

TOWN OF DARIEN
DEPARTMENT OF
HUMAN RESOURCES
PERFORMANCE
MEASURES

2013



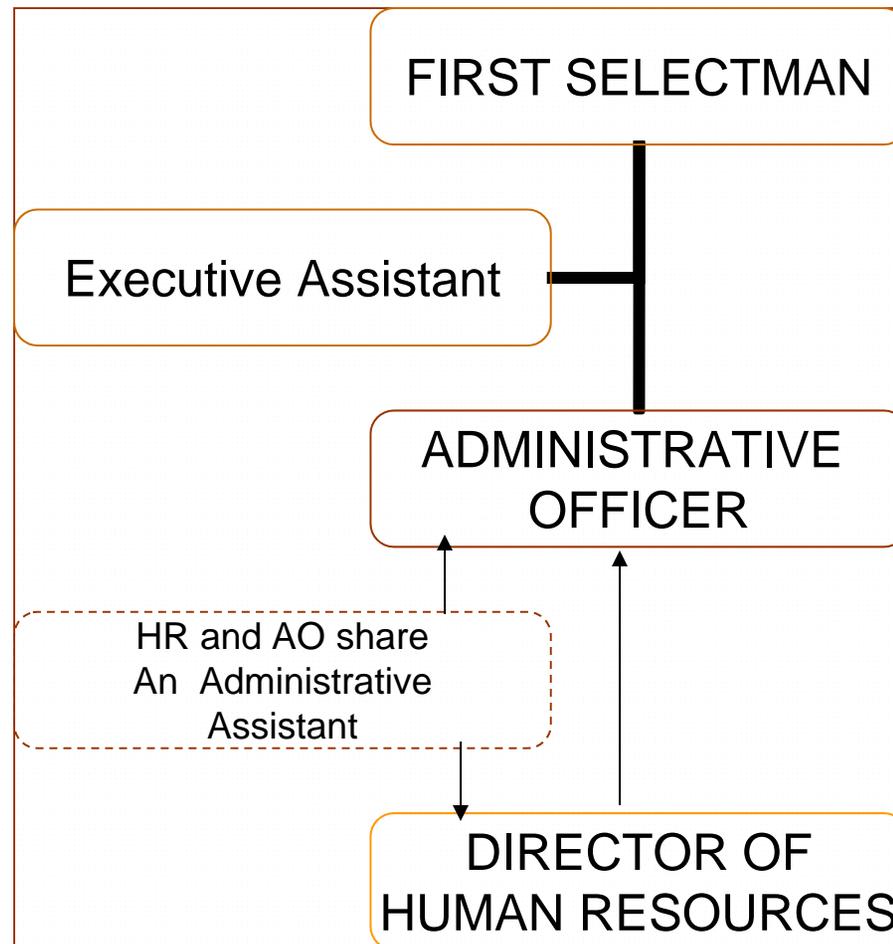
The Human Resources Department is responsible for the management of all personnel transactions for Town employees such as recruitment, interviewing and hiring of employees as well as insuring that the required documentation is properly completed and maintained.

The Human Resources Director serves as the liaison with the third party carriers that provide the Town with employee benefits such as health, dental, life, and workers' compensation insurance.

The Director is responsible for advising and counseling department heads and supervisors relative to human resource and labor relations issues and for maintaining the Employee Guide.

Additionally, the Human Resource Director serves as the Town's labor counsel in collective bargaining matters and as its advocate in grievance/interest arbitrations and prohibited practices filed with the state labor board.

Human Resources



Board of Selectman Goals

Recruit, develop, and retain a highly skilled workforce

1. Voluntary turnover rate
2. Workers comp-claims record only/lost time/average sick days per employee
3. Length of time to fill positions externally
4. Grievances, Municipal Prohibited Practices (MPPs), and Arbitration.

