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## **Employee Relations Department**

*Anchorage: Performance. Value. Results*

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### **Mission**

To develop and maintain programs that efficiently and effectively attract, develop and retain qualified employees to provide and support municipal services in accordance with federal, state and municipal law.

### **Core Services**

- Define position requirements, assure appropriate compensation and recruit qualified employees. (Employment Division)
- Assure accuracy and security of employee information and administer personnel actions. (Employment Division - Records)
- Negotiate, interpret and administer collective bargaining agreements and personnel rules. (Labor Relations)
- Advise directors, managers and supervisors with respect to employee rights and management responsibilities and assist in resolving grievances and conflicts. (Labor Relations)
- Efficiently operate health and welfare programs that attract and retain qualified employees, promote productivity and wellness, minimize time loss and that assist employees in achieving financial security in retirement. (Benefits Division)

### **Accomplishment Goals**

- Attract and retain a productive, qualified workforce while adhering to all federal, state and local laws, regulations and agreements.
- Centralize and streamline administrative functions to improve performance and conserve resources.

### **Performance Measures**

Progress in achieving goals shall be measured by:

<b>Measure #1: Number of material actions requiring correction as a result of audits or arbitrations.</b>
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#### **2012 Audits:**

Incentive Pay Plan – 6 findings

Police and Fire Retiree Medical Trust Two-Year Review – 2 findings

#### **2013 Audits:**

PERS Audit – 6 findings; 5 resolved; 1 outstanding

#### **2014 Audits:**

Audits planned or underway 1<sup>st</sup> quarter:

Payroll Audit of IAFF member payroll 1/2012 – 12/2013 (Labor Relations)

FBI Fingerprint regulatory compliance (Employment)

PERS 2013 audit remains pending

<b>Measure #2: Number of routine administrative functions that have migrated to electronic processing in whole or in part. (new for 2014)</b>
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## **Employment Division Employee Relations Department**

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### **Purpose**

Attract qualified individuals to fill vacant positions within the Municipality and administer all personnel actions during their term of employment. Provide for a position classification system that describes duties and responsibilities, establishes qualifications, groups them into like categories (class series), and determines appropriate pay ranges. Administer and maintain the official system of record for municipal employee personnel and medical information.

### **Direct Services**

Employment and Classification is responsible for:

- Developing and sustaining a fair, efficient, effective, transparent, and equitable recruitment, selection, and hiring process.
- Locating sources of qualified manpower to meet the needs of the Municipality.
- Maintaining and administering a fair and objective system for classifying jobs/positions.
- Creating and maintaining pay grades for comparable work across the Municipality.
- Administering employee records.
- Assuring compliance with associated laws, regulations and contractual agreements.

