

FY24 Annual People Report

Prepared by:
Human Resources



Fiscal Year 2024 at a glance:

13.3%

Full-Time
Turnover Rate

94

Total Full-Time
Separations

127

Total
Promotions

116

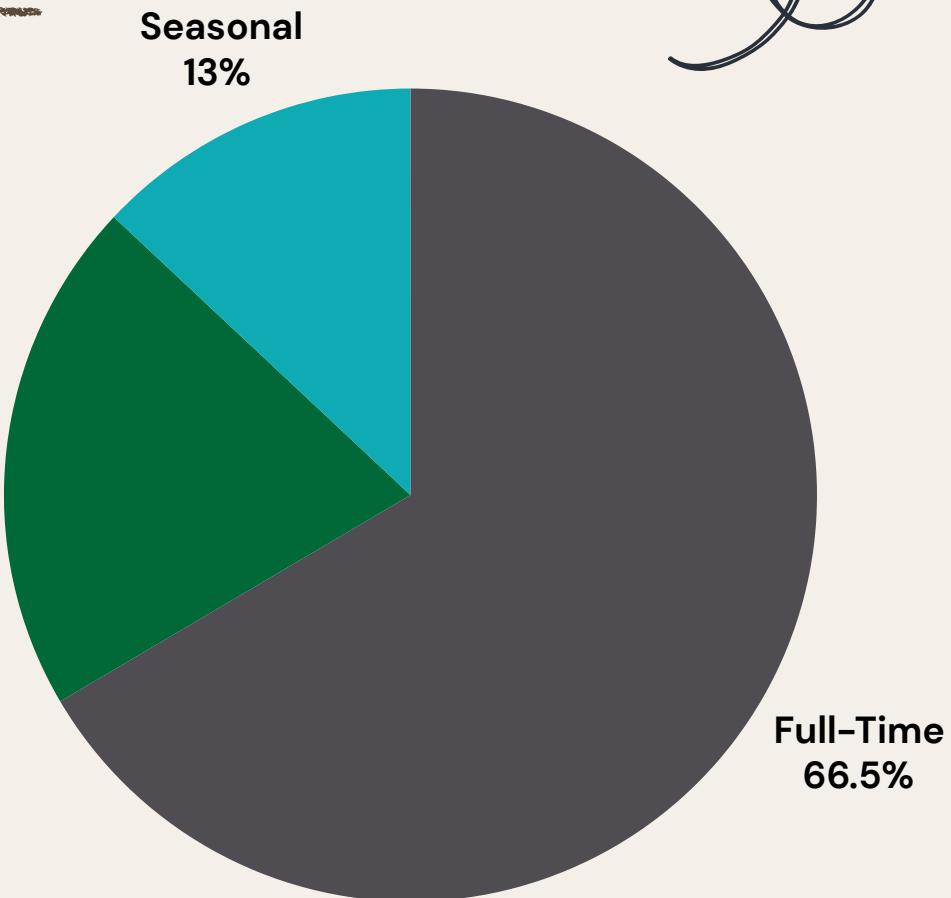
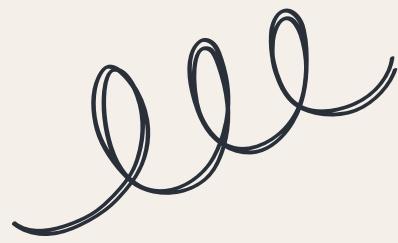
Total Full-Time
New Hires

707

Average Full-Time
Team Members



Our Team!



Tenure

The average tenure of a full-time team member is 6.45 years. This is a significant increase from last FY (4.05 years).

Generation

Generational data had a variance less than 2% on average compared to Fiscal Year 2023.

Gender

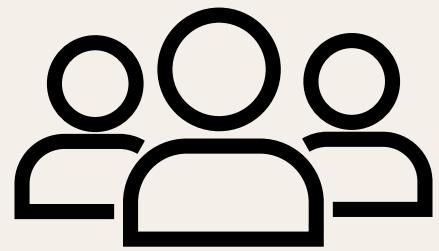
Over 60% of our team members are male, which is almost identical to the previous fiscal years.

Ethnicity

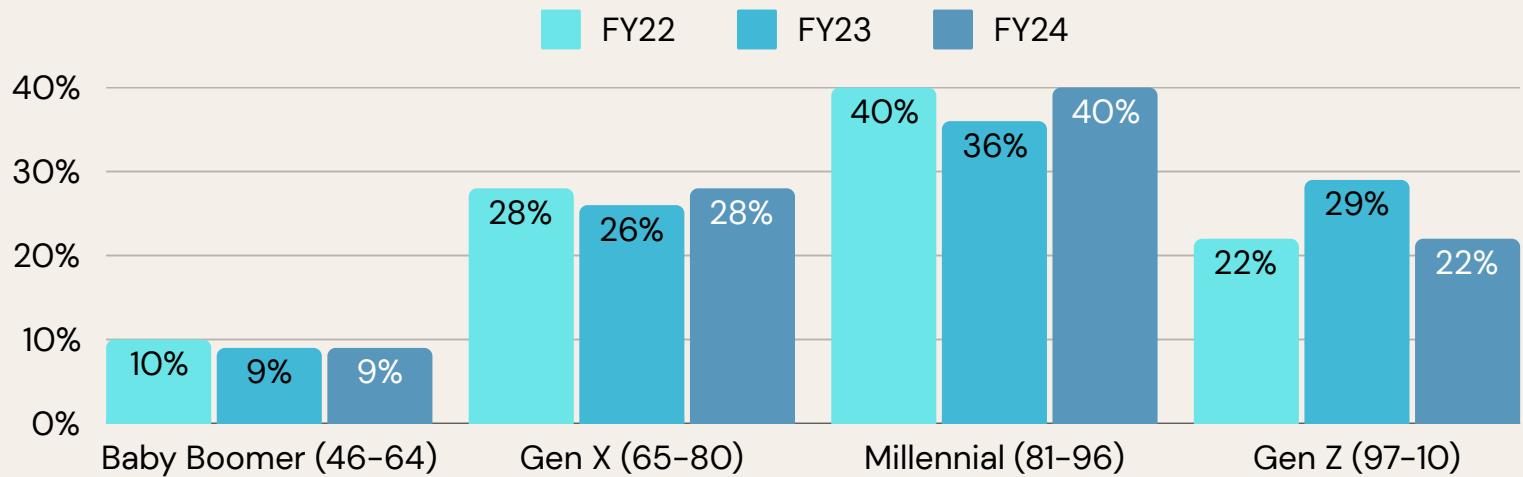
The ethnicity data for FY24 had slight fluctuations from the previous FY, on average 3%.



