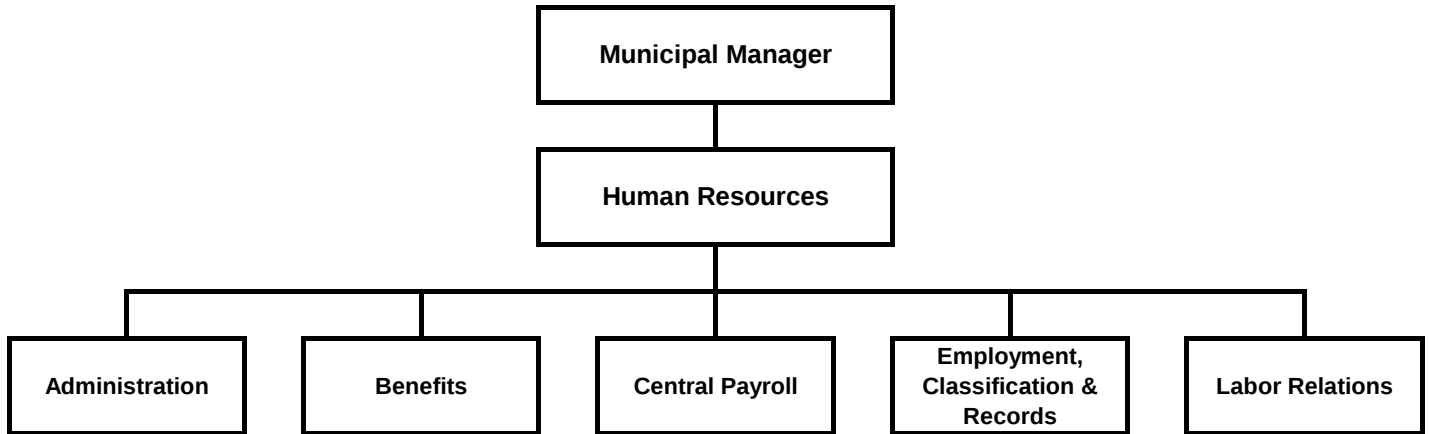


Human Resources



Human Resources

Description

The Municipality of Anchorage Human Resources Department provides employment services, maintains records and benefits for current and past employees, and assists departments and employees in delivering quality services to the public. Human Resources works closely with the various employee unions in the development and administration of collective bargaining agreements and promotes positive relationships through the use of progressive human resource principles, practices and programs. Human Resources is responsible for assuring compliance with all employment related rules, regulations, laws and collective bargaining agreements. In addition, Human Resources processes payroll and completes related tax forms.

Department Services

- Define position requirements, assure appropriate compensation, recruit qualified employees, and complete on-boarding process.
- Assure accuracy and security of employee information and administration of personnel actions.
- Provide consistent Human Resources policy direction.
- Negotiate and administer collective bargaining agreements and personnel rules; and to advise management with respect to workforce management.
- 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.
- Provide and administer health and welfare programs that assist in attracting and retaining qualified employees.
- Accurately process, record, and report all payroll activity.

Divisions:

- Employment & Records
 - o Attract 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. Administer and maintain the official system of record for municipal employee personnel and medical information.
- Labor Relations
 - o Negotiate and administer collective bargaining agreements and apply personnel rules. Responsible for policy development, implementation and interpretation. Promote a high quality workforce and collaborative relationships between management, employees and union organizations.
- Benefits
 - o Develop, maintain and administer cost effective and competitive employee benefit programs. Responsible for health, wellness and retirement benefit administration.
- Central Payroll
 - o Process and issue all municipal payroll disbursements; Prepare annual W-2 informational reports, quarterly Form 941 payroll tax returns, and all other required payroll reports; processing and remittance of all payroll withholding deductions.

Department Goals that Contribute to Achieving the Mayor's Mission:



Administration – Make city government more efficient, accessible, transparent, and responsive

- Centralize and streamline administrative functions to improve performance and conserve resources.
- Improve the administration, consistency, and accuracy of the position classification system.
- 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.
- Leverage technology to provide employees with self-service access to administrative information and processes.
- Savings resulting from employees choosing lower cost benefit options.

Central Payroll Division

- Make accurate and timely payments to all Municipality of Anchorage employees.
- Make all statutory deductions and verifying that all required procedures are followed in connection with these deductions.
- Maintain records and reports required by the Municipality, State, and Federal governmental agencies pertaining to personnel.



Economy – Build a city that attracts and retains a talented workforce, is hospitable to entrepreneurs, small business and established companies, and provides a strong environment for economic growth

- Attract and retain a productive, qualified workforce while adhering to all federal, state and local laws, regulations and agreements.
- Expand the pool of qualified candidates available to fill Municipal positions.



Community Development – Make Anchorage a welcoming, resilient, and affordable community

- Develop meaningful and cost effective employee benefit options.
- Expand the diversity of the Municipality's workforce by using innovative recruitment practices.

