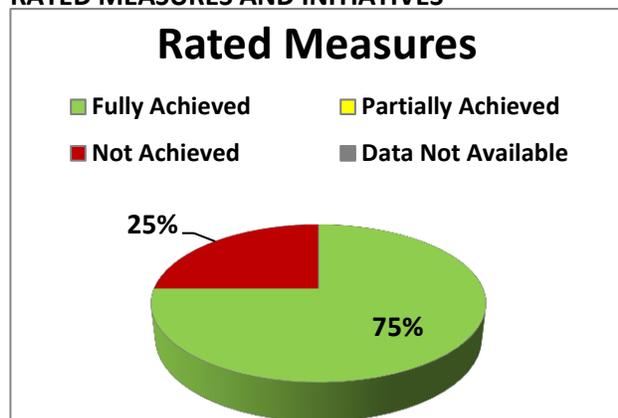


OVERALL OF AGENCY PERFORMANCE

TOTAL MEASURES AND INITIATIVES



RATED MEASURES AND INITIATIVES



Note: Workload and Baseline Measurements are not included

| Default KPI Rating: | |
|---------------------|--------------------|
| $\geq 100\%$ | Fully Achieved |
| 75 - 99.99% | Partially Achieved |
| $< 75\%$ | Not Achieved |



Performance Initiatives – Assessment Details

Performance Assessment Key:

-  Fully achieved  Partially achieved  Not achieved  Data not reported

Agency Management

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 decisions submitted to the Board at 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

- **This initiative was fully achieved.** The Board met once per month and disposed of approximately 15 cases per meeting, substantially reducing the number of cases in the backlog caused by the lack of a Board quorum in 2008-2009.

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.

- **This initiative was partially achieved.** In Q4 of FY 2012, the Agency began development of a case management system, in partnership with OCTO. The case management system will be operation in Q1 of FY 2013.

INITIATIVE 1.3: Improve agency operation through implementation of an electronic filing system.

- **This initiative was fully achieved.** In April of 2012, the Board adopted and implemented an electronic filing system requiring all new case to be filed electronically via the internet. This system will ultimately be integrated with the electronic case management system to create a consistent and comprehensive management and tracking of cases filed, decided, and issued by the Board.

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

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

- **This initiative was fully achieved.** The Agency initiated a process to identify cases for mandatory mediation, in accordance with a new Agency mandatory mediation policy. The Agency bundled together cases involving the same issues and the same parties, and mediated those cases to reach a global solution.



INITIATIVE 2.2: Identify newly filed cases for PERB’s mandatory mediation rules adopted in January 2012.

- **This initiative was fully achieved.** Each newly filed case is evaluated by Agency staff for potential mediation. Additionally, in FY 2012 several Agency employees completed 40 hours of training to enable them to mediate cases “in-house.” Further, the Agency partnered with the Federal Mediation and Conciliation Service to expand its capacity to mediate cases.

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

INITIATIVE 3.1: PERB has included the position of General Counsel which will review all matters appealed to the D.C. Superior Court and D.C. Court of Appeals. In-house

- **This initiative was fully achieved.** In FY 2012, the General Counsel took over all litigation pending before the DC courts. Under the General Counsel’s leadership, the Agency has achieved a 100% success rate in appeals before the DC Superior Court and the DC Court of Appeals.

OBJECTIVE 4: Continue to 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 2012.

- **This initiative was fully achieved.** In FY 2012, the Board amended its rules to enact e-filing and mandatory mediation.



Key Performance Indicators – Details

Performance Assessment Key:

● Fully achieved
 ● Partially achieved
 ● Not achieved
 ● Data not reported
 ● Workload Measure

| | KPI | Measure Name | FY 2011 YE Actual | FY 2012 YE Target | FY 012 YE Revised Target | FY 2012 YE Actual | FY 2012 YE Rating | Budget Program |
|---|-----|---|----------------------|-------------------------|-----------------------------------|-------------------------|----------------------|-------------------|
| ● | 1.1 | Percentage of cases decided within 120 days of submission to the Board | 98% | 100% | | 21.26% | 21.26 | ADJUDICATION |
| ● | 1.2 | Percentage of decisions transmitted to the D.C. Register for publication within 60 days of issuance | 97% | 100% | | 100% | 100% | ADJUDICATION |
| ● | 1.3 | Percentage of compensation impasse resolution cases that meet statutory time targets (e.g., mediation within 30 days, arbitration within 45 days after the panel has been established). | 100% | 100% | | 100% | 100% | ADJUDICATION |
| ● | 1.4 | Cases filed with the Board | 0 | 100 | | 53 | Workload Measure | ADJUDICATION |
| ● | 1.5 | Number of Decisions issued by local courts. | 2 | NA | | 14 | Workload Measure | ADJUDICATION |
| ● | 1.6 | Percentage of cases in which the courts affirmed PERB. | 100% | 100% | | 100% | 100% | ADJUDICATION |