



Public Service Staff Relations Board

Performance Report

For the period ending
March 31, 2002

Canada

The Estimates Documents

Each year, the government prepares Estimates in support of its request to Parliament for authority to spend public monies. This request is formalized through the tabling of appropriation bills in Parliament.

The Estimates of the Government of Canada are structured in several parts. Beginning with an overview of total government spending in Part I, the documents become increasingly more specific. Part II outlines spending according to departments, agencies and programs and contains the proposed wording of the conditions governing spending which Parliament will be asked to approve.

The *Report on Plans and Priorities* provides additional detail on each department and its programs primarily in terms of more strategically oriented planning and results information with a focus on outcomes.

The *Departmental Performance Report* provides a focus on results-based accountability by reporting on accomplishments achieved against the performance expectations and results commitments as set out in the spring *Report on Plans and Priorities*.

The Estimates, along with the Minister of Finance's Budget, reflect the government's annual budget planning and resource allocation priorities. In combination with the subsequent reporting of financial results in the Public Accounts and of accomplishments achieved in Departmental Performance Reports, this material helps Parliament hold the government to account for the allocation and management of funds.

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Foreword

In the spring of 2000, the President of the Treasury Board tabled in Parliament the document “Results for Canadians: A Management Framework for the Government of Canada”. This document sets a clear agenda for improving and modernising management practices in federal departments and agencies.

Four key management commitments form the basis for this vision of how the Government will deliver their services and benefits to Canadians in the new millennium. In this vision, departments and agencies recognise that they exist to serve Canadians and that a “citizen focus” shapes all activities, programs and services. This vision commits the Government of Canada to manage its business by the highest public service values. Responsible spending means spending wisely on the things that matter to Canadians. And finally, this vision sets a clear focus on results – the impact and effects of programs.

Departmental performance reports play a key role in the cycle of planning, monitoring, evaluating, and reporting of results through ministers to Parliament and citizens. Departments and agencies are encouraged to prepare their reports following certain principles. Based on these principles, an effective report provides a coherent and balanced picture of performance that is brief and to the point. It focuses on outcomes - benefits to Canadians and Canadian society - and describes the contribution the organisation has made toward those outcomes. It sets the department’s performance in context and discusses risks and challenges faced by the organisation in delivering its commitments. The report also associates performance with earlier commitments as well as achievements realised in partnership with other governmental and non-governmental organisations. Supporting the need for responsible spending, it links resources to results. Finally, the report is credible because it substantiates the performance information with appropriate methodologies and relevant data.

In performance reports, departments and agencies strive to respond to the ongoing and evolving information needs of parliamentarians and Canadians. The input of parliamentarians and other readers can do much to improve these reports over time. The reader is encouraged to assess the performance of the organisation according to the principles outlined above, and provide comments to the department or agency that will help it in the next cycle of planning and reporting.

This report is accessible electronically from the Treasury Board of Canada Secretariat Internet site:
<http://www.tbs-sct.gc.ca/rma/dpr/dpre.asp>

Comments or questions can be directed to:

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Public Service Staff Relations Board



Performance Report

**For the period ending
March 31, 2002**

The Honourable Stéphane Dion
President of the Queen's Privy Council
for Canada and Minister of
Intergovernmental Affairs

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SECTION I: CHAIRPERSON'S MESSAGE

Over the last few years, the labour relations community in the Federal Public Service has been clamouring for change. This recognition that the status quo is simply no longer acceptable has been voiced many times since 1990. The most recent and eloquent discourse on this matter is contained in the two reports of *The Advisory Committee on Labour Management Relations in the Federal Public Service* chaired by John Fryer. In its first report, the Advisory Committee concluded that unless the problems identified were “addressed, the federal public service labour-management-relations system as currently constituted will likely not be sustainable in the twenty-first century.” Although somewhat pessimistic, this view is, to a great extent, shared by many of the labour relations practitioners from both labour and management.

The Task Force on Modernizing Human Resources Management, chaired by Ran Quail, has been given the opportunity to develop a more modern approach to labour relations. I am hopeful that the proposals, which will be made by the Task Force in the fall, will be sufficiently bold and innovative to provide a springboard for the necessary renewal of labour relations in the Federal Public Service. After more than ten years of discussions on these issues, the time has come to move with courage, daring and conviction.

