

SERVICE LEVEL UPDATE

Human Resources Department

Board of Public Utilities
November 14, 2022

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MISSION STATEMENT

The Human Resources Department is committed to being a professional strategic business partner that values innovation, integrity, confidentiality and diversity; while continuing to provide a variety of resources to past, present and future employees.



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HR COMMITMENT

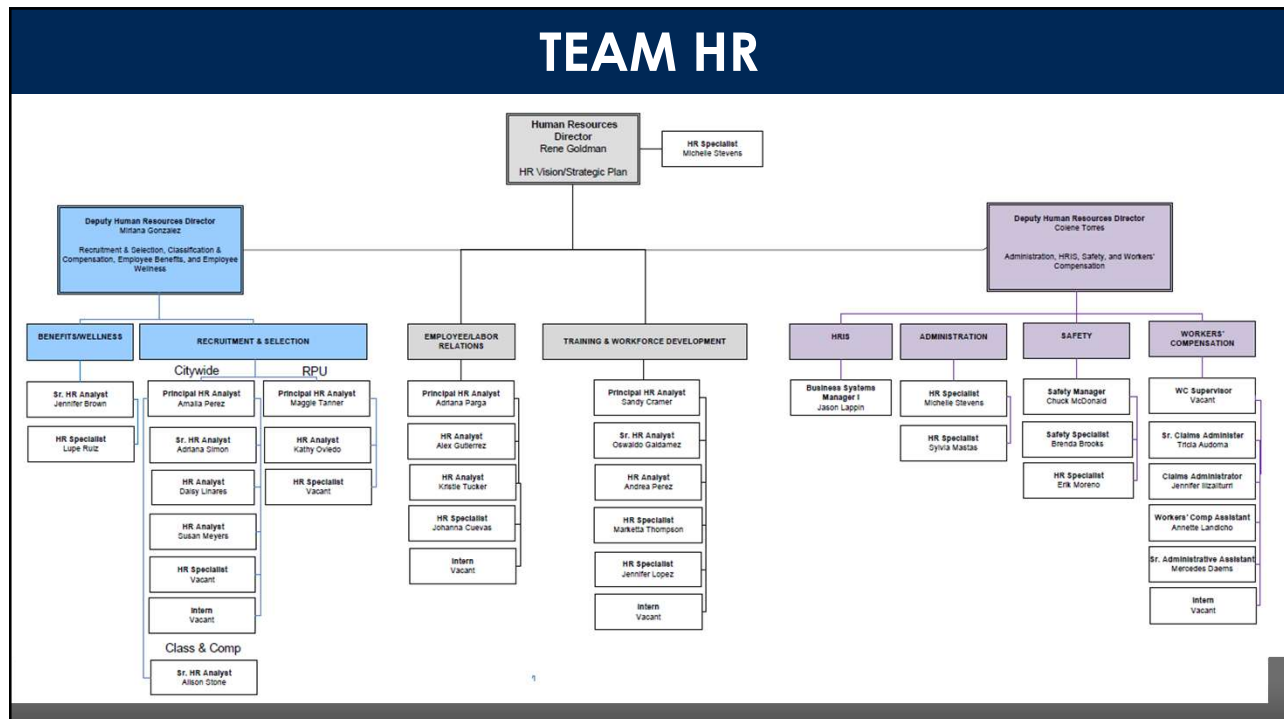
The Human Resources Department is excited to continue the strong partnership with RPU to help the department continue the mission to provide the highest quality municipal water and electric services to benefit the community. We look forward to continuing this positive relationship to collaborate on current and future needs of the department.



