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,

Kevin Donahue

Interim City Administrator

Public Employee Relations Board FY2020

Fiscal Year 2020 Agency Public Employee Relations Board Agency Code CG0

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 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 contract 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.

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 - Resolve	cases efficiently	y to provid	e stable lab	or relations	s in District	agencies. (3	Measures)					
Percent of cases requiring a hearing that are resolved within 300 days	Annually	100%	64.9%	63.2%	50%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	42.31%	New in 2020	As a result of COVID-19, PERB had to transition from in person to fully virtual mediations and hearings. In order to do this, PERB had to obtain all the necessary tools and platforms, as well as train our mediators and hearings on conducting virtual mediations and hearings.
Percent of cases not requiring a hearing that are resolved within 120 days	Annually	New in 2020	New in 2020	New in 2020	New in 2020	Annual Measure	Annual Measure	Annual Measure	Annual Measure	52.94%	New in 2020	
Percent of cases referred to the Board with a Decision within 120 days	Annually	New in 2020	New in 2020	New in 2020	New in 2020	Annual Measure	Annual Measure	Annual Measure	Annual Measure	96.77%	New in 2020	
2 - Assist p	arties in reachir	ng mutually	agreed res	olutions of	disputes (2 Measures)						
Number of mediations conducted	Annually	New in 2020	New in 2020	New in 2020	New in 2020	Annual Measure	Annual Measure	Annual Measure	Annual Measure	47	New in 2020	
Number of settlements resulting from mediation	Annually	New in 2020	New in 2020	New in 2020	New in 2020	Annual Measure	Annual Measure	Annual Measure	Annual Measure	12	New in 2020	
3 - Provide	labor-manage	ment traini	ng (1 Measi	ure)	1							
Number of training sessions conducted	Annually	New in 2020	New in 2020	New in 2020	New in 2020	Annual Measure	Annual Measure	Annual Measure	Annual Measure	4	New in 2020	

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
Percent of decisions uploaded to PERB's website within 60 days	Annually	New in 2020	New in 2020	New in 2020	New in 2020	Annual Measure	Annual Measure	Annual Measure	Annual Measure	74.19%	New in 2020	
Percent of Board decisions published in the D.C Register within 60 days of issuance	Annually	New in 2020	New in 2020	New in 2020	New in 2020	Annual Measure	Annual Measure	Annual Measure	Annual Measure	54.84%	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 - Decisions and Orders (12 Measures)								
Number of total cases closed in Fiscal Year	96	58	Annual Measure	Annual Measure	Annual Measure	Annual Measure	47	
Number of total cases filed with PERB in Fiscal Year	81	51	Annual Measure	Annual Measure	Annual Measure	Annual Measure	55	
Number of Arbitration Review Requests filed with PERB in Fiscal Year	19	11	Annual Measure	Annual Measure	Annual Measure	Annual Measure	8	
Number of cases that held a hearing in Fiscal Year	8	12	Annual Measure	Annual Measure	Annual Measure	Annual Measure	9	
Number of Representation cases filed with PERB in Fiscal Year	7	2	Annual Measure	Annual Measure	Annual Measure	Annual Measure	2	
Number of Negotiability cases filed with PERB in Fiscal Year	6	1	Annual Measure	Annual Measure	Annual Measure	Annual Measure	0	
Number of Non-Compensation Negotiation Impasse cases filed with PERB in Fiscal Year	1	2	Annual Measure	Annual Measure	Annual Measure	Annual Measure	0	
Number of Compensation Negotiation Impasse cases filed with PERB in Fiscal Year	4	1	Annual Measure	Annual Measure	Annual Measure	Annual Measure	1	
Number of Unfair Labor Practice Complaints filed in Fiscal Year	New in 2020	New in 2020	Annual Measure	Annual Measure	Annual Measure	Annual Measure	34	
Number of Standards of Conduct Complaints filed in Fiscal Year	New in 2020	New in 2020	Annual Measure	Annual Measure	Annual Measure	Annual Measure	6	
Number of Enforcement Petitions filed in Fiscal Year	New in 2020	New in 2020	Annual Measure	Annual Measure	Annual Measure	Annual Measure	4	
Number of motions for reconsideration of Board decisions filed	New in 2020	New in 2020	Annual Measure	Annual Measure	Annual Measure	Annual Measure	6	
3 - Trainings (1 Measure)								
Number of participants who completed training, outreach and facilitation activities	176	253	Annual Measure	Annual Measure	Annual Measure	Annual Measure	73	
4 - Publishing (2 Measures)								
Number of cases uploaded to PERB's website	New in 2020	New in 2020	Annual Measure	Annual Measure	Annual Measure	Annual Measure	29	
Number of cases published in the D.C. Register	New in 2020	New in 2020	Annual Measure	Annual Measure	Annual Measure	Annual Measure	31	

2020 Operations

Operations Header	Operations Title	Operations Description	Type of Operations					
1 - Resolve cases e	efficiently to provide	e stable labor relations in District agencies. (2 Activities)						
PERFORMANCE MANAGEMENT	Decisions and Orders	Drafting opinions for Board approval.	Daily Service					
INFORMATION TECHNOLOGY	Information Technology	PERB will seek to modernize the Information Technology Infrastructure of the office.	Key Project					
2 - Assist parties i	2 - Assist parties in reaching mutually agreed resolutions of disputes (1 Activity)							

Operations Header	Operations Title	Operations Description	Type of Operations				
LEGAL SUPPORT	Mediation	Dispute resolution that may reduce time and cost traditionally associated with these disputes and identify mutually agreeable solutions.	Daily Service				
3 - Provide labor-ma	3 - Provide labor-management training (2 Activities)						
PUBLIC EMPLOYEE RELATIONS BOARD							
Training	Trainings	PERB will provide training sessions to promote better understanding and knowledge of labor relations and responsibilities to DC government managers and union representatives.	Daily Service				
4 - Maintain a system to allow the public to have access to all decisions rendered by PERB (1 Activity)							
Information Distribution	Publishing	PERB will publish Decisions and Orders in a timely fashion for public distribution.	Daily Service				

2020 Strategic Initiatives

Strategic Initiative Title	Strategic Initiative Description	Completion to Date	Status Update	Explanation for Incomplete Initiative
No strategic initiatives found				