As we expect the mandate of the Board to be affected by the decisions made by the government on the future of human resources management, we are currently re-evaluating our organizational structure and practices. Competency profiles are being developed for each position at the Board. Our Operations Division, which acts as the Registrar for the Board, is being restructured to be in a better position to respond to added responsibilities. We recently initiated an assessment of the Board’s capacity for modern management. Finally, a succession plan and a business continuity plan were developed to limit disruptions in our services to clients because of a higher than usual staff turnover due to retirements and potential crisis.

In our continued effort to communicate the Board’s services to our clients and the public, we released in March 2002 an educational video on grievance mediation. This video will be used in mediation training and awareness sessions, in addition to being distributed to a wide audience of bargaining agent and employer representatives.

The Board conducted its second client satisfaction survey in the fall of 2001. Although results indicate an overall satisfaction level that is very acceptable, the Board continues to tailor its policies and practices to best meet the needs of its clients.



The Board is committed in its desire to foster better labour relations in the Public Service. Given the inevitable changes which lie ahead, the Board will continue to cooperate and consult with employers and bargaining agents to ensure that, within the legislative framework provided, their needs are understood and met.

Yvon Tarte
Chairperson

SECTION II: STRATEGIC CONTEXT

The Public Service Staff Relations Board is an independent, quasi-judicial statutory tribunal responsible for administering the collective bargaining and grievance adjudication systems in the federal Public Service. The Board also provides mediation and conciliation services to help parties resolve differences without resorting to a formal hearing. Annex F provides a list of statutes administered by the Board.

BENEFITS TO CANADIANS

The Public Service Staff Relations Board benefits Canadians by promoting and supporting a harmonious and regulated relationship between public servants and their employers. The Board's activities contribute to minimizing the possibility of labour unrest that could lead to disruption in the delivery of government programs.

MISSION

In its effort to promote and support harmonious employer-employee relations in the federal Public Service and Parliamentary Service, the Board shall:

- Conduct hearings in accordance with the law, the principles of natural justice and render timely decisions;
- Assist the parties, where possible, to resolve their differences on their own;
- Ensure that all processes are impartial and open;
- Consult with the parties to facilitate and improve the Board's processes;
- Educate and inform clients and the public on the Board's role, services and jurisprudence;
- Promote a work environment that fosters the development of a knowledgeable and co-operative staff, and;
- Ensure efficient and effective use of our resources.



DEPARTMENTAL ORGANIZATION

The Public Service Staff Relations Act (PSSRA) provides for a Board composed of a Chairperson, a Vice-Chairperson, not less than three Deputy Chairpersons and such full-time and part-time members as the Governor in Council considers necessary to discharge the responsibilities of the Board.

The Chairperson is the Chief Executive Officer. The Secretary of the Board is, subject to the direction of the Chairperson, responsible for the supervision and direction of the work and staff of the Board. The Board is responsible to Parliament through the President of the Queen's Privy Council for Canada. The Board has its offices in Ottawa.

SOCIAL AND ECONOMIC FACTORS

Ultimately, the labour relations concerns of public servants normally expressed through their bargaining agents and the concerns of the public service employers in managing the public service and implementing the programs approved by the government of the day become the factors determining the workload of the Board, both in quantity and type of dispute requiring attention.

The decision by the Government to reorganize the public service bargaining unit structure continues to generate a significantly increased workload for the Board in the areas of certification and managerial or confidential exclusions.

The creation of separate employers to perform functions formerly performed by departments in the central administration has also contributed to a significant workload increase with respect to successor rights and bargaining unit restructuring.

SECTION III: STRATEGIC OUTCOMES

To provide Canadians with:	To be demonstrated by:
<p>An environment that fosters harmonious labour relations in the federal Public Service workplace, thereby minimizing the possibility of labour unrest that could result in disruption in the implementation of government programs.</p>	<ul style="list-style-type: none"> * Timeliness, fairness and openness of Board processes * Client satisfaction * Guidance to the parties * Quality of Board decisions

PERFORMANCE RESULTS EXPECTATIONS

Listed below are the key planned results described in the Board's 2001-02 Report on Plans and Priorities. These, as well as the other indicators of the Board's performance, are addressed in the Performance Accomplishments Section.

