

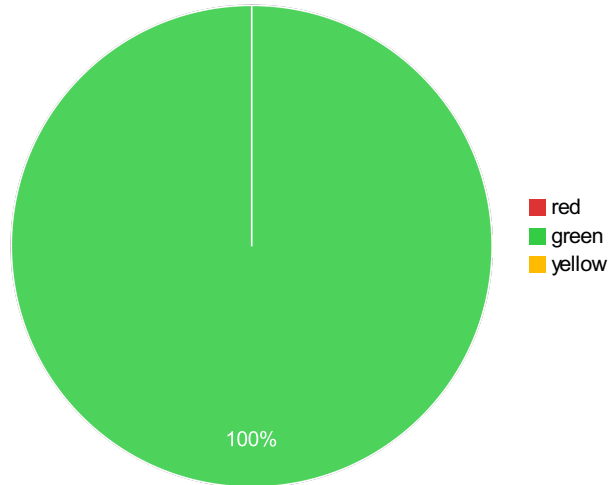
Employment Relations Board

Annual Performance Progress Report

Reporting Year 2018

Published: 7/27/2018 9:52:34 AM

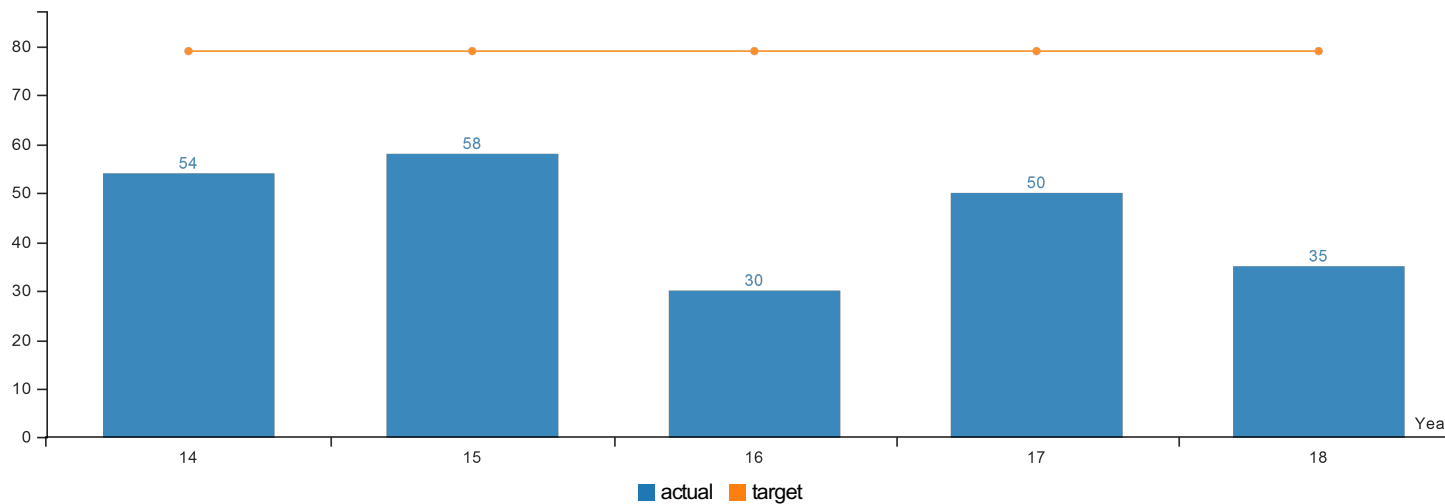
KPM #	Approved Key Performance Measures (KPMs)
1	Union representation - Average number of days to resolve a petition for union representation when a contested case hearing is not required.
2	Recommended orders - Average number of days for an Administrative Law Judge to issue a recommended order after the record in a contested case hearing is closed.
3	Final Board orders - Average number of days from submission of a case to the Board until issuance of a final order.
4	Mediation effectiveness - Percentage of contract negotiations disputes that are resolved by mediation for strike-permitted employees.
5	Appeals - Percentage of Board Orders which are reversed on appeal.
6	Mediation effectiveness - Percentage of contract negotiations disputes that are resolved by mediation for strike-prohibited employees.
7	Customer Satisfaction - Percent of customers rating their satisfaction with the agency's customer service as "good" or "excellent": overall, timeliness, accuracy, helpfulness, expertise, and availability of information.