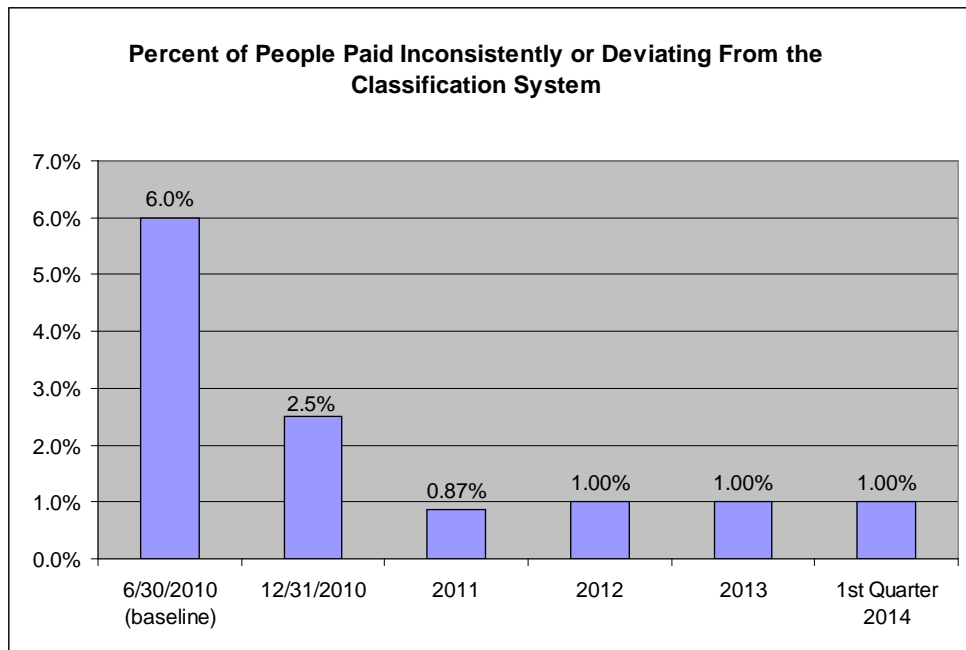
### **Accomplishment Goals**

- Improve the administration, consistency, and accuracy of the position classification system.
- Improve the pool of qualified candidates available to fill Municipal positions.

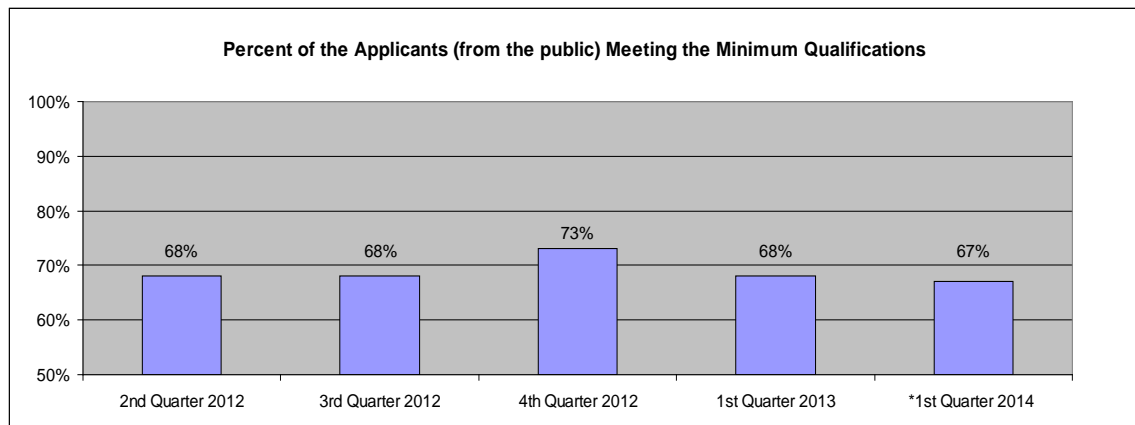
### **Performance Measures**

Progress in achieving goals shall be measured by:

**Measure #3: The percentage of employees who are paid inconsistently with established classification standards.**



**Measure #4: Percent of applicants meeting or exceeding position qualifications as a proportion of total applications received.**



\*Results impacted by Police Academy Recruitment

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## **Labor Relations Division Employee Relations Department**

*Anchorage: Performance. Value. Results.*

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### **Purpose**

To negotiate, administer and interpret collective bargaining agreements and Municipal Personnel Rules.

### **Direct Services**

Labor Relations is responsible for:

- Negotiating, interpreting and administering nine (9) collective bargaining agreements and the Personnel Rules (AMC 3.30) covering all Municipal employees.
- Responding to formal employee grievances.
- Administering the controlled substance abuse program.
- Providing training and consultative guidance to managerial and supervisory personnel on contract administration and other labor relations matters.

### **Accomplishment Goals**

- Negotiate fiscally responsible collective bargaining agreements with economic terms that do not to exceed average 5 year CPI.
- Negotiate and administer collective bargaining agreements that maximize management flexibility.

