
Employee Relations Department

Anchorage: Performance. Value. Results

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

- Employment and classification to define position requirements assure appropriate compensation and recruit qualified employees.
- Labor relations to negotiate and administer collective bargaining agreements and personnel rules; and to advise management with respect to workforce management.
- Benefits administration to efficiently operate programs that attract and retain qualified employees, promote productivity and wellness, minimize time lost and provide employees with opportunities for financial security in retirement.
- Records administration to assure accuracy and security of employee information and administration of personnel actions.
- Equal opportunity to assure compliance with Title VII and to promote and monitor the benefits of the Disadvantaged Business contracting program.

Accomplishment Goals

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

Performance Measures

Progress in achieving goals shall be measured by:

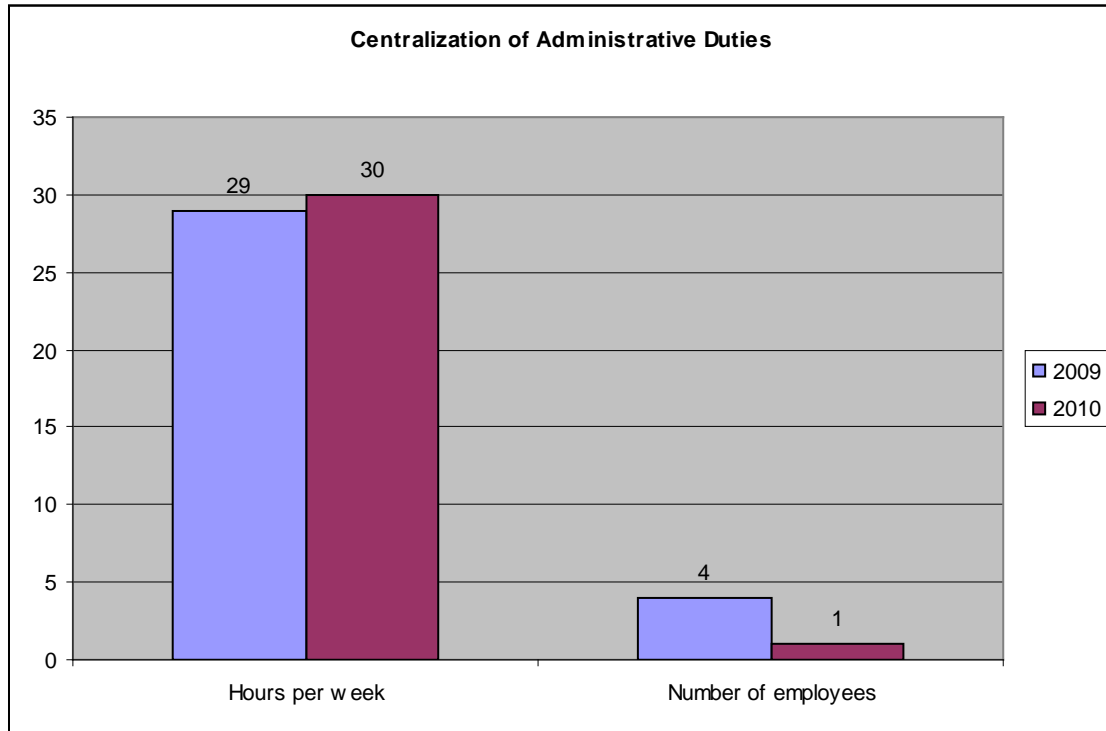
Measure #1: Number of material actions requiring correction as a result of audits or arbitrations.

From 1/1/10 – 12/31/10

Audits:

- Health Plan Claimed Dependents
 - 3 findings - corrected
- FTA Triennial Review
 - 2 findings – corrected

Measure #2: Staff hours saved in administration and correction activities.



Office of Equal Opportunity Division Department of Employee Relations

Anchorage: Performance. Value. Results.

Purpose

Assure and enforce compliance with Title 7 of the Civil Rights Act of 1964 relating to equal opportunity and Disadvantaged Business Enterprise program (DBE).

