

KEY PERFORMANCE INDICATOR UPDATE

EMPLOYEE RELATIONS DEPARTMENT

November 2010

Key Performance Indicators	Relevant Dept. Goal(s)	Commissioners' Priority Area	Relevant Budget/Management Strategy	Measure, Why?	Target	Current Performance	If not meeting target, why?
<p>Job audit decisions (assigning individual positions to the appropriate job class) will be finalized within 90 calendar days of receipt of a complete audit request.</p> <p><i>For 2011, this KPI will be changed to 45 calendar days.</i></p>	<p>To allocate county jobs to the appropriate job classes to ensure that employees are paid equitably.</p> <p>To complete job audit requests in a timely manner.</p>	Efficient, Effective Government	Business and Organization Efficiencies	To assess whether or not (or the degree to which) we are meeting the relevant Departmental Goal.	95% Completion Rate on Position Audits.	<p>For 2009, 100% of all position audits requested were completed within 90 calendar days.</p> <p>As of November 15, 2010, 100% of position audits were completed within 90 calendar days.</p>	N/A
<p>Personnel and payroll data file updates made by department staff are entered accurately and in a timely manner.</p>	<p>To accurately and legally administer personnel/payroll records & systems in accord with applicable laws, labor contracts, policies, and procedures.</p>	Efficient, Effective Government	Business and Organization Efficiencies	To assess whether or not (or the degree to which) we are meeting the relevant Departmental Goal.	99% Accuracy Rate on Bi-weekly Payroll Run	<p>In 2009, 100% of the 1161 personnel transactions and 1092 payroll system adjustments processed were completed accurately and on time.</p> <p>As of November 15, 2010, 100% of the 653 personnel transactions and 723 payroll system adjustments processed so far in 2010 were completed accurately and on time.</p>	N/A

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Lists of qualified candidates for county positions will be available for referral to hiring supervisors within 30 calendar days of receipt of hiring authorization.	To recruit and screen candidates for county positions using methods and tools consistent with merit and equal employment opportunity principles.	Efficient, Effective Government	Business and Organization Efficiencies	To assess whether or not (or the degree to which) we are meeting the relevant Departmental Goal.	75% of authorized vacancies have qualified candidates available for hiring supervisors to interview within 30 days. Historical data indicate an annual variation of 73% to 80% availability within 30 days, and 89% to 96% availability within 60 days.	For 2009, there were 82 authorized requisitions. On average, hiring lists were available 34.4 days from receipt of hiring authorization. 59.7% of requisitions were completed in 30 days or less; 20.7% were completed in 60 days or less; 19.5% were completed in 60 days or more. In 2010, 119 hiring authorizations were completed as of 11/12/10: 64% in 30 days or less; 30% in 30-60 days; & 6% (n=7) in 60 days or more.	2009: We had a mandatory 90-day waiting period for filling positions. 2010: The ones that exceeded the standard involved people or assessments that required more time for the administration of the assessment process.

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Maintain compensation ratio (statistical analysis test) between the County's male- and female- dominated jobs so that the county continues to be in compliance with the Minnesota Local Government Pay Equity Act.	<p>To allocate county jobs to the appropriate job classes to ensure that employees are paid equitably.</p> <p>To ensure that county classes are assigned to salary ranges which are internally equitable and externally competitive in the applicable labor markets sufficient to recruit and retain qualified staff.</p>	Efficient, Effective Government	Business and Organization Efficiencies	To assess whether or not (or the degree to which) we are meeting the relevant Departmental Goal.	Maintain a minimum ratio of 80% on the State Pay Equity Statistical Analysis Test measuring current pay relationships between the County's male- and female- dominated jobs classes.	<p>For 2009, St. Louis County maintained a pay equity compensation ratio of 96.9% computed using the state-mandated formula.</p> <p>As of November 15, 2010, we have maintained a pay equity compensation ratio of 115.7% computed using the state-mandated formula.</p>	N/A

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Internal and external customers requesting consultation and/or assistance will receive prompt and accurate responses from staff as soon as issues or problems can be researched and complete information is available.	To provide information and guidance to Department customers (public/applicants, employees, and managers) on the application of regulations, rules, contract provisions and policies/procedures that govern County employment.	Efficient, Effective Government	Business and Organization Efficiencies	To assess whether or not (or the degree to which) we are meeting the relevant Departmental Goal.	90% of ratings from customers are "Satisfactory" or better.	<p>For 2009, 100% of new county employees rated the department's service performance as: Excellent (38.1%); Better than Average (47.62%); and Average (14.29%).</p> <p>98.3% of retirees rated the department's service performance as: Excellent (85%); Exceeded Expectations (8.3%); and Met Expectations (5.0%).</p> <p>As of November 15, 2010, 100% of new county employees rated the department's service performance as: Excellent (43.69%); Better than Average: (38.5%); and Average (18%).</p> <p>100% of retirees rated the department's service performance as: Excellent (72.9%); Exceeded Expectations (18.6%); and Met Expectations (8.5%)</p>	N/A