



# HUMAN RESOURCES ANNUAL REPORT 2019



We are talent-seekers, advocates, coaches, resource experts, mediators, negotiators, out-of-the-box thinkers, strategists, risk managers, and thought leaders. Our department’s comprehensive programs and services support the professional growth and well-being of each employee. We are here for you.

### **Human Resources Mission:**

We support, attract, and retain high-performing employees who fit our positive, can-do culture, are committed to serving the community, and uphold our City’s mission and values. We do this by providing competitive, equitable benefits; resources for personal and professional development; and expectations for high ethical conduct so that employees can be successful in their work – and enjoy doing it.

### **Human Resources Vision:**

The most well-run, respected city in western Wisconsin with employees from diverse backgrounds who utilize cutting edge tools and practices to lead and transform communities.

Welcome to our annual report; a snapshot of Human Resources' activities from calendar year 2019.

**Citizens of River Falls  
Mayor/Council  
City Administrator  
Assistant City Administrator**

**City Departments**

**Administration**

- Finance
- Human Resources
- Information Technology
- Communications
- City Clerks Office
- Municipal Court

**Public Works**

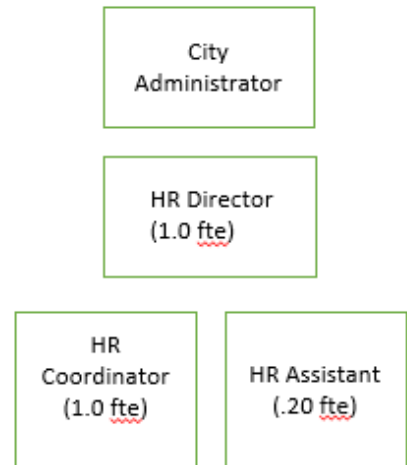
- Facilities

**Community Development**

- Engineering
- Planning and Development Services

- EMS
- Police
- Fire
- Utilities
  - Water/Waste Water
  - Electric
- Library
- Recreation

**Human Resources**

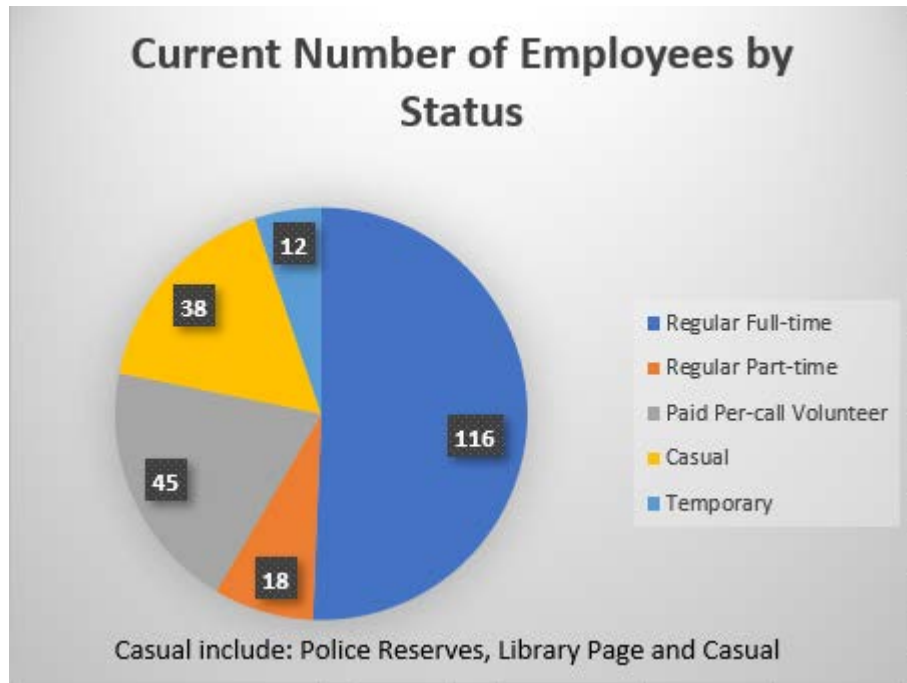


Functional areas of the Human Resources department are; staffing and workforce planning, compensation, benefit administration, labor relations, policy development, succession planning, training and development, HR system administration, compliance reporting, safety/risk management and personnel management.