Human Resources Department Summary

	2018 Actuals	2019 Revised	2020 Proposed	20 v 19 % Chg
Direct Cost by Division				
HR Administration	308,848	387,997	384,493	(0.90%)
HR Benefits	361,235	468,651	420,072	(10.37%)
HR Employment	1,391,885	1,431,147	1,486,650	3.88%
HR Labor Relations	1,181,669	1,127,696	1,119,717	(0.71%)
HR Payroll	1,874,791	1,441,029	1,567,261	8.76%
Direct Cost Total	5,118,428	4,856,520	4,978,193	2.51%
Intragovernmental Charges				
Charges by/to Other Departments	(4,909,321)	(4,701,400)	(4,657,237)	(0.94%)
Function Cost Total	209,108	155,120	320,956	106.91%
Program Generated Revenue	(154,445)	(125,450)	(125,950)	0.40%
Net Cost Total	54,663	29,670	195,006	557.25%

Direct Cost by Category				
Salaries and Benefits	4,923,963	4,565,041	4,668,714	2.27%
Supplies	32,766	8,763	27,200	210.40%
Travel	3,521	-	10,000	100.00%
Contractual/Other Services	154,985	282,716	255,039	(9.79%)
Debt Service	-	-	-	-
Equipment, Furnishings	3,194	-	17,240	100.00%
Direct Cost Total	5,118,428	4,856,520	4,978,193	2.51%

Position Summary as Budgeted

Full-Time	43	41	44	7.32%
Part-Time	-	-	-	-
Position Total	43	41	44	7.32%

2018 Positions: end-of-year is 27 due to 2 FT positions being eliminated June 30, 2019. The total of 43 includes Payroll positions (14) that moved from Finance in 2019

Human Resources

Reconciliation from 2019 Revised Budget to 2020 Proposed Budget

	Direct Costs	Positions		
		FT	PT	Seas/T
2019 Revised Budget	4,856,520	41	-	-
Changes in Existing Programs/Funding for 2020				
- Salaries and benefits adjustments	(43,663)	-	-	-
2020 Continuation Level	4,812,857	41	-	-
2020 Proposed Budget Changes				
- <u>Payroll Audit</u> - 3 Payroll Auditor positions to be funded mid-year	165,336	3	-	-
2020 Proposed Budget	4,978,193	44	-	-

Human Resources Division Summary

HR Administration

(Fund Center # 181000, 181079, 181100)

	2018 Actuals	2019 Revised	2020 Proposed	20 v 19 % Chg
Direct Cost by Category				
Salaries and Benefits	256,795	343,744	308,233	(10.33%)
Supplies	23,894	7,513	25,950	245.40%
Travel	1,522	-	-	-
Contractual/Other Services	26,637	36,740	33,070	(9.99%)
Equipment, Furnishings	-	-	17,240	100.00%
Manageable Direct Cost Total	308,848	387,997	384,493	(0.90%)
Debt Service	-	-	-	-
Depreciation/Amortization	-	-	-	-
Non-Manageable Direct Cost Total	-	-	-	-
Direct Cost Total	308,848	387,997	384,493	-
Intragovernmental Charges				
Charges by/to Other Departments	(136,387)	(358,327)	(354,823)	(0.98%)
Function Cost Total	172,462	29,670	29,670	-
Net Cost Total	172,462	29,670	29,670	-
Position Summary as Budgeted				
Full-Time	2	2	2	-
Position Total	2	2	2	-

Human Resources

Division Detail

HR Administration

(Fund Center # 181000, 181079, 181100)

	2018 Actuals	2019 Revised	2020 Proposed	20 v 19 % Chg
Direct Cost by Category				
Salaries and Benefits	256,795	343,744	308,233	(10.33%)
Supplies	23,894	7,513	25,950	245.40%
Travel	1,522	-	-	-
Contractual/Other Services	26,637	36,740	33,070	(9.99%)
Equipment, Furnishings	-	-	17,240	100.00%
Manageable Direct Cost Total	308,848	387,997	384,493	(0.90%)
Debt Service	-	-	-	-
Non-Manageable Direct Cost Total	-	-	-	-
Direct Cost Total	308,848	387,997	384,493	(0.90%)
Intragovernmental Charges				
Charges by/to Other Departments	(136,387)	(358,327)	(354,823)	(0.98%)
Net Cost				
Direct Cost Total	308,848	387,997	384,493	(0.90%)
Charges by/to Other Departments Total	(136,387)	(358,327)	(354,823)	(0.98%)
Net Cost Total	172,462	29,670	29,670	-

Position Detail as Budgeted

	2018 Revised		2019 Revised		2020 Proposed	
	Full Time	Part Time	Full Time	Part Time	Full Time	Part Time
Employee Relations Dir	1	-	1	-	1	-
Executive Assistant	1	-	1	-	1	-
Position Detail as Budgeted Total	2	-	2	-	2	-

Human Resources Division Summary

HR Benefits

(Fund Center # 187100)