Support ensuring employees are current on best practice within their areas of expertise

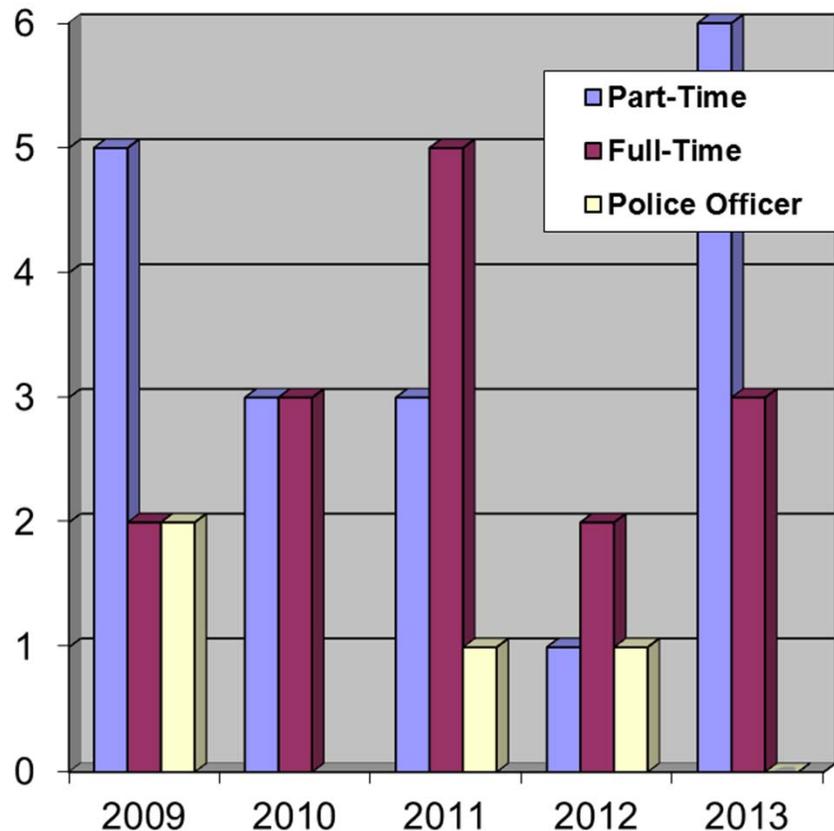
1. Hours of training.

Recruit develop and retain a highly skilled workforce

1. Voluntary turnover rate.

Voluntary turnover rate for Town employees remains low. In 2013, 4 employees retired and 2 resigned to accept other employment. Three elected employees did not seek re-election.

NEW PERMANENT EMPLOYEE HIRED IN 2013



In 2013, the Town recruited and hired three permanent FT employees; (Sanitarian, Administrative Secretary, and Accounts Receivable Clerk) and hired six part-time employees (receptionist, maintainer, social services case manager, handyman, tax clerk, sanitarian)

The Public Works Department had two full time employees retire, and those positions were filled by existing employees. One was a temporary employee and one was a part-time employee.

Not represented on the chart is 3 newly elected officials (Tax Collector, and 2 Registrars).

Recruitment

Vacant Position

How It Was Filled

Head Custodian	⇒	Downgraded to Custodian II(promotion of Custodian)
Custodian	⇒	Transfer of PT Handyman to FT position
PT Handyman	⇒	External candidate
Custodian	⇒	Voluntary demotion of Park Maintainer
Park Maintainer	⇒	Voluntary demotion of Laborer/Driver I
Laborer/Driver	⇒	Lateral transfer of Parking Ranger/Driver I
Parking Rgr/Drvr	⇒	Transfer of Temporary Laborer to permanent
Adm Secretary	⇒	Promotion of PT to FT position TH Receptionist
PT/THReceptionist	⇒	Lateral Transfer of PT Receptionist Senior Center
PT Recept Sr Ctr	⇒	External hire
AstDir of Health	⇒	Downgraded to Sanitarian (External hire)
PT Sanitarian	⇒	External hire
Senior Accountant	⇒	Downgraded to Act/Receivable Clerk (External Hire)
PT Tax Clerk	⇒	External Hire
PT Maintenance	⇒	External Hire (new position)
PT Social Services	⇒	External Hire (new position)