Direct Services

Office of Equal Opportunity (OEO) is responsible for:

- Training
- Investigations
- Contract compliance
- Disadvantage Business Enterprise Program (DBE)

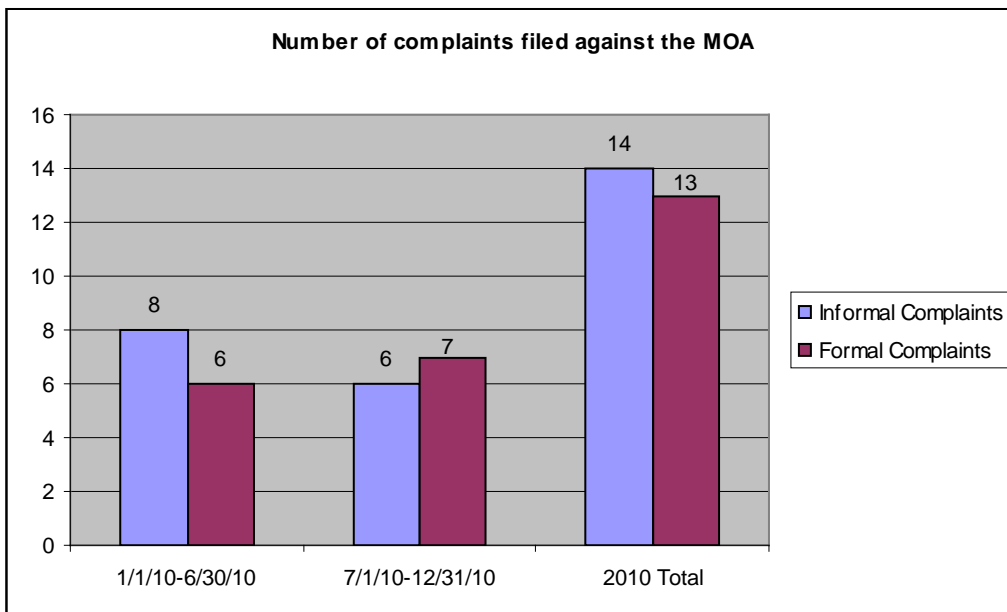
Accomplishment Goals

- Offer regular training sessions to help eliminate discriminatory practices.
- Respond to complaints and investigate them in a timely manner.
- Create public awareness on DBE's ability to apply for city contracts. Improve federal set DBE goals.

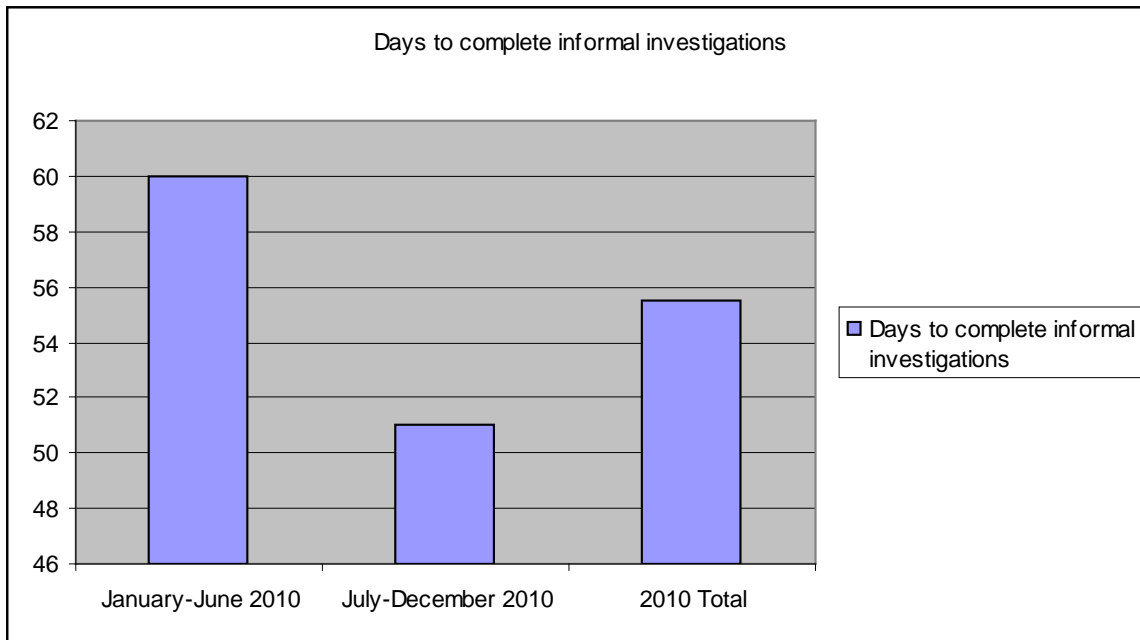
Performance Measures

Progress in achieving goals shall be measured by:

