



# **OFFICE OF LABOR RELATIONS AND COLLECTIVE BARGAINING**

## **FY 2023 PERFORMANCE ACCOUNTABILITY REPORT**

**JANUARY 16, 2024**

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# **1 OFFICE OF LABOR RELATIONS AND COLLECTIVE BARGAINING**

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*Mission:* The mission of the Office of Labor Relations and Collective Bargaining (OLRCB) is to effectively represent the District as the principal management advocate in the administration of a comprehensive labor management program.

*Services:* Representing management before the Public Employee Relations Board (PERB) in negotiation matters, unit determinations, unfair labor practices, negotiability appeals, arbitration appeals and impasse proceedings; Advising and representing the Mayor and District departments, offices and agencies in matters involving collective bargaining, working conditions and compensation agreements and the impact and effects of changes in conditions of employment; advising the Mayor and District departments, offices and agencies concerning all aspects of labor relations; Developing and presenting cases before third party in mediation and arbitration proceedings; Representing the Mayor on joint labor management committees and work groups; Training labor liaisons, managers, supervisors and management officials concerning their rights and obligations under the Comprehensive Merit Personnel Act (CMPA), applicable collective bargaining agreements (CBAs) and applicable labor law, policies and procedures; and Developing, implementing and administering citywide labor initiatives.

## 2 2023 ACCOMPLISHMENTS

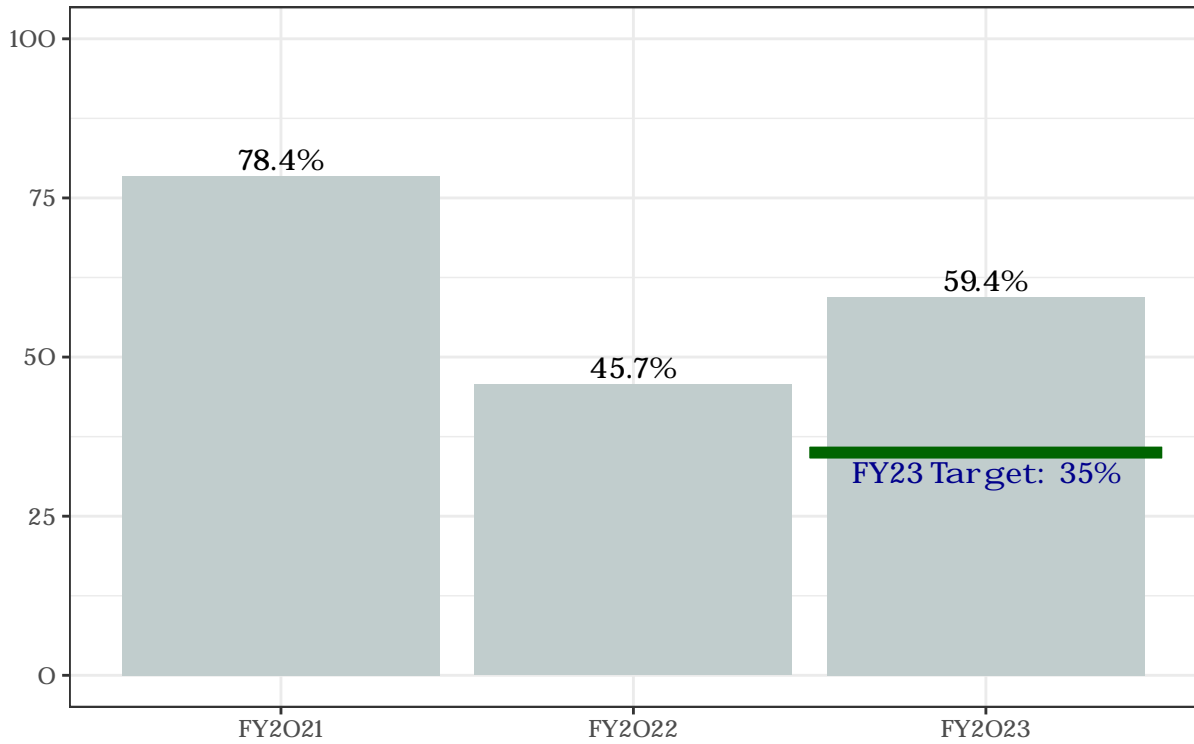
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Accomplishment	Impact on Agency	Impact on Residents
In Fiscal Year 2023, the Office of Labor Relations achieved a significant milestone by successfully completing the first phase of the Document Management Project.	This accomplishment holds paramount importance for our business practices as it marks a pivotal shift towards enhanced efficiency, transparency, and accessibility in managing critical documents and information. By streamlining document processes, we ensure a more organized and streamlined workflow within our agency, fostering collaboration and expediting decision-making processes. Overall, the successful implementation of this project reflects our commitment to modernizing operations and underscores the positive influence our agency has on both internal processes and the well-being of the District's residents.	The implications of this achievement extend beyond our internal operations, positively impacting the residents of the District of Columbia. The improved document management system enables us to provide more timely and accurate services to the labor community, facilitating better communication and responsiveness.

