



Human Resources Manager's Report

Organization, Personnel and Technology Committee

Item 7a

January 11, 2021

2020 Year in Review

- Provide highlights of accomplishments
- Common themes impacting many areas of HR
 - COVID-19 Response
 - Working Virtually
 - Diversity, Equity and Inclusion

COVID-19 Response

- March 2020 – State of Emergency declared
 - Majority of Union Station employees started teleworking
- HR Task Force team established to address COVID response
 - Following Center for Disease Control and Prevention (CDC) and public health agencies guidance
 - Quarantine guidance
 - Contact tracing
 - Return-to-work clearances

COVID-19 Response

- Consistent communication was key
 - Bi-weekly meetings with Executive leadership
 - Bi-weekly meetings with Bargaining Unit leadership
- HR led Business Transition Team
 - Contributors across Metropolitan
 - Developed plans for eventual return-to-work
 - Continue to update as CDC guidance changes

HR Accomplishments by Function

- HR Strategic Partners/Employee Relations
 - Three HR Strategic Partner positions established in 2019
 - Provide managers with a single point of contact for all HR business
 - Many new managers due to retirements
- Key 2020 Initiatives/Accomplishments
 - Effective Labor Relations
 - Supporting managers through COVID response
 - Adapting to teleworking environment

HR Accomplishments by Function

● Recruiting

- Over 180 positions filled in 2020
 - 91 filled with internal candidates
- Hiring outpaced retirements/separations
 - Even with 3 month delay in recruitment due to COVID
- Since May 2020, 104 job interviews conducted virtually
- Created protocols, in partnership with Safety & Health staff, for CDC compliant practical testing

HR Accomplishments by Function

- *Virtual Recruitment Team Meeting*



HR Accomplishments by Function

● Benefits

- Implemented the Families First Coronavirus Response Act (FFCRA)
 - Partnership with Finance and IT staff
- Successfully transitioned Open Enrollment to a virtual event
- Deferred Compensation plans awarded 1st place Leadership Recognition Award



HR Accomplishments by Function

Meet the Benefits Staff



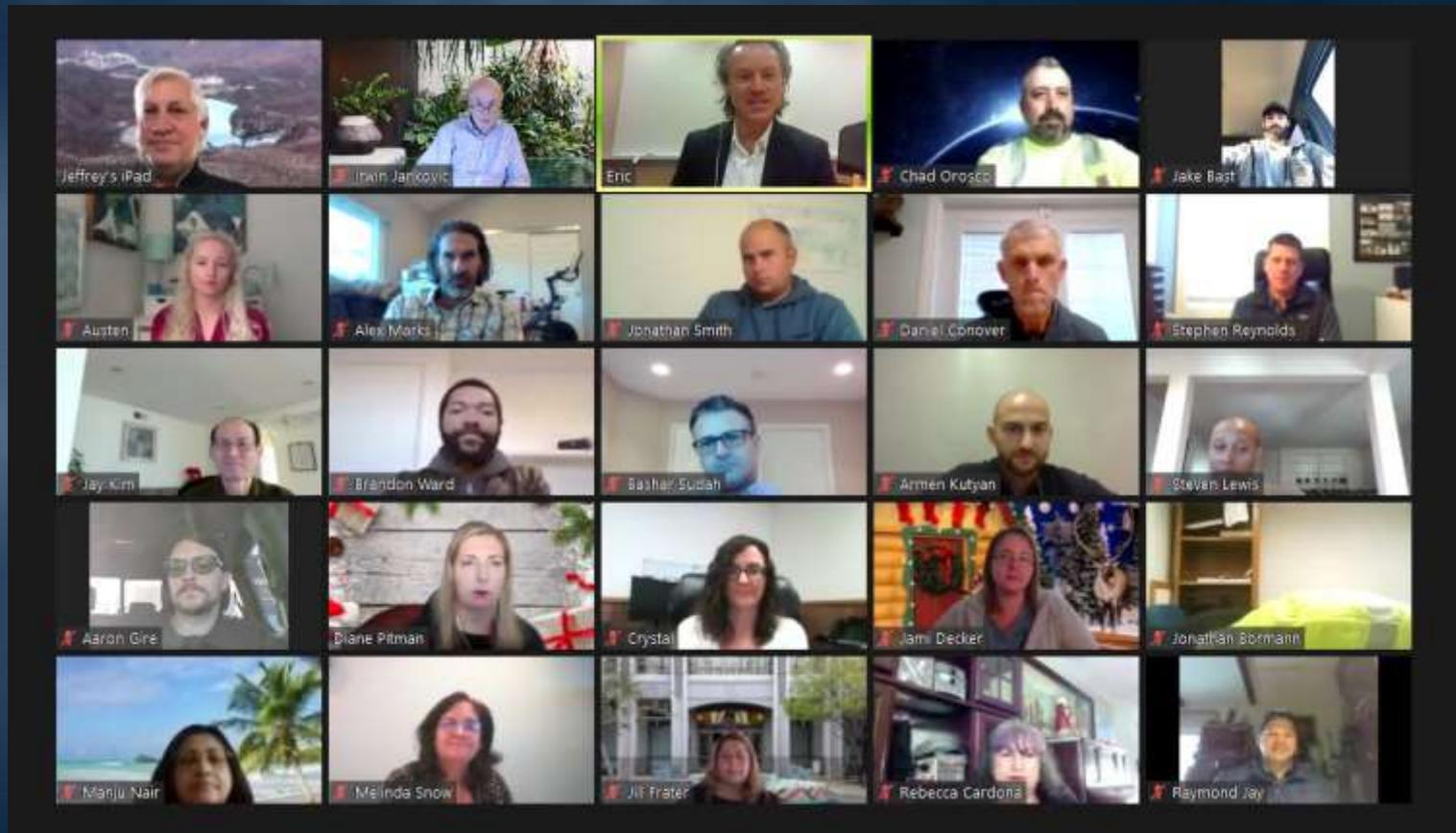
HR Accomplishments by Function

● Training

- Implemented new initiatives supporting succession planning
 - Virtual Management University
 - Virtual Leadership Academy
- On-line learning library through LinkedIn Learning
- Transitioned in-person courses to virtually based training
- Implemented new training supporting virtual environment
 - Managing employees in a teleworking environment

HR Accomplishments by Function

- *Management Academy Launches Virtually*



HR Accomplishments by Function

- Business Support
 - Started paperless recordkeeping by digitizing personnel records
 - Partnered with Records Management to digitize 47,000 files
- Workers Compensation/Medical
 - Staff handled all medical clearances during COVID emergency
 - By end of 2020, only 2 employees off work due to industrial injury/illness
 - Benefit costs decreased by 7%

HR Accomplishments by Function

- Diversity, Equity and Inclusion
 - Three virtual outreach events organized using
 - Additional outreach events scheduled in 2021
 - Established initial Unconscious Bias training
 - Supporting DE&I Council with best practice knowledge and experience



Challenges Ahead in 2021

- Continue COVID response activities
 - Monitoring CDC guidance and public health agency changes
 - Continuing regular communication with bargaining units and management
 - Researching vaccination options
- Supporting Diversity, Equity and Inclusion efforts
- Labor agreements expire on December 31

Human Resources Group 2020-21