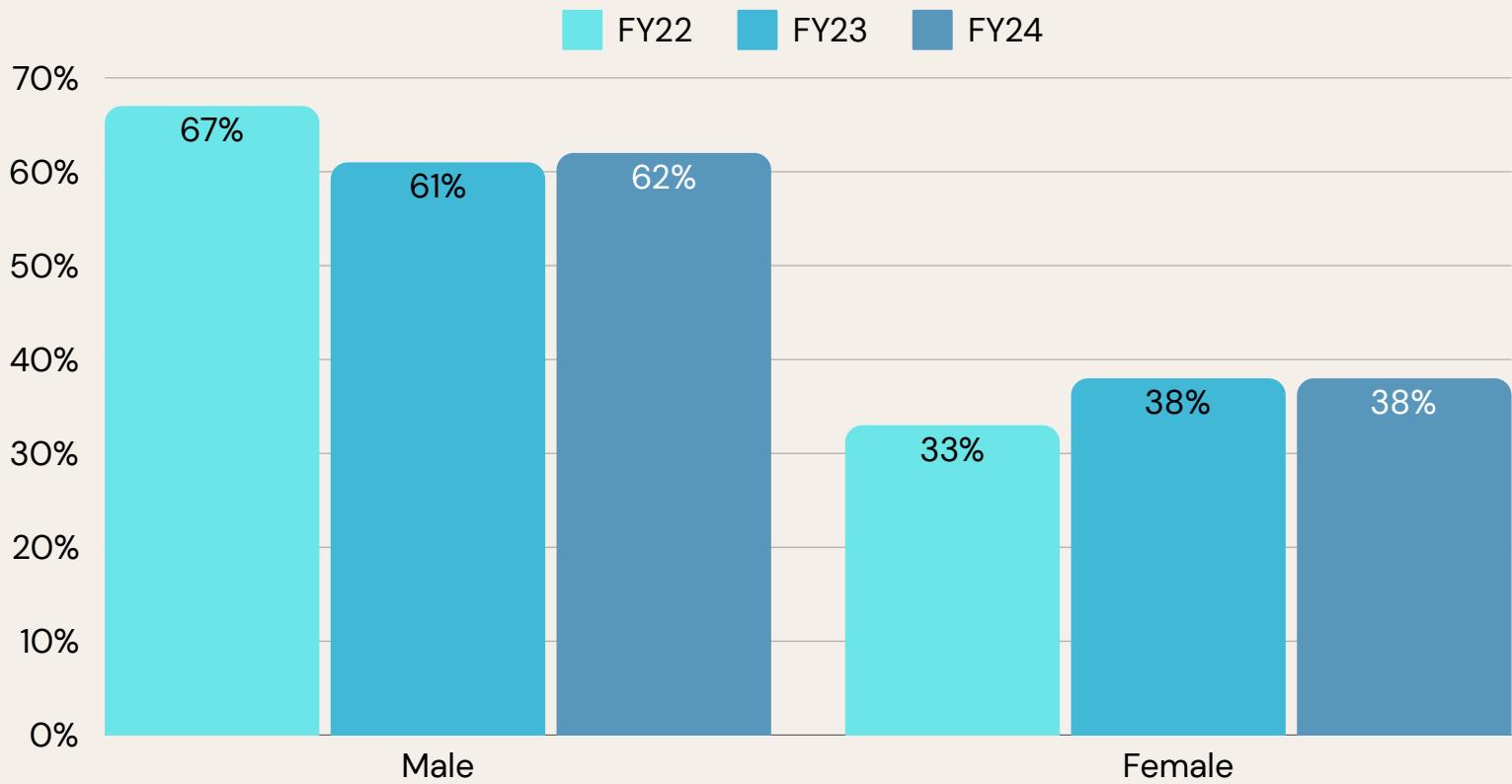
Demographics



Generations



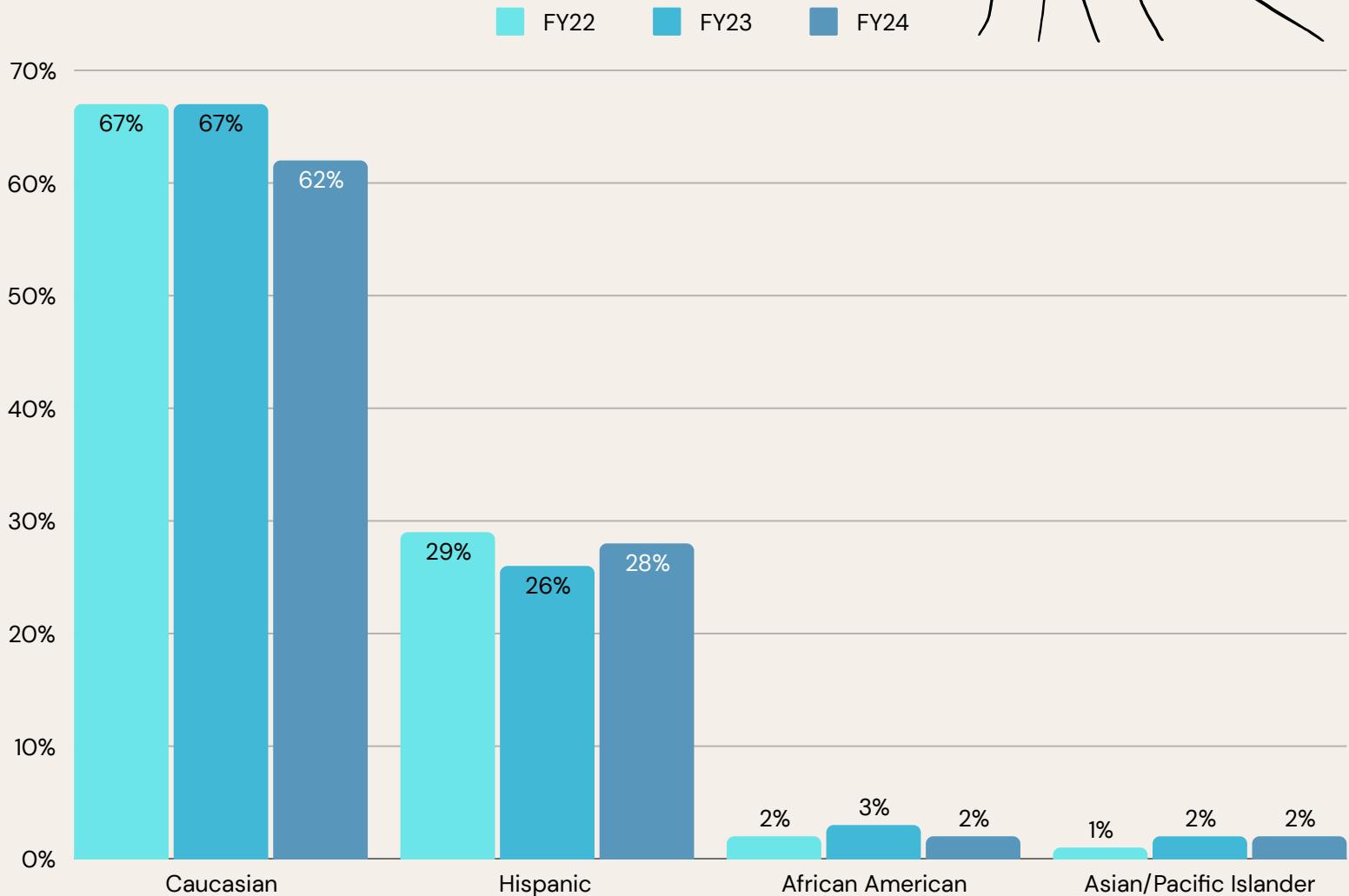
Gender



Demographics



Ethnicity



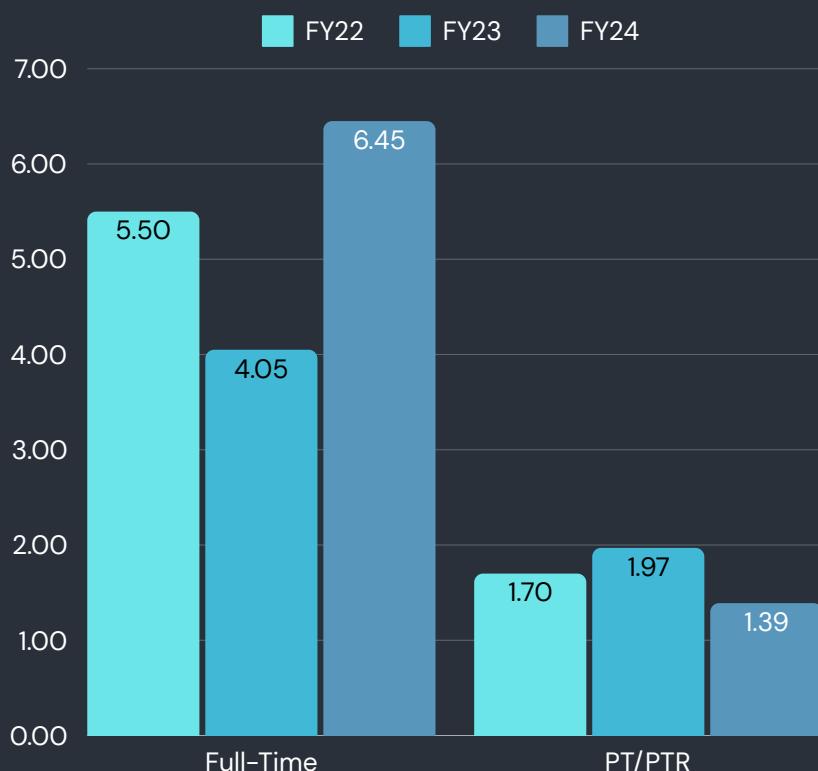
Data set is only representing a portion of ethnicities, some team members hired opted to not disclose.



Turnover

Team Member Tenure

Years of Service



13.3%

Total Full-Time Turnover Rate

18%

Public Sector 2024 turnover rate, according to the BLS

Projects

Policy Development

Details

The HR Leadership team has continued to prioritize expanding and establishing policies to increase team member longevity.

Outcome

- Full-Time team member tenure increased over 2%!

Exit Interview Expansion

The HR team continues to evaluate feedback to ensure necessary updates are made where appropriate.

- Although team members leaving for compensation or advancement continues to be the primary reason for separation, the data trend has not increased from prior year.