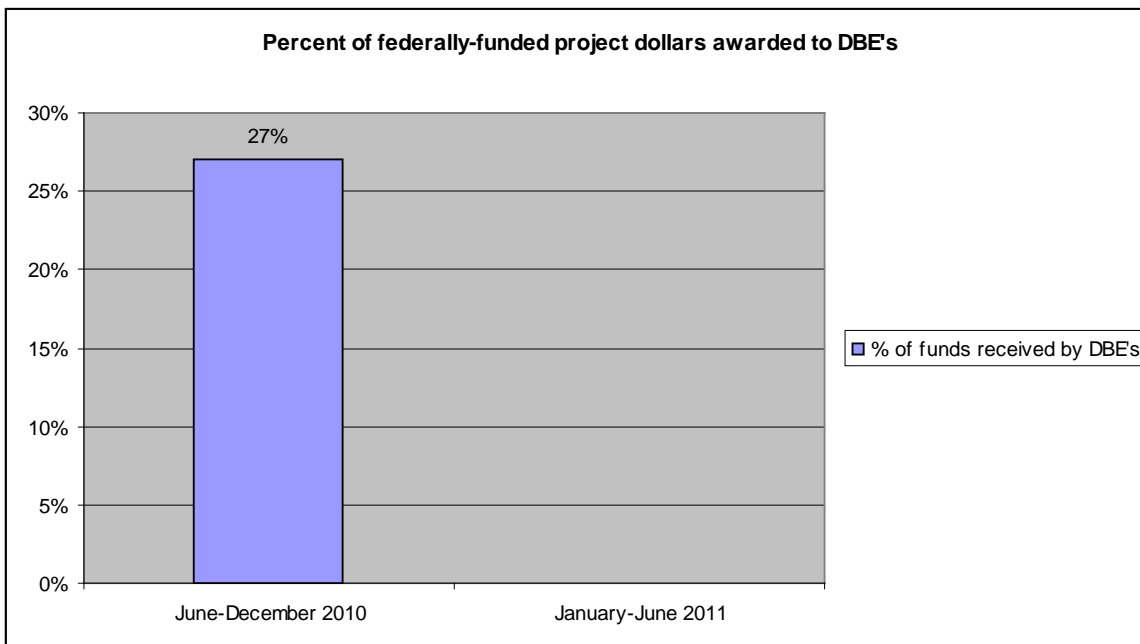
Measure #3: Number of formal and informal complaints filed against the Municipality of Anchorage.



Measure #4: Average number of days to complete investigation



Measure #5: Percentage of federally-funded Municipal contract money that is received by DBE's.



Employment & Classification Section Department of Employee Relations

Anchorage: Performance. Value. Results.

Purpose

Attract and recruit qualified individuals to fill vacant positions within the Municipality.
Provide for a classification system that describes positions, establishes qualifications, groups them into like series, and determines appropriate pay ranges.

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.