Police

Police Captain

Lieutenant

Sergeant

Police Officer(s)

Internal promotion of LT

Internal promotion of Sergeant

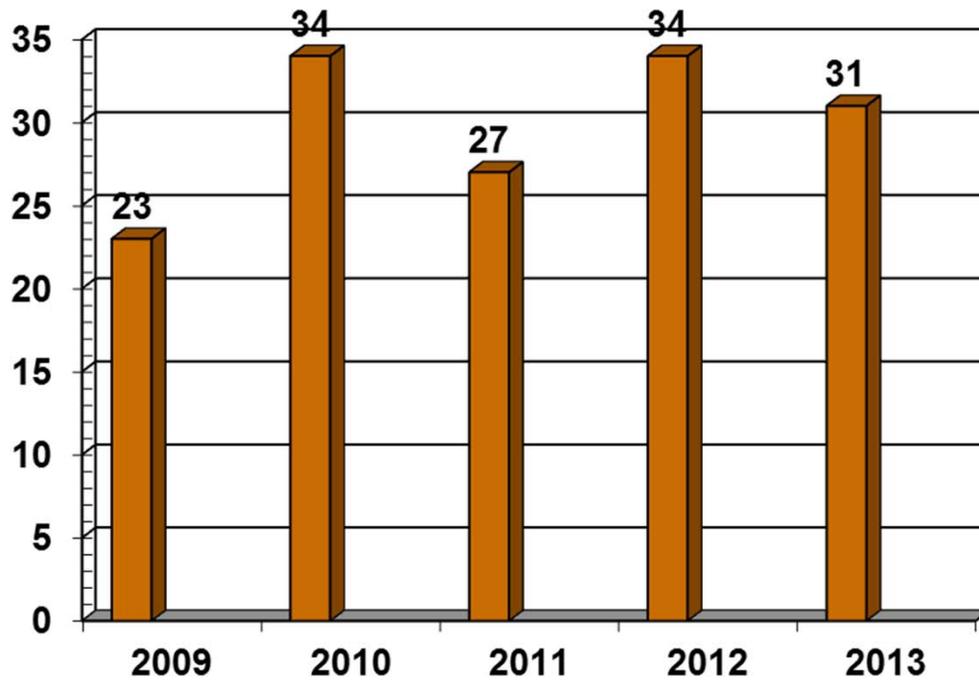
Internal promotion of Police Officer

External candidates

2. Workers comp-claims record only/lost time/average sick days per employee

The number of Workers' Compensation claims filed in 2013 decreased but the time away from work increased significantly.