	2018 Actuals	2019 Revised	2020 Proposed	20 v 19 % Chg
Direct Cost by Category				
Salaries and Benefits	315,106	321,575	333,103	3.58%
Supplies	7,683	-	-	-
Travel	-	-	-	-
Contractual/Other Services	38,446	147,076	86,969	(40.87%)
Equipment, Furnishings	-	-	-	-
Manageable Direct Cost Total	361,235	468,651	420,072	(10.37%)
Debt Service	-	-	-	-
Non-Manageable Direct Cost Total	-	-	-	-
Direct Cost Total	361,235	468,651	420,072	-
Intragovernmental Charges				
Charges by/to Other Departments	(197,071)	(347,201)	(298,622)	(13.99%)
Function Cost Total	164,164	121,450	121,450	-
Program Generated Revenue by Fund				
Fund 101000 - Areawide General	149,173	121,450	121,450	-
Program Generated Revenue Total	149,173	121,450	121,450	-
Net Cost Total	14,991	-	-	-
Position Summary as Budgeted				
Full-Time	6	5	5	-
Position Total	6	5	5	-

Human Resources

Division Detail

HR Benefits

(Fund Center # 187100)

	2018 Actuals	2019 Revised	2020 Proposed	20 v 19 % Chg
Direct Cost by Category				
Salaries and Benefits	315,106	321,575	333,103	3.58%
Supplies	7,683	-	-	-
Travel	-	-	-	-
Contractual/Other Services	38,446	147,076	86,969	(40.87%)
Manageable Direct Cost Total	361,235	468,651	420,072	(10.37%)
Debt Service	-	-	-	-
Non-Manageable Direct Cost Total	-	-	-	-
Direct Cost Total	361,235	468,651	420,072	(10.37%)
Intragovernmental Charges				
Charges by/to Other Departments	(197,071)	(347,201)	(298,622)	(13.99%)
Program Generated Revenue				
406580 - Copier Fees	113	150	150	-
406620 - Reimbursed Cost-ER	149,060	121,300	121,300	-
Program Generated Revenue Total	149,173	121,450	121,450	-
Net Cost				
Direct Cost Total	361,235	468,651	420,072	(10.37%)
Charges by/to Other Departments Total	(197,071)	(347,201)	(298,622)	(13.99%)
Program Generated Revenue Total	(149,173)	(121,450)	(121,450)	-
Net Cost Total	14,991	-	-	-

Position Detail as Budgeted

	2018 Revised		2019 Revised		2020 Proposed	
	Full Time	Part Time	Full Time	Part Time	Full Time	Part Time
Benefits Analyst	1	-	1	-	1	-
Benefits Director	1	-	1	-	1	-
Personnel Analyst I	1	-	-	-	-	-
Retirement Analyst	1	-	1	-	1	-
Senior Staff Accountant	1	-	1	-	1	-
Special Admin Assistant II	1	-	1	-	1	-
Position Detail as Budgeted Total	6	-	5	-	5	-

Human Resources Division Summary

HR Employment

(Fund Center # 184500)

	2018 Actuals	2019 Revised	2020 Proposed	20 v 19 % Chg
Direct Cost by Category				
Salaries and Benefits	1,358,730	1,391,147	1,433,650	3.06%
Supplies	-	-	-	-
Travel	494	-	7,500	100.00%
Contractual/Other Services	32,661	40,000	45,500	13.75%
Equipment, Furnishings	-	-	-	-
Manageable Direct Cost Total	1,391,885	1,431,147	1,486,650	3.88%
Debt Service	-	-	-	-
Non-Manageable Direct Cost Total	-	-	-	-
Direct Cost Total	1,391,885	1,431,147	1,486,650	-
Intragovernmental Charges				
Charges by/to Other Departments	(1,459,262)	(1,431,147)	(1,486,250)	3.85%
Function Cost Total	(67,377)	-	400	100.00%
Program Generated Revenue by Fund				
Fund 101000 - Areawide General	421	-	400	100.00%
Program Generated Revenue Total	421	-	400	100.00%
Net Cost Total	(67,798)	-	-	-
Position Summary as Budgeted				
Full-Time	12	12	12	-
Position Total	12	12	12	-

Human Resources

Division Detail

HR Employment

(Fund Center # 184500)

	2018 Actuals	2019 Revised	2020 Proposed	20 v 19 % Chg
Direct Cost by Category				
Salaries and Benefits	1,358,730	1,391,147	1,433,650	3.06%
Travel	494	-	7,500	100.00%
Contractual/Other Services	32,661	40,000	45,500	13.75%
Manageable Direct Cost Total	1,391,885	1,431,147	1,486,650	3.88%
Debt Service	-	-	-	-
Non-Manageable Direct Cost Total	-	-	-	-
Direct Cost Total	1,391,885	1,431,147	1,486,650	3.88%
Intragovernmental Charges				
Charges by/to Other Departments	(1,459,262)	(1,431,147)	(1,486,250)	3.85%
Program Generated Revenue				
406625 - Reimbursed Cost-NonGrant Funded	421	-	400	100.00%
Program Generated Revenue Total	421	-	400	100.00%
Net Cost				
Direct Cost Total	1,391,885	1,431,147	1,486,650	3.88%
Charges by/to Other Departments Total	(1,459,262)	(1,431,147)	(1,486,250)	3.85%
Program Generated Revenue Total	(421)	-	(400)	100.00%
Net Cost Total	(67,798)	-	-	-