Performance Summary	Green	Yellow	Red
	= Target to -5%	= Target -5% to -15%	= Target > -15%
Summary Stats:	100%	0%	0%

KPM #1	Union representation - Average number of days to resolve a petition for union representation when a contested case hearing is not required.
	Data Collection Period: Jul 01 - Jun 30

* Upward Trend = negative result



Report Year	2014	2015	2016	2017	2018
Days to Resolve Petition for Union Rep, No Hearing					
Actual	54	58	30	50	35
Target	79	79	79	79	79

How Are We Doing

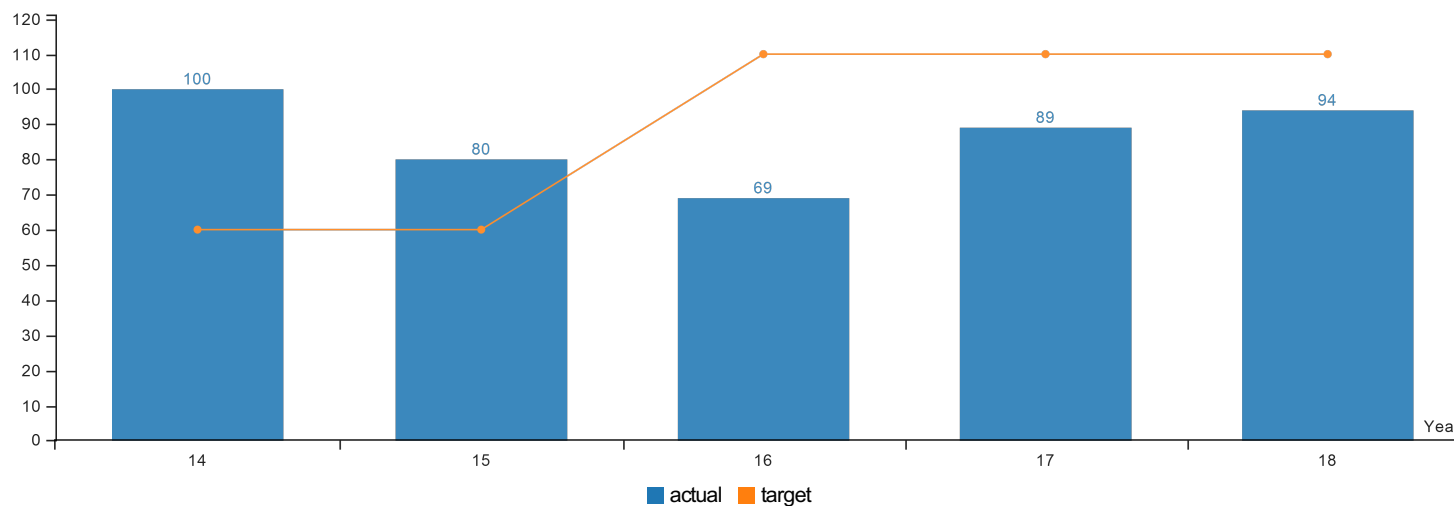
The agency continues to do better than its target of 79 days to process an uncontested representation petition.

Factors Affecting Results

The agency continues to prioritize processing representation matters. Cases that go to an election inevitably take longer to process, particularly compared to a card-check matter. Incomplete or otherwise improperly filed petitions by the parties can also delay processing a petition.

KPM #2	Recommended orders - Average number of days for an Administrative Law Judge to issue a recommended order after the record in a contested case hearing is closed.
	Data Collection Period: Jul 01 - Jun 30

* Upward Trend = negative result



Report Year	2014	2015	2016	2017	2018
Average Days Close of Record to Recommended Order					
Actual	100	80	69	89	94
Target	60	60	110	110	110