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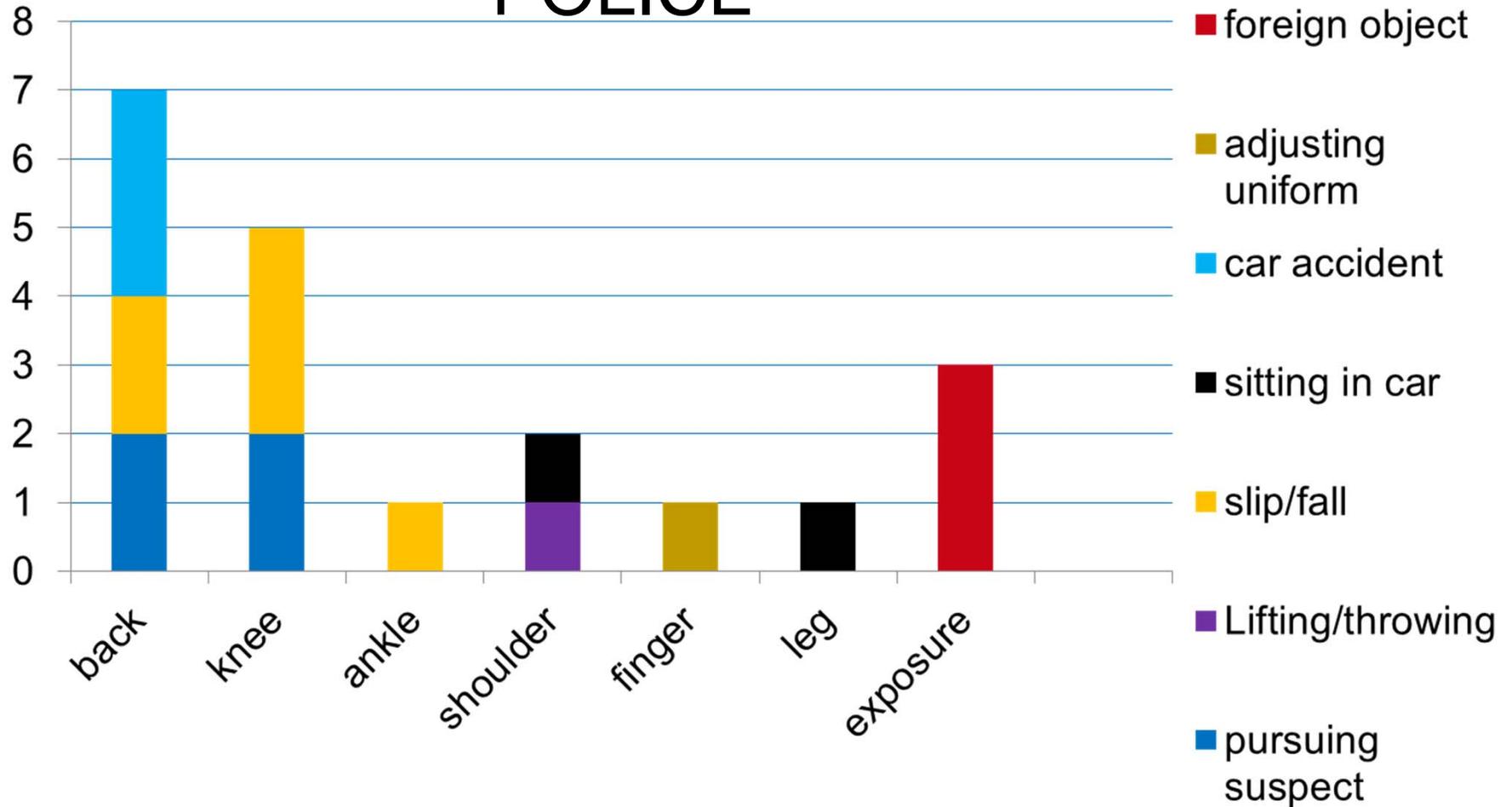