Position Detail as Budgeted

	2018 Revised		2019 Revised		2020 Proposed	
	Full Time	Part Time	Full Time	Part Time	Full Time	Part Time
Classification Analyst	1	-	1	-	1	-
Employ, Class, & Records Director	1	-	1	-	1	-
Employment Coordinator	1	-	1	-	1	-
Employment Specialist	2	-	3	-	3	-
Employment Supervisor	-	-	1	-	1	-
Human Resource Pro IV	1	-	-	-	-	-
Human Resources Coordinator	-	-	1	-	1	-
Personnel Analyst II	1	-	-	-	-	-
Personnel Analyst III	1	-	-	-	-	-
Personnel Technician III	2	-	2	-	2	-
Records Supervisor	1	-	1	-	1	-
Senior/Lead Classification Analyst	1	-	1	-	1	-
Position Detail as Budgeted Total	12	-	12	-	12	-

Human Resources Division Summary

HR Labor Relations

(Fund Center # 184100)

	2018 Actuals	2019 Revised	2020 Proposed	20 v 19 % Chg
Direct Cost by Category				
Salaries and Benefits	1,133,691	1,082,696	1,048,717	(3.14%)
Supplies	-	-	-	-
Travel	1,505	-	2,500	100.00%
Contractual/Other Services	43,279	45,000	68,500	52.22%
Equipment, Furnishings	3,194	-	-	-
Manageable Direct Cost Total	1,181,669	1,127,696	1,119,717	(0.71%)
Debt Service	-	-	-	-
Depreciation/Amortization	-	-	-	-
Non-Manageable Direct Cost Total	-	-	-	-
Direct Cost Total	1,181,669	1,127,696	1,119,717	-
Intragovernmental Charges				
Charges by/to Other Departments	(1,245,368)	(1,127,696)	(1,119,717)	(0.71%)
Function Cost Total	(63,699)	-	-	-
Net Cost Total	(63,699)	-	-	-
Position Summary as Budgeted				
Full-Time	9	9	9	-
Position Total	9	9	9	-

Human Resources

Division Detail

HR Labor Relations

(Fund Center # 184100)

	2018 Actuals	2019 Revised	2020 Proposed	20 v 19 % Chg
Direct Cost by Category				
Salaries and Benefits	1,133,691	1,082,696	1,048,717	(3.14%)
Travel	1,505	-	2,500	100.00%
Contractual/Other Services	43,279	45,000	68,500	52.22%
Equipment, Furnishings	3,194	-	-	-
Manageable Direct Cost Total	1,181,669	1,127,696	1,119,717	(0.71%)
Debt Service	-	-	-	-
Non-Manageable Direct Cost Total	-	-	-	-
Direct Cost Total	1,181,669	1,127,696	1,119,717	(0.71%)
Intragovernmental Charges				
Charges by/to Other Departments	(1,245,368)	(1,127,696)	(1,119,717)	(0.71%)
Net Cost				
Direct Cost Total	1,181,669	1,127,696	1,119,717	(0.71%)
Charges by/to Other Departments Total	(1,245,368)	(1,127,696)	(1,119,717)	(0.71%)
Net Cost Total	(63,699)	-	-	-

Position Detail as Budgeted

	2018 Revised		2019 Revised		2020 Proposed	
	Full Time	Part Time	Full Time	Part Time	Full Time	Part Time
Classification Coordinator	-	-	-	-	1	-
Human Resource Pro III	2	-	2	-	2	-
Labor Relations Director	1	-	1	-	-	-
Labor Relations Manager	-	-	1	-	2	-
Personnel Analyst I	1	-	1	-	1	-
Personnel Analyst II	2	-	2	-	2	-
Personnel Director	1	-	1	-	-	-
Special Admin Assistant II	2	-	1	-	1	-
Position Detail as Budgeted Total	9	-	9	-	9	-

Human Resources Division Summary

HR Payroll

(Fund Center # 132300, 132379, 132371, 132372)

	2018 Actuals	2019 Revised	2020 Proposed	20 v 19 % Chg
Direct Cost by Category				
Salaries and Benefits	1,859,641	1,425,879	1,545,011	8.35%
Supplies	1,189	1,250	1,250	-
Travel	-	-	-	-
Contractual/Other Services	13,961	13,900	21,000	51.08%
Manageable Direct Cost Total	1,874,791	1,441,029	1,567,261	8.76%
Debt Service	-	-	-	-
Depreciation/Amortization	-	-	-	-
Non-Manageable Direct Cost Total	-	-	-	-
Direct Cost Total	1,874,791	1,441,029	1,567,261	-
Intragovernmental Charges				
Charges by/to Other Departments	(1,871,232)	(1,437,029)	(1,397,825)	(2.73%)
Function Cost Total	3,558	4,000	169,436	4135.90%
Program Generated Revenue by Fund				
Fund 101000 - Areawide General	4,851	4,000	4,100	2.50%
Program Generated Revenue Total	4,851	4,000	4,100	2.50%
Net Cost Total	(1,292)	-	165,336	100.00%
Position Summary as Budgeted				
Full-Time	14	13	16	23.08%
Position Total	14	13	16	23.08%

