

FEDERAL LABOR RELATIONS AUTHORITY
PERFORMANCE PLAN
FY 2010

Mission

The FLRA mission is to carry out five (5) primarily statutory responsibilities as efficiently as possible and in a manner that gives full effect to the rights afforded under the Federal Service Labor-Management Relations Statute. These responsibilities are:

1. Investigating, prosecuting, and resolving complaints of unfair labor practice cases;
2. Determining the appropriateness of units for labor organization representation;
3. Adjudicating exceptions to arbitrators' awards;
4. Adjudicating legal issues relating to the duty to bargain (i.e., negotiability); and
5. Resolving impasses during negotiations (bargaining impasse).

Strategic Plan (FY 2010): In order to accomplish its mission, the FLRA has established the following seven (7) goals:

1. Provide timely adjudication of cases through E-filing and case tracking
2. Provide timely review and disposition of Unfair Labor Practice (ULP) cases.
3. Provide timely review and disposition of Representation (REP) cases.
4. Provide timely review and disposition of Arbitration (ARB) cases.
5. Provide timely review and disposition of Negotiability (NEG) cases.
6. Provide timely review and disposition of bargaining impasse (FSIP) cases.
7. Develop, manage and utilize FLRA's human resources to meet program needs.

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Performance Goal 1 - Provide timely adjudication of cases through E-filing and case tracking

Objective: Enhance customer ease of filing cases and tracking case status through web-based case-filing systems.

Outcome	Measure	Target	Component/Office
Complete process to take procurement action to build electronic case-filing system with existing web-based applications, and implement on-line filing.	Percentage of process completed.	10%	Authority

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Performance Goal 2 - Provide timely review and disposition of Unfair Labor Practice (ULP) cases

Objective: Remedy all ULP cases in a timely manner.

Outcome	Measure	Target	Component/Office
A. Resolve all ULP charges (issuance of a complaint, withdrawal, dismissal, or settlement of the charge) within 120 days from the date filed.	A. Percentage of ULP charges resolved within 120 days from the date filed.	A. 75%	A. OGC
B. Issue decisions on appeals within 60 days of receipt of the appeal of the Regional Director's dismissal of the charge.	B. Percentage of decisions on appeals issued within 60 days.	B. 80%	B. OGC
C. All ULP complaints will receive a hearing within 90 days or be otherwise settled.	C. Percentage of ULP complaints receiving a hearing within 90 days or otherwise settling.	C. 100%	C. OGC/OALJ
D. All records will close and a decision will issue within 90 days of the hearing completion date.	D. Percentage of records closing and decisions issuing within 90 days of the hearing completion date.	D. 100%	D. OALJ
E. Upon completion of all filing requirements pursuant to FLRA regulations, all ULP cases will	E. Percentage of ULP cases cleared and assigned within 5 working days.	E. 100%	E. Authority/CIP

<p>clear the Screening Team and be assigned to professional case production staff within 5 working days.</p>			
<p>F. All ULP cases will be decided within 180 days of assignment to an Authority Member staff.</p>	<p>F. Percentage of ULP cases decided within 180 days of assignment to an Authority Member staff.</p>	<p>F. 20%</p>	<p>F. Authority</p>

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Performance Goal 3 - Provide timely review and disposition of Representation (REP) cases

Objective: Review all REP cases in a timely manner.

Outcome	Measure	Target	Component/Office
A. Representation cases will be resolved by withdrawal of petition, conducting of election, or issuance of Decision and Order within 120 days of filing of the petition.	A. Percentage of representation cases resolved within 120 days from the filing of the petition.	A. 70%	A. OGC
B. Upon completion of all filing requirements pursuant to FLRA regulations, all REP cases will be assigned to professional case production, or otherwise disposed of, within 2 work days.	B. Percentage of REP cases assigned or disposed of in 2 work days.	B. 100%	B. Authority/CIP
C. Upon assignment to an Authority Member staff, all REP cases in which a decision whether to grant review will issue by day 60 and a final decision will issue by day 90.	C. Percentage of REP cases in which a decision whether to grant review issued by day 60 and a final decision issued by day 90, upon assignment to an Authority Member staff.	C. 90%	C. Authority

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Performance Goal 4 - Provide timely review and disposition of Arbitration (ARB) cases

Objective: Remedy all ARB cases in a timely manner.