How Are We Doing

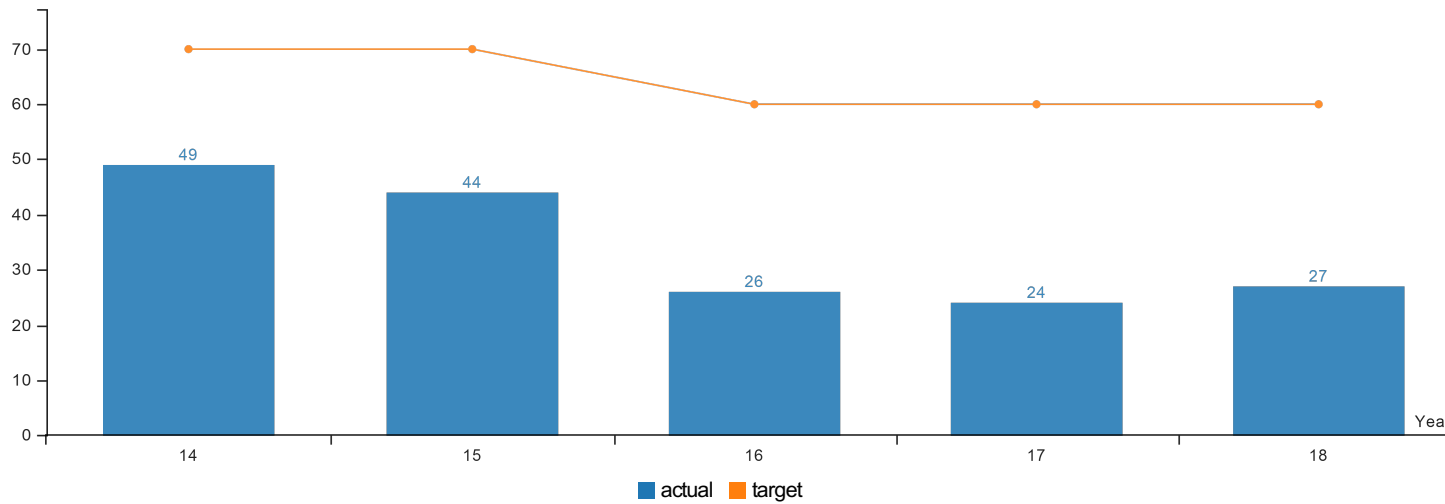
The agency continues to do better than its target of 110 days to issue a recommended order after a record is closed.

Factors Affecting Results

The number of claims and affirmative defenses in a case affects the amount of time needed to draft a recommended order, as does the complexity of a case.

KPM #3	Final Board orders - Average number of days from submission of a case to the Board until issuance of a final order.
	Data Collection Period: Jul 01 - Jun 30

* Upward Trend = negative result



Report Year	2014	2015	2016	2017	2018
Average Days Submission to Final Order					
Actual	49	44	26	24	27
Target	70	70	60	60	60

How Are We Doing

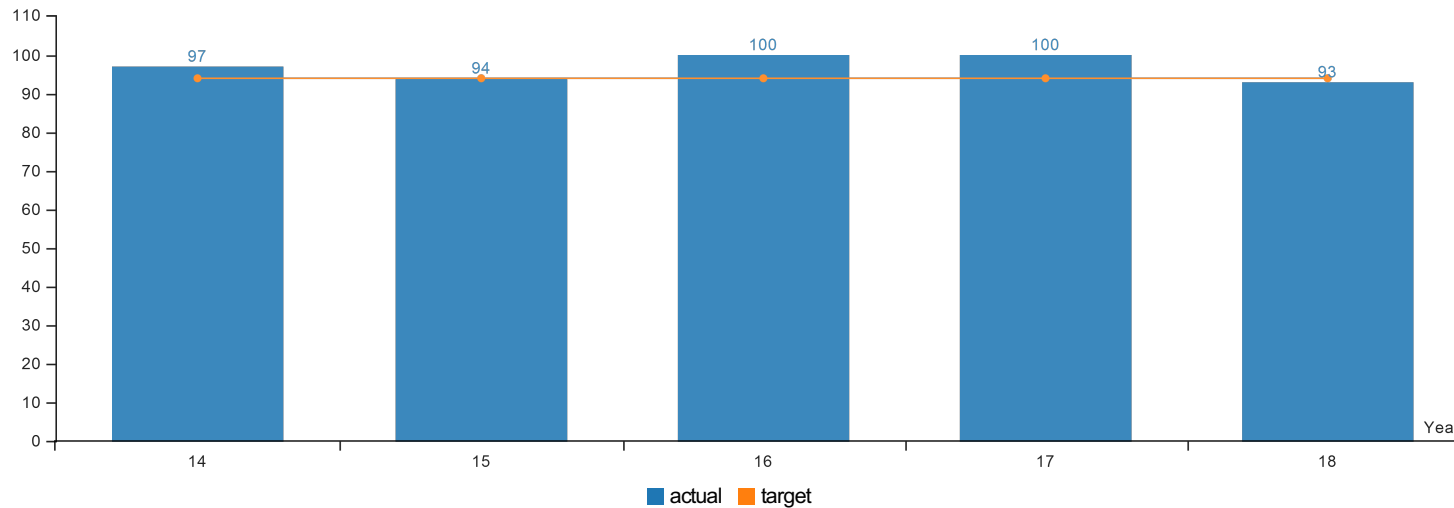
The agency's performance has stayed above the new target of 60 days.