Human Resources

Division Detail

HR Payroll

(Fund Center # 132300, 132379, 132371, 132372)

	2018 Actuals	2019 Revised	2020 Proposed	20 v 19 % Chg
Direct Cost by Category				
Salaries and Benefits	1,859,641	1,425,879	1,545,011	8.35%
Supplies	1,189	1,250	1,250	-
Travel	-	-	-	-
Contractual/Other Services	13,961	13,900	21,000	51.08%
Manageable Direct Cost Total	1,874,791	1,441,029	1,567,261	8.76%
Debt Service	-	-	-	-
Non-Manageable Direct Cost Total	-	-	-	-
Direct Cost Total	1,874,791	1,441,029	1,567,261	8.76%
Intragovernmental Charges				
Charges by/to Other Departments	(1,871,232)	(1,437,029)	(1,397,825)	(2.73%)
Program Generated Revenue				
406610 - Computer Time Fees	-	1,000	100	(90.00%)
406621 - Reimbursed Cost-Payroll	4,593	-	4,000	100.00%
406625 - Reimbursed Cost-NonGrant Funded	258	3,000	-	(100.00%)
Program Generated Revenue Total	4,851	4,000	4,100	2.50%
Net Cost				
Direct Cost Total	1,874,791	1,441,029	1,567,261	8.76%
Charges by/to Other Departments Total	(1,871,232)	(1,437,029)	(1,397,825)	(2.73%)
Program Generated Revenue Total	(4,851)	(4,000)	(4,100)	2.50%
Net Cost Total	(1,292)	-	165,336	100.00%

Position Detail as Budgeted

	2018 Revised		2019 Revised		2020 Proposed	
	Full Time	Part Time	Full Time	Part Time	Full Time	Part Time
Administrative Officer	1	-	1	-	1	-
Assist To Central Payroll Director	1	-	1	-	1	-
Assistant Payroll Manager	1	-	1	-	1	-
Director, Payroll	1	-	1	-	1	-
Junior Accountant	4	-	2	-	5	-
Principal Accountant	2	-	1	-	1	-
Principal Admin Officer	1	-	1	-	1	-
Senior Accountant	1	-	1	-	1	-
Senior Staff Accountant	2	-	1	-	1	-
Sr. Payroll Accountant	-	-	1	-	1	-
Time Management Analyst	-	-	1	-	1	-
Timekeeping Coordinator	-	-	1	-	1	-
Position Detail as Budgeted Total	14	-	13	-	16	-

Anchorage: Performance. Value. Results

Benefits Human Resources

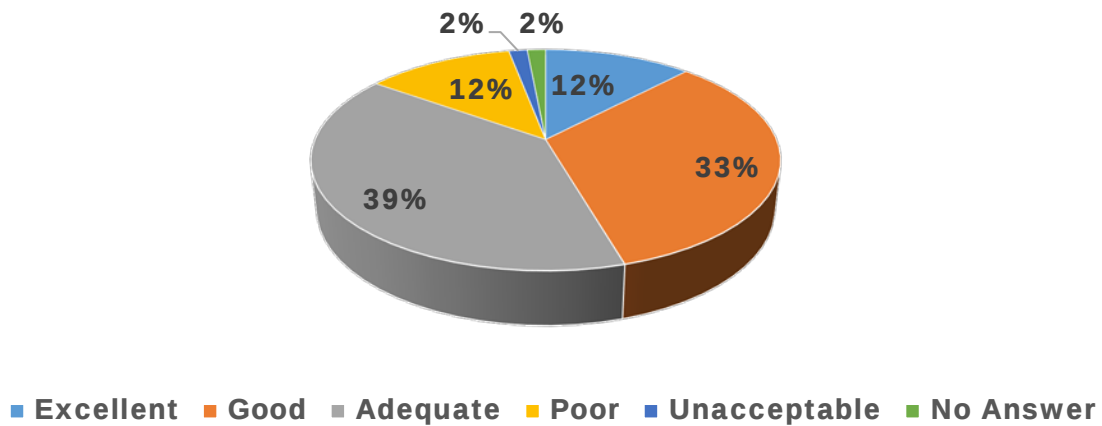
Anchorage: Performance. Value. Results

Benefits Results:

Question: Rate the effectiveness of the Benefit information on Muniverse.