**City Workforce**

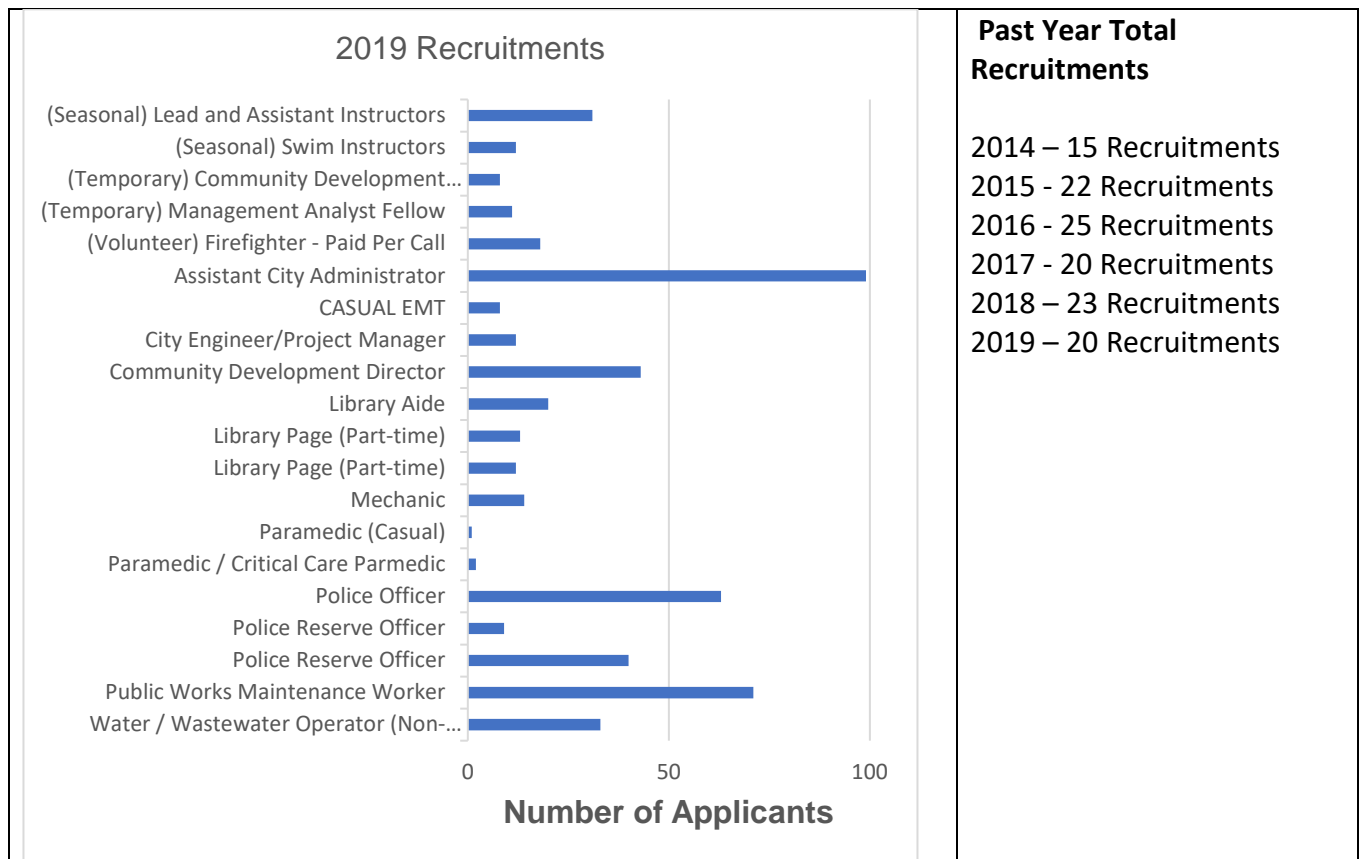
The workforce includes both represented and non-represented employees in full-time and part-time capacities. In addition, we have temporary and casual employees and paid-on call volunteers. These employees fill technical/skilled, administrative, safety and managerial roles. We work in a dynamic environment where, as the City of River Falls continues to change and grow, our workforce must evolve. Our employees come from a variety of backgrounds, training and experience to represent our City.



