

2003 - 2004

ANNUAL REPORT

DEPARTMENT OF HUMAN RESOURCES

HUMAN RESOURCES

Mission Statement

The Human Resources Department exists as a staff organization to meet and balance the needs of all our customers by guiding the City through effective and efficient practices, consistent policies, promoting cooperation and trust, and creating innovative programs.

Services

The department's scope of services include: employee relations; the administration of the hiring and promotional process for the City; administration of six collective bargaining agreements; the grievance and arbitration procedure; labor negotiations; compensation and benefits administration; safety and health administration; job evaluations; performance appraisals; employee education and training; and compliance with federal and state labor laws. The department also is responsible for providing employees with health and wellness opportunities through the wellness program - "Wellness Works" - and an employee assistance program - "Strength Through Support."

Employment

During the fiscal year 2003-04, there were 380 authorized full time positions and 106 authorized part time positions (compared to 381 authorized full time positions and 105 authorized part time positions in 2002-03). Temporary employees numbered 158. There were 20 employee retirements, 10 employee resignations and 1 discharge from regular service.

We received and processed a total of 1,736 employment applications in the department during the past year. The department received requisitions to fill 64 regular vacancies and promotions.

New Employee Orientation

The City had 43 employees who joined the organization during the past year. New employees received information on a number of pertinent matters, including: organizational structure; the city manager form of government; prevention of sexual harassment and other City non-discrimination policies; safety program; fringe benefits; citizen relations; the wellness program and the Employee Assistance Program.

Job Evaluation

The Job Evaluation Committee evaluated the following classified positions this year and the new positions were entered into the City's job classification plan:

Midland Municipal Employees Association

Chief Inspector – Building Department
Traffic Signal Specialist – Engineering Department

Health Care

The department administers the health care plan for all of its employees and retirees. The current health plan provider for the City of Midland is Blue Cross Blue Shield of Michigan. The cost of health care for all City employees and retirees rose by 16.4% for 2003-04.

Flexible Spending Account

The department coordinates this highly popular program. A total of 323 employees took advantage of pre-tax contributions to pay for employee health care premium share and out-of-pocket medical and childcare expenses. Employee contributions for the 2003 calendar plan year totaled over \$649,831.

Employee Assistance Program

City employees, retirees and their family members were provided with a variety of counseling services and information. The number of office contacts, 249, was up about 5% from last year's total of 237. Categories of contact included:

Career / Job	5%
Family / Marital / Emotional / Parent	68%
Alcohol / Legal / Financial / Crisis	10%
Other (general information)	17%

Of the total contacts made, 93% were by employees or their family members; 7% were from retirees.

82% of all contacts were self-referred; another 11% were from supervisors, union representative and peer contacts.

Lona McLuckie, EAP coordinator, also serves as the Substance Abuse Professional for the City's Commercial Drivers License, drug and alcohol testing program.

Labor Relations Report

The City has six formally organized labor groups, consisting of: The United Steelworkers of America (USWA), The Midland Municipal Employees Association (MMEA), The Midland Municipal Supervisory Employee Association (MMSEA), the Midland Police Officer's Association (MPOA), the Midland Professional Fire Fighters (MPFF), and the Police Officers Labor Counsel/Midland Police Command (POLC).

Labor Contract Negotiations

The contract between the City and Midland Police Officer's Association (MPOA) expired June 30, 2004. Negotiations between the parties are currently underway for a successor agreement. The City and the Midland Professional Fire Fighters (MPFF) were unable to negotiate a contract after the Fire contract expired June 30, 2002 and the matter is currently in the process of Act 312 binding contract arbitration.

EMPLOYEE SAFETY AND HEALTH

The City safety and health program continues to aim for zero injuries and optimum health and wellness, both on and off the job. New City directives regarding employee incentives has resulted in efforts to refocus the program toward more emphasis on training, education and regulatory compliance, as well as developing innovative ways to recognize and reinforce positive safety and health behaviors.

Occupational Safety and Health Highlights

Highlights of occupational safety and health accomplishments for the year are:

- MIOSHA inspections of the Landfill and Department of Public Works resulted in no citations.
- Developed and conducted a fifth annual "Safety School" program, a traveling program that allows department employees to achieve their core safety training requirements for the year. Twelve safety schools were conducted, each 2.5 hours long and attended by over 200 employees.
- Continued a program designed to "catch" employees in the act of being safe. Fellow employees and the public are invited to turn employees in. So far, a total of 36 employees from 12 departments have been recognized for their extraordinary acts of safety. The program is in its 5th year of implementation.