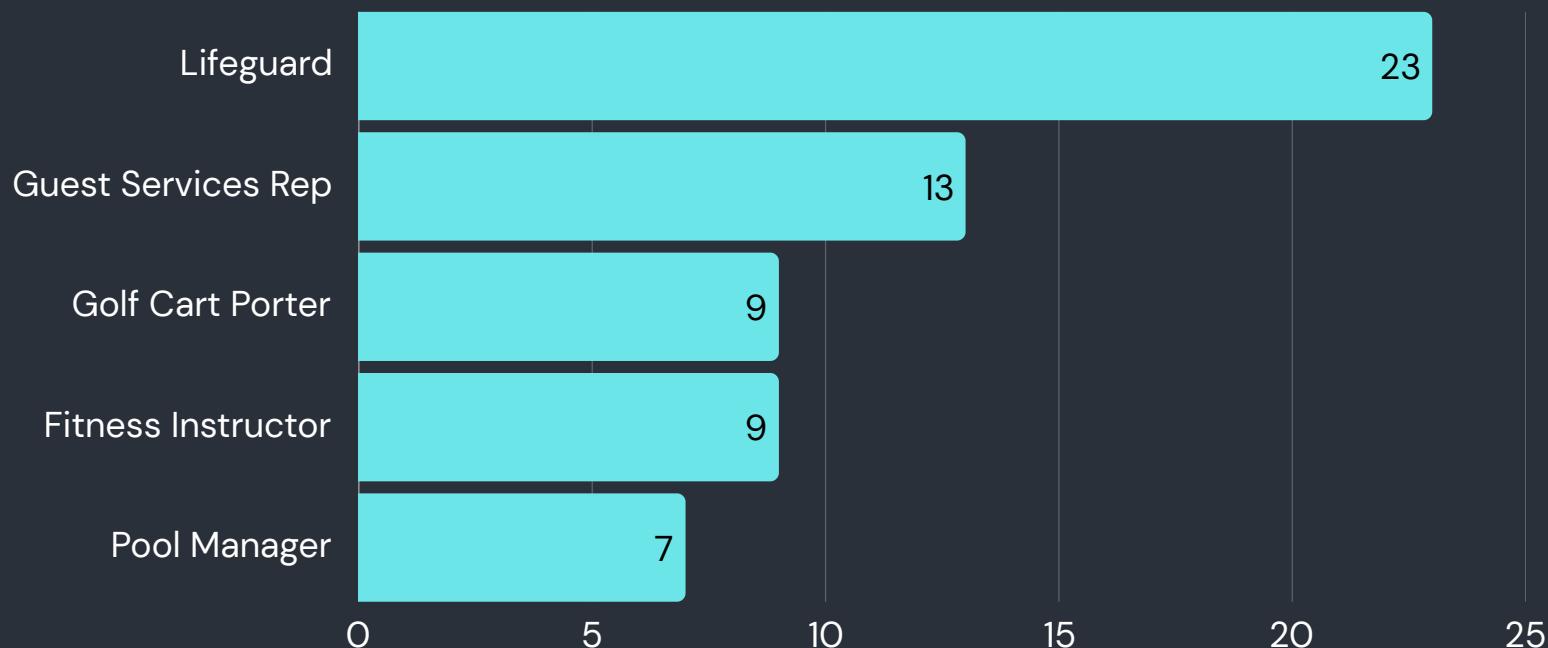
Separation Data



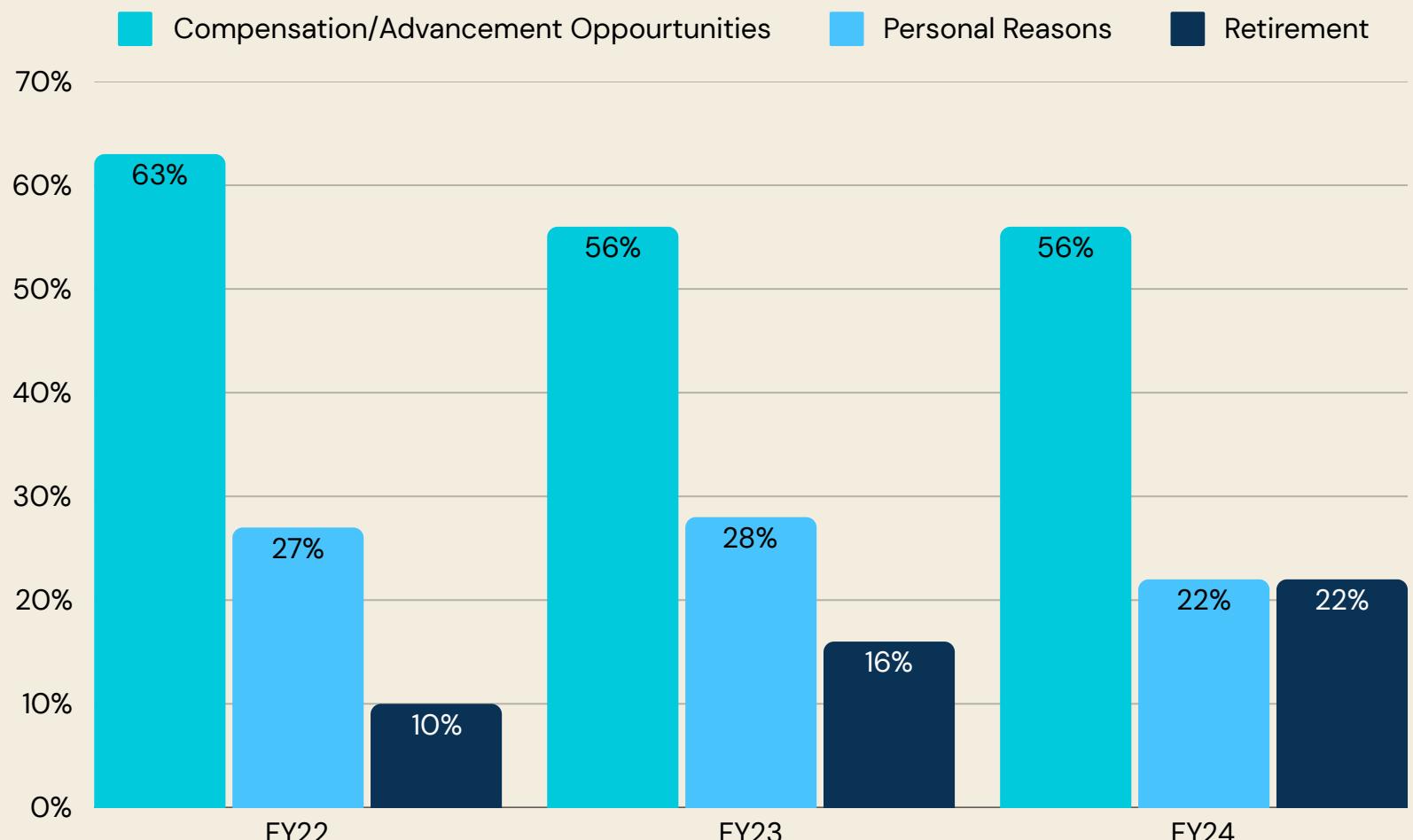
Full-Time Positions with the Highest Turnover



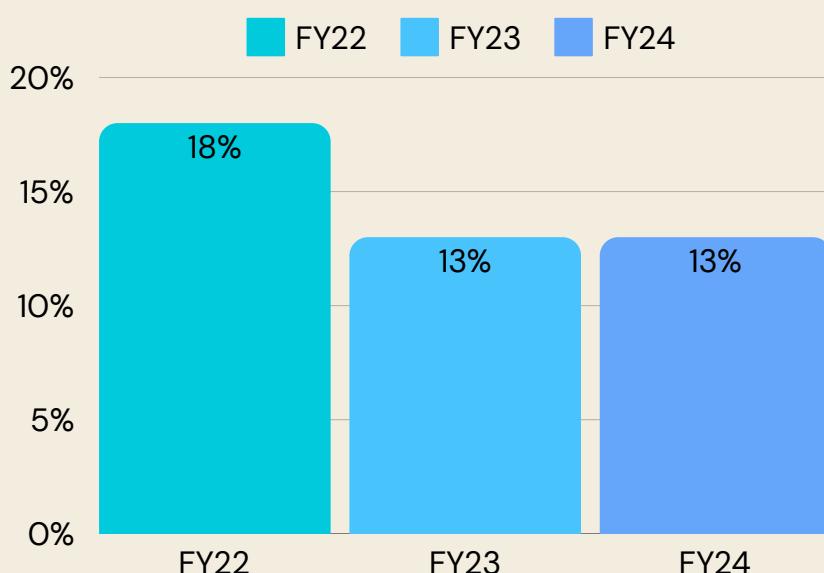
PTR/Part-Time Positions with the Highest Turnover



Separation Data



Full-Time Turnover Percentage by Fiscal Year



Recruitment & Onboarding

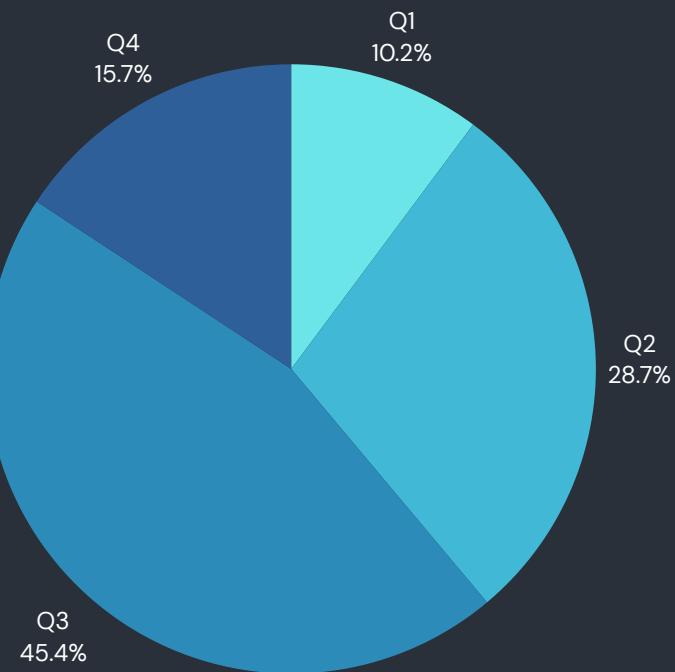


- Total Job Postings: 177
- 97% Offer Acceptance Rate
- Total number of applications received: 7,163