### **Performance Measures**

Progress in achieving goals shall be measured by:

**Measure #5: Average overall cost of economic terms of each collective bargaining agreement.**

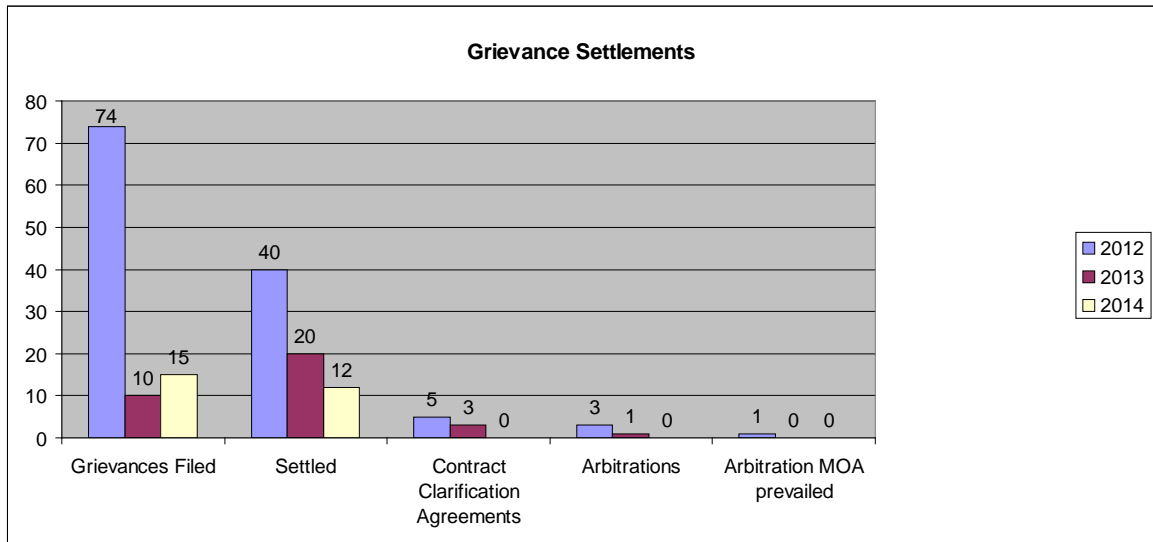
### 2013

- Average Anchorage CPI-U ending 2012 is 2.6%
- Average economic terms for negotiated CBA's: 2.36%
  - IBEWM 2.2%
  - TMS 2.3% (LOA benefits only)
  - AMEA 2.9% (LOA econ package)
  - Plumbers 1.6% (LOA benefits only)
  - L71 2.8% (CBA)

### 2014

- Average Anchorage CPI-U ending 2013 is 2.3%
- Average economic terms for the following CBA's: 2.6%
  - 302 Operating Engineers 2.3%
  - AMEA 2.9% (CBA-includes economic terms from LOA above)
  - Teamsters 2.5% (CBA-includes benefits LOA above)
  - Plumbers & Pipefitters 2.7% (CBA-includes benefits LOA above)

**Measure #6: Number of arbitrations in which the MOA prevails preserving management rights.**



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**Benefits Division**  
**Department of Employee Relations**  
*Anchorage: Performance. Value. Results.*

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**Purpose**

To develop, maintain and administer cost effective and competitive employee benefit programs.

**Direct Services**

- Health and wellness benefits administration
- Retirement benefits administration
- Employee benefit program development and analysis