(continued)

Accomplishment	Impact on Agency	Impact on Residents
<p>In Fiscal Year 2023, the Office of Labor Relations has demonstrated exceptional success by surpassing all key performance metrics (KPIs), notably excelling in two critical areas: agency labor relations trainings and matters closed without litigation. The commitment to exceeding expectations in labor relations training sessions for agency leaders not only enhances their understanding of crucial labor practices but also fortifies communication between unions and management. By strategically hosting more training sessions, we anticipate a substantial improvement in labor relations, fostering a collaborative and informed work environment. Furthermore, the accomplishment of closing matters without resorting to litigation not only showcases the effectiveness of our conflict resolution strategies but also contributes significantly to cost savings for the government. This achievement highlights the efficiency of our approach in addressing labor-related issues, emphasizing the potential for continued positive outcomes in our ongoing efforts to strengthen the relationship between unions and management while preserving fiscal responsibility.</p>	<p>The accomplishment of the OLRCB in surpassing key performance metrics, notably in agency labor relations training and matters closed without litigation, has had a substantial impact on the agency. Hosting additional labor relations training sessions for agency leaders has elevated the skill set and knowledge base within the organization, fostering a more informed and collaborative work environment. This improvement positively influences internal dynamics, enhances communication, and empowers leaders to navigate labor-related challenges adeptly. Moreover, the successful closure of matters without resorting to litigation showcases the agency's effective conflict resolution strategies, resulting in streamlined processes and efficient resource allocation. This impact is particularly significant as it reflects the agency's commitment to fiscal responsibility, saving resources that can be redirected to other critical areas. Overall, these accomplishments contribute to the agency's operational efficiency, employee development, and financial prudence, positioning it as a more effective and responsible entity.</p>	<p>The accomplishments of the Office of Labor Relations, including exceeding key performance metrics and effectively managing labor relations, have a direct and positive impact on the residents of the District of Columbia. By hosting more agency labor relations training sessions for leaders, our agency enhances the expertise of the government workforce, leading to improved services for residents. The successful closure of matters without resorting to litigation not only reflects financial prudence but also ensures that public resources are directed towards essential services, community programs, and infrastructure improvements. Additionally, the positive impact on labor relations fosters a cooperative working environment, promoting stability and efficiency in the delivery of public services to the community. Overall, these achievements contribute to a more informed, financially responsible, and collaborative government, ultimately benefiting the residents of the District of Columbia.</p>

Percent of matters closed without litigation (withdrawn dismissed or settled)



### 3 2023 OBJECTIVES

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#### Strategic Objective

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Work proactively with agencies to mediate, settle, or litigate cases to serve the public interest.

Train labor liaisons and management officials on the Comprehensive Merit Personnel Act (CMPA), collective bargaining agreements (CBAs) and applicable labor law, policies and procedures.

Create and maintain a highly efficient, transparent, and responsive District government.