2013 WORKERS COMPENSATION CLAIMS

Police:	20
Town/Library:	2
PW/PR	8
FF/EMT	1

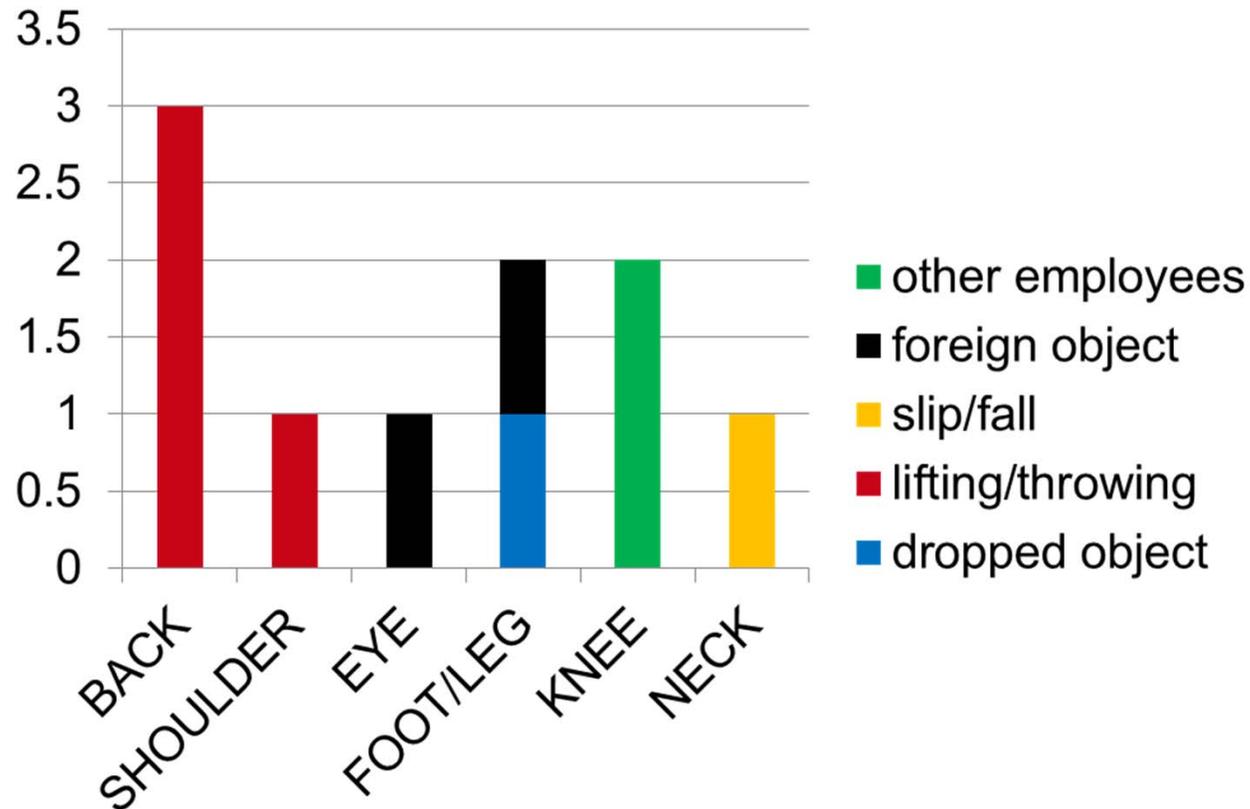
LOST TIME
420 DAYS

POLICE



256.68 days of lost time
13, 30, 72 and 136 days.

PUBLIC WORKS



156.12 days of lost time
2,3, 5, 10, 11,12, 112 days

Recruit develop and retain a highly skilled workforce

3. Length of time to fill positions externally.

Positions are filled within 30 days of the time the position becomes vacant.