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TEAM HR



SERVICE OFFERINGS

- A. Career/Succession Planning
- B. Employee Engagement
- C. Compliance & Labor Law
- D. Health & Safety
- E. Diversity & Inclusion
- F. MOU Compliance
- G. Union Management Relationships



- H. Performance Management
- I. Compensation & Benefits
- J. Change Management
- K. Policy Administration
- H. Collective Bargaining
- I. Administrative Investigations
- J. Class & Comp Industry Equity

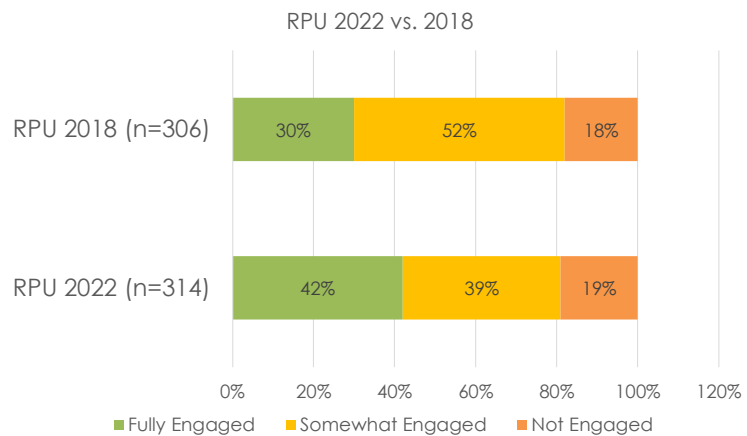
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2022 EMPLOYEE ENGAGEMENT SURVEY

- RPU beat citywide benchmarks for % of fully engaged staff and overall participation rate
- RPU had a 12% increase in the number of "fully engaged" staff
- RPU had a 5% increase in participation rate

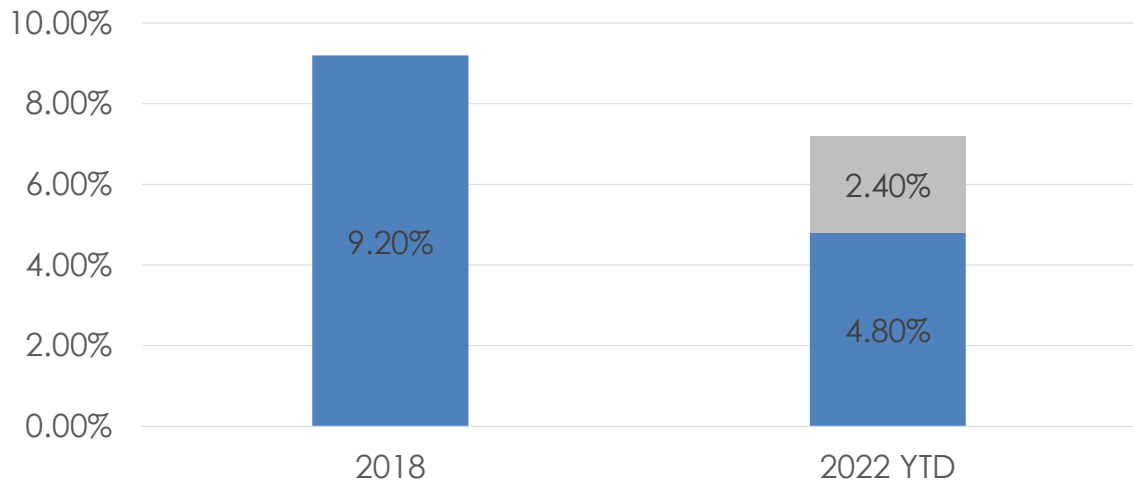


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RPU OVERALL TURNOVER – 5-YEAR COMPARISON



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EMPLOYEE & LABOR RELATIONS FOR RPU

1. FY 21-22 Discipline Cases – 23
2. 21-22 Complaints Received – 2
3. 21-22 Grievances – 4
4. Disability / ADA – 2
5. Leave Administration
 - a. FMLA/CFRA/PDL - 47
 - b. General Leave – 2
 - c. Supplemental Paid Sick Leave (SPSL) - 190



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EMPLOYEE & LABOR RELATIONS FOR RPU

Joint Labor Management Committee (JLMC) Meetings

The Human Resources Department / Employee Relations Division participated in two JLMC meetings in 2022 (April and August) and assisted with the implementation of committee rules and following mission:

To facilitate communication between labor and management representatives, gather and share information on issues of mutual concern.