Response	Count	Percentage
Excellent	16	12%
Good	43	33%
Adequate	52	39%
Poor	16	12%
Unacceptable	2	2%
No Response	2	2%
Total	131	100%

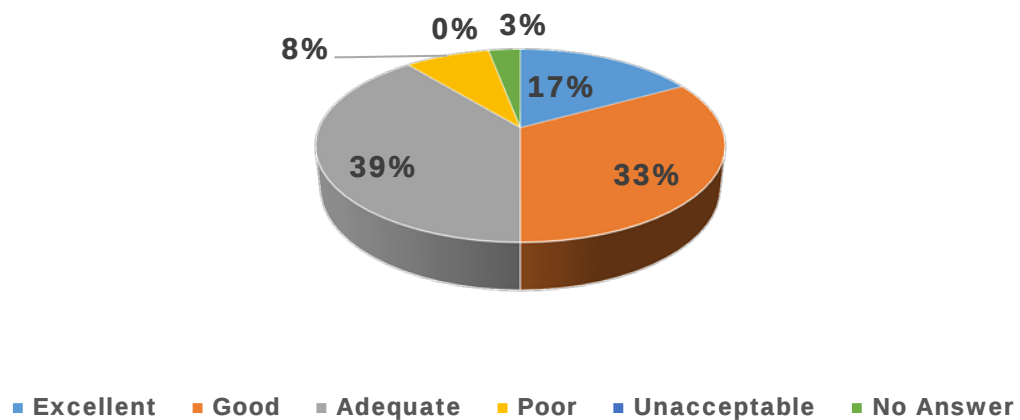
**Rate the effectiveness of the benefit information on
Muniverse**



Question: Rate how effectively the Benefits Team responds to questions/concerns.

Response	Count	Percentage
Excellent	22	17%
Good	43	33%
Adequate	51	39%
Poor	10	8%
Unacceptable	0	0%
No Response	5	3%
Total	131	100%

Rate how effectively the Benefits Team responds to questions/concerns



Classifications Human Resources

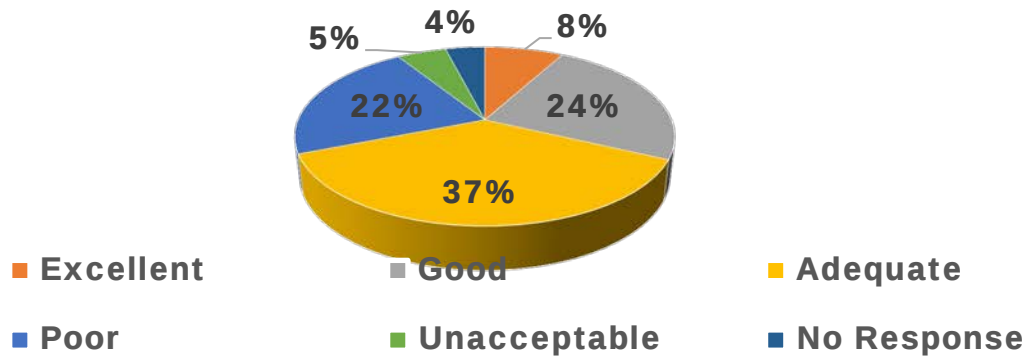
Anchorage: Performance. Value. Results

Classifications Results:

Question: Rate how effectively the Classification Team responds to questions/concerns.

Response	Count	Percentage
Excellent	11	8%
Good	31	24%
Adequate	48	37%
Poor	29	22%
Unacceptable	7	5%
No Response	5	4%
Total	131	100%

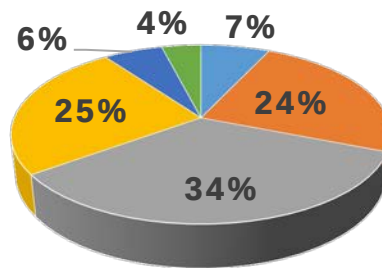
Rate how effectively the Classification Team responds to questions/concerns



Question: Rate the resources and tools available to fill out a position description and/or position change form.

Response	Count	Percentage
Excellent	9	7%
Good	32	24%
Adequate	45	34%
Poor	33	29%
Unacceptable	8	6%
No Response	4	4%
Total	131	100%

Rate the resources and tools available to fill out a position description and/or position change form

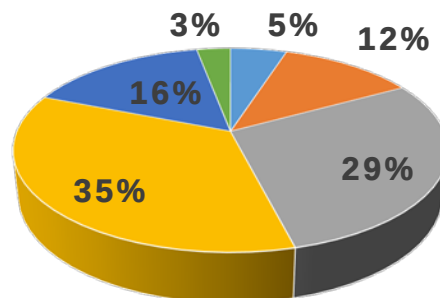


■ Excellent ■ Good ■ Adequate
■ Poor ■ Unacceptable ■ No Response

Question: Rate the timeliness on classification actions.

Response	Count	Percentage
Excellent	6	5%
Good	16	12%
Adequate	38	29%
Poor	46	35%
Unacceptable	21	16%
No Response	4	3%
Total	131	100%

