

**Excellence in Transportation
Human Resource's BSC**

Provide professional Human Resource services to all customers

GOAL	MEASURE	STRATEGY	TARGET	ACTUAL	COMMENTS	LAST YR
Advocate Strategic Alignment of Human Resources						
	% of Programs offered meetings		100%	TBD	Offered annually	
	% of Programs inviting HR to meetings		30%	TBD	Invited annually.	
		<i>Attend Division and Program (staff) meetings</i>			