### Staffing and Workforce Planning

67 new hires and 54 terminations were processed in 2019. These numbers also include seasonal, temporary and paid on-call volunteers in addition to regular full-time and part-time employees.

Recruitments: Calendar year comparison for total job postings and number of applicants per posting.



## Federal/State Reporting Requirements

The Equal Employment Opportunity Commission (EEOC) requires biannual reports which indicate the composition of the work force by sex and race/ethnic category. In State and Local Government this report is referred to as the **EEO-4**. The EEO-4 survey is conducted biannually in every odd-numbered year. Human Resources filed the EEO-4 report in September 2019.

The statistics below comply with State and Federal reporting requirements and are a voluntary option for employees to disclose and therefore may not accurately reflect the makeup of the workforce (protected classes).

Job categories reported on; officials/administration, professionals, technicians, protected services workers, paraprofessionals, administration support, skilled craft workers and service maintenance.

Protected Class	(# as reported of total workforce)
Asian	0
Black/African American	2
Native Hawaiian/Other Pacific Islander	0
American Indian/Alaskan Native	1
Two or more races	1
Hispanic/Latino	0
White	245

ACA and OSHA are additional compliance requirements Human Resources is responsible for each year.

## Training and Development

The City is committed to a program of staff development based on a goal of creating a climate of and opportunities for employee growth which will benefit the City and the individual.

Human Resources oversees various compliance and best practice training for all employees. Our safety consultant manages safety/risk management compliance and best practice training. Specific departments such as Police, EMS, Fire, Utilities, and Public Works manage other compliance and license required trainings within their respective departments.

### **Passport Program - Workforce development: welcoming employee orientation program**

At the City of River Falls, we think it's important for new staff to get out and about, not only to meet staff from different departments, but to learn what they do – and have fun doing it.

The City's Passport Program launched in 2016. Since then, new (and old) employees have been invited to visit ten different departments throughout the City over a five to eight-week period. In the past three years, 47 new and current employees have gone on over 300 department visits.

Participants see how different departments interact and are dependent on each other, which promotes cohesiveness. They have the chance to experience new things: getting their fingerprints taken at the PD, playing Pickleball, riding in a plow truck, and seeing how the hydroelectric dams work. After tours are completed, participants get lunch with the city administrator.

In 2019, 16 new staff participated in 51 department tours.

## Benefit Management

- FMLA
  - a. Processed 14 leaves
- Workers Compensation
  - a. Processed 9 workers compensation claims, 3 with lost time

The City moved to HealthPartners in 2014 for Health Insurance. Calendar year renewal rate changes noted in table below.

	2015 Total Premium % Change	2016 Total Premium % Change	2017 Total Premium % Change	2018 Total Premium % Change	2019 Total Premium % Change	2020 Total Premium % Change
Health	-1.73%	9%	0%	2.5%	6.5%	2.6%
Dental	0%	12%	7%	0%	4.0%	0%

## Safety and Risk Management

The City has a contract relationship for Safety and Risk Management services. We strive and work to assure a safe and healthful work environment for all employees. We continue to develop and implement programs, policies and procedures for the recognition and identification of hazards and to ensure compliance with applicable state and federal health, safety and environmental regulations. Below are highlights from 2019.