Rate the timeliness on classification actions



■ Excellent ■ Good ■ Adequate
■ Poor ■ Unacceptable ■ No Response

Employments Human Resources

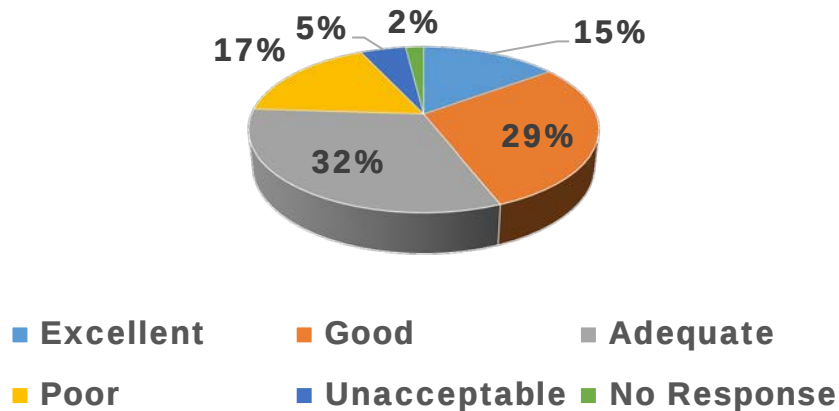
Anchorage: Performance. Value. Results

Employments Results:

Question: Rate how effectively the Employment Team responds to questions/concerns.

Response	Count	Percentage
Excellent	19	15%
Good	38	29%
Adequate	42	32%
Poor	22	17%
Unacceptable	7	5%
No Response	3	2%
Total	131	100%

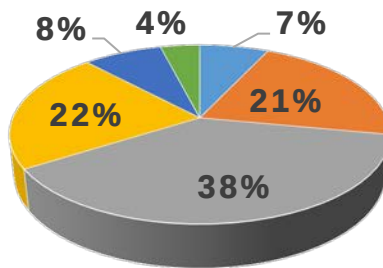
Rate how effectively the Employment Team responds to questions/concerns



Question: Rate the resources and tools available to complete a recruitment and hire an employee.

Response	Count	Percentage
Excellent	9	7%
Good	28	21%
Adequate	50	38%
Poor	28	22%
Unacceptable	11	8%
No Response	5	4%
Total	131	100%

Rate the resources and tools available to complete a recruitment and hire an employee

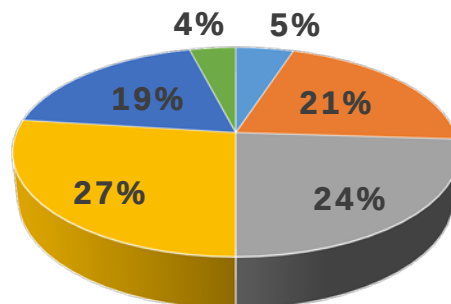


■ Excellent ■ Good ■ Adequate
 ■ Poor ■ Unacceptable ■ No Response

Question: Rate the timeliness for recruitments.

Response	Count	Percentage
Excellent	7	5%
Good	28	21%
Adequate	31	24%
Poor	36	27%
Unacceptable	25	19%
No Response	4	4%
Total	131	100%

Rate the timeliness for recruitments



■ Excellent ■ Good ■ Adequate
 ■ Poor ■ Unacceptable ■ No Response

Labor Relations Human Resources

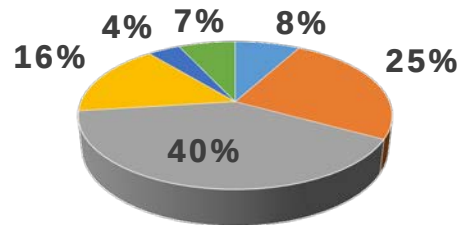
Anchorage: Performance. Value. Results

Labor Relations Results:

Question: Rate how clearly the Labor Relations Team and the Compliance Team communicates directions and timelines.

Response	Count	Percentage
Excellent	11	8%
Good	33	25%
Adequate	53	40%
Poor	21	16%
Unacceptable	5	4%
No Response	8	7%
Total	131	100%

Rate how clearly the Labor Relations Team and
Compliance Team communicates directions and
timelines

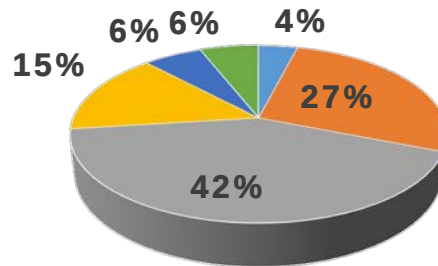


■ Excellent ■ Good ■ Adequate
■ Poor ■ Unacceptable ■ No Response

Question: Rate the effectiveness of the Labor Relations information on Muniverse.

Response	Count	Percentage
Excellent	5	4%
Good	35	27%
Adequate	55	42%
Poor	19	15%
Unacceptable	8	6%
No Response	9	6%
Total	131	100%

**Rate the effectiveness of the Labor Relations
information on Muniverse**

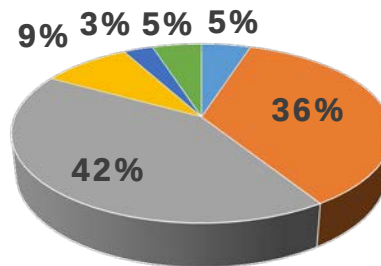


■ Excellent ■ Good ■ Adequate
■ Poor ■ Unacceptable ■ No Response

Question: Rate the effectiveness of the Compliance (Substance Abuse) information on Muniverse.