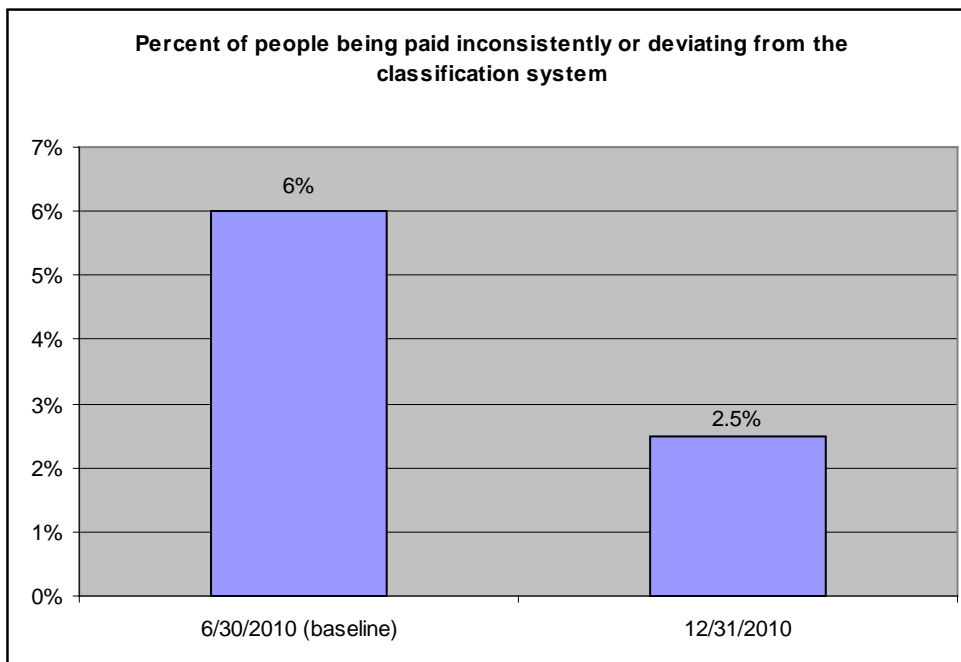
Accomplishment Goals

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

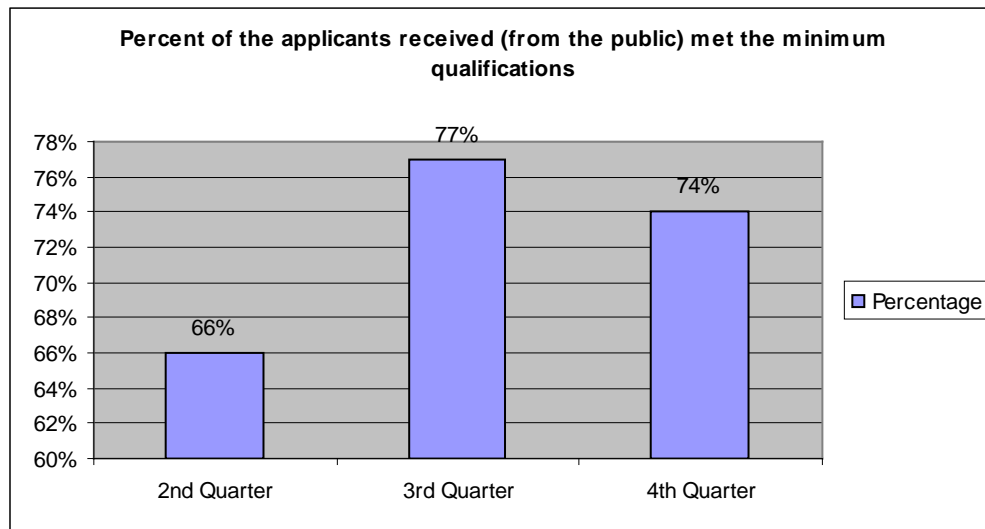
Performance Measures

Progress in achieving goals shall be measured by:

Measure #6: Percent of personnel exceptions tracked in PeopleSoft that reflect inconsistency or deviation from classification standards.



Measure #7: Percent of applicants meeting or exceeding position qualifications as a proportion of total applications received.



Labor Relations Division Department of Employee Relations

Anchorage: Performance. Value. Results.

Purpose

Negotiate and administer collective bargaining agreements and apply personnel rules.

Direct Services

Labor Relations is responsible for:

- Negotiating, interpreting and administering nine (9) collective bargaining agreements and the personnel rules covering over 3200 employees.
- Responding to formal employee grievances.
- Administering compliance of substance abuse testing
- Providing training and consultative guidance to managerial and supervisory personnel on contract administration and other labor relations matters.
- Administering training programs