206 Newly hired
full-time and part-
time team members

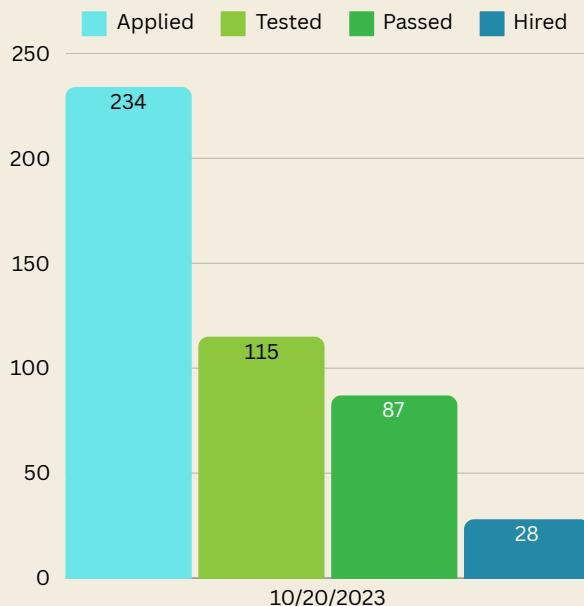
50 FT and PT/PTR team members hired
this FY separated with an average
tenure of 128 days or less

New Hires by Quarter



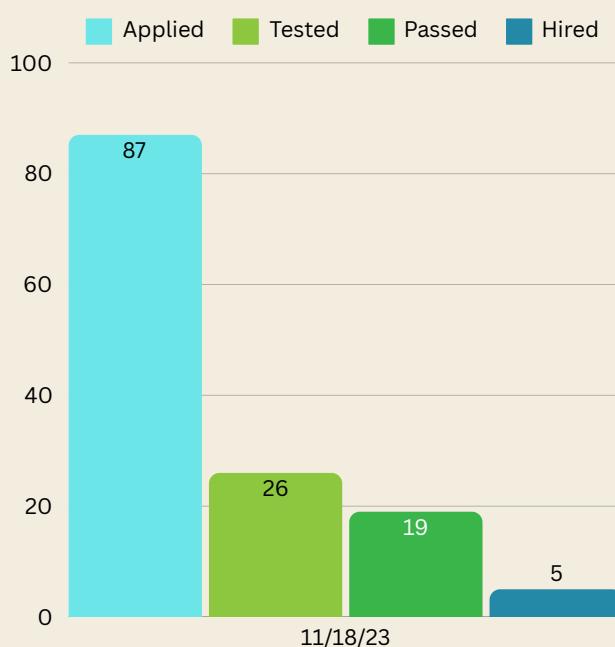
Police & Fire Entrance Exams

Fire Entrance Exams

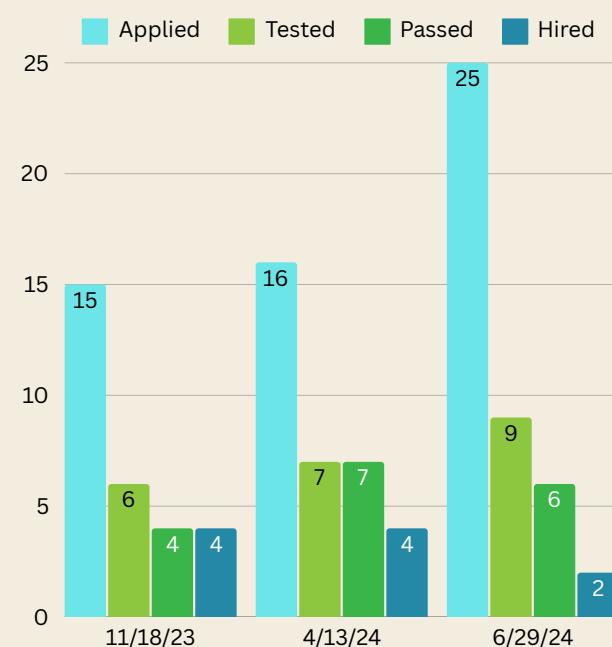


Police Entrance Exams

Non-Certified

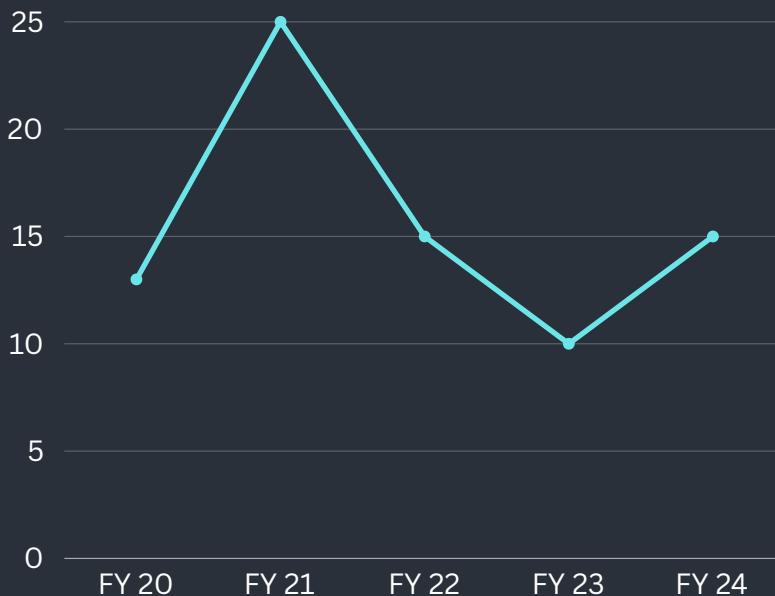


Certified



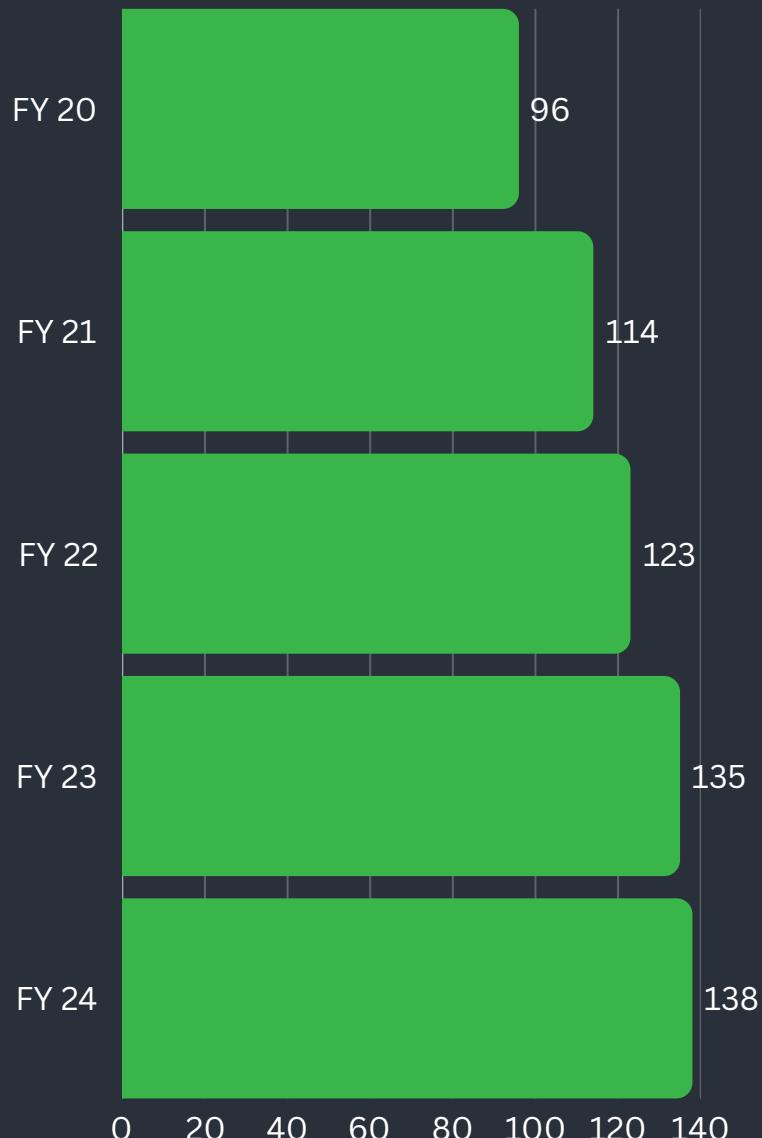
Retirement

Team Member Retirements by FY



57 years old
Average Retirement Age

Team Members Eligible to Retire



TMRS Eligibility: Age 60 or 20 years of service vested after 5 years

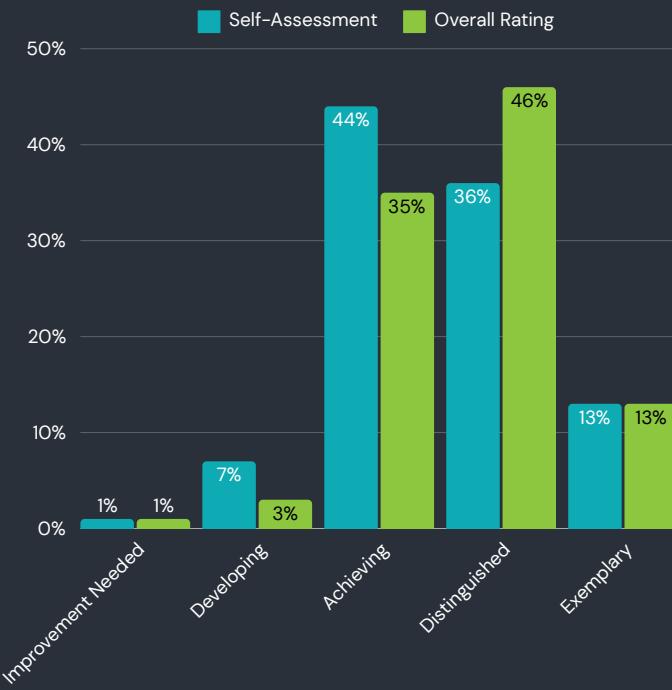
Performance Evaluations

The City's Performance Management Philosophy is to grow and develop team members at all levels, continually cultivating the human potential to achieve shared success.