Factors Affecting Results

The number of claims appealed may affect how long it takes to issue and order. In some cases, it is necessary to get a transcript before drafting a final order. Finally, cases where the Board is unable to reach a unanimous opinion usually take more time.

KPM #4	Mediation effectiveness - Percentage of contract negotiations disputes that are resolved by mediation for strike-permitted employees.
	Data Collection Period: Jul 01 - Jun 30

* Upward Trend = positive result



Report Year	2014	2015	2016	2017	2018
Strike-Permitted - Percent of Negotiations Resolved					
Actual	97%	94%	100%	100%	93%
Target	94%	94%	94%	94%	94%

How Are We Doing

The percentage of contract disputes resolved without a strike or the employer's unilateral implementation was again above our target.

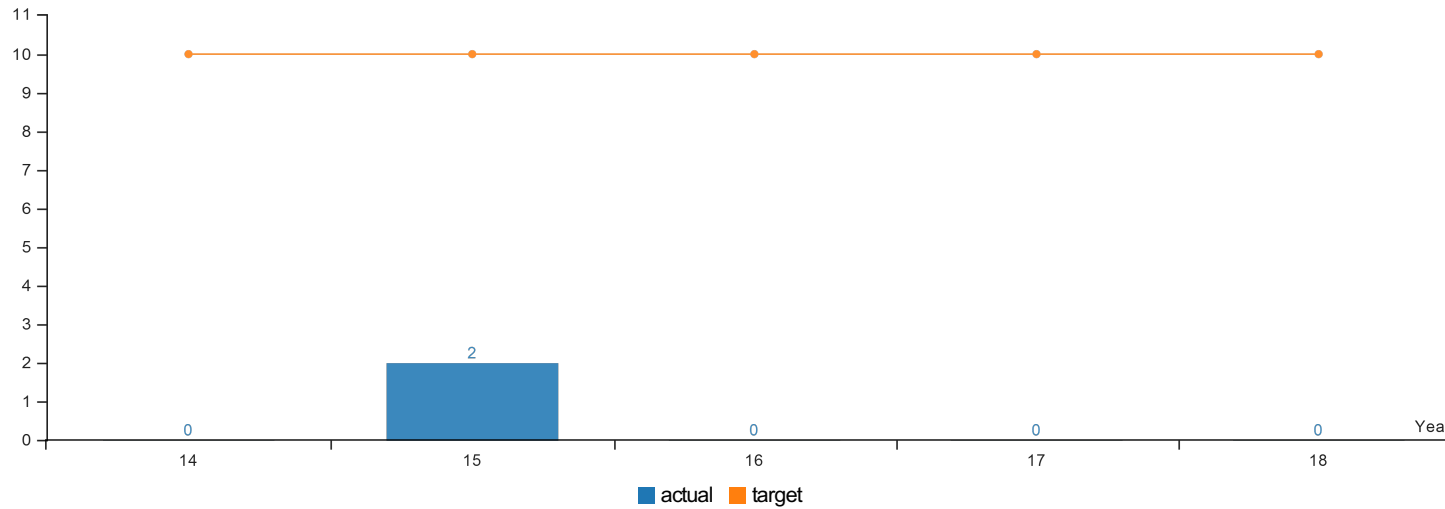
Factors Affecting Results

The agency provides mediation services for the parties under its jurisdiction. Mediators help parties reach a contract settlement, but the parties alone control whether a settlement occurs. Many factors that influence settlement are beyond the control of the mediator and parties. Such factors include, but are not limited to, the economy, health insurance costs, local and statewide political trends, and tax revenues.

