

Public Employee Relations Board FY2018

FY2018 Performance Accountability Report

The Performance Accountability Report (PAR) measures each agency's performance for the fiscal year against the agency's performance plan and includes major accomplishments, updates on initiatives, and key performance indicators (KPIs).

Mission

The District of Columbia Public Employee Relations Board (hereafter, "PERB") is an impartial, quasi-judicial, independent agency empowered with the exclusive jurisdiction to resolve labor-management disputes.

Summary of Services

PERB determines appropriate compensation and non-compensation bargaining units. PERB also certifies, decertifies, amends, clarifies and modifies labor organizations as exclusive bargaining representatives; facilitates and reviews election procedures and results concerning the selection of labor organizations as the exclusive bargaining representative; investigates and adjudicates unfair labor practices and standards of conduct complaints; reviews appeals of grievance arbitration awards; determines impasse status of collective bargaining between District government agencies and District government employee unions; facilitates Impasse arbitration bargaining between District government agencies and District government employee unions; determines negotiability of proposals submitted during collective bargaining negotiations between District government agencies and District government employee unions; mediates disputes submitted to PERB; issues subpoenas and conducts hearings; and adopts rules and regulations for conducting PERB business.

FY18 Top Accomplishments

What is the accomplishment that your agency wants to highlight?	How did this accomplishment impact residents of DC?	How did this accomplishment impact your agency?
An accomplishment by PERB for Fiscal Year 2018 is the replacement of our online case database on the public facing website.	This accomplishment directly impacts users ability to search for PERB opinions and decisions for closed and published cases.	This accomplishment impacts PERB staff by reducing the time utilized to research case decisions for the public. The development of the new platform will eliminate the issues with broken links and inactive pages that users were experiencing prior to the upgrade.
An accomplishment by PERB for Fiscal Year 2018 is the reduction of the backlog cases from Fiscal Year 2008 to Fiscal Year 2015. PERB started the Fiscal Year with 14 open backlog cases and ended the Fiscal Year with 1 open backlog case.	This accomplishment impacts DC residents by increasing the time PERB staff has to invest in new cases.	This accomplishment impacts the agency by reducing the backlog case list thus allowing PERB staff to focus on the timely completion for new cases.
An accomplishment by PERB for Fiscal Year 2018 is the fulfillment of 14 training sessions. These include 8 2nd Tuesdays at PERB and 6 agency specific training sessions.	This accomplishment impacts DC residents by expanding the Labor Relations knowledge with DC Government management and Union Representatives. Employees attending these sessions will learn how to effectively and efficiently file cases with PERB and understand the Labor Relation laws and timelines. This accomplishment also reduces the number of deficient case filings.	This accomplishment impacts the agency by increasing the quality and integrity of new Labor Relations complaints received from DC Government employees, Unions, and Pro-Se individuals.

2018 Strategic Objectives

Objective Number	Strategic Objective
1	Resolve cases efficiently to provide stable labor relations in District agencies
2	Offer labor relations training and resources to managers and union representatives for a better understanding of their roles and responsibilities
3	Assist parties to reach mutually agreed resolutions of labor disputes to promote harmony between unions and District agencies

2018 Key Performance Indicators

Measure	Freq	Target	Q1	Q2	Q3	Q4	FY2018	KPI Status	Explanation
1 - Resolve cases efficiently to provide stable labor relations in District agencies (9 Measures)									
Percentage of disposition of cases by Board Decisions	Annually	50%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	46.8%	Nearly Met	This KPI was not met due to the large number of Voluntary Withdrawals that were experienced with our cases for Fiscal Year 2018.
Percent of FY '10- FY '17 Unfair Labor Practice and Standard Of Conduct cases resolved	Annually	75%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	71.8%	Nearly Met	The reason why this KPI was not met is due to the difficulty PERB experienced in making attempts of scheduling hearing and mediation for these past cases. Due to schedule conflicts, post-postponements, and change of representation, PERB was not able to meet the KPI target.
Resolve all FY '08-FY '13 Unfair Labor Practice and Standard of Conduct cases	Annually	100%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	50%	Unmet	The reason why this KPI was not met is due to one FY10 case that is continuing to work to reach an agreement.
Percentage of timely disposition of FY '18 Unfair Labor Practice and Standard of Conduct cases by decision and order, withdrawal, dismissal or settlement	Annually	50%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	64.9%	Met	
Percentage of timely disposition of FY '18 Representation cases	Annually	50%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	100%	Met	
Percentage of timely disposition of FY '18 Negotiability Appeal cases	Annually	50%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	50%	Met	
	Annually	50%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	52.6%	Met	

Measure	Freq	Target	Q1	Q2	Q3	Q4	FY2018	KPI Status	Explanation
Percentage of timely disposition of FY '18 Arbitration Review Requests									
Percentage of timely disposition of FY '18 Compensation Negotiation Impasse Cases	Annually	50%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	60%	Met	
Percentage of timely disposition FY '18 Non-compensation Negotiation Impasse cases	Annually	50%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	100%	Met	
2 - Offer labor relations training and resources to managers and union representatives for a better understanding of their roles and responsibilities (2 Measures)									
Percent of training, outreach and facilitation activities conducted	Annually	100%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	100%	Met	
Percentage of participants involved in training, outreach and facilitation activities	Annually	20%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	22.5%	Met	
3 - Assist parties to reach mutually agreed resolutions of labor disputes to promote harmony between unions and District agencies (2 Measures)									
Percentage of cases settled in mediation	Annually	25%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	8.5%	Unmet	This KPI was unmet due to the large number of voluntary withdrawals and Board Decisions.
Percentage of FY '18 ULP and SOC cases sent to mediation within 30 days of the filing of a response	Annually	New Measure	Annual Measure	Annual Measure	Annual Measure	Annual Measure	100%	No Target Set	

**We've revisited a project to standardize District wide measures for the Objective "Create and maintain a highly efficient, transparent and responsive District government." New measures will be tracked in FY18 and FY19 and published starting in the FY19 Performance Plan.

