

# Human Resources

## Mission Statement

The Human Resources Department partners with departments and employees to hire, compensate, support, and develop a diverse workforce that is dedicated to delivering high-quality services to the community.

## Key Services

Employment services, employee development, labor relations, benefits & wellness, employee safety, classification & compensation, and HR policy and records maintenance

### Qualified Applicant Pool (Minority)

**Target: 28%**

**YTD Average: 46.3%**

**Goal:**

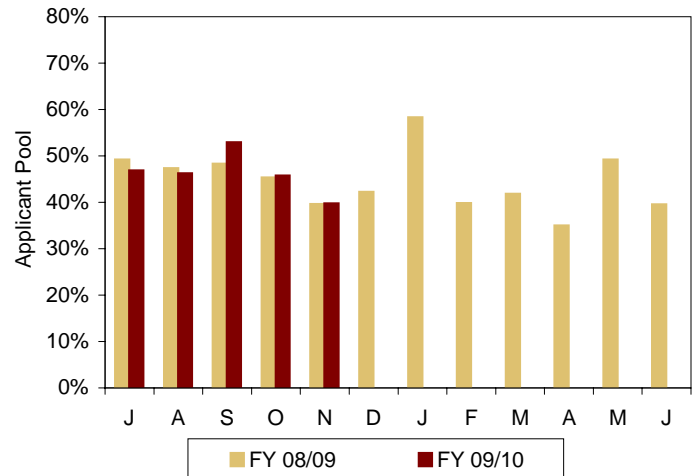
Establish a qualified and diverse applicant pool

**Target:**

The citywide eligible applicant pool should reflect parity or greater to Maricopa County Labor Market Availability (LMA) for minorities which is currently 28.0%

**Significance:**

A qualified and diverse employee base, reflective of the community, ensures high quality services to our customers/residents.



### Qualified Applicant Pool (Female)

**Target: 44%**

**YTD Average: 44.5%**

**Goal:**

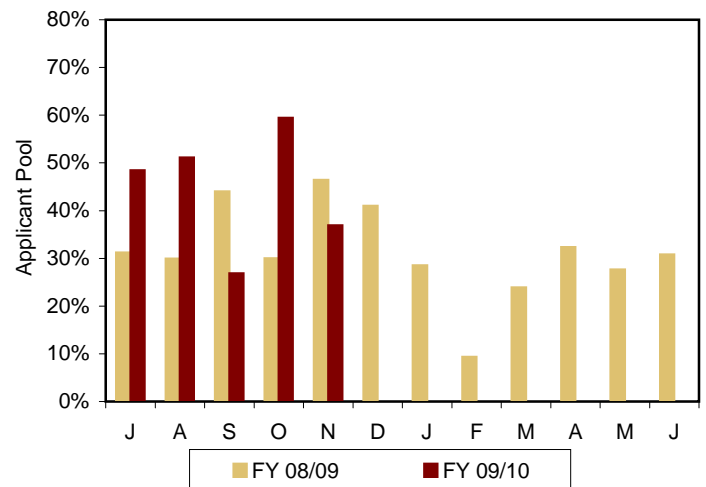
Establish a qualified and diverse applicant pool

**Target:**

The citywide eligible applicant pool should reflect parity or greater to Maricopa County Labor Market Availability (LMA) for females which is currently 44.4%

**Significance:**

A qualified and diverse employee base, reflective of the community, ensures high quality services to our customers/residents.



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## Innovation & Improvement

**Target: 116**

**YTD Received: 78**

**Goal:**

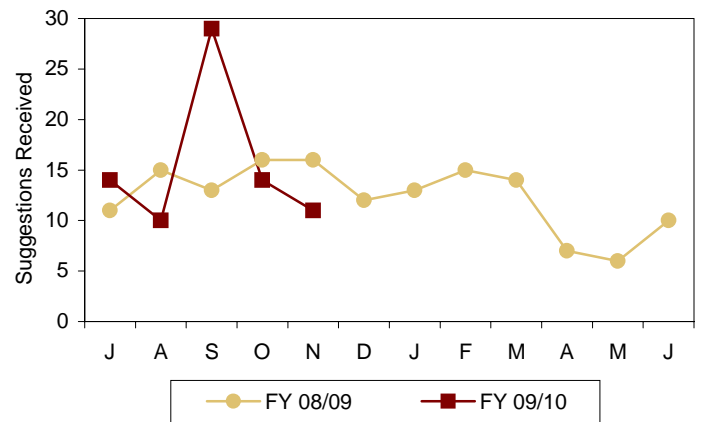
Increase the number of employee suggestions received

**Target:**

116 or more employee suggestions received

**Significance:**

Increasing the number of employee suggestions provides employees with an opportunity and an incentive to improve efficiency of city operations and services. The significant increase in September was due to a City Manager enterprise e-mail message encouraging employees to submit employee suggestions relating to the budget.



## Employee Safety

**Target: 9.7%**

**YTD Average: 10.3%**

**Goal:**

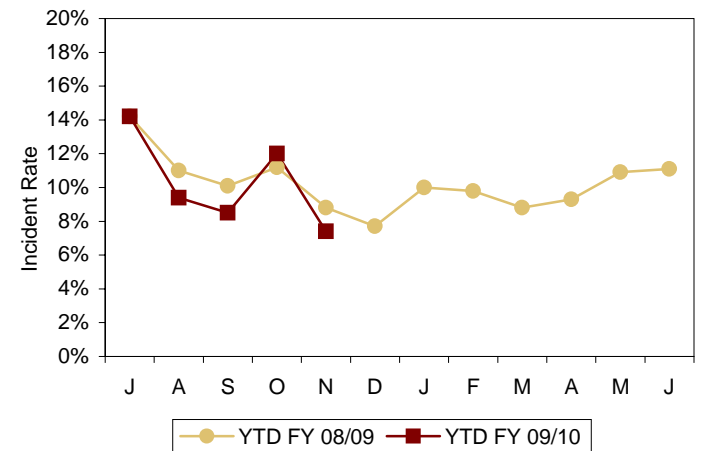
Administer and promote employee safety by reducing the Workers' Compensation Incident Rate

**Target:**

9.7% or less Workers' Compensation Incident Rate

**Significance:**

The Safety Section's efforts are aimed at accident and injury prevention. The target for FY 09/10 is to have a Workers' Compensation Incident Rate year-end average of 5% less than the FY 08/09 rate.



## Employee Turnover Rate

**Target: 6.5%**

**YTD Average: 6%**

**Goal:**

Maintain an employee turnover rate at par with, or lower than, the Public Administration sector in Arizona (reference: U.S. Census Bureau - QWI).

**Target:**

6.5% or lower, as reported by the U.S. Census Bureau

**Significance:**

A lower employee turnover rate is indicative of the positive impact of employee retention efforts.

