AGENCY PERFORMANCE PLAN

FY 2004

Name:

 Public Employment Relations Board

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:

 Determine appropriate bargaining units of public employees, adjudicate prohibited labor practice complaints and state employee grievances, and provide services to resolve impasses in collective bargaining between public employers and public employee organizations.

Outcome Measure:

 Provide bargaining unit determination, adjudication and dispute resolution services between government and its employees.

SERVICES, PRODUCTS, ACTIVITIES:

1. Bargaining unit determination

PERFORMANCE MEASURE:

 Within 30 calendar days of the Board's receipt of the petition, 95% of all unit determination cases will be either settled by stipulation or a hearing will be held, absent agreement by the parties to a later date.

2. Adjudication

PERFORMANCE MEASURE:

 A. Within 5 business days of receipt by the Board, 100% of complaints/appeals will be assigned to an internal case processor who will attempt to facilitate informal resolution of the dispute.

 B. 90% of all unresolved cases will be assigned to a presiding officer within 180 days from the Board's receipt of the complaint/appeal, absent request of the complainant to defer hearing.

3. Mediation, Fact-Finding, and Arbitration

PERFORMANCE MEASURE

 A. 100% of timely filed requests for mediation will be assigned a mediator within 5 business days.

 B. Absent agreement of the parties to a different procedure, in 100% of cases where fact-finding is prescribed by the statute, a list of qualified fact-finders will be mailed to the parties within 3 business days of their first scheduled mediation.

 C. Absent agreement of the parties to a different procedure, in 100% of cases in which arbitration is requested, a list of qualified arbitrators will be mailed to the parties within 3 business days of the Board's receipt of the timely request.

 D. 100% of requests for assistance in non-traditional dispute resolution will be responded to within 30 business days.

PERFORMANCE TARGET:

 To be determined