This percentage is determined by the number of cases closed during the fiscal year and is based on whether a strike or final-offer implementation occurred.

KPM #5	Appeals - Percentage of Board Orders which are reversed on appeal.
	Data Collection Period: Jul 01 - Jun 30

* Upward Trend = negative result



Report Year	2014	2015	2016	2017	2018
Percentage of Board Orders Reversed by the Court					
Actual	0%	2%	0%	0%	0%
Target	10%	10%	10%	10%	10%

How Are We Doing

The agency continues to satisfy its target 10% and lower.

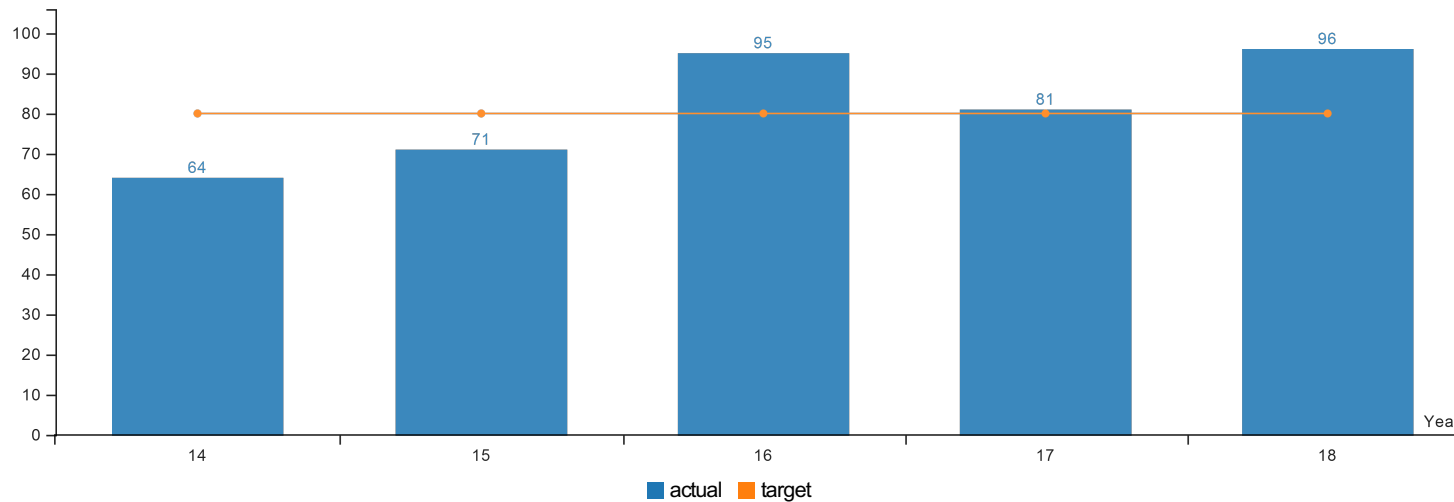
Factors Affecting Results

The number of cases appealed, the complexity of the cases, and the clarity of the Board's orders all can affect the results.

The percentage reflects the reversal rate of the highest appellate body by the fiscal year of the Board order.