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## 4 2023 OPERATIONS

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Operation Title	Operation Description
<b>Work proactively with agencies to mediate, settle, or litigate cases to serve the public interest.</b>	
Negotiations: Daily Service	Negotiates collective bargaining agreements in the best interest of the public.
Litigation: Daily Service	Initiates, prosecutes, defends and monitors a wide range of litigation activity.
<b>Train labor liaisons and management officials on the Comprehensive Merit Personnel Act (CMPA), collective bargaining agreements (CBAs) and applicable labor law, policies and procedures.</b>	
Training: Daily Service	Citywide Training



## 5 2023 STRATEGIC INITIATIVES

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In FY 2023, Office of Labor Relations and Collective Bargaining had 1 Strategic Initiatives and completed 0%.

Title	Description	Update
Case Management	OLRCB will acquire and implement a document management system. This will allow attorney staff to have an improved research and organization tool, it will digitize necessary research documents and templates, and it would provide a stable cloud-based research domain for all staff.	Completed to date: 50-74% In Q4, we confirmed a document management system and began the planning stages. Currently, OLRCB is conducting weekly working meetings to create the system needed and tailor to our needs. This initiative is a 2-year long project.

## 6 2023 KEY PERFORMANCE INDICATORS AND WORKLOAD MEASURES

### Key Performance Indicators

Measure	Directionality	FY 2021	FY 2022	FY 2023 Q1	FY 2023 Q2	FY 2023 Q3	FY 2023 Q4	FY 2023	FY 2023 Target	Was 2023 KPI Met?
<b>Work proactively with agencies to mediate, settle, or litigate cases to serve the public interest.</b>										
Number of matters closed (withdrawn, settled, or reached judgement)	Neutral	75.5	95	6	14	15	29	64	35	Neutral Measure
Percent of matters closed without litigation (withdrawn, dismissed, or settled)	Up is Better	78.4%	45.7%	100%	14.3%	66.7%	69%	59.4%	35%	Met
Number of Litigation matters closed by Decision and Order	Neutral	New in 2022	37.5	0	0	1	0	1	35	Neutral Measure
<b>Train labor liaisons and management officials on the Comprehensive Merit Personnel Act (CMPA), collective bargaining agreements (CBAs) and applicable labor law, policies and procedures.</b>										
Number of labor liaison training held	Up is Better	New in 2023	New in 2023	0	1	0	3	4	4	Met
Number of agency labor relations training held	Up is Better	New in 2023	New in 2023	1	1	1	4	7	2	Met

Workload Measures

Measure	FY 2021	FY 2022	FY 2023 Q1	FY 2023 Q2	FY 2023 Q3	FY 2023 Q4	FY 2023
<b>Litigation</b>							
Number of Litigation matters opened	49	40	8	17	8	10	43
Number of Litigation matters closed by withdrawal	49	6	1	0	2	1	4
Number of Litigation matters closed by dismissal	Not Available	13	1	0	2	20	23
Number of Litigation matters closed by decision and order	Not Available	10	0	0	1	0	1
Number of Litigation matters closed without litigation	New in 2023	New in 2023	3	0	2	9	14
Number of Advisements opened	New in 2023	New in 2023	0	3	1	0	4
Number of Public Employee Relations Board matters closed by decision and order	Not Available	9	0	0	1	0	1
Number of Public Employee Relations Board matters opened	Not Available	Not Available	1	1	3	5	10
Number of Public Employee Relations Board matters closed	Not Available	Not Available	0	0	9	2	11
Number of Negotiation matters opened	New in 2023	New in 2023	3	0	3	2	8
Number of Negotiation matters closed	New in 2023	New in 2023	1	12	3	5	21
Number of Litigation matters closed by settlement	New in 2023	New in 2023	1	0	2	3	6
<b>Negotiations</b>							
Number of Negotiated Employee Assistance Home Purchase Program requests open	17	0	6	104	25	12	147
Number of Negotiated Employee Assistance Home Purchase Program requests closed	37	0	6	6	8	3	23