Agency Contract Appeals Board Agency Code AFO Fiscal Year 2017

Mission The mission of the Contract Appeals Board (CAB) is to provide an impartial, expeditious, inexpensive, and knowledgeable forum for hearing and resolving contractual disputes, protests, and debarments and suspensions involving the District and its contracting communities.

2017 Strategic Objectives

Objective Number	
1	Increase public confidence in the DC procurement process through the efficient, effective and fair disposition of public contracting disputes.
2	Increase use of Alternative Dispute Resolution (ADR) in resolving cases without the need for traditional litigation models, resulting in faster, more efficient dispositions of cases and greater party satisfaction.
3	Create and maintain a highly efficient, transparent and responsive District government through the digital archiving and electronic filing of all Board cases permitting web-based retrieval and full-text searching by the parties with pending cases and the public.**

2017 Key Performance Indicators

Measure	New Measure/ Benchmark Year	Frequency of Reporting	Add Data Fields (if applicable)	FY 2014 Actual	FY 2015 Target	FY 2015 Actual	FY 2016 Target	FY 2016 Actual	FY 2017 Target
1 - Increase public co contracting disputes.			curement	process throu	gh the efficie	nt, effective a	ınd fair dispo	sition of publi	с
Percentage of Protests resolved within 60 business days		Annually		82%	95%	91%	95%	83.33%	95%
Percentage of appeals resolved within 4 months of the cases being ready for decision		Annually		84%	90%	80%	90%	91.67%	90%
Percentage of pending cases that are three years old or less		Annually		80%	100%	71%	85%	75%	90%
Percentage of decisions sustained on appeal		Annually		100%	100%	100%	100%		100%
2 - Increase use of Al resulting in faster, mo								litigation mod	dels,
Percentage of cases resolved through settlement	¥	Annually		54.43%	Not available	22.2%	30%	New Measure	30%
3 - Create and mainta electronic filing of all public.** (11 Measur	Board case:								
Percentage of new cases using electronic filing system		Annually		100%	100%	100%	100%	100%	100%
Percentage of cases closed by the Board in the current fiscal year that are electronically archived to permit web- based retrieval and full- text searching capability		Annually		100%	100%	100%	100%	100%	100%
Contracts/Procurement- Expendable Budget spent on Certified Business Enterprises	•			Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcomin October 2017
Contracts/Procurement- Contracts lapsed into retroactive status	~			Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcomin October 2017
Budget- Local funds unspent	~			Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcomin October 2017
Budget- Federal Funds returned	~			Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcomin October 2017
Customer Service- Meeting Service Level	~			Forthcoming October	Forthcoming October	Forthcoming October	Forthcoming October	Forthcoming October	Forthcomin October

Human Resources- Vacancy Rate	•		Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017
Human Resources- Employee District residency	~		Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017
Human Resources- Employee Onboard Time	•		Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017
Performance Management- Employee Performance Plan Completion	~		Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017

2017 Operations

Operations Header	Operations Title	Operations Description	Type of Operations
	public confidence in the DC procuremen isputes. (1 Activity)	t process through the efficient, effective and fair disposition of public	3
ADJUDICATION	Reduce the number of open appeal cases that are three years or older through docket review and strategic resource allocation.	Working goal to reduce the number of cases that are three years or older to less than 5% .	Daily Service
		DR) in resolving cases without the need for traditional litigation modes and greater party satisfaction. (1 Activity)	lels,
ADJUDICATION	Increase use of ADR in resolving disputes before CAB through researching, developing and applying best practices in mediation and other alternative dispute resolution models.	At the inception of each case, CAB encourages mediation/settlement through Scheduling Orders. Further, the Presiding Judge in each case encourages mediation/settlement during the pretrial conference. CAB will continue to build upon its capacity to offer meaningful settlement/mediation opportunities to litigants.	Daily Service
	ng of all Board cases permitting web-ba	nt and responsive District government through the digital archiving a sed retrieval and full-text searching by the parties with pending case	
ADJUDICATION	Increase digital archiving and electronic filing of new cases to provide full-text searching and, therefore, greater transparency for litigants, the contracting community and the public.	Completion of digital archiving and loading into the database of historical appeal and protest cases permitting web-based retrieval and full-text searching capability by the parties with pending cases and the public, while promoting electronic filing and uploading of documents in all newly filed cases.	Key Project

2017 Workload Measures

Measure	New Measure/ Benchmark Year	Add Historical and Target Data (FY17)	Numerator Title	Units	Frequency of Reporting	FY 2014	FY 2015	FY 2016 Actual
1 - Reduce the number of open allocation. (2 Measures)	appeal case	s that are thr	ee years or older through docket	review and	strategic r	esourc	е	
Number of new cases filed			Number of new cases (protests and appeals) filed	number of cases	Annually	36	26	33
Number of cases resolved			Number of cases resolved	number of cases	Annually	79	26	48
2 - Increase use of ADR in reso and other alternative dispute re			through researching, developing sures)	g and applyi	ng best pra	ctices i	in medi	ation
Number of Scheduling Orders issued encouraging settlement			Number of Scheduling Orders issued encouraging settlement	number of orders	Annually	36	26	33
Number of cases resolved through settlement/voluntary withdrawal			Number of cases resolved through settlement/voluntary withdrawal	number of cases	Annually	43	8	35
3 - Increase digital archiving ar for litigants, the contracting cor			cases to provide full-text search (3 Measures)	ing and, the	erefore, gre	ater tra	anspare	ency
Number of archived protest and appeals cases digitized and uploaded to the public website			Number of archive protest and appeals cases digitized and uploaded to the public website	number of cases	Annually	79	26	48
Number of new cases filed and processed electronically			Number of new cases filed and processed electronically	number of cases	Annually	36	26	33
Number of documents filed in new cases			Number of documents filed in new cases	number of documents	Annually	1361	1346	1783

2017 Strategic Initiatives

Strategic Initiative Title	Strategic Initiative Description	Proposed Completion Date					
ADJUDICATION (4 Strategic initiative-operation links)							
Enchancing settlement and ADR capabilities	The Board seeks to build upon its existing commitment to the use of alternative dispute resolution by researching and developing a template for a "best in class" ADR program. In this regard, the Board intends to confer with key District stakeholders, and to review best practices across a wide spectrum of ADR knowledge experts, including, our federal contract appeals board counterparts, the District of Columbia Court System, and public interest/private sector resources such as the National Center for State Courts, the Council for Court Excellence, the National Judicial College, and the Judicial Arbitration and Mediation Services or "JAMS".	09-30-2017					
Improving case cycle-times	The Board's case management requirements are that (1) Scheduling Orders be issued within 45 days of case filing; (2) that the Scheduling Orders include discovery and motions cut-off deadlines; and (3) that each Scheduling Order include a trial date within a specified period from the date of initial filing. In addition, Board judges manage their dockets each year to prioritize the closure of all cases that are three years (or more) old as a first priority, absent exigent circumstances. Docket meetings will be held to review progress.	09-30-2017					
Digital archiving and uploading production goals	Development of digital archiving and uploading production goals and accompanying staff resource allocation plan in order to further the Board's commitment to the prompt display of all materials in pending and closed cases (not subject to a protective order) to the public, resulting in greater transparency and confidence in government operations.	09-30-2017					

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