KPM #6	Mediation effectiveness - Percentage of contract negotiations disputes that are resolved by mediation for strike-prohibited employees.
	Data Collection Period: Jul 01 - Jun 30

* Upward Trend = positive result



Report Year	2014	2015	2016	2017	2018
Strike-Prohibited - Percent of Negotiations Resolved					
Actual	64%	71%	95%	81%	96%
Target	80%	80%	80%	80%	80%

How Are We Doing

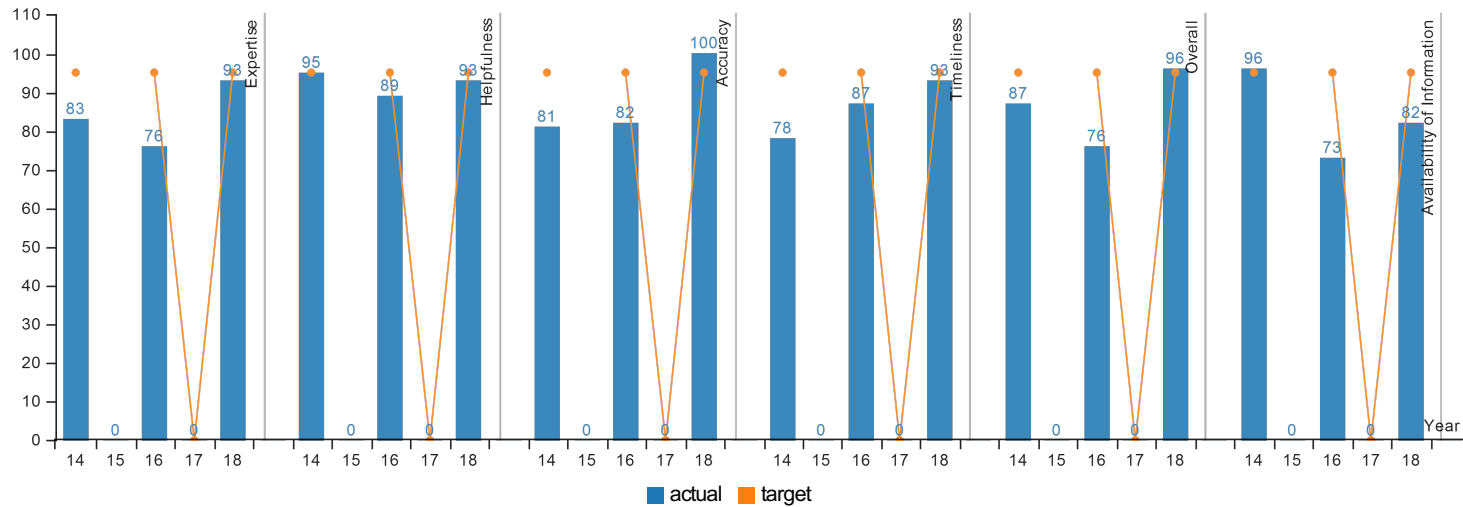
The agency has improved and met its target of 80%.

Factors Affecting Results

The agency provides mediation services for the parties under its jurisdiction. Mediators help parties reach a contract settlement, but the parties alone control whether a settlement occurs. Many factors that influence settlement are beyond the control of the mediator and parties. Such factors include, but are not limited to, the economy, health insurance costs, local and statewide political trends, and tax revenues.

This percentage is determined by the number of cases closed during the fiscal year and is based on whether the agency received and interest arbitration award in that fiscal year.

KPM #7	Customer Satisfaction - Percent of customers rating their satisfaction with the agency's customer service as "good" or "excellent": overall, timeliness, accuracy, helpfulness, expertise, and availability of information.
	Data Collection Period: Jul 01 - Jun 30



Report Year	2014	2015	2016	2017	2018
Expertise					
Actual	83%	No Data	76%	No Data	93%
Target	95%	TBD	95%	0%	95%
Helpfulness					
Actual	95%	No Data	89%	No Data	93%
Target	95%	TBD	95%	0%	95%
Accuracy					
Actual	81%	No Data	82%	No Data	100%
Target	95%	TBD	95%	0%	95%
Timeliness					
Actual	78%	No Data	87%	No Data	93%
Target	95%	TBD	95%	0%	95%
Overall					
Actual	87%	No Data	76%	No Data	96%
Target	95%	TBD	95%	0%	95%
Availability of Information					
Actual	96%	No Data	73%	No Data	82%
Target	95%	TBD	95%	0%	95%

How Are We Doing

As of the last recorded survey the agency has met all its targets except in the category of "Availability of Information".

Factors Affecting Results

The survey results are affected by a variety of factors, including: the small sample size of the returns, agency performance, an unfavorable result in a matter before the agency, and external economic circumstances.