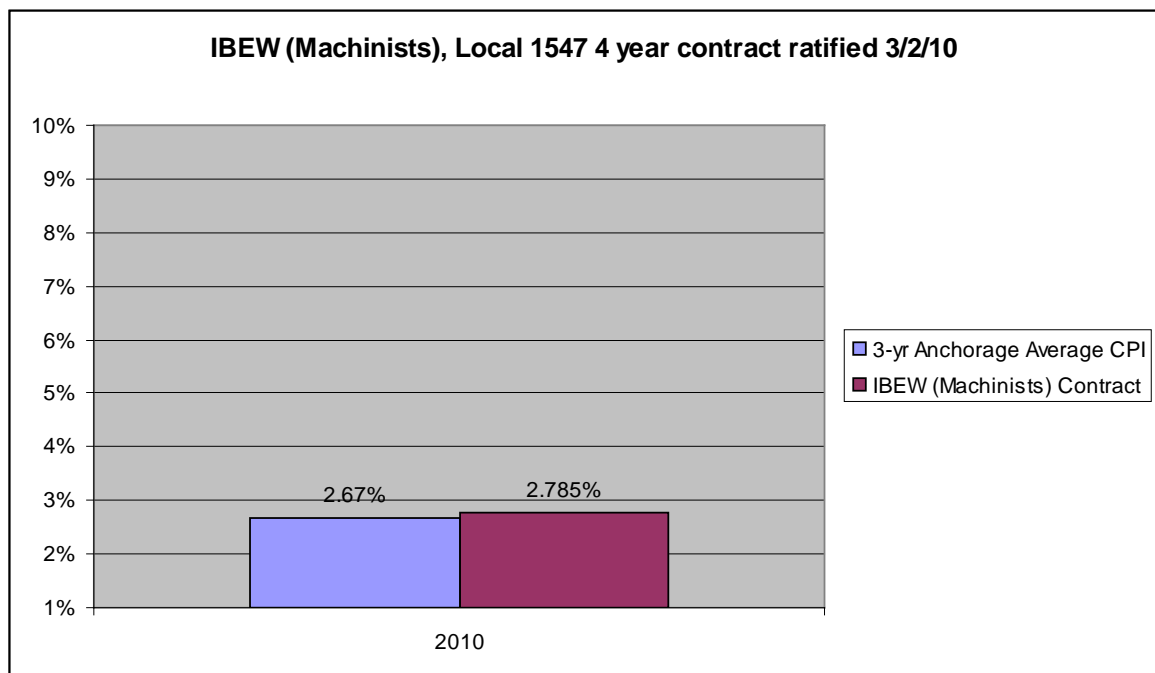
Accomplishment Goals

- Negotiate fiscally responsible collective bargaining agreements with economic terms not to exceed average 3 year CPI.
- Administer collective bargaining agreements to maximize management flexibility.

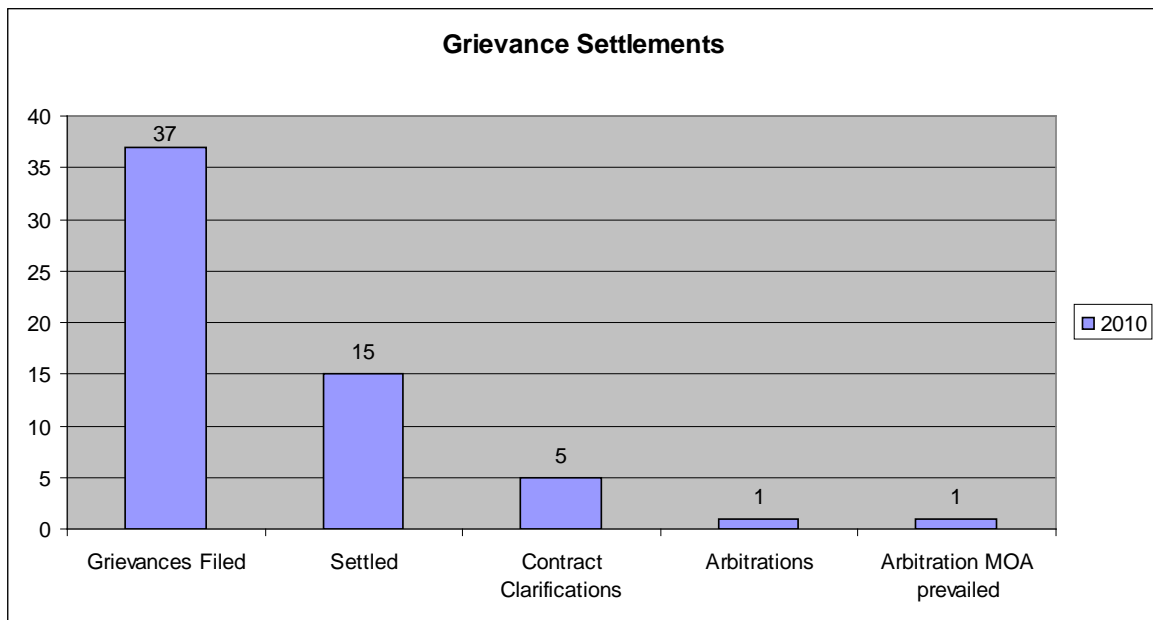
Performance Measures

Progress in achieving goals shall be measured by:

Measure #8: Percent increase of overall cost of economic terms of collective bargaining agreement.



Measure #9: Percent of arbitrations in which the Municipality of Anchorage prevails.



Personnel Services Division
Department of Employee Relations
Anchorage: Performance. Value. Results.

Purpose

Develop and maintain cost effective and competitive employee benefit programs and administer and maintain the official system of record for municipal employee personnel and medical information.

