

**AGENCY PERFORMANCE PLAN
FY 2014**

Name of Agency: Public Employment Relations Board			
Agency Mission: To promote harmonious and cooperative relationships between government and its employees without disruption of public services, via the expert and timely services of a neutral labor relations agency.			
Core Function	Performance Measure(s)	Performance Target(s)	Link to Strategic Plan Goal(s)
CF: Adjudication and dispute resolution	% of request for services timely processed	75 percent - Outcome	.
Services, Products, Activities	Performance Measures	Performance Target(s)	Strategies/Recommended Actions
1. Adjudication	% of ALJ and Board prohibited practice complaints and State Employee Grievance or Disciplinary Action Appeal decisions issued within sixty (60) days of the close of hearing, receipt of transcript or submission of briefs whichever occurs later.	60 percent - Outcome	
	% of ALJ and Board unit decisions issued within ninety (90) days of the close of hearing, receipt of transcript or submission of briefs whichever occurs later.	60 percent – Outcome	

	% of Board declaratory orders and negotiability disputes issued within thirty (30) calendar days after receipt of petition, oral arguments, submission of briefs whichever occurs later.	80 percent - Outcome	
2. Impasse Services	% of Requests for Impasse Services assigned to a mediator within three (3) working days of the Board's receipt of the timely request, absent an independent impasse agreement	90 percent - Outcome	
	% of impasses in which interest arbitration was requested, a list of qualified arbitrators was mailed to the parties within (3) three business days of the Board's receipt of the timely request, absent an independent impasse agreement	90 percent - Outcome	

3. Compliance	% of certified employee organization (CEO) annual and registration reports reviewed within 3 (three) working days to determine whether reports are in compliance with Iowa Code section 20.25.	90 percent - Outcome	
4. Bargaining Unit Determination	% of bargaining unit hearings held within thirty (30) calendar days of the board's receipt of the petition, absent order granting continuance	80 percent - Outcome	