



Below is a summary of the Achievements and Accomplishments for the Human Resources Department during 2009-2010.

Human Resources:

1. Began negotiations on four contracts with Teamsters.
2. Tax savings from Section 125 plan total more than \$1.1 million for City and employees through 2010.
3. Initiated a long-term care program for employees to participate.
4. Began developing new performance evaluation form.
5. Nearly 95% of all applicants use the internet to apply.
6. All new union agreements, salary schedules and benefits summaries published on the Internet for public and employee use in August 2009.
7. To improve customer service, HR is cross training employees.
8. HR director was elected in September of 2009 as Chair of the Board of Trustees of the HRA VEBA Trust.

**Continuous Improvement - Customer Service**