Response	Count	Percentage
Excellent	7	5%
Good	47	36%
Adequate	55	42%
Poor	12	9%
Unacceptable	4	3%
No Response	6	5%
Total	131	100%

**Rate the effectiveness of the Compliance (Substance
Abuse) information on Muniverse**



■ Excellent ■ Good ■ Adequate
■ Poor ■ Unacceptable ■ No Response

Human Resources

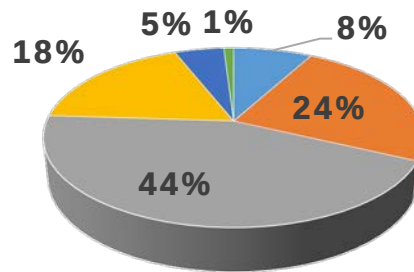
Anchorage: Performance. Value. Results

Human Resources Results:

Question: Overall, the Human Resources Department performance is...

Response	Count	Percentage
Excellent	11	8%
Good	31	24%
Adequate	58	44%
Poor	24	18%
Unacceptable	6	5%
No Response	1	<1%
Total	131	100%

Overall, the Human Resources Department performance is



■ Excellent ■ Good ■ Adequate
■ Poor ■ Unacceptable ■ No Response

Payroll Employee Relations

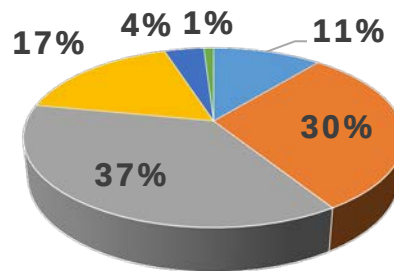
Anchorage: Performance. Value. Results

Payroll Results:

Question: Rate how clearly the Payroll Team communicates directions and timelines for the payroll process.

Response	Count	Percentage
Excellent	15	11%
Good	39	30%
Adequate	48	37%
Poor	22	17%
Unacceptable	6	4%
No Response	1	<1%
Total	131	100%

Rate how clearly the Payroll Team communicates
directions and timelines for the payroll process

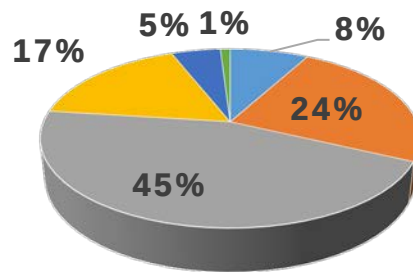


■ Excellent ■ Good ■ Adequate
■ Poor ■ Unacceptable ■ No Response

Question: Rate the effectiveness of the Payroll information on Muniverse.

Response	Count	Percentage
Excellent	10	8%
Good	31	24%
Adequate	59	45%
Poor	22	17%
Unacceptable	7	5%
No Response	2	1%
Total	131	100%

Rate the effectiveness of the Payroll information on Muniverse

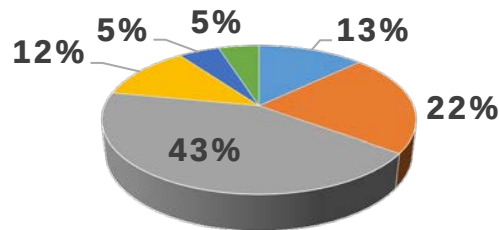


■ Excellent ■ Good ■ Adequate
■ Poor ■ Unacceptable ■ No Response

Question: Rate how clearly the Time Management Team communicates directions and timelines for the timecard processing.

Response	Count	Percentage
Excellent	18	13%
Good	29	22%
Adequate	56	43%
Poor	16	12%
Unacceptable	6	5%
No Response	6	5%
Total	131	100%

Rate how clearly the Time Management Team communicates directions and timelines for timecard processing

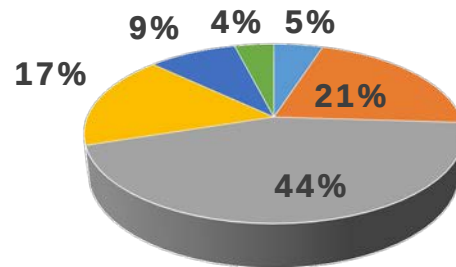


■ Excellent ■ Good ■ Adequate
■ Poor ■ Unacceptable ■ No Response

Question: Rate the effectiveness of the time management process on Muniverse.

Response	Count	Percentage
Excellent	7	5%
Good	27	21%
Adequate	57	44%
Poor	22	17%
Unacceptable	12	9%
No Response	6	4%
Total	131	100%

Rate the effectiveness of the time management process on Muniverse



■ Excellent ■ Good ■ Adequate
■ Poor ■ Unacceptable ■ No Response

PVR Measure WC: Managing Workers' Compensation Claims

Reducing job-related injuries is a priority for the Administration by ensuring safe work conditions and safe practices. By instilling safe work practices, we ensure not only the safety of our employees but reduce the potential for injuries and property damage to the public. The Municipality is self-insured and every injury poses a financial burden on the public and the injured worker's family. It just makes good sense to WORK SAFE.

Results are tracked by monitoring monthly reports issued by the Risk Management Division.

