



## SERVICE LEVEL AGREEMENT UPDATE

### Human Resources Department

Board of Public Utilities  
September 27, 2021

RiversideCA.gov

## HUMAN RESOURCES SUPPORT



1. Continue to drive HR excellence and innovation by deploying strategic recruitment and retention strategies
2. Continue to invest in our employee's development and enhance employee engagement and overall employee experience
3. Continue to assist RPU in stabilizing the employee population by increasing retention, improving morale and building trust
4. Continue to support RPU initiatives, goals, and alignment with the City Strategic Plan



2

RiversideCA.gov

## YEAR IN REVIEW

- In 2019-2020, RPU launched two Management & Leadership Development Programs aimed at supporting succession planning and employee retention efforts:
  1. LEAD Leadership Development Program (22 Graduates)
  2. STEP Management Development Program (30 Certificate Holders)



3

RiversideCA.gov

## YEAR IN REVIEW

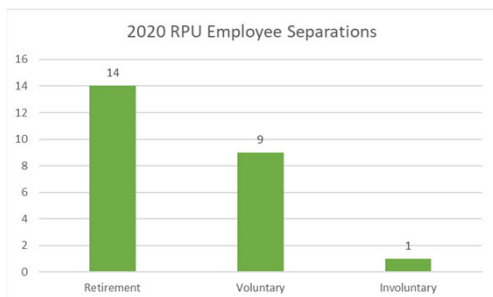
1. Facilitated group session with senior managers and leaders to brainstorm how to improve employee engagement
2. Developed Core curriculum for Dispatcher Trainees
3. 40 New Hires FY 2020/21 (Several requisitions were placed on HOLD due to COVID-19)



4

RiversideCA.gov

## YEAR IN REVIEW – SEPARATION STATS



5

RiversideCA.gov

## THE YEAR AHEAD

Provide training to managers to ensure consistency in hiring

Deploy new Dispatcher 1 Training (12-month custom technical training)

Facilitate debrief of RPU's engagement survey results and identification of areas for improvement

Design and implementation of a Safety Lead assignment

Design a curated list of low-cost/self directed software training

Implement Supervisory Skills Training, Emerging Leaders Academy, Leadership 360 assessments for Deputy's & AGM's, and Learning Communications

6



RiversideCA.gov

## RECOMMENDATION

That the Board of Public Utilities receive an update on the Service Level Agreement between the Public Utilities Department and the Human Resources Department.



7

RiversideCA.gov