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RECRUITMENT & SELECTION FOR RPU

1. FY 21/22 = 83 positions filled (59 promotions and 24 external hires)
2. Attended Riverside Job Fair (4/27/22)
3. Attended Veteran's Job Fair at America's Job Center (6/24/22)
4. Filled two critical Senior Management Positions - AGMs for Water and Electric in July/August.
5. Diversity, Equity & Inclusion Officer job description created and approved. Recruitment underway.
6. Attending CA Water Jobs 2022 Virtual Career Fair



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TRAINING & DEVELOPMENT

1. Emerging Leaders Academy (Citywide)
 - a. RPU has 12/39 participants (30%)
 - b. Extra cohort added to accommodate more RPU participants
2. EPIC Training (Citywide)
 - a. RPU has registered for 43/133 seats (32%) (9 courses/June-September)
 - b. Extra sessions added to accommodate more RPU participants
3. DEI Training (Citywide) - RPU had a 98% completion rate
4. Education Reimbursement - 20 RPU employees took advantage of the program (50% of Citywide total)



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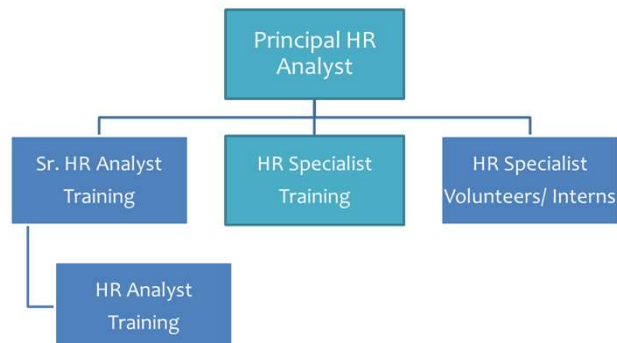
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RPU DEDICATED RESOURCES

BEFORE (2016 – 2021):
2 FTEs to serve RPU
training needs



AFTER (2021- current):
5 FTE resources to serve RPU,
4 dedicated to training.



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BENEFITS & WELLNESS

Life-in-Balance Wellness Program

- The City's Wellness Program has been in place since June 2009
- The Program focuses on four elements of Wellness: Physical, Career, Emotional and Financial
- Mission – To foster and encourage a healthy lifestyle that focuses on the four essential elements of wellness. To ensure that employees have the tools and resources necessary to succeed in each aspect of wellness, which is an integral part of a motivated and successful workforce.



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BENEFITS & WELLNESS

Program Highlights (some activities have been impacted by the pandemic)

- Employee Assistance Program (The Counseling International Team – TCTI) - available to employees and family
- Bike to Work
- Maintain Don't Gain
- Step-it-up
- Wellness Workshops & Webinars
- On-site Flu Shots
- Biometrics Screenings
- Employee Wellness Fairs
- Open Enrollment Fairs



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BENEFITS & WELLNESS

New Short-Term Disability Plan for IBEW Field and IBEW Supervisory – per Labor Agreement.

New Optional Benefits Recently Offered:

- Critical Illness Plan
- Legal Services Plan



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STRATEGIC PLAN ALIGNMENT



High Performing Government

- 5.1 Attract, develop, engage and retain a diverse and highly skilled workforce across the entire City organization.
- 5.2 Utilize technology, data and process improvement strategies to increase efficiencies, guide decision making, and ensure services are accessible and distributed equitably throughout all geographic areas of the City.
- 5.3 Enhance communication and collaboration with community members to improve transparency, build public trust, and encourage shared decision-making.
- 5.4 Achieve and maintain financial health by addressing gaps between revenues and expenditures and aligning resources with strategic priorities to yield the greatest impact.
- 5.5 Foster a culture of safety, well-being, resilience, sustainability, diversity, and inclusion across the city organization

Cross-Cutting Threads



Community Trust



Fiscal Responsibility



Sustainability & Resiliency



Equity



Innovation

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RECOMMENDATION

That the Board of Public Utilities receive an update on the services and collaboration between the Public Utilities Department and the Human Resources Department.



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