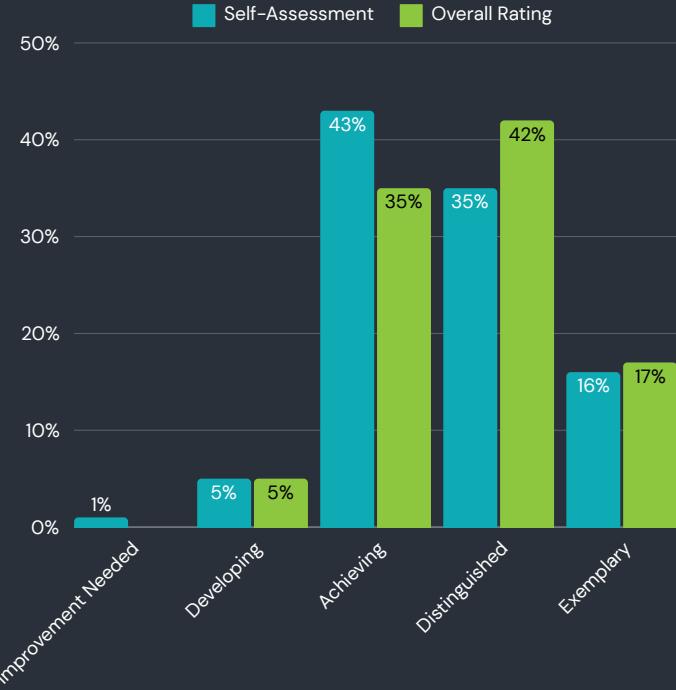
Continuous Improvement



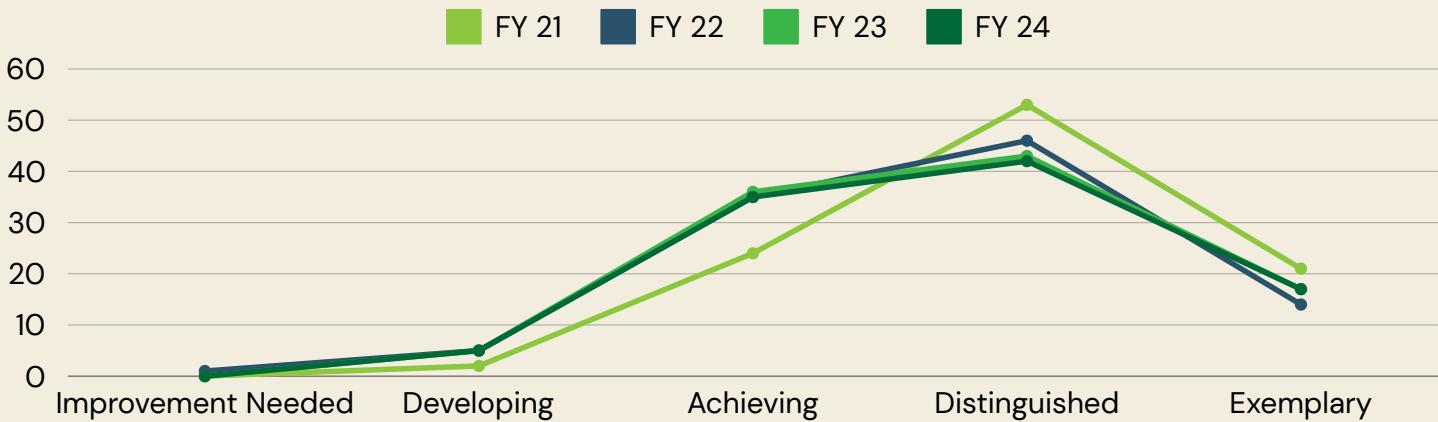
FY 23 Review Period: October 1, 2022–September 30, 2023



