FLRA
Office of the General Counsel

Federal Management Institute
Annual Labor and Employee Relations Conference
June 14-16, 2010
Chicago, IL
2009-12 Goals and Priorities

- Eliminate backlog of complaint and appeals cases within first 180 days.
- Restore information resources: manuals, guidance and training within the first 18 months
- Improve Unfair Labor Practice and REP case processing in relation to current time targets and shorten existing time targets within the first term.
FLRA
Office of the General Counsel

Eliminate the Backlog
Backlog

- Eliminate backlog of complaint and appeals cases within first 180 days.
  - All 342 backlogged complaint cases have been settled, tried or scheduled for trial.
  - All 800 appeals cases completed.
  - FLRA agents are now working current cases.
Information Resources

Practice Materials (Manuals, Guidance)
Education and Training
Information Resources

- Restore information resources manuals, guidance and training within first 18 months.
  - Historical manuals and guidance posted.
  - Regular training resumed, training materials posted.
  - Updated manuals and case law summaries in process.
  - E.O. 13522 training launched.
Information Resources

- An updated ULP manual and a comprehensive ULP case law outline will be published by the end of July 2010. We are presently updating the REP Hearing Officer’s Guide as well.

Executive Order 13522
Creating Labor-Management Forums to Improve Delivery of Government Services

FLRA Training Support
Training Courses

- Joint FLRA OGC/FMCS training
- FLRA 7106 (b) (1) Pilot Project training
Joint FLRA OGC/FMCS Training

- Available to labor-management pairs in seven FLRA Regional Office cities.

- Agency specific training is also scheduled (Treasury, Labor, Veterans Affairs, FAA, Army, Marine Corps, FAA, NLRB and many others in planning stage).
FLRA OGC/FMCS Course Overview

**Day One**: FLRA: Overview of Executive Order 13522, Collective Bargaining under the Statute, including section 7106(b)(1) and Pre-Decisional Involvement.

**Day Two**: FMCS: Introduction to Labor-Management Forums, skill building and next steps for starting a Labor-Management Forum.
FLRA 7106 (b) (1) Pilot Project Training

- Available to each bargaining committee participating in pilot projects pursuant to E.O. 15322.

- Standard educational materials and exercises presented by senior FLRA attorneys.
Case Processing Improvement

Case/Agent Metrics
Technology
Case Process Improvement
Case Processing

• Improve Unfair Labor Practice and REP case processing timeliness and shorten existing time targets.
  • Current time target for ULP and REP cases 120 days. OGC meets target 48% for ULP and 65% REP.
  • Critical to good government that OGC performance in relation to these targets improve AND that these targets be reduced.
## Cases Filed/Agent Ratio Analysis

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# Pending Cases/Agent Ratio Analysis

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ULP and Rep Case Time Targets

- **Current Target:** 120 Days for All Cases
  - In ULP cases, only meeting this goal 48% of the time
- **Used to be:** 60 Days for ULP Cases, 30 for Rep
- **NLRB benchmarks:**
  - Cases are Prioritized
  - Highest Priority Cases: 49 Days (7 Weeks)
  - Next Priority: 63 Days (9 Weeks)
  - Lowest Priority: 114 Days (12 Weeks)
Technology Will Help

- E-filing
- Remote Access Voting
- Web-based conferences to facilitate stipulations, settlement, pre-hearing preparations
- Video REP hearings
Case Process Improvement

- Integrate ADR into all aspects of case process.
  - ULP regulations amended
  - Agents trained in dispute resolution skills
- Examine ULP and REP Case Processes from Top to Bottom. Find Bottlenecks and Fix Them
Case Process Improvement

- Emphasize Quality Investigations as Well as Timeliness

- Open to Suggestions from Parties on Prioritizing Cases and Improving Our Case Processes