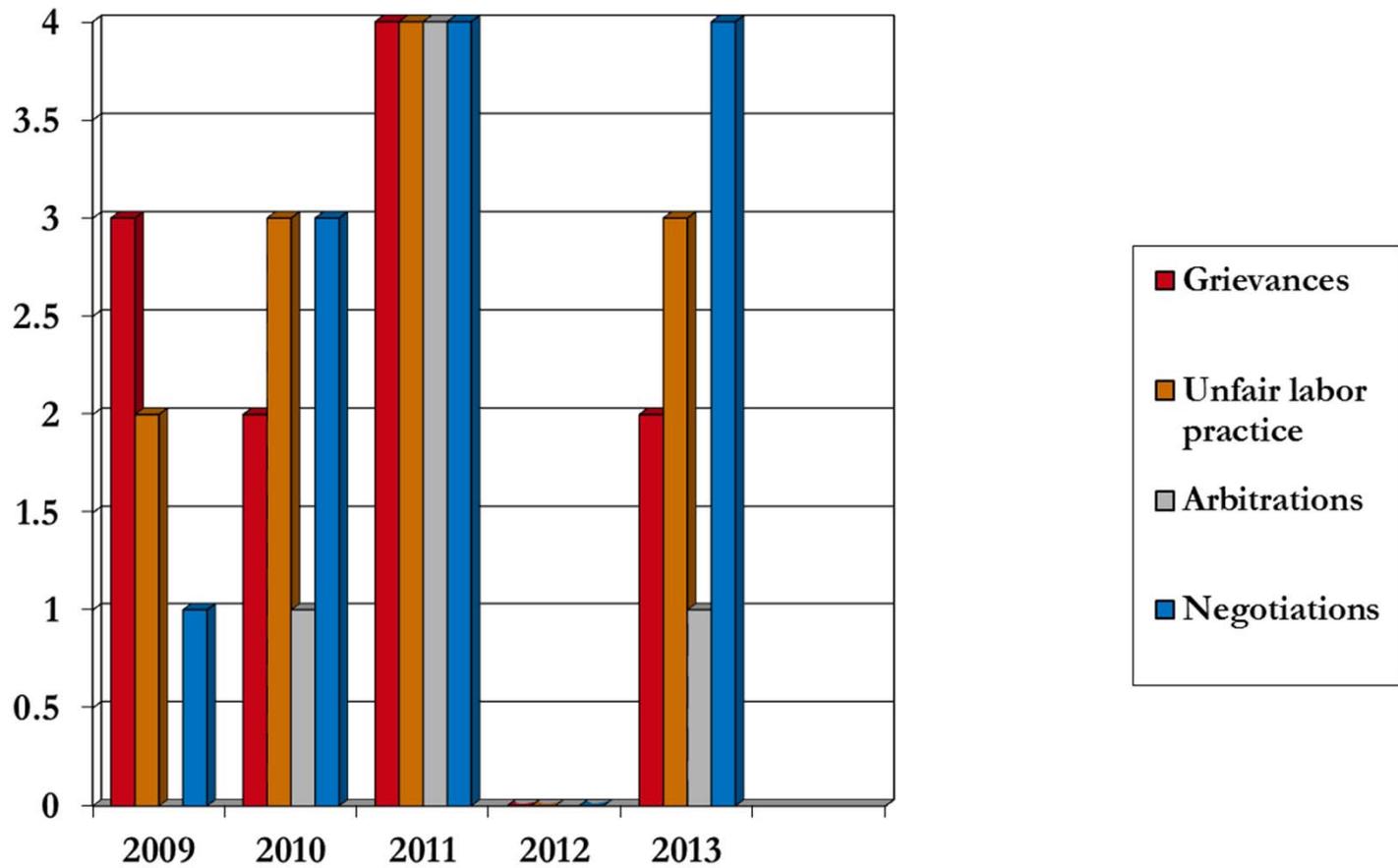
This year, 2 retirements resulted in numerous internal transfers which extended the hiring process because all transfers had to be processed before the Town could identify the position which needed recruitment. Once the vacancy was identified, an employee was hired fairly quickly.

Police Officers are hired by the Police Department.

LABOR RELATIONS

In addition to performing traditional Human Resources task, the Human Resources Department also handles collective bargaining administration, negotiations, prohibited practice complaints, grievances and arbitrations.

Labor Relations Activity



Grievances, Prohibited Practice, Arbitrations in Police 2013

■ Issue

- The Union filed a grievance after the Chief issued an order requiring Sergeants to supervise patrol.
- The Union filed a prohibited practice with regard to carryover vacation policies and workers compensation sick leave usage policies.
- The Town filed a prohibited practice for the Union's failure to provide information necessary to defend against the grievance.

■ Status

- One day of arbitration was held for the grievance, but it was held in abeyance to see if the parties could reach an agreement. Negotiations started, but no progress has been made.
- Resolved through agreement.
- Labor Board attempted to settle issue but union would not agree to provide information in timely manner. Will be scheduled for hearing if no settlement reached.