Direct Services

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

Accomplishment Goals

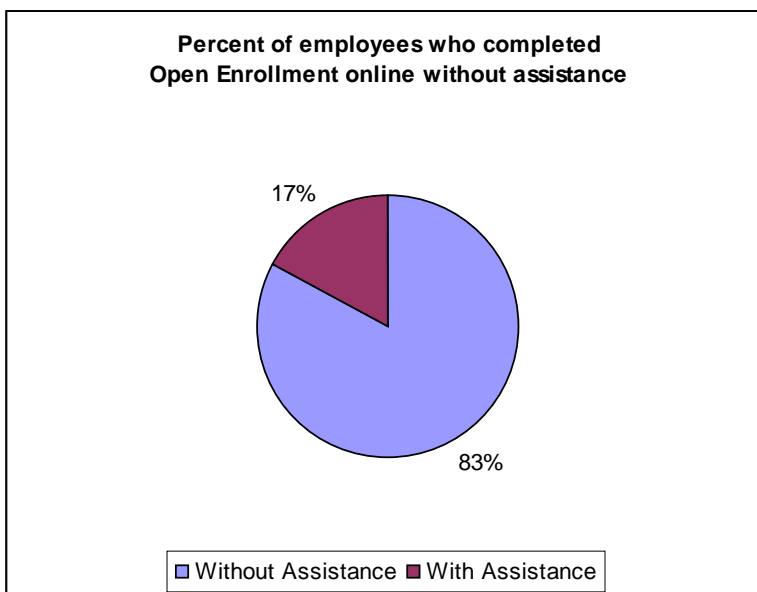
- Leverage technology to provide employees with self-service access to administrative information and processes.
- Develop meaningful and cost effective employee benefit options.

Performance Measures

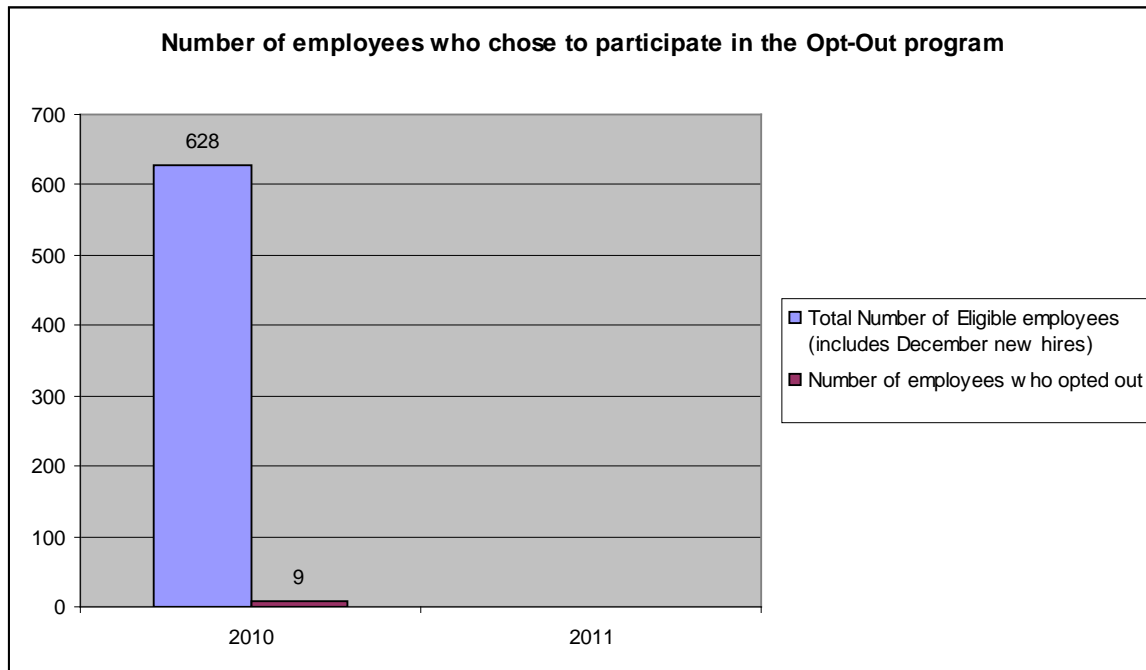
Progress in achieving goals shall be measured by:

Measure #10: Number of eligible employees who successfully complete 2011 open enrollment on-line without additional instructions or assistance from Employee Relations benefits staff.

1,838 out of 2,209 employees successfully completed the Online Open Enrollment without additional assistance from Benefits staff.



Measure #11: Number and % of eligible non-represented and executive employees that participate in the Opt-Out Pilot Program, and the cost savings to the MOA and the municipal health plan.



Performance Methodology Sheet
Administration Division
Employee Relations Department

Measure #1: Number of material actions requiring correction as a result of audits or arbitrations
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Type

Effectiveness

Accomplishment Goal Supported

Attract and retain a productive, qualified workforce while adhering to all federal, state, and local regulations 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, Human Resources Advisory Board, Mayor, Assembly

Performance Measure Methodology Sheet
Administration Division
Employee Relations Department

Measure #2: Staff hours saved in administration and correction activities
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Type

Efficiency

Accomplishment Goal Supported

Centralize administrative functions to improve performance and conserve resources.