- Maintain a framework for the timely administration of the systems of collective bargaining, grievance adjudication and complaints in the Public Service;
- Implement mediation as a step in the grievance adjudication and complaint processes;
- Effectively and efficiently process the expected influx of grievances related to the implementation of the Universal Classification Standard (UCS), and;
- Enhance client service through improved electronic access to Board jurisprudence and activities.



FINANCIAL PERFORMANCE

Public Service Staff Relations Board (thousands of dollars)	
<i>Planned Spending</i>	\$5,754.0
<i>Total Authorities</i>	\$7,377.5
2001-02 Actuals	\$6,894.2

- Note:
- 1) *Included in the Public Service Staff Relations Business Line is .5 M and 8 FTEs allocated to the National Joint Council Secretariat (NJC). In addition, the administrative support provided to the NJC is estimated at 174 person days.*
 - 2) *The summary financial information presented includes three figures. These are intended to show the following:*
 - *what the plan was at the beginning of the year (Planned Spending);*
 - *what additional spending Parliament has seen fit to approve for departments to reflect changing priorities and unforeseen events (Total Authorities); and*
 - *what was actually spent (2001-2002 Actuals).*

The 2001-2002 total authorities are 28% or \$1.6M higher than the planned spending. This is largely attributable to the following:

- a) \$887K received from TBS to cover additional work related to the resumption of collective bargaining;
- b) \$257K carried forward from 2000-01 to cover replacement of informatic and other equipment and furniture, as well as other special projects, and;
- c) \$92.5K transferred from Justice Canada for the Alternate Dispute Resolution project.

The 2001-2002 actual expenditures are 7% or \$483K lower than the total authorities received. This is mainly due to the fact that the additional cost associated with the resumption of collective bargaining was lower than originally expected.

PERFORMANCE ACCOMPLISHMENTS

MAINTAIN A FRAMEWORK FOR THE TIMELY ADMINISTRATION OF THE SYSTEMS OF COLLECTIVE BARGAINING AND GRIEVANCE ADJUDICATION IN THE PUBLIC SERVICE

The Board processed 1,162 new matters during the year under review. These cases were filed under the PSSRA and the *Parliamentary Employment and Staff Relations Act* (PESRA) and include: grievance adjudication, certification, complaints relating to unfair labour practices and collective bargaining.

Grievance adjudication under the PSSRA represents the largest single component of the Board's workload. These grievances arise from the application or interpretation of a collective agreement or an arbitral award, or from the imposition of major disciplinary action and termination of employment. In 2001-02, the adjudication workload under the PSSRA totalled 1,643 cases, including 759 new cases received during the fiscal year. Annex C provides an overview of grievance adjudication cases received and disposed of over the last 3 fiscal years. You will note that the Board's workload has remained fairly constant over that period of time.

The Board continued to assist parties in their collective bargaining efforts. In addition to conciliation, arbitration was reintroduced on June 21, 2001, as a method of dispute resolution under the PSSRA. In 2001-02, conciliators were involved in assisting the parties in 20 cases, while arbitrators handled 8 cases. Furthermore, 3 applications for conciliation boards were received during the year, in addition to the 8 requests carried over from the previous year. In providing these services the Board assisted the parties in reaching agreements, thus avoiding potential labour disruptions that could ultimately affect services to the Canadian public. Annex D provides an overview of collective bargaining cases for the last 3 fiscal years.

The expeditious handling of proceedings referred to the Board in accordance with the rules of natural justice and fairness is fundamental to maintaining the integrity and credibility of the Board. The Board has set standards for the handling of proceedings referred to it from the initial application to final disposition. Annex E lists and illustrates compliance with these standards during 2001-02. The high degree of compliance with the scheduling standards demonstrates the Board's commitment to the expeditious handling of all proceedings before it.

The Board monitors issues of fairness and openness through any written complaints received from its clients. During fiscal year 2001-02, no written complaints were received.