FY 24 Review Period: October 1, 2023–September 30, 2024



Overall Performance Rating Score by Fiscal Year

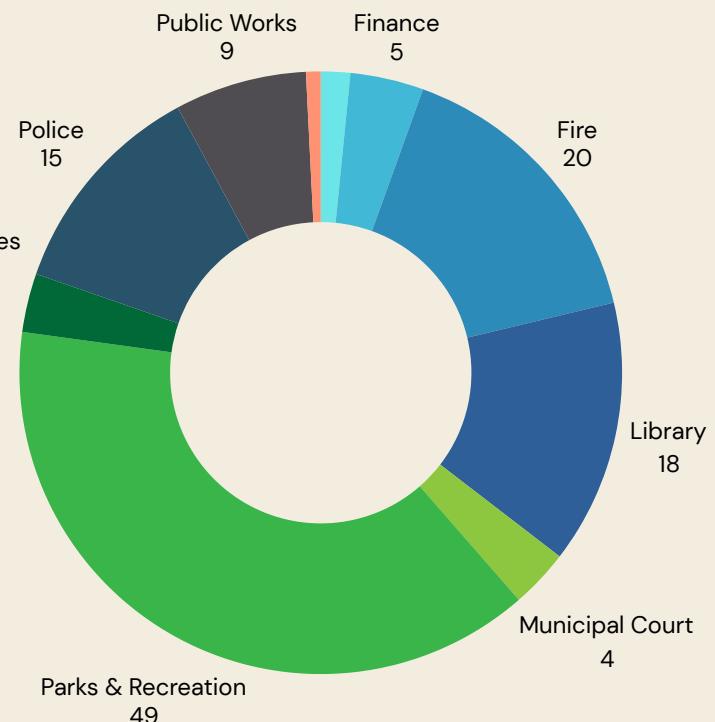


Advancement Opportunities

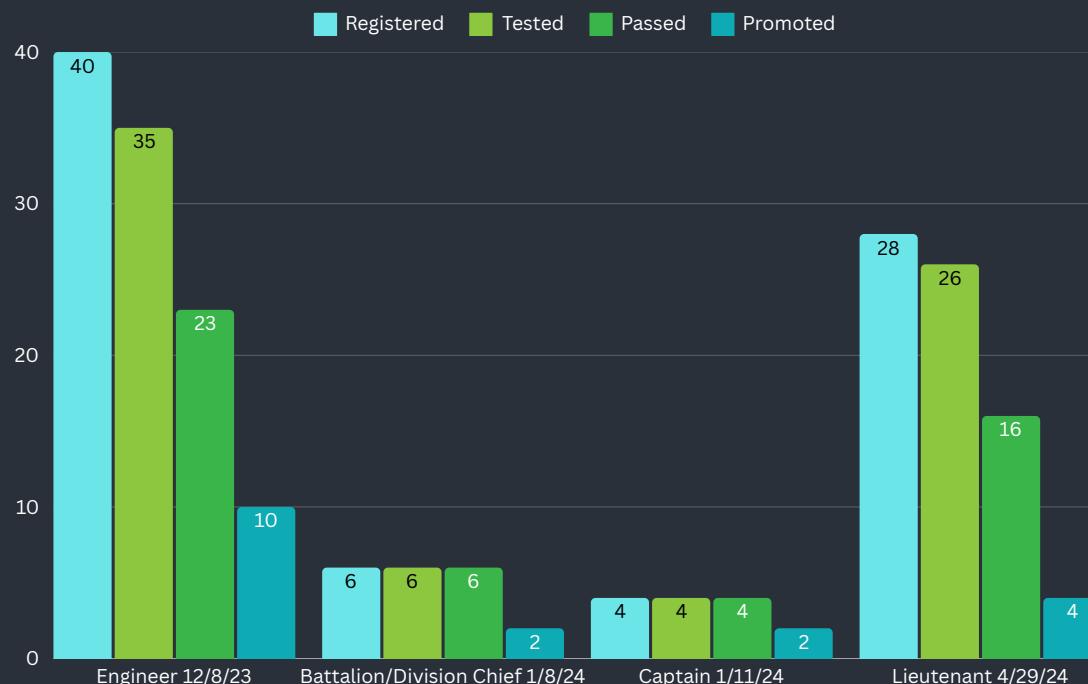
Promotions by Fiscal Year



Team Member Promotions



Fire Department Promotional Exams

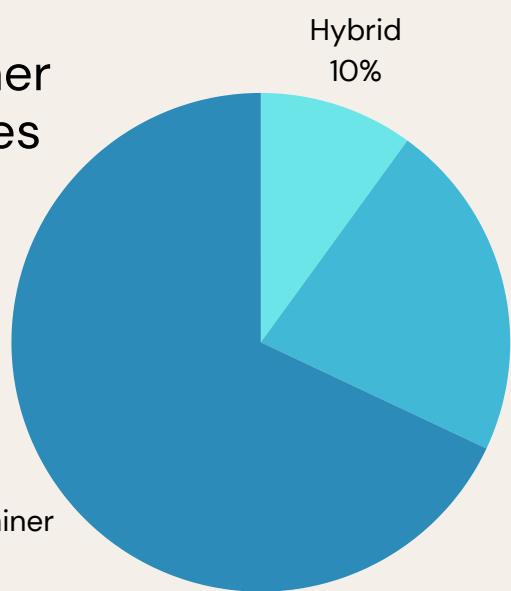


Growth Mindset



Learning & Development

Trainer Types



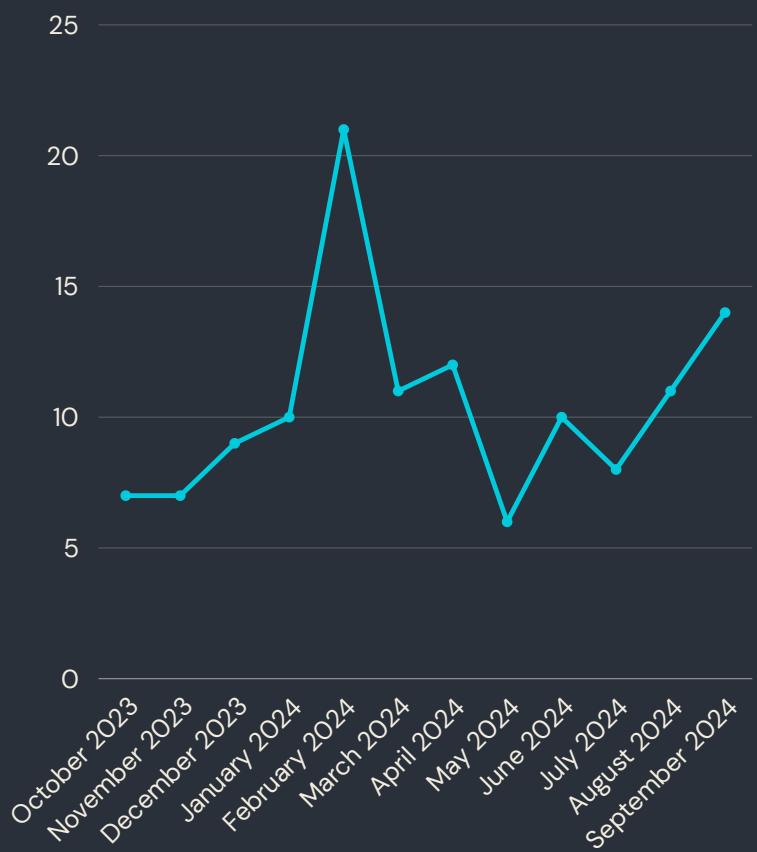
126
Total Professional Development Opportunities Provided in FY24

17
Team Members Participated in Tuition Reimbursement Program in FY24

Topics provided included:

- Power Excel
- Difficult Conversations
- Handling Emotions Under Pressure
- Front Desk Safety
- Civil Discourse
- Avoiding Burnout
- Customer Service
- Stress Management
- Harassment & Ethics (Mandatory)
- Compassion Fatigue
- Mental Health Awareness
- and more!

Professional Development Opportunities Provided in FY24



Learning & Development

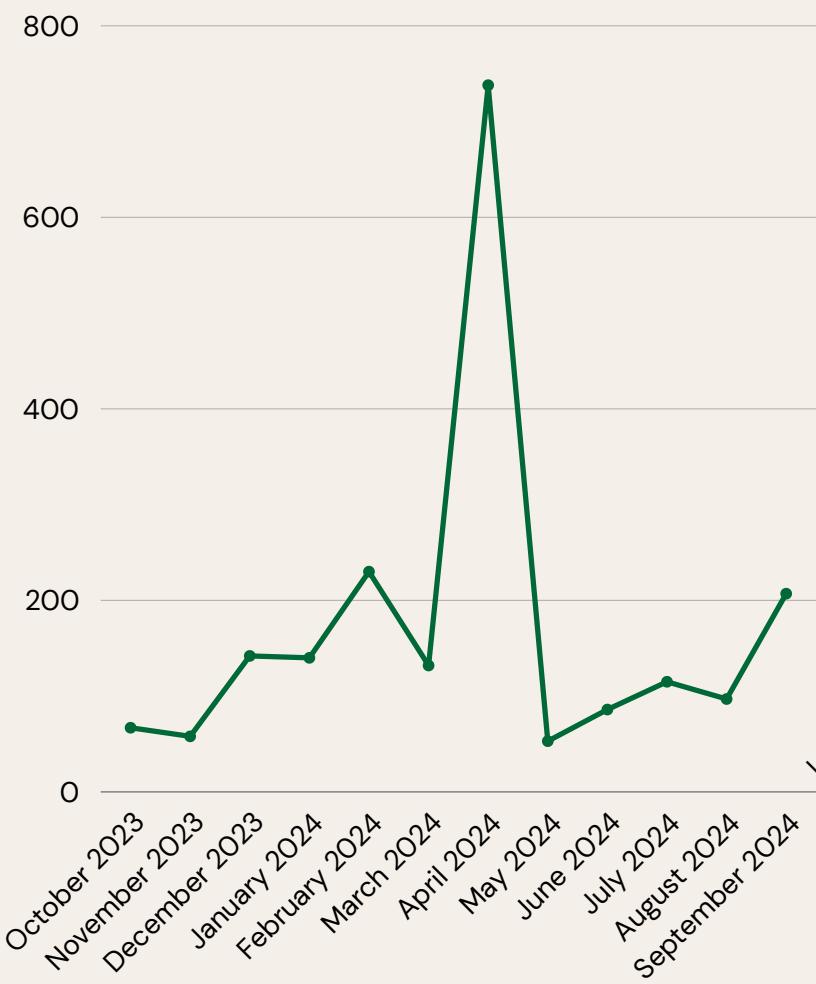
we are eager to learn
& grow

Career Skills Workshops

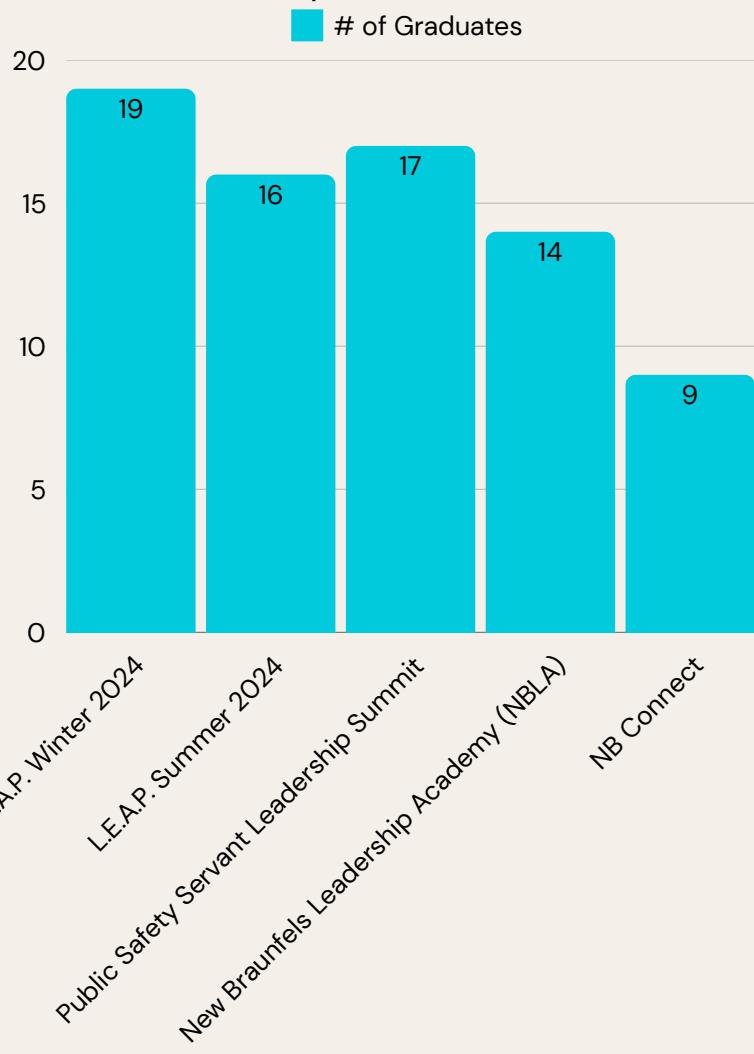
The HR Team hosted a new program titled Career Skills Workshops, which was a series of free classes designed to help team members and residents interested in improving their career preparation skills. Both internal and public classes were held. These free sessions gave participants a chance to work with the city's HR team on a variety of topics including resume building and job interview preparation.