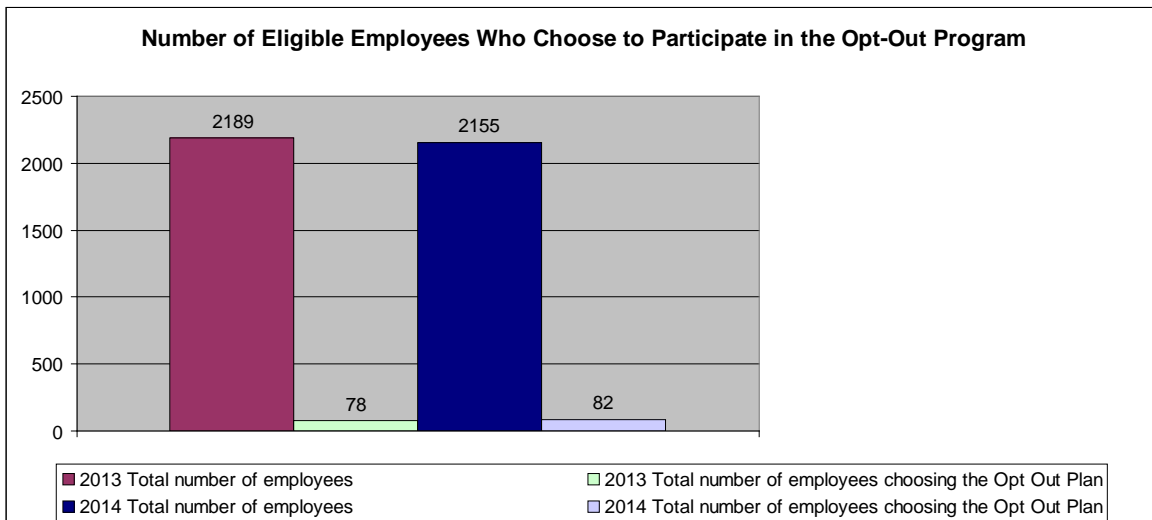
**Accomplishment Goals**

- Leverage technology to provide employees with self-service access to administrative information and processes.
- Develop meaningful and cost effective employee benefit options.

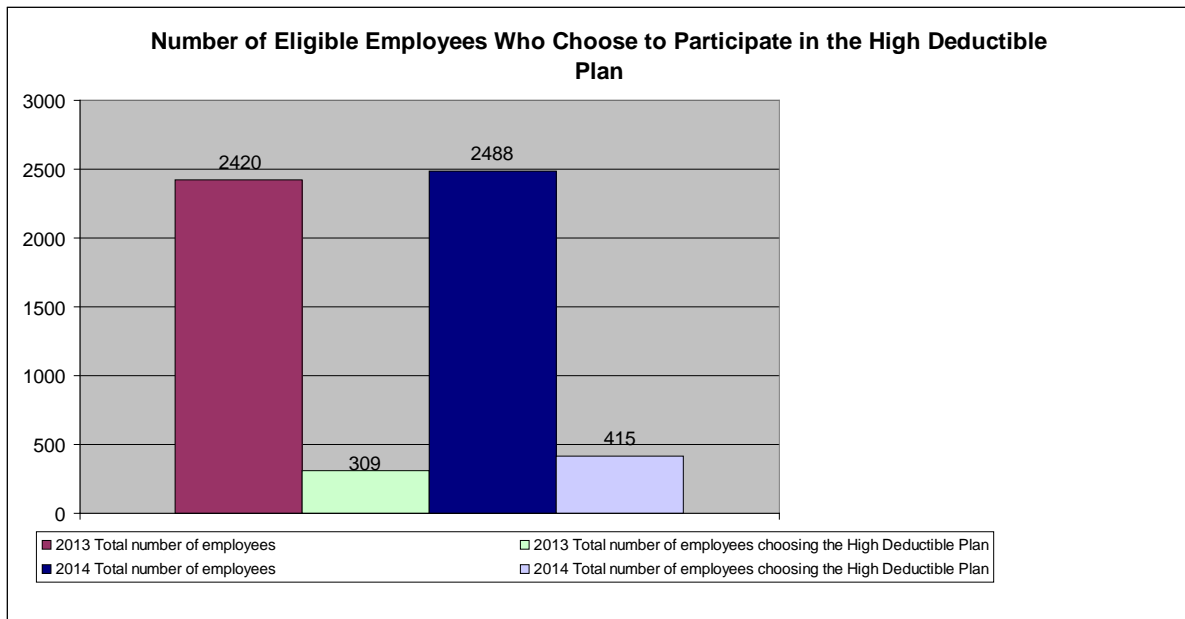
**Performance Measures**

Progress in achieving goals shall be measured by:

**Measure #7: Number of eligible employees with other health care coverage who choose to participate in the Opt-Out Program.**



**Measure #8: Number of employees selecting the High Deductible health plan option.**



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**Performance Measure Methodology Sheet**  
**Administration Division**  
**Employee Relations Department**

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<b>Measure #1: Number of material actions requiring correction as a result of audits or arbitrations.</b>
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**Type**

Effectiveness

**Accomplishment Goal Supported**

Attract and retain a productive, qualified workforce while adhering to all federal, state, and local regulation and agreements.