Definition

Measures cost of administration and tracks efficiency by monitoring hours spent and percent of resources required to perform administrative support functions including payroll, contract management, budget monitoring and preparation, fixed asset management and accounts payable/receivable.

Data Collection Method

Track hours spent on administrative functions and measure percent of time dedicated to these functions as a ratio to total Employee Relations personnel services.

Frequency

Annually

Measured By

Executive assistant

Reporting

Included as a component of annual Employee Relations "report card" consolidating all division measures

Used By

Employee Relations Director, Mayor, Management and Budget, Finance, Assembly

Performance Measure Methodology Sheet
Office of Equal Opportunity Division
Employee Relations Department

Measure #3: Number of formal and informal complaints filed against the Municipality of Anchorage

Type

Effectiveness

Accomplishment Goal Supported

Offer regular training sessions to help reduce liability and eliminate discriminatory practices.

Definition

OEO shall maintain statistics regarding the number of training sessions it conducts, the number of participants, and the corresponding fluctuation in the number of harassment and discrimination complaints filed.

Data Collection Method

The calculation shall be performed by maintaining statistics regarding the number of people participating in harassment and discrimination trainings, the number of trainings, and the number of complaints filed with OEO. These statistics shall be tracked to determine whether an increase in the number of training participants and the number of trainings correlates with a decrease in the number of complaints.

Frequency

The measurement shall be reported bi-annually or as requested by the department.

Measured By

Office Equal Opportunity shall monthly input into an Excel spreadsheet statistics regarding the number of trainings its conducts, the number of participants, and the number of harassment and discrimination complaints filed. OEO shall track the ratio of trainings/participants to the number of complaints filed.

Reporting

Office Equal Opportunity shall create and maintain bi-annual and annual reports in Excel format from the data received. The information shall be displayed numerically.

Used By

Office Equal Opportunity shall use the gathered information to determine whether its trainings have successfully reduced the number of complaints. The information shall be compiled into a report, which shall be presented to the Mayor at staff meetings and the public via the municipal website.

Performance Measure Methodology Sheet
Office of Equal Opportunity Division
Employee Relations Department

Measure #4: Average number of days to complete investigation.
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Type

Effectiveness

Accomplishment Goal Supported

Respond to complaints and investigate them in a timely manner.

Definition

Measure the amount of time required to complete investigations and close cases.

Data Collection Method

The calculation is performed by counting the days between the opening and the closing of the file and averaging the files bi-annually to determine the average number of days required to complete an investigation.

Frequency

The measurement shall be performed bi-annually.

Measured By

Equal Opportunity shall produce monthly status reports relating the number of opened and closed cases in a reporting period.

Reporting

Equal Opportunity shall report the data bi-annually. The information shall be displayed numerically.

Used By

Equal Opportunity shall internally use the gathered data to calculate the average length of investigations, identify inefficiencies, and streamline services. The report shall be presented to the division director and the Mayor as requested.

Performance Measure Methodology Sheet
Office of Equal Opportunity Division
Employee Relations Department

Measure #5: Percentage of federally funded Municipal contract money that is received by DBE's.

Type

Effectiveness

Accomplishment Goal Supported

Create public awareness on DBE's ability to apply for city contracts. Improve federal set DBE goals.

Definition

Measure yearly DBE goals by using race-neutral and race-conscious means of facilitating DBE participation and continue to use race-neutral and race-conscious means to increase DBE participation.

Data Collection Method

Using The Alaska Disadvantaged Business Enterprise Study and 49 CFR 26.45 to determine the relative availability of DBEs, in the geographic area, and the percentage of DBEs willing to work in the central region and available DBE companies divided by ready and available firms.

Frequency

The measurement shall be reported bi-annually.

Measured By

On a quarterly basis the DBE officer shall pull the relative availability of DBEs willing to work in the central region and ready and available firms from U.S Census Bureau, Alaska Unified Certification (DBE) Directory and NAICS Categories. This information will be stored in Contract Compliance Excel Spreadsheet along with DBE goal increases.

Reporting

The DBE Director shall create and maintain annual reporting from data received quarterly from DBE officer. The information will be displayed numerically.

Used By

Equal Opportunity shall use this information to determine whether the Municipality is complying with federal law regarding DBE goals, if we are able to increase the annual DBE goal as planned, and to encourage DBE participation in municipal contracting within the central region.

Performance Measure Methodology Sheet
Employment & Classification Section
Labor Relations Division
Employee Relations Department

Measure #6: Percent of personnel exceptions tracked in PeopleSoft that reflect inconsistency or deviation from classification standards.

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 as recorded in PeopleSoft.

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.