MEDIATION

Mediation is a process that allows the parties to resolve workplace disputes with the assistance of an impartial third party. The purpose of mediation is not to determine who is right or wrong but rather to reach a mutually satisfactory resolution of the problem at issue. Through mediation, creative solutions acceptable to both parties, which are not always available at adjudication, can be crafted. The benefits of mediation are a decrease in the number of matters to adjudication and, more importantly, improved long-lasting relations between the parties.



Following positive results of a pilot project where Board Members were called upon to mediate grievances and complaints referred to the Board, mediation was implemented as a permanent program at the Board. Several recommendations from the assessment of the pilot project were implemented. For example, a formal "Agreement to Mediate" document was produced and is now discussed with the parties during the pre-mediation information session. Also, Board members continue to receive ongoing mediation training. Finally, the Board provides mediation training to federal government departments and unions. For complete results of the assessment, please visit the Board's Web site at www.pssrb-crtfp.gc.ca.

Based on another recommendation and in its continued effort to communicate its services to clients and the public, the Board released in March 2002 an educational video on grievance mediation. This video, funded in part by Justice Canada's dispute resolution fund, will be used in mediation training and awareness sessions, in addition to being distributed to a wide audience of bargaining agent and employer representatives. Copies of the video in a DVD format are available to the public through the Board's Web site at www.pssrb-crtfp.gc.ca/whatsnew/whatsnew_e.html.

As indicated in its 2001-02 Report on Plans and Priorities, the Board looked at the possibility of implementing a developmental assignment program within its Dispute Resolution Services division. The Board approached labour and management representatives for potential candidates and received a few nominations. In the meantime, high demand for dispute resolution services resulted in the Board's decision to instead proceed with the indeterminate staffing of an additional position in the Dispute Resolution Services division, hence cancelling the need for a developmental assignment program.

CLIENT SATISFACTION

Given the adversarial nature of the hearing process, it is unlikely that both parties in any given case will be pleased with its outcome. Accordingly, the Chairperson provides an opportunity for discussion of any issues that may arise with respect to Board processes through meetings, conferences and exchanges with representatives of the employers and bargaining agents.

In addition, the Board has decided to solicit client feedback with respect to its services in a formal way through the conduct of client satisfaction surveys on a three-year cycle.

The Board conducted its second client satisfaction survey in 2001-02. Although results indicate an overall satisfaction level that is very acceptable, the Board received confirmation through the survey that improvements were required in some areas. In its continued effort to achieve a high compliance rate with its performance standards related to the handling and disposition of proceedings referred to it, the Board has already taken some measures to address areas of

concern. Results of the latest survey are available at www.pssrb-crtfp.gc.ca/reports/client2001_e.pdf.

The Board will conduct its next client satisfaction survey in 2004-05.

EFFECTIVE AND EFFICIENT PROCESSING OF THE EXPECTED INFLUX OF GRIEVANCES RELATED TO THE IMPLEMENTATION OF THE UNIVERSAL CLASSIFICATION STANDARD (UCS)

The implementation of the Universal Classification Standard (UCS) in the Central Administration has been deferred to a later date. Once a classification reform is implemented, the Board can expect an increase in the number of grievances it receives for adjudication since such classification reform has the potential of bringing about disagreement over work descriptions, pay rates and classification.

ENHANCED CLIENT SERVICE THROUGH IMPROVED ELECTRONIC ACCESS TO BOARD JURISPRUDENCE AND ACTIVITIES

The Board launched in early 2002 its redesigned Web site, which meets most of the 'common look and feel' (CLF) requirements of the Government On-Line initiative. Being an independent quasi-judicial tribunal, the Board had to use some discretion in applying the CLF standards.

The Board is continuously updating and adding content to its Web site in order to provide Canadian citizens with easy access to the Board's information and services. The Web site provides access to decisions, as well as to the hearing schedule. The Web site also provides clients with electronic access to the PSSRB Summaries of Decisions publication, as well as the Board's annual reports, major statutes, and a report entitled Status of Negotiations, which is updated monthly.