**Definition**

Measure success in complying with terms and requirements of employment related regulations and contracts.

**Data Collection Method**

Internal and external audits, arbitration outcomes, settlements and lawsuits

**Frequency**

Produce an annual report that consolidates summary findings of audits, arbitrations and settlement outcomes.

**Measured By**

Director with inputs from each division and consolidated by Executive Assistant into an annual report.

**Reporting**

Information will be reported as part of an annual overview of Employment Related measures.

**Used By**

Employee Relations, HR Advisory Board, Mayor, Assembly



<b>Measure #2: Number of routine administrative processes that have migrated to electronic processing either in whole or in part.</b>
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**Type**

Efficiency

**Accomplishment Goal**

Centralize and streamline administrative functions.

**Definition**

Measure efficiency by enumerating progress in migrating routine processes from paper to electronic formats.

**Data Collection Method**

Track progress in converting paper processes to electronic format or ER Central Administration functions, including accounts payable, payroll, hire waivers, purchase card, contracts, supplies, information dissemination via inter- and intranets.

**Frequency**

Maintain a migration log on an on-going basis

**Measured by:**

Executive Assistant

**Reporting**

Quarterly

**Used by**

ER Director, IT, Purchasing, OMB

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**Performance Measure Methodology Sheet**  
**Administration Division**  
**Employee Relations Department**

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<b>Measure #3: The percentage of employees who are paid inconsistently with established classification standards.</b>
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**Type**

Effectiveness

**Accomplishment Goal Supported**

Improve the administration, consistency and accuracy of the position classification system.

**Definition**

Track and monitor progress in reducing the number of salary and position exceptions.

**Data Collection Method**

Calculating the number of employees whose salary or employment information has been manually overridden in PeopleSoft.

**Frequency**

The measurements will be taken annually.

**Measured By**

The Classification Analyst will develop and run queries identifying all salary exceptions that are being manually overridden in PeopleSoft.

**Reporting**

The Employment/Classification Manager will develop and maintain an annual report in Excel which identifies the salary exceptions by department, bargaining unit, job title, pay range, and salary exception along with the justification. The spreadsheet will be available to department directors and the Executive Management Team.

**Used By**

The Employment/Classification Manager will use the information to determine when to conduct position and/or salary analysis and/or surveys to resolve perceived salary disparities and make any necessary recommendations for changes/adjustments to the effected position classifications.

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**Performance Measure Methodology Sheet**  
**Administration Division**  
**Employee Relations Department**

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<b>Measure #4: Percentage of applicants meeting or exceeding position qualifications in proportion to total applications received.</b>
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**Type**

Effectiveness

**Accomplishment Goal Supported**

Improve the pool of qualified candidates from which to fill vacant Municipal positions.

**Definition**

Calculate the percentage of qualified applicants resulting from recruitment efforts and in relation to total applications received.

**Data Collection Method**

The number of qualified applicants by the position classification from the previous quarter along with the recruitment sources will be identified.

**Frequency**

The measurements will be taken quarterly.

**Measured By**

The Employment Analysts will be identified, implement, and record the additional agencies, organizations, and events from which qualified applicants are being recruited. Additionally, the Employment Analysts will produce reports from the on-line application system to identify the recruitment source of applicants and the number of qualified applicants by position classification.

**Reporting**

The Employment/Classification Manager will develop and maintain a quarterly report in Excel which provides the increase in agencies, organizations and events and information from the on-line application system identifying the applicant recruitment sources and the number/percentage of increase in qualified applicants by position classification.

**Used By**

The Employment/Classification Manager will use the information to identify positive recruitment resources and identify position with low qualified applicant rates and develop and recommend alternative recruitment solutions.

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**Performance Measure Methodology Sheet**  
**Labor Relations Division**  
**Employee Relations Department**

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<b>Measure #5: Average overall cost of economic terms of each collective bargaining agreement.</b>
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**Type**

Effectiveness

**Accomplishment Goal Supported**

Negotiate fiscally responsible collective bargaining agreements with economic terms that do not exceed average 3 year CPI.