Outcome	Measure	Target	Component/Office
A. Upon completion of all filing requirements pursuant to FLRA regulations, all ARB cases will clear the Screening Team and be assigned to professional case production staff, or otherwise resolved, within 5 work days.	A. Percentage of ARB cases cleared and assigned, or otherwise resolved, within 5 work days.	A. 100%	A. Authority/CIP
B. All ARB cases will be decided within 180 days of assignment to an Authority Member staff.	B. Percentage of ARB cases decided within 180 days of assignment to an Authority Member staff.	B. 20%	B. Authority

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Performance Goal 5 - Provide timely review and disposition of Negotiability (NEG) cases

Objective: Review all NEG cases in a timely manner.

Outcome	Measure	Target	Component/Office
A. Upon completion of all filing requirements pursuant to FLRA regulations, all ARB cases will clear the Screening Team and be assigned to professional case production staff, or otherwise disposed of, within 5 work days.	A. Percentage of NEG cases cleared and assigned, or otherwise disposed of, within 5 work days.	A. 100%	A. Authority/CIP
B. All NEG cases will be decided within 180 days of assignment to an Authority Member staff (reflecting reasonable time for a post-petition conference).	B. Percentage of NEG cases decided within 180 days of assignment to an Authority Member staff (reflecting reasonable time for a post-petition conference).	B. 20%	B. Authority

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Performance Goal 6 - Provide timely review and disposition of Bargaining Impasses (FSIP) cases

Objective: Review all FSIP cases in a timely manner.

Outcome	Measure	Target	Component/Office
A. Upon completion of filing requirements pursuant to FSIP regulations, and FMCS action, the Panel will assert jurisdiction or decline to assert jurisdiction within 90 days.	A. Percentage of cases in which the Panel asserted jurisdiction or declined to assert jurisdiction within 90 days of the completion of filing requirements.	A. 79%	A. FSIP
B. Cases which the Panel declines to assert jurisdiction or which a party/ies' request/s to withdraw, prior to a jurisdictional determination, will close within 20 days of such determination/request to withdraw.	B. Percentage of cases that closed within 20 days of the Panel's determination to decline jurisdiction, or of the party/ies' request/s to withdraw.	B. 98%	B. FSIP
C. The substantive case record will close within 120 days once the Panel asserts jurisdiction over the parties' request for assistance.	C. Percentage of cases in which the substantive case record closed within 120 days of the Panel's assertion of jurisdiction over the parties' request for assistance.	C. 93%	C. FSIP
D. Cases which the Panel resolves through a Decision & Order, or otherwise, will be	D. Percentage of cases that the Panel closed within 30 days of the Panel's resolution through a	D. 76%	D. FSIP

closed within 30 days of the Panel's decision.	Decision and Order or otherwise.		
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Performance Goal 7 - Develop, manage and utilize FLRA’s human resources to meet program needs

Objective: Recruit, develop and retain a multi-skilled, well-trained, highly performing, culturally diverse workforce that meets program needs and is collaboratively involved in workforce matters.

Outcome	Measure	Target	Component/Office
A. Establish collaborative internal workgroups to address agency human capital issues.	A. Percentage of number of required internal workgroups established to address technology issues, strategic planning, and other agency and workforce issues.	A. 50%	A. Authority, Office of Executive Director, Office of Policy and Performance Management, OGC, FSIP
B. Improve employee morale.	B. Percentage by which reported employee job satisfaction is increased to approach the agency’s objective.	B. 50%	B. Authority, Office of Executive Director, Office of Policy and Performance Management, OGC, FSIP
C. Issue updated internal FLRA policy instructions.	C. Percentage of internal FLRA policy instructions updated and issued.	C. 50%	C. Authority, Office of Executive Director, Office of Policy and Performance Management, OGC, FSIP
D. Increase staffing levels.	D. Percentage by which agency staffing meets funded FTE levels.	D. 100%	D. Authority, Office of Executive Director, Office of Policy and Performance Management, OGC, FSIP