2018 Workload Measures

Measure	Freq	Q1	Q2	Q3	Q4	FY 2018
1 - Conduct Hearings (1 Measure)						

Measure	Freq	Q1	Q2	Q3	Q4	FY 2018
Number of Unfair Labor Practice and Standard of Conduct Cases Filed	Annually	Annual Measure	Annual Measure	Annual Measure	Annual Measure	37
1 - Decisions and Orders (18 Measures)						
Number of Cases Closed by Board Decision	Annually	Annual Measure	Annual Measure	Annual Measure	Annual Measure	44
Total Number of Cases Filed with PERB	Annually	Annual Measure	Annual Measure	Annual Measure	Annual Measure	81
Number of Arbitration Review Requests filed	Annually	Annual Measure	Annual Measure	Annual Measure	Annual Measure	19
Number of FY '18 Arbitration Review Requests resolved within 120 days of filing	Annually	Annual Measure	Annual Measure	Annual Measure	Annual Measure	10
Number of FY '18 Unfair Labor Practice and Standard of Conduct Cases resolved within 300 days of filing	Annually	Annual Measure	Annual Measure	Annual Measure	Annual Measure	24
Number of FY '18 Unfair Labor Practice and Standard of Conduct Cases resolved	Annually	Annual Measure	Annual Measure	Annual Measure	Annual Measure	24
Number of FY '18 Arbitration Review Requests Resolved	Annually	Annual Measure	Annual Measure	Annual Measure	Annual Measure	10
Number of cases closed in FY '18	Annually	Annual Measure	Annual Measure	Annual Measure	Annual Measure	94
Number of FY '10 - FY '17 Unfair Labor and Standard of Conduct cases Resolved	Annually	Annual Measure	Annual Measure	Annual Measure	Annual Measure	28
Number of FY '10 - FY '17 Unfair Labor and Standard of Conduct cases open	Annually	Annual Measure	Annual Measure	Annual Measure	Annual Measure	15
Number of FY '18 Representation cases closed	Annually	Annual Measure	Annual Measure	Annual Measure	Annual Measure	1
Number of FY '18 Representation cases resolved through withdrawal, election, issuance of decision and order within 240 days of the filing date	Annually	Annual Measure	Annual Measure	Annual Measure	Annual Measure	1
Number of FY '18 Negotiability cases closed	Annually	Annual Measure	Annual Measure	Annual Measure	Annual Measure	5
Number of FY '18 Negotiability cases resolved within 120 days of the filing date	Annually	Annual Measure	Annual Measure	Annual Measure	Annual Measure	4
Number of FY '18 Non-compensation Negotiation Impasse cases resolved within 240 days of notice filing	Annually	Annual Measure	Annual Measure	Annual Measure	Annual Measure	1
Number of FY '18 Non-compensation Negotiation Impasse cases closed	Annually					1

Measure	Freq	Q1	Q2	Q3	Q4	FY 2018
		Annual Measure	Annual Measure	Annual Measure	Annual Measure	
Number of FY '18 Compensation Negotiation Impasse cases resolved within 240 days of notice filing	Annually	Annual Measure	Annual Measure	Annual Measure	Annual Measure	3
Number of FY '18 Compensation Negotiation Impasse cases closed	Annually	Annual Measure	Annual Measure	Annual Measure	Annual Measure	3
2 - PERB Labor Relations Institute (4 Measures)						
Second Tuesdays at PERB-Employee Training	Quarterly	4	3	1	0	8
Number of participants involved in training, outreach and facilitation activities	Annually	Annual Measure	Annual Measure	Annual Measure	Annual Measure	80
Number of training sessions planned for FY '18	Annually	Annual Measure	Annual Measure	Annual Measure	Annual Measure	8
Number of training participants invited	Annually	Annual Measure	Annual Measure	Annual Measure	Annual Measure	356
3 - Mediation (2 Measures)						
Number of cases Settled/Withdrawn in mediation	Annually	Annual Measure	Annual Measure	Annual Measure	Annual Measure	41
Number of cases sent to mediation	Annually	Annual Measure	Annual Measure	Annual Measure	Annual Measure	37

2018 Strategic Initiatives

Title	Description	Complete to Date	Status Update	Explanation
AGENCY TRAINING (1 Strategic Initiative)				
Educational Resources	In FY 18 PERB will provide at least eight 2nd Tuesday at PERB training sessions. PERB will also conduct at least two special training sessions for individual agencies as needed to the District's managers, union representatives, and employees in an effort to encourage a collegial labor relations environment.	Complete	In the quarter three, PERB has held an additional two 2nd Tuesday at PERB training sessions, bringing the total to 8. We have held an additional five (5) Labor Training Sessions with the Metropolitan Police Department, Office of Tax and Revenue and the Real Property Tax Administration bringing the total to six (6). We have met the annual goal for 2nd Tuesday at PERB training sessions. We have exceeded the annual goal for the special PERB training sessions for individual agencies.	