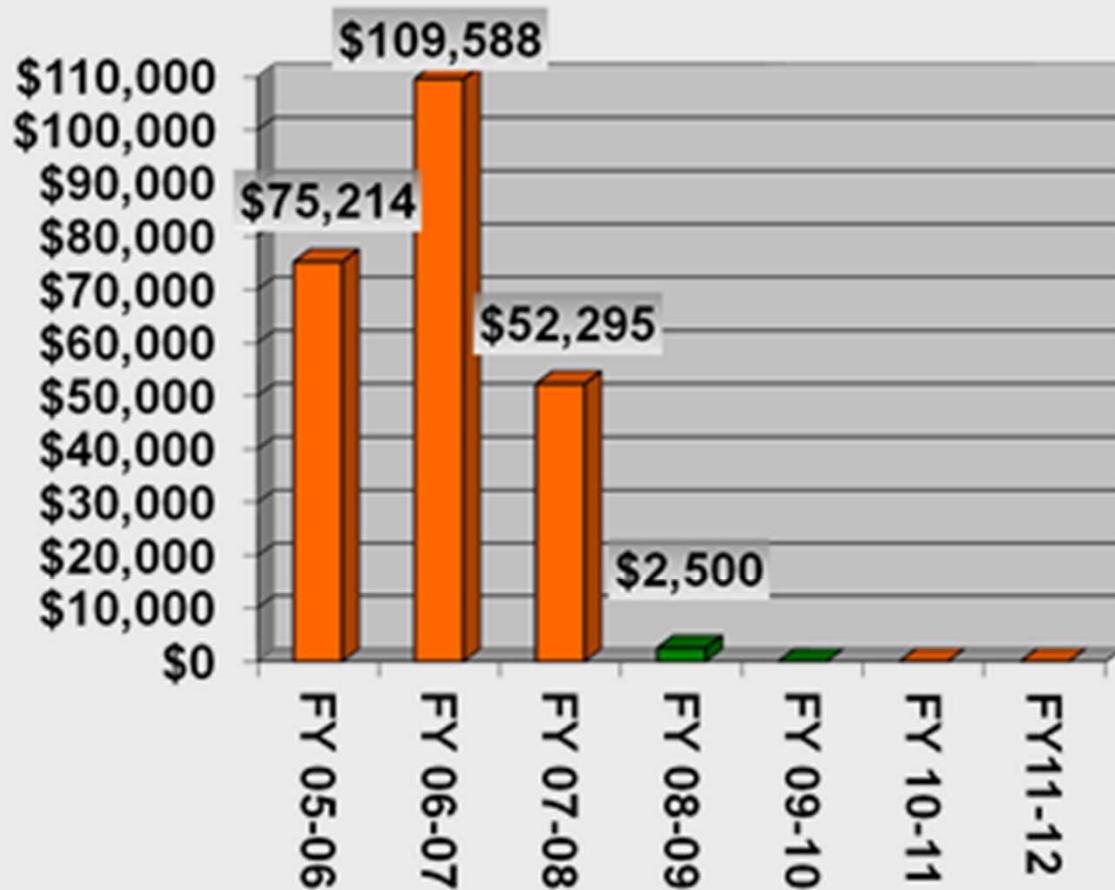
Grievances, Prohibited Practice, Arbitrations Town Hall/Public Works, BOE

- | ■ <u>Issue</u> | ■ <u>Status</u> |
|---|---|
| ■ Town Hall Union filed a grievance when Town refused to pay for replacement of socks for employee. | ■ Town settled to avoid costs of arbitration for \$10 socks, but will clarify contract language to prevent similar issue. |
| ■ BOE union filed unfair labor practice for failure to negotiate in good faith | ■ If contract settles, issue will resolve |

Grievances, Prohibited Practice, Arbitrations -Pension

- Issue
- Pension negotiations
- The Town is responsible for negotiating with all unions to implement changes to pension ordinance.
- Status
- Negotiations have begun with six of the eight unions. If the two remaining BOE unions will not agree to voluntarily negotiate early, negotiations will not begin until 2016 with them.

LABOR COUNSEL EXPENDITURES



Support ensuring employees are current on best practice within their areas of expertise

1. Hours of training.

In 2013, customer service training will be provided to all Town Hall employees.