OTHER PERFORMANCE INDICATORS

Expedited Adjudication

Expedited adjudication enables the parties and the Board to save time and resources by dealing with certain grievances without resort to a full hearing process. In the expedited process, the parties normally file an agreed statement of facts and no witnesses are heard. The parties have also agreed that decisions rendered in the expedited process are not precedent setting and will not be subjected to judicial review. Oral decisions are given to the parties at the hearing. A short written decision follows within five days.

During the year there was a total of 9 expedited adjudication hearings, each normally lasting no more than half a day. Twenty-four decisions were issued,



resulting in the disposition of 59 cases, which would have otherwise required a minimum of 59 hearing days.

Quality of Board Decisions

A major factor in determining the quality of the decisions rendered by the Board is the degree to which they are accepted by the parties and the extent to which they are set aside on judicial review. The following chart provides a synopsis of the judicial review of Board decisions over the past five fiscal years under the PSSRA and the PESRA. The figures for the last five fiscal years are not complete as not all the judicial review applications filed in those years have made their way through the Court system.

Synopsis of applications for judicial review of decisions rendered in the five fiscal years beginning April 1, 1997, and ending March 31, 2002

	Decisions rendered ¹	Number of applications	Applications dismissed	Applications allowed	Applications withdrawn ²	Applications pending ³	Appeals of applications pending ⁴
YEAR 1 (April 1, 1997 to March 31, 1998)	170	19	8	5	5	0	1
YEAR 2 (April 1, 1998 to March 31, 1999)	158	16	8	1	6	0	1
YEAR 3 (April 1, 1999 to March 31, 2000)	153	8	3	0	4	0	1
YEAR 4 (April 1, 2000 to March 31, 2001)	127	12	2	2	3	4	1
YEAR 5 (April 1, 2001 to March 31, 2002)	132	15	0	0	1	14	0
TOTAL	740	70	21	8	19	18	4

¹ Decisions rendered do not include cases settled or withdrawn or dealt with under the expedited adjudication process.

² Refers to originating applications and does not include appeals withdrawn.

³ Applications that have yet to be dealt with by Federal Court. Does not include appeals pending before the Federal Court of Appeal or the Supreme Court of Canada.

⁴ Results of appeals disposed of have been integrated into statistics in this table.

Guidance to the Parties

The Board ensures that its jurisprudence is available to assist individuals, the immediate parties to collective bargaining and the staff relations community at

large through the publication and distribution of its decisions. The principal vehicle is a publication issued twice yearly, called *PSSRB Summaries of Decisions*, which contains a digest of decisions issued in the previous year. In 2001-02 both volumes were produced within the established six-month time frame.

In addition, the Board makes its decisions available through Quick Law (QL) an electronic database. Decisions of the Board are to be downloaded within one week of the date of official release. In 2001-02, 96% of decisions were downloaded within the established time frame.

The Board also provides its decisions to its major clients electronically as well as in hard copy. Finally, decisions are posted on the Board's website.

As well, the Board has standards for responding to its clients. Information requests are to be responded to by letter within three working days and telephone inquiries returned within one working day. A review of written information requests to the Board's Operations Services over a six-month period during 2001-02 showed a 75% compliance rate. The compliance rate concerning telephone inquiries to Operations Services over the same period was 98%.

Assistance is given to unrepresented individuals by means of a letter explaining the Board's hearing procedures appended to the hearing schedule sent two months prior to the hearing date. Oral briefings are also provided to unrepresented clients on request. The formal Notice of Hearing is sent 30 or more days prior to the hearing date. A review of files of unrepresented individuals over a three-month period during 2001-02 showed a compliance rate of 100%.

INTERNAL MANAGEMENT

Key Reviews and Audits

It is the Board's policy to conduct independent and objective internal audits on a regular basis of all major functions, systems and organizational units performing significant responsibilities.

In 2001-02, the Board received results of an evaluation conducted by Consulting and Audit Canada (CAC) on the efficiency of its security function. More specifically, the audit evaluated the Board's compliance with standards on security organization and administration, as well as on physical, information technology and personnel security. The audit confirmed that generally, the Board had put in place a security program that complied with the Government Security Policy and operational standards. Results of the security audit can be viewed on the Board's Web site at www.pssrb-crtp.gc.ca/reports/reports_e.html.