**Definition**

Measures the effectiveness of the bargaining economic terms in labor agreements.

**Data Collection Method**

Increased costs will be determined through the Summary of Economic Efforts of the Collective Bargaining Agreement prepared by Internal Audit.

**Frequency**

The measurement will be performed following the completion of negotiations for each collective bargaining agreements and/or re-opener.

**Measured By**

Internal Audit will project estimated costs of the collective bargaining agreement and/or re-opener based on negotiated terms as applied to employee data at the time of ratification.

**Reporting**

The Internal Audit staff will provide the Summary of Estimated Costs at the time of consideration by the Assembly.

**Used By**

The Employee Relations Director, Mayor, Assembly, OMB, Finance.

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**Performance Measure Methodology Sheet**  
**Labor Relations Division**  
**Employee Relations Department**

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<b>Measure #6: Number of arbitrations in which the MOA prevails preserving management rights.</b>
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**Type**

Effectiveness

**Accomplishment Goal Supported**

Administer collective bargaining agreements to maximize management flexibility.

**Definition**

The data will be maintained in the PeopleSoft Manage Labor Relations Panels and an Excel spreadsheet.

**Data Collection Method**

Increased costs will be determined through the Summary of Economic Efforts of the Collective Bargaining Agreement prepared by Internal Audit.

**Frequency**

The measurement will be updated and maintained throughout the year and performed at the end of each calendar year.

**Measured By**

The Employee Relations Executive Assistant will provide query reports on Excel reports on arbitration outcomes.

**Reporting**

The division manager will create and maintain an annual report in Excel from the data received from the office associate.

**Used By**

The division manager and department director will use the information to gain a clearer understanding of the decisions and outcomes of administering collective bargaining agreements. The report will be presented to the Municipal Manager and department directors as appropriate.

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**Performance Measure Methodology Sheet**  
**Benefits Division**  
**Employee Relations Department**

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<b>Measure #7: Number of eligible employees with other health care coverage who choose to participate in the Opt-Out Program.</b>
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**Type**

Financial

**Accomplishment Goal Supported**

Develop meaningful and cost-effective employee benefit options.

**Definition**

Measures the success of the Opt-Out Program in cost savings to the MOA and the Municipal health plan.

**Data Collection Method**

Benefits Staff will:

Pull the number of employees covered under more than one health insurance plan and will keep quarterly totals thereafter of eligible employees and participants.

**Frequency**

Queries/Reports will be run or received at the end of each month and annually.

**Measured By**

Benefits staff will receive the necessary reports from ODS, and will run the appropriate queries or reports in PeopleSoft with guidance from PeopleSoft IT.

**Reporting**

The Division Director will receive:

1. The reports from Benefits staff regarding the number Opt-out plan participants, amount of the Municipal Health Plan contributions that do not have to be paid for those individuals, incentive payments total, and calculated MOA savings and will save and or transfer the data to a word or excel chart.
2. The reports from Benefits staff regarding the historical annual claims costs of the group of employees/dependent participating in the Opt-Out Program and will transfer that data to a chart.

**Used By**

The Division, Department Directors and Executive Health Committee.

<b>Measure #8: Number of employees selecting the High Deductible health plan option.</b>
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**Type**

Financial

**Accomplishment Goal Supported**

Develop meaningful and cost-effective employee benefit options.

**Definition**

Measures the number of employees selecting the High Deductible Municipal Health Plan that results in greater savings in health care claims and supports the financial health of the Municipal self-insured plan; empowers employees to have greater control over their medical expenditures.

**Data Collection Method**

Benefits Staff will:

1. Tally, on a quarterly basis, the number of existing and new employees selecting the High Deductible Plan.
2. Using the claims analysis provided by the Municipality's provider and consultant, measure the relative savings in health care claims for these employees in comparison to those using the lower deductible plans.

**Reporting**

Benefits staff will track participants and utilize quarterly claims analysis reports.

**Used By**

Executive Health Committee, Finance