Total Audience Reach for FY24 Professional Development Opportunities



FY24 Leadership Continuum Graduates

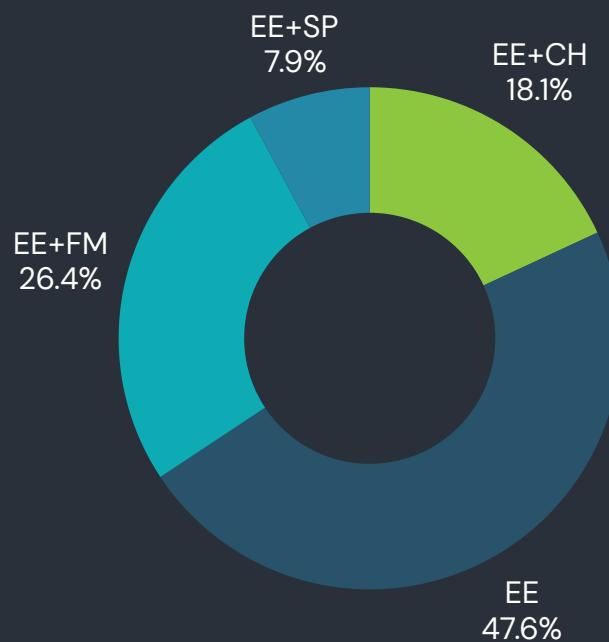
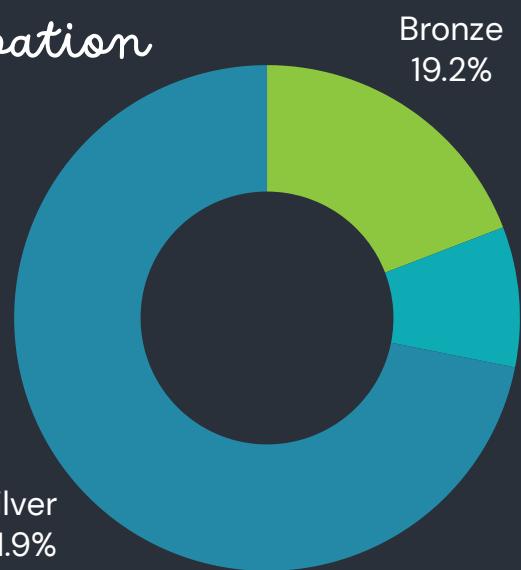


Mandatory Ethics & Harassment Prevention training was held in April 2024.

Total Rewards

Plan Participation

647 team members



FY24 Wins

- Funding approval & launch of BeWell Rewards
- New 457(b) Carrier
- Annual Health & Wellness Expo, 165 attendees.

Program Utilization

- PPL: 2,001 hours utilized
- 457 (b): 232 Participants
- HSA/FSA: 264

FIRST RESPONDER
Supporting Partners Luncheon

Saturday, August 31
11:30 AM - 1 PM

Dos Rios Mexican Bar & Grill
1281 N. Academy Ave. NB, TX
Lunch provided

Guest Speaker
TANIA GLENN & ASSOCIATES, PA

RSVP Required
Topics of discussion will be of adult content and may not be appropriate for children

City of New Braunfels
For more information
432.252.4098
Michelle Matjek,
City of New Braunfels
Human Resources

Tien's Therapeutic Swedish Massage
WEDNESDAY, JUNE 26TH

Being the spouse or partner of a First Responder has it's own unique challenges, level of understanding & love.

30 minute presentation followed by a Q&A session
Light refreshments
RSVP Required

Now offering chair massages!

Wellness Room, New Braunfels City Hall
1 hour \$85
30 Minutes \$45
15 Minutes \$25
Payment Options Include
Cash, Credit/Debit Card
Electronic Payments

BE WELL NB

Free Flu Shots!

PROTECT YOURSELF LET'S GET VACCINATE

October 15th 8AM-11AM
New Braunfels City Hall
Council & Government Chambers

October 15th 2PM-4PM
424 S. Castell Ave.
Public Works Training Room A

October 23rd 10AM-12PM
New Braunfels Police Department
Community Room

No Appointment Necessary

November 2024

Season of giving

Report VTO for a raffle entry!

HSNBA **HEALS-WHEELS** **United Way** **Community Foundation of South Texas** **Food Bank** **CCCC** **BBB**

BE WELL NB

Quick & Easy Hearing Screenings
July 31, 2024
1:00 - 4:30pm
424 S. Castell Ave.
New Braunfels, TX 78130
No Cost to You!

Sign up today!

City of New Braunfels

BE WELL NB

Wellness Program

Our Benefits & Wellness Team launched our **BeWell** Program in 2024! This program has grown to offer support through programming such as:

- **Monthly health topic focus:** Addressing key areas such as men's and women's health, as well as mental health
- **Private on-site nutrition consultations,** 50+ team member participants
- **Launched "Aunt Flo" program** in 5 CONB team member restrooms
- **On-site hearing, vision and mammography screenings**
- **1st Annual Supporting Partners Luncheon** for first responder spouses, 40+ attendees
- **No cost flu shot clinics,** 121 flu shots administered
- **61 participants in our Team Member Challenges:** Promoting physical activity, fostering team bonding, and supporting philanthropic efforts within our community



Digital 3D Mobile Mammograms are coming your way!

To have a mammogram on our Mobile Mammography Unit, you must:

- Be 35 years of age or older (insurance permitting). Older 40 years of age must have a physician order for screening.
- Be in good health and able to tolerate a mammogram for 360 days.
- Have NO NEW symptoms, such as lumps, pain, skin changes, or any other symptoms that you have not had before or have changed. Call us if you do not have a physician.
- Have not had breast cancer in the last three years.

Be prepared for your visit:

- Bring the same address, and phone number of your physician.
- If you have had a mammogram in the past, bring your film.
- If you are unable to do so, bring the location name and phone number of the facility where the previous mammogram.
- Bring a valid photo ID.
- Bring your insurance card, including group number, and most private insurance.
- Bring a list of medications you are taking, including over-the-counter, prescription, powders, or lotions.
- DO wear a two-piece outfit.

Bringing Breast Health to You!

National Men's Health Month

Wear Blue on Friday, June 14th

Wearing blue reminds us of the health issues men face and what they can do to take charge of their health

MALE

THURSDAY, MAY 23RD!

Day Nutrition CITY HALL POP-UP

BEGINS SERVING AT 8AM

MEAL REPLACEMENT SHAKES!

- All below 250 calories!
- Energy Teas with zero sugar!
- High protein meal replacement!

EAT WELL. BE WELL.

NUTRITION CONSULTING IS COVERED UNDER THE CONB BCBSTX POLICY

APRIL 11TH & 29TH
PRIVATE NUTRITION CONSULTING

BE WELL NB

YOGA in Tejas
led by **GYPSY WALTZ HOT YOGA STUDIO**
limited space, so sign up today!

Get a free drink after class
made by **BE WELL NB**

CITY OF NEW BRAUNFELS
FOOD DRIVE
LET'S MAKE A DIFFERENCE TOGETHER!

Top 12 Requested Items

Peanut Butter	Cereal	Tuna
Beans	Rice	Canned Soup
Chili	Canned Stew	Mac & Cheese
Canned Lunchmeat	Full Meals Can Boxes	Pop Top Food Items

BE WELL NB

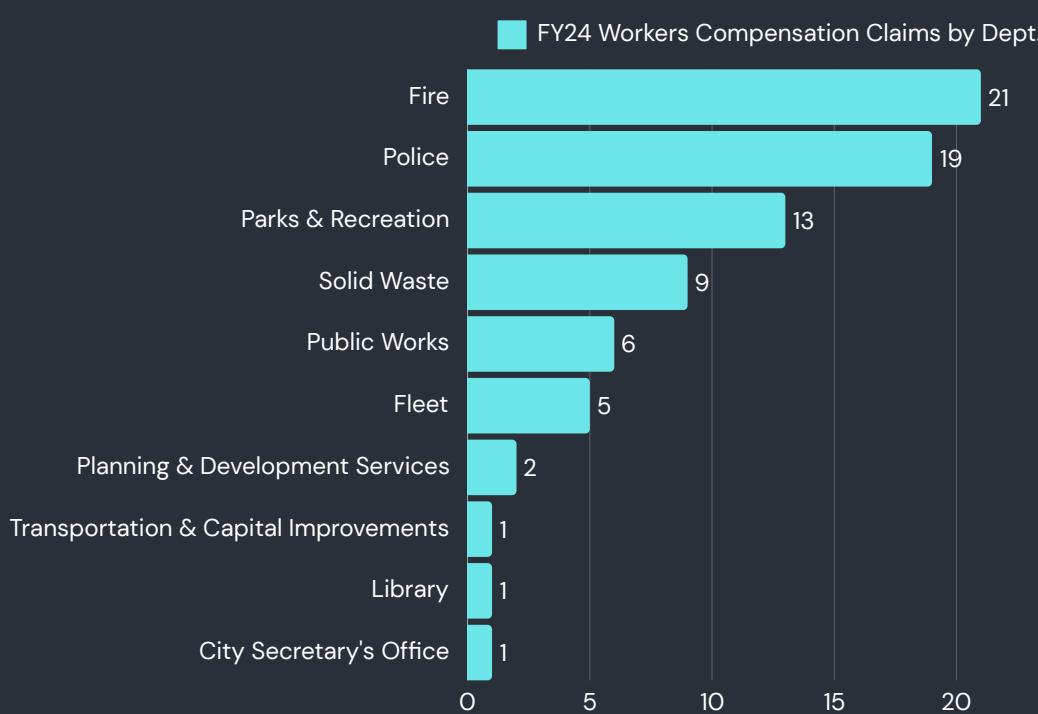
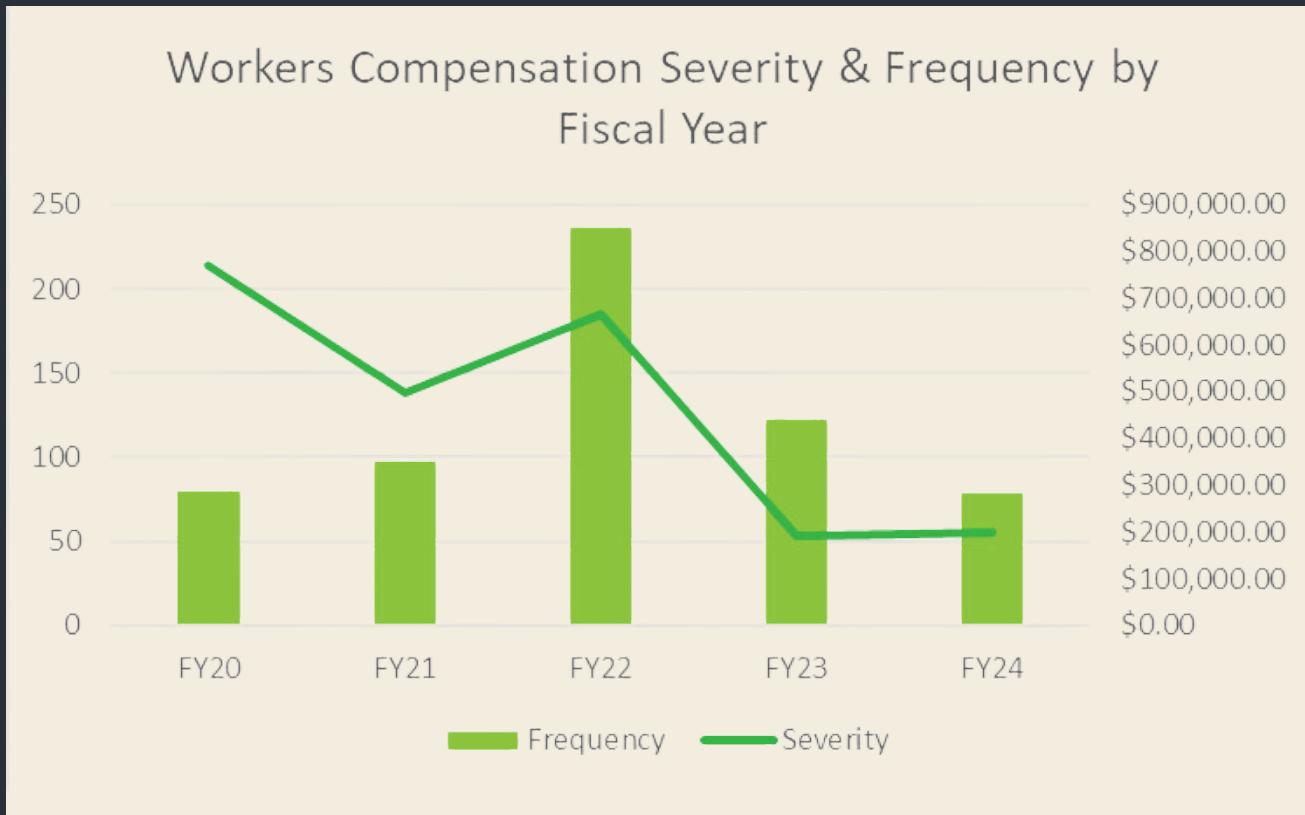
EMPLOYEE ASSISTANCE PROGRAM
MENTAL HEALTH Webinar