### Occupational Safety and Industrial Hygiene

- Conducted annual Tornado and Fire Drills. Updated Emergency Action Plan policies for various departments.
- Conducted respirable silica quartz air sampling on employees to determine exposure limits for various tasks. Created Silica Exposure Control Plan (added to the Safety Manual).
- Completed environmental, health and safety compliance audits of new and existing buildings and construction sites and made necessary corrections. Also completed crane/hoist inspections (removed damaged ones and ordered replacements), inspected ladders (replaced damaged parts).
- Discussed fatigue management. Plans to create a Wellness Room to include a recliner, refrigerator and sink are being reviewed. The room will be designed to be used for nursing mothers, sickness, fatigue, etc.
- Completed APPA and MEUW safety award applications.
- Created Electrical Safety Plan (added to the Safety Manual). Continued with arc flash assessments of new and existing buildings.
- Conducted incident investigations and submitted reports. In addition to internal audits, Travelers Insurance also conducted an external safety audit. The following procedures were created based on their recommendations: Concussion Management Procedures and Abuse and Molestation Procedures. A temperature/humidity device was added to the Winter Street Substation to aid in protecting sensitive equipment.
- Participated and aided in ICS and Emergency Management Function Drill for the City with Wisconsin Emergency Management.
- Coordinated and maintained training records for the FEMA ICS 100 and 700 online training courses required for all employees.

## Occupational Medicine

- Maintained files to ensure Hepatitis A and B vaccination records are on file for new and existing employees. Also assisted Ambulance with their Measles vaccines/titers and respirators due to the measles outbreak.
- Completed annual audiometric testing for 66 employees through the UW-RF Audiology Department.
- Added new 1<sup>st</sup> Aid kits and AEDs in vehicles and in buildings.

## Ergonomics

- Conducted ergonomic assessments of workstations for current and new employees.
- Conducted ergonomic review of library area where the new Automated Material Handling (AMH) system will be installed in 2020. Also created work procedures for the barcoding of books for use the AMH.

## Environmental

- Assisted staff with proper PPE needs/requirements while working with hazardous waste.
- Assisted with TIER 2 reports and EPCRA hazardous materials plan for Chlorine.

## EHS Training

<b>Safety Compliance Training</b>	<b>Number of Employees Trained 2019</b>	<b>Required Frequency</b>
Confined Space Entry – Rescue/Refresher	32	Annual
Hazmat/Hazcom/Hazwopper Refresher	25	Annual
Bloodborne Pathogens	37	Annual
Diggers Hotline – Trenching Refresher Safety Training	22	Annual
Hearing Conservation	31	Annual
Fire Extinguisher	62	Annual
1 <sup>st</sup> Aid/CPR/AED (Certified)	19	Every other year
Non-Certified 1 <sup>st</sup> Aid/CPR/AED	30	Every other year
Fork Truck/Heavy Equipment Task Training	12	Every Three Years
Lockout/Tagout	26	Periodic
Ladder Safety/Slips/Trips/Falls/Lifting	35	Periodic
Downed Power Line Safety	8	Periodic
Active Shooter and Emergency Preparedness	19	Periodic
Electric Safety and Pole Top Rescue	16	Periodic
New Employees Safety Training	10	Upon Hire
Seasonal Employee Safety Training	11	Seasonal

## **Classification and Compensation Study**

The City hired Baker Tilly to conduct a classification and compensation study on all positions excluding CBU and EMS in 2019. The study was completed and a new pay plan was effective January 1, 2020.

## **Focus on the Future**

Introduced Unconscious Bias training to the Executive Team at the City. We will be exploring how this may fit into our culture and values moving forward.

## **Challenges**

Demographic changes. Population changes will have a mounting impact on many aspects of employment and HR practices. These changes include the aging workforce, different generations working together, the nature of family and parental roles, and increased cultural diversity.

Succession Planning: The City has several long-time employees that will be able to retire in the next 1 to 5 years so succession planning will be crucial to our organization.