



The City of Traverse City

Communication to the City Commission

FOR THE CITY COMMISSION MEETING OF APRIL 2, 2018

DATE: MARCH 29, 2018

FROM: *MC*
MARTY COLBURN, CITY MANAGER

SUBJECT: 2017 ANNUAL REPORT FROM THE HUMAN RESOURCES
DEPARTMENT

At the meeting on Monday evening, Human Resources Director Kristine Bosley will present the Commission with the 2017 Annual Report of the Human Resources Department.

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copy: Kristine Bosley, Human Resources Director



Department of Human Resources Annual Report 2017

Welcome to the Office of Human Resources for the City of Traverse City. This annual report will serve as a snapshot of the Human Resources' activities from 2017. The Human Resource team is comprised of Kristine Bosley, HR Director and Christina Woods, HR Specialist.

The Office of Human Resource serves as a strategic partner to the City Manager to help meet city commission objectives as they relate to organizational development, culture and productivity.

Human Resources support city departments in minimizing employee risk and maximizing employee productivity through policy development, payroll administration, benefits administration, job classification and compensation, total compensation, drug testing, central recruiting, training and development, workforce planning, employee and bargaining-unit relations, unemployment and worker compensation administration, records maintenance and assisting retirees and surviving spouses.

Human Resources is a service-oriented team, providing expert consultation and support to foster a respectful environment that inspires excellence within the Traverse City community. In all areas of work, the Office of Human Resources firmly upholds confidentiality, accountability and trust.

Mission Statement: *To recruit, retain, develop and assist City employees through excellent customer service, while striving to maintain the City's strategic vision.*

Staffing

The Staff in Human Resources assists applicants and employees with all phases of the employment process. We oversee recruitment, interviewing, testing, background, reference checks, selection and evaluation.

Total Number of City Employees:

Light and Power:	38	Male:	78%
Full-Time:	149	Female:	22%
Part-Time:	1		
Irregular Part-Time:	2		
Seasonal Workers:	56 (Annual Total)		

City Employees by Years of Service:

25+ Years of Service	13 Employees
20-24 Years of Service	14 Employees
15-19 Years of Service	24 Employees
10-14 Years of Service	30 Employees
5- 9 Years of Service	31 Employees
Less than 5 Years of Service	75 Employees

<i>9 Retirements</i>	<i>7 Resignations</i>	<i>1 Terminations</i>
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Recruitment

City Human Resource Office is committed to attracting and retaining a talented and diverse workforce. One key strategy to accomplish this is to identify the competencies we will need in our current and future leaders. We coordinate with Department Heads to identify their department needs. The HR Department reviews all applications and develops job specific questions used in panel style interviews. The HR team coordinates all fire promotional testing and has resumed responsibilities for complying with MCOLES (Michigan Commission on Law Enforcement Standards) records requirements.

Human Resources received and processed 430 employment applications in 2017.

22	Positions were posted internally and externally
14	New Staff Members
15	Promotions

Benefits Administration

The Office of Human Resources administers the city's benefits programs, including insurance (medical, dental, vision, life and disability), retirement, defined benefits, health care savings plans, 457 retirement programs, paid time off, unemployment, work comp, employment verification, I-9s, FMLA and leaves of absence.

The HR Department receives work injury reports, submits claims to workers compensation insurance carrier and performs payroll self-audits and estimates total payroll levels for renewal of WC Insurance. There were a total of 44 work related injuries/illnesses reported. Eight of these were reported as loss wage injuries and a total of 302 loss days.

- ❖ Processed 13 Family Medical Leave Act applications and Short-Term Disability Claims.
- ❖ There are 8 staff members who take advantage of the Education Reimbursement Program.

This department manages the administration of Dental Insurance includes employees from Light and Power, Housing Commission and Downtown Development Authority. The HR team along with the Insurance Committee, which is comprised of members from all of the bargaining units and non-bargaining groups, reviewed options for medical and vision insurance, life insurance, short and long term disability plans. The team worked well together to make recommendations to keep or improve current group benefits plans.

The Department has partnered with MiPlanners to assist with the quote process. The original renewal rate came in at 9.3% increase. The committee reviewed proposals from our current provider Priority Health, Blue Cross Blue Shield and Blue Care Network. The team was able to negotiate a 7.7% premium increase on The HDHP/HSA plan and 11.15% premium increase for the Priority High Plan. Please see below the membership overview for Priority Health.

Membership overview

[View details](#)



We were able to renew the City offered benefits: Short-term and Long-term Disability and Life Insurance. A market analysis was completed with The Standard, MetLife, Principal Financial Group, Sun Life Financial, and Mutual of Omaha. MetLife was the most competitive. The committee successfully proposed a change in vendor which estimated a cost savings to the City of about \$14,000 annually.

An HR Department goal was to increase the knowledge of all benefits to all staff members. Open enrollment meetings were held at multiple locations to review all benefits, including incentives and programs to educate users to becoming better consumers.

Employee Training/Workshops

In 2017, The HR Department hosted two Medicare information meetings for retirees and employees preparing for retirement. During these meeting, options of health care coverage were discussed to provide as much information to retirees and employees to assist in their decision making process.

The Human Resource Office worked with Labor Attorney Michael Kluck, who conducted supervisory training. The training focused on proper investigations, disciplinary actions and documentation. CH2M and the City of Traverse City provided supervisor training focusing on continuous improvement and improving individual effort.

2018 Training Goals: *Work Environment Safety and City Policies*

2017 Functions

This year the office of Human Resources began work on becoming more paperless in the efforts becoming green. We coordinated with County I.T. and Light and Power to implement an electric filing system with Content Central Document Management Software by Ademero. All employee files are now stored in one located electronically, with easy accessibility and compliant with records retention policy. The HR Department continues to review current process and procedures, identify areas in which we can improve efficiency and compliance and improving employee engagement and communication.

We had several successful employee events to improve employee engagement. The famous Chicken Dinner potluck and the End of Summer BBQ have been a great opportunity to bring staff members together and increase morale. The City hosted two blood drives with MiBlood, one at the Governmental Center and at the Traverse City Fire Department Station 1. The City joined forces with the County HR team in organizing the Flu vaccination clinic at the Governmental Center and Holiday Potluck and Food Drive.