May 16, 2024
11:00AM - 12:00PM

Mental Health Awareness

BE WELL NB

Workers Compensation



\$197,312

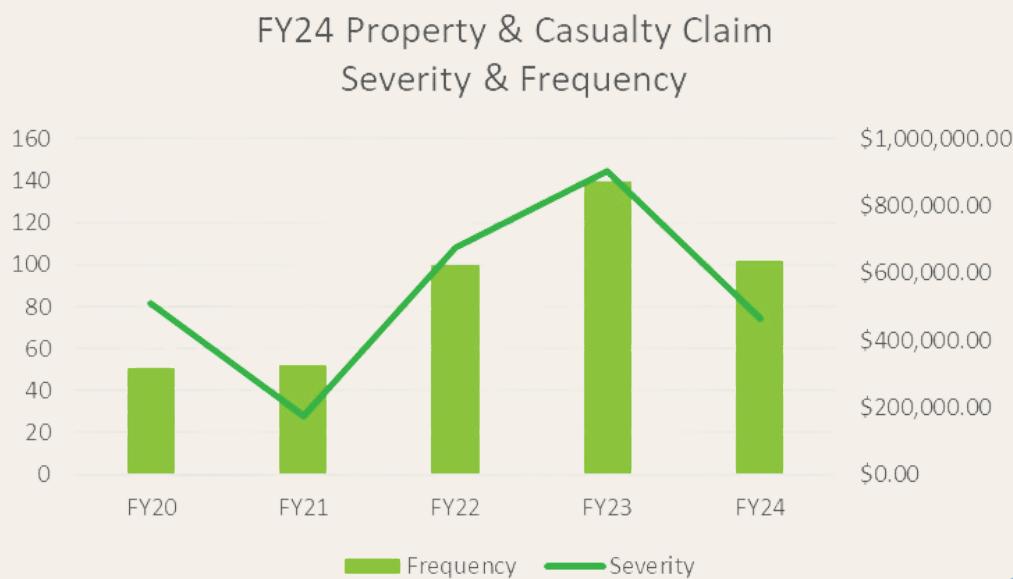
Severity of Workers Compensation Claims in FY24 (Total Claims Cost)

79

Total Workers Compensation Claims in FY24

Property & Casualty Claims

we make
data-driven decisions
=====

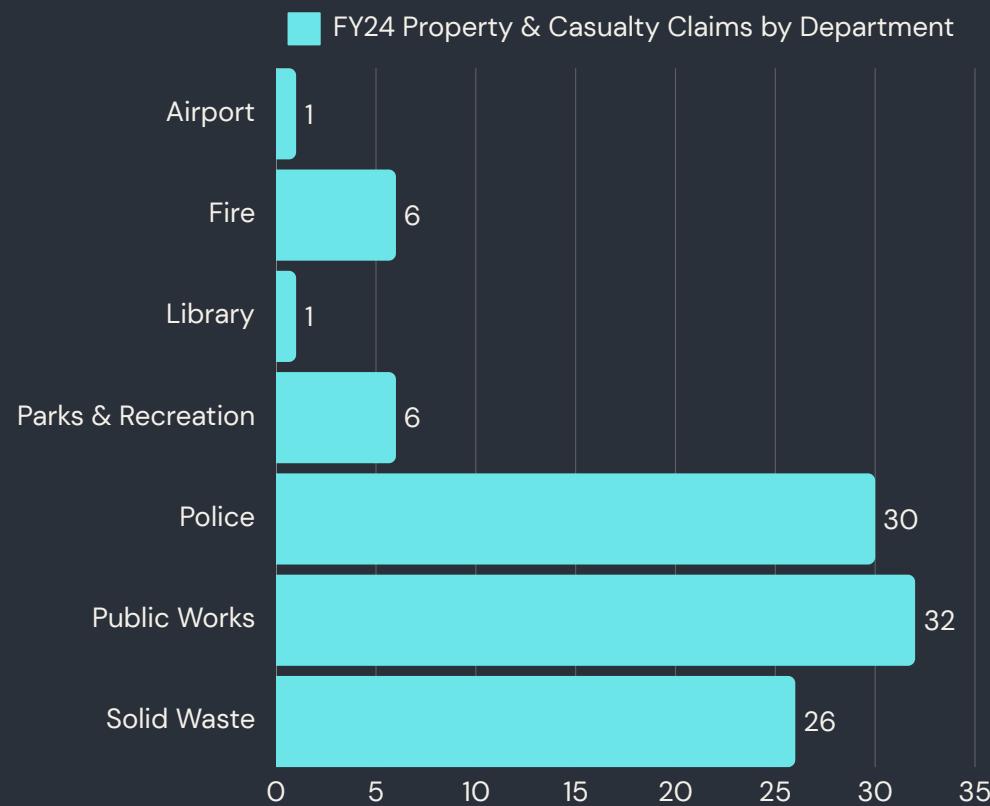


102

Total Property & Casualty Claims in FY24

\$463,983

Severity of Property & Casualty Claims in FY24 (Total Claims Cost)



FY24 Accomplishments

- Selected Workday as the new Enterprise Resource Planning (ERP) system and began implementation process
- Transitioned to an improved Employee Assistance Program (EAP) CommPsych
- Enhanced benefits concierge services through BCBS
- Successfully launched the new organizational wellness program, BeWell Rewards
- Expanded wellness programming to consistent monthly initiatives that incorporate BeWell challenges
- Completed the 2023 market compensation catch up with an added cost of living adjustment
- Conducted internal and external Career Skills Workshops
- Hosted the first Spouse Support luncheon in partnership with Tania Glenn for first responder spouses
- Transitioned the 457b plan and fiduciary services to TCG/HUB
- Completed executive recruitments for the Assistant Director of Finance and the Assistant Library Director
- Deployed new recognition software, Award Co.
- Organized the 2nd annual City-wide job fair
- Restructured the Human Resources team to create dedicated positions for a Risk Management Coordinator and an HR Safety Liaison
- Updated the Council-approved Benchmark City list



Looking Forward.....

- Successfully launch new ERP system
- Complete succession planning in association with the Strategic Plan
- Establish and expand safety programs and initiatives within the organization with dedicated HR Safety Liaison
- Host an opportunity for hiring managers to develop their recruitment and interview skills
- Complete 3rd biennial Employee Engagement Survey
- Complete FY25 Market Study and finalize recommendations
- Review of Part-Time Regular team member benefits to evaluate equity amongst other team members and increase retention with this team member group

CITY OF NEW BRAUNFELS

HUMAN RESOURCES