Performance Measure Methodology Sheet
Employment & Classification Section
Labor Relations Division
Employee Relations Department

Measure #7: Percent of applicants who meet or exceed position qualifications in proportion to total applications received.

Type

Effectiveness

Accomplishment Goal Supported

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

Definition

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

Data Collection Method

The number of qualified applicants by 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 identify, 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 positions with low qualified applicant rates and develop and recommend alternative recruitment solutions.

Performance Measure Methodology Sheet
Labor Relations Division
Employee Relations Department

Measure #8: Percent increase of overall cost economic terms of collective bargaining agreement.
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Type

Effectiveness

Accomplishment Goal Supported

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

Definition

Measures the effectiveness of the bargaining economic terms in labor agreements

Data Collection Method

Increased costs will be provided through the Summary of Estimated Costs 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, Management and Budget, Finance.

Performance Measure Methodology Sheet
Labor Relations Division
Employee Relations Department

Measure #9: Percent of arbitrations in which the Municipality of Anchorage prevails.

Type

Effectiveness

Accomplishment Goal Supported

Prevail in grievances that go to arbitration.

Definition

Measures the number of arbitration decisions in which the MOA prevails.

Data Collection Method

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

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.

Performance Measure Methodology Sheet
Personnel Services Division
Employee Relations Department

Measure #10: Number of employees who successfully complete 2011 open enrollment on-line without additional instructions or assistance from Employee Relations benefits staff.

Type

Effectiveness

Accomplishment Goal Supported

Leveraging technology to provide employees with self-service access to administrative information and processes

Definition

Measures the effectiveness of on-line enrollment as a self-service tool in terms of the number of on-line open enrollment submissions employees successfully complete without additional assistance from benefits staff.

Data Collection Method

During and at the end of the open enrollment period, benefits staff will run reports of employee on-line submissions, and will pull data from the open enrollment email and hotline sources to identify any individuals who required assistance in entering benefits data. At the end of the open enrollment period, this number will be subtracted from the total number of successful employee open enrollment benefit registrations made on-line to determine the number successfully completed self-service open enrollment submissions.

Frequency

Reports will be run weekly during open enrollment and at least one time after the open enrollment has closed. Benefits staff will identify on a weekly basis those individuals they assisted in completing open enrollment submissions.

Measured By

Benefits staff will pull information from the open enrollment email and hotline voicemail and phone logs, and will run the appropriate reports or lists from PeopleSoft, hold a short weekly meeting to review the week's submissions. Totals will be kept by the benefits technician.

Reporting

Benefits staff in charge of open enrollment will retain the weekly data of total, aided and unaided submissions on a word or excel document.

Used By

The Division director, the Plan Administrator and the Benefits staff member in charge of open enrollment will use the statistics to determine whether programming changes and/or further education to employees on the use of the system is necessary to gain the efficiencies expected with the new On-line enrollment system. The results and recommendations will be shared with the Director of Employee Relations, the PeopleSoft IT Group and the Executive Health Committee.

Performance Measure Methodology Sheet
Personnel Services Division
Employee Relations Department

Measure #11: Number and % of eligible non-represented and executive employees that participate in the Opt-Out Pilot Program and the cost savings to the MOA and the municipal health plan.

Type

Effectiveness

Accomplishment Goal Supported

Develop meaningful and cost-effective employee benefit options.

Definition

Measures the attractiveness of the Opt-Out Pilot Program by how many executive and non-represented employees with dual coverage participate, and measures the effectiveness of the Opt-Out Pilot Program by the actual dollar cost savings to the MOA and the municipal health plan.

Data Collection Method

Benefits Staff will:

1. Pull the number of non-represented and executive employees covered under more than one health insurance plan from ODS prior to launching the Opt Out program, and will keep monthly totals thereafter of eligibles and participants.
2. Run queries/reports on a monthly basis showing the number of Opt Out program participants. This number, when multiplied by the amount of the per-employee municipal health care contribution less the monthly incentive amount will yield the cost savings to the Municipality. Savings to the municipal health plan will be based on the avoided costs of not providing coverage to the employees and dependents who opt-out, and will be based on the dollar claims history for that group for the prior year, less any individual contributions those employees paid for coverage.

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. 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. Reports from Benefits staff regarding the historical annual claims costs of the group of employees/dependent participating in the Opt-Out Pilot program and will transfer that data to a chart.

Used By

The Division, Department Directors and Executive Health Committee will use the information to assess the ongoing value and viability of the pilot program and, including the incentive amount. Determinations will be made based on the information whether to continue, change, discontinue or expand the opt-out pilot program.