Department Mission:

To establish optimal work environment for obtaining sustained high productivity, continuous improvement, organizational renewal, and exceptional customer service.
Performance Measurement #1

Council Goal: Employer of Choice

HR Focus Area: Recruitment

Measurement: 90% of all recruitments will have an applicant pool that is made up of 50% protected class candidates by race and gender.

Actual Score (12/2011 – 12/2012): 92%

Goal: MET
Performance Measurement #2

Council Goal:
Enhance Current Services

HR Focus Area:
Recruitment

Measurement:
Average number of weeks to fill (from requisition to job offer) is 10 weeks.

Actual (12/2011 – 11/2012): 8.2 weeks

Goal: MET

*See recruitment graph on next slide
Performance Measurement #3

**Council Goal:** Enhance Current Services

**HR Focus Area:** Classification and Compensation

**Measurement:**
*Complete classification reviews on 20% of the total number of job classifications each fiscal year.*

Actual Score (FY 2012): Conducted classification reviews on 23% of all job classifications.

**Goal:** MET
Performance Measurement #4

Council Goal: Enhance Current Services

HR Focus Area: Employee Relations

Measurement: Complete 80% of all investigations within 8 weeks.

Actual Score: The reporting format for this measurement is new and will begin with 2013 calendar year.

Goal: N/A
Performance Measurement #5

**Council Goal:**
Employer of Choice

**HR Focus Group:**
Employee Relations

**Measurement:**
Conduct exit interviews on 95% of employees who voluntarily depart from the City

**Actual Score (1st Quarter - FY 12): 70%**

**Goal:** NOT MET

Number of exit interviews conducted
1st Quarter - FY 2012

- 70%
- 30%
Performance Measurement #5 – Exit Interview

**Reason for Leaving**
Calendar year 2012

- Career Opportunity: 43%
- Personal Reasons: 13%
- Quality of Supervision: 3%
- Recognition: 5%
- Compensation/Benefits: 8%
- Retirement: 14%
- Moving out of Public Sector: 3%
- Following Spouse: 3%
- Health: 3%
- Work Conditions: 5%
- Type of Work: 0%
- Retirement: 14%
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- Following Spouse: 3%
- Health: 3%
- Work Conditions: 5%
- Type of Work: 0%
- Retirement: 14%
- Personal Reasons: 13%
### Assessment of Supervisor 2012 Calendar Year

<table>
<thead>
<tr>
<th>Category</th>
<th>Almost Always</th>
<th>Usually</th>
<th>Sometimes</th>
<th>Never</th>
</tr>
</thead>
<tbody>
<tr>
<td>Followed Policies and Practices</td>
<td>2</td>
<td>4</td>
<td>1</td>
<td>2</td>
</tr>
<tr>
<td>Demonstrated fair and equal treatment</td>
<td>1</td>
<td>5</td>
<td>2</td>
<td>1</td>
</tr>
<tr>
<td>Provided recognition on the job</td>
<td>1</td>
<td>2</td>
<td>8</td>
<td>1</td>
</tr>
<tr>
<td>Promoted cooperation and teamwork</td>
<td>1</td>
<td>2</td>
<td>7</td>
<td>1</td>
</tr>
<tr>
<td>Resolved complaints, grievances and problems</td>
<td>3</td>
<td>3</td>
<td>6</td>
<td>3</td>
</tr>
<tr>
<td>Were accessible and approachable</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Demonstrated expertise related to department job functions</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Legend:**
- Almost Always
- Usually
- Sometimes
- Never
## Performance Measurement #5 – Exit Interview

### Assessment of Department/Job

#### 2012 Calendar Year

<table>
<thead>
<tr>
<th>Category</th>
<th>Excellent</th>
<th>Good</th>
<th>Fair</th>
<th>Poor</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cooperation within Department</td>
<td>16</td>
<td>14</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Cooperation with other Departments</td>
<td>13</td>
<td>8</td>
<td>15</td>
<td></td>
</tr>
<tr>
<td>Communication within Department</td>
<td>13</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Communication with other Departments</td>
<td>11</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Communication with your supervisor</td>
<td>16</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Equipment provided</td>
<td>13</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Working conditions</td>
<td>12</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Legend:
- Excellent
- Good
- Fair
- Poor
Performance Measurement #5 – Exit Interview

Assessment of Benefits
Calendar Year 2012

- Rate of pay for your job: 12 Excellent, 6 Good, 5 Fair, 2 Poor, 1 No opinion
- Paid holidays: 22 Excellent, 11 Good, 10 Fair, 7 Poor, 3 No opinion
- Paid vacations: 22 Excellent, 11 Good, 10 Fair, 7 Poor, 3 No opinion
- Retirement plan: 16 Excellent, 11 Good, 10 Fair, 7 Poor, 3 No opinion
- Tuition reimbursement: 9 Excellent, 6 Good, 6 Fair, 5 Poor, 2 No opinion
- Medical insurance: 15 Excellent, 11 Good, 10 Fair, 7 Poor, 3 No opinion
- Dental insurance: 13 Excellent, 11 Good, 10 Fair, 7 Poor, 3 No opinion
- Life insurance: 14 Excellent, 11 Good, 10 Fair, 7 Poor, 3 No opinion
- Paid sick leave: 18 Excellent, 11 Good, 10 Fair, 7 Poor, 3 No opinion
Performance Measurement #6

Council Goal:
Employer of Choice

HR Focus Group:
Employee Relations

Measurement:
90% of employees who voluntarily separate state that they would recommend the City of Peoria as a Place of employment for others.

Actual Score (9/27/11- present): 98%

Goal: MET
Performance Measurement #7

**Council Goal:**
Enhance Current Services

**HR Focus Group:**
Human Capital Management (HCM)

**Measurement:**
*Less than 12 processing errors per quarter city-wide.*

**Actual Score (1st Quarter FY 13):**
14 Errors

**Goal:** NOT MET
Performance Measurement #8

Council Goal: Enhance Current Services

HR Focus Group: Benefits

Measurement: 
*Less than 4 reportable accidents per month, city-wide.*

Actual Score: The reporting format for this measurement is new and will begin with 2013 calendar year.

Goal: N/A
Performance Measurement #9

Council Goal:
Enhance Current Services

HR Focus Group:
Training and Development

Measurement:
*Leadership development programs filled to 90% capacity, based on available class size.*

Actual Score (FY 13 YTD): 57%

Goal: NOT MET
Performance Measurement #10

Council Goal:
Enhance Current Services

HR Focus Group:
Training and Development

Measurement:
*Post-training test scores average of 80% or greater to demonstrate transfer of knowledge for designated courses.*

Actual Score (FY 13 YTD): 99%

Goal: MET
Performance Measurement #11

Council Goal: Leadership and Image

HR Focus Group: Safety

Measurement: 95% of employees have completed required safety training.

Actual Score (FY 13 YTD): 59%

Goal: NOT MET