- The SOS (“Shaping Our Safety”) behavioral safety program was discontinued after four years due to the new City policy regarding the use of public funds for employee incentive programs.
- Completed the review and updating of three City master plans for compliance with MIOSHA’s standards: lockout, confined space and respiratory protection.
- Coordinated a Citywide peer safety audit in which 13 departments do safety audits on each other.
- Developed policy for handling employee bee stings and provided education on this.
- Presented the tenth annual “City Manager’s Safety Quality Award” (for year 2003) to twelve department safety committees. “Excellent” safety committees were City Hall, the Library, Building and Engineering, Senior Housing, the Water Plant, the Waste Water Plant, Public Works, Water Distribution and Dial-a-Ride. Department committees getting the “Effort” award were: Fire and Parks & Recreation. The “Outstanding Achievement” Award went to Water Distribution and Public Works.
- Awarded the 2004 “Safety Innovation Award” for employees who have come up with creative solutions for safety problems to: Randy Parsons of Dial-A-Ride for the Emergency Shelters Map; and to Dan Weaver of the DPS Garage for a device to assist the lifting of the Engineering Department’s nuclear density gauge.
- Awarded the eighth annual “City Manager’s Safety Leadership Award” to Joan Hannah for her work on the Building and Engineering Safety Committee. This award honors Ted Wejrowski, the City employee who was fatally electrocuted in 1991.
- Did a bi-monthly distribution of motivational safety posters for the year to 20 work areas.
- Conducted industrial hygiene audits of all City departments in February. All recommendations are in the process of being followed up on.
- Conducted all-City training programs on the following topics: fork lift training & licensing; electrical training for the non-qualified worker; and crane safety.
- “Emergency Shelters Map” was developed as the result of a DART safety suggestion. The map indicates facilities around the City that have given their permission to serve as a shelter for City workers out on the road, should workers need to protect themselves from inclement weather, chemical releases, and other disasters. DART and Engineering staffs were heavily involved with this project.
- Conducted a special program on severe weather safety, presented by meteorologist Mark Torregrossa of Channel 25 TV. Also heard a 911 representative discuss 911 procedures, and “unveiled” the Emergency Shelters Map at this program.

- Revised the safety vest policy to be consistent with new ANSI standards.
- Developed a “Safety Mentor” program for department safety committees and chairs that need help with their safety programs.
- Conducted a workshop for department safety committees on the safety inspection process with the help of the St. Paul Insurance Company loss control specialist.

Safety Program Outcome Data

Workers Compensation Premiums

Our experience modification rate was 0.72, a slight increase from 0.61 of the previous year. However, the premium went up substantially to \$327,065, from an all time low of \$165,754.

2003 Incident, Severity and Lost Work Case Rates

The **incident rate** (# OSHA recordable injuries/100 FTEs/year) continues a downward trend that started in 1997 when it hit a high of 14 recordable injuries/100 FTEs. The 2003 rate was 6.6, the lowest in a decade.

The **severity rate** (# lost time days/100 FTEs/year) for 2003 was 24, an increase from the previous year of 18, but still among the lowest rates in 10 years.

The **lost time case incident rate** (# lost time work cases/100 FTEs/year) for 2003 was slightly down from the previous year’s low rate of 1.8 to 1.6, continuing the downward trend. This represents a 13 year record. The average number of lost work cases has been cut by nearly two-thirds since 1990.

Department Safety Performance

Departments with <i>No Recordable Injuries</i> in 2003 (Incident rate = 0)	Departments with Recordable Injuries in 2003 and Their Incident Rates (City average was 6.5)
City Hall Senior Housing Building and Engineering Fire Department Senior Housing	Library (2.1) Police (4.7) Water Plant (7.6) Landfill (9.1) Public Works (12.7) DART (16.4) Parks & Recreation (18.9) Water Distribution (20.8)

Departments with <i>No Lost Time Injuries</i> in 2003 (Severity Rate = 0) (3 additional departments since last year)	Departments With Lost Time Injuries in 2003 and Their Severity Rates (City average was 23.9)
Building and Engineering City Hall Dial-A-Ride Landfill Senior Housing Water Distribution Water Plant Fire Department Library Waste Water	Public Works (6.3) Police (14) Parks and Recreation (39.9)

Employee “Wellness Works” Program

As part of the safety/health continuum, employee wellness has become a higher priority than ever as health care costs and insurance premiums skyrocket. Most of the City’s wellness activities are planned by EHSAC’s “Wellness Works” committee made up of representatives from a cross-section of the City. Due to the increasing importance of a healthier workforce, EHSAC devoted its annual retreat to this topic.

Highlights of the wellness program this year are as follows:

- Received the *Gold Healthy Workplace Award* from the Governor’s Council on Physical Fitness, Health and Sports for the 5th year in a row. This award is for businesses in the state that have shown an outstanding commitment to the health of their employees and demonstrated success with their creative worksite wellness programs.
- Conducted five “Heart Check” screening programs for 44 employees in the spring, which included screening and education regarding their blood pressure, blood glucose levels, body mass index, % body fat and cholesterol/triglyceride levels. 9% were borderline high risk and 14% were high risk.
- Implemented three wellness incentive programs for employees: “Health 4 the Holidays” (30 participated), “Health in Hand” (39 participated), and “Hit the Trail” (34 participated).
- Offered free audiograms to City employees at Urgent Care as part of Noise Awareness Day. Twenty (20) employees took advantage of this opportunity.

- 101 employees participated in the flu shot rebate program in the fall of 2003, which gave employees \$7 off the cost of a flu shot. This was an all time high for participation in this program.
- Conducted a Cold Turkey quit smoking program, kicked off on the date of the Great American Smokeout. Seven people completed an approved quit smoking program as a result.
- Did lunchtime showing of a humor therapy tape “The Joy of Stress” for City workers and conducted informational program on low carbohydrate diets.