Modern Comptrollership

The Board initiated in early 2002 an assessment of its capacity for modern comptrollership. KPMG, the consulting firm assigned to the Board, conducted individual interviews with each member of the Executive Committee and functional experts of the Board. The interviews were based on the seven elements of modern management practices (strategic leadership, shared values and ethics, motivated people, clear accountability, mature risk management, integrated performance information, and rigorous stewardship). Results of the capacity assessment are expected in June 2002.

ANNEX A: FINANCIAL SUMMARY TABLES

The following Financial Tables apply to the Public Service Staff Relations Board:

1. Summary of voted appropriations
2. Comparison of total planned to actual spending
3. Historical comparison of total planned spending

FINANCIAL TABLE 1

SUMMARY OF VOTED APPROPRIATIONS

AUTHORITIES FOR 2001-2002

Financial Requirements by Authority (thousands of dollars)

Vote		2001-2002		
		Planned Spending	Total Authorities	Actual Spending
Public Service Staff Relations				
45	Operating expenditures	5,085.0	6,680.5	6,197.2
(S)	Contributions to employee benefit plans	669.0	697.0	697.0
	Total Agency	5,754.0	7,377.5	6,894.2

Total authorities are main estimates plus supplementary estimates.



FINANCIAL TABLE 2

DEPARTMENTAL PLANNED VERSUS ACTUAL (THOUSANDS OF DOLLARS)

Public Service Staff Relations	2001-2002		
	Planned	Total Authorities	Actual
FTEs	55	55	55
Operating	5,754.0	7,377.5	6,894.2
Cost of services provided by other departments	1,609.4	1,631.5	1,629.0
Net cost of the program	7,363.4	9,009.0	8,523.2

Notes: Numbers in italics denote total authorities for 2001-2002 (main and supplementary estimates).
 Bolded numbers denote actual expenditures in 2001-2002.

FINANCIAL TABLE 3

HISTORICAL COMPARISON OF TOTAL PLANNED SPENDING TO ACTUAL SPENDING

(THOUSANDS OF DOLLARS)

	2001-2002				
	Actual 1999-2000	Actual 2000-2001	Planned Spending	Total Authorities	Actual Spending
Public Service Staff Relations Board	5,522.6	5,782.0	5,754.0	7,377.5	6,894.2
Total Agency	5,522.6	5,782.0	5,754.0	7,377.5	6,894.2

Total Authorities are main estimates plus supplementary estimates and other transfers.

ANNEX B: CONSOLIDATED REPORTING

SPECIAL TRAVEL POLICY

The PSSRB Travel Policy follows the Treasury Board Travel Directive in its application to all PSSRB staff, as well as to Board Members who are Governor in Council appointees (GICs). In the case of its GICs, the Board generally adheres to the GIC Special Travel Authorities Directive (which forms part of the Treasury Board Travel Directive) with restrictions on the amount that can be claimed for meals and accommodations.



ANNEX C: GRIEVANCE ADJUDICATION CASES

	2001-2002	2000-2001	1999-2000
New cases	759	863	698
Cases carried over from previous years *	884	855	732
Total cases	1643	1718	1430
Cases disposed during fiscal year	553	834	575
Cases carried over to next FY *	1090	884	855

Note:

* Cases can be carried over for a variety of reasons including cases that were heard and were awaiting decisions at year-end, were scheduled for hearing, or were held in abeyance at the request of the parties pending discussions or other decisions from the Board, other tribunals or courts.



ANNEX D: COLLECTIVE BARGAINING CASES

	2001-2002	2000-2001	1999-2000
Conciliation			
New cases	9	19	10
Cases carried over from previous year(s)	11	10	3
Total cases	20	29	13
Cases settled at conciliation	9	9	1
Cases not settled at conciliation	6	9	2
Cases carried over to next fiscal year	5	11	10
Conciliation Boards			
New cases	3	11	7
Cases carried over from previous year(s)	8	5	4
Total cases	11	16	11
Conciliation reports produced	7	7	5
Cases settled before conciliation	1	1	1
Cases carried over to next fiscal year	3	8	5
Note			
<p>Where the parties have bargained collectively in good faith, but have been unable to reach agreement on any term or condition of employment that may be embodied in a collective agreement, and where the relevant collective bargaining agent has specified that referral to conciliation shall be the process for resolution of a dispute, section 76 of the PSSRA provides that either the bargaining agent or the employer may, by notice in writing to the Chairperson, request conciliation of the dispute. The Chairperson may establish a conciliation board or appoint a conciliation commissioner.</p>			



ANNEX D: COLLECTIVE BARGAINING CASES (cont'd)

	2001-2002	2000-2001	1999-2000
Arbitration *			
New cases	6	3	3
Cases carried over from previous year(s)	2	2	0
Total cases	8	5	3
Cases settled	3	1	0
Cases settled prior to arbitration	3	2	0
Requests for arbitration denied	0	0	1
Cases carried over to next fiscal year	2	2	2
Note			
* Arbitration not available as a method of dispute resolution from 1998-99 to June 21, 2001, except for cases under the PESRA			

ANNEX E: COMPLIANCE WITH STANDARDS

ACTIVITY	PERFORMANCE STANDARD	COMPLIANCE RATE
Letters of Acknowledgement	Clients issued a letter of acknowledgement within two working days from date of receipt at the Board.	Of the 1162 new cases processed by the Board, 94% complied with the standard. The remaining cases were group files or incomplete, which require more time to process.
Scheduling of cases not involving termination	Cases are to be scheduled for mediation or formal hearing within five months from date of receipt.	97% complied with the standard. The Board's rate of compliance is affected by the parties' lack of resources to cope with the scheduling of cases.
Scheduling of termination cases	Cases involving termination of employment are to be scheduled for mediation or formal hearing within four months from date of receipt.	Of the 50 cases involving termination of employment, 90% complied with the standard. The remaining 10% were held pending at the request of the parties or exceeded the timeframe at the request of the parties due to their lack of resources.
Notice of Hearing	Clients are to receive Notice of Hearing at least 30 days prior to the hearing date except in emergency cases where Notices are issued immediately upon receipt.	99% of the Notices of Hearing were issued in compliance with the standard. The remaining 1% was issued at least 25 days prior to hearing.
Completion of Decisions on the merits	Decisions are to be rendered by Board Members within two months after the hearing or other process is completed.	Of the 132 decisions issued, 78% complied with the standard.
Issuance of Board Decisions	Board decisions are to be sent to the parties within one day after the decision is signed by the Member.	Of the 132 decisions issued by Board Members, 100% complied with the standard.
Availability of Decisions to the Public	Decisions are made available to the public through the Board's Web site on the 3 rd day following their release to the parties.	97% of decisions issued complied with the standard.

Note: Figures have been rounded to the nearest percentage point.



ANNEX F: OTHER INFORMATION

A. LISTING OF STATUTORY AND DEPARTMENTAL REPORTS

- Public Service Staff Relations Board Annual Report
- Public Service Staff Relations Board Performance Report
- Public Service Staff Relations Board Report on Plans & Priorities
- *Parliamentary Employment and Staff Relations Act* Annual Report
- Yukon Public Service Staff Relations Board Annual Report
- Yukon Teachers Staff Relations Board Annual Report
- *Access to Information Act* Annual Report
- *Privacy Act* Annual Report
- Annual Management Report on Official Languages
- PSSRB Summaries of Decisions (a summary of decisions of the Public Service Staff Relations Board issued twice yearly)

B. LEGISLATION ADMINISTERED BY THE PUBLIC SERVICE STAFF RELATIONS BOARD

- *Public Service Staff Relations Act*, R.S.C. 1985, c. P-35
- *Parliamentary Employment and Staff Relations Act*, R.S.C. 1985 (2d Supp.), c. 33
- Certain provisions of Part II of the *Canada Labour Code*, R.S.C. 1985, c. L-2
- *Yukon Education Act* - Part 10 – Teachers Staff Relations, S.Y. 1989-90, c. 25
- *Yukon Public Service Staff Relations Act*, R.S.Y. 1986, c. 142



C. CONTACTS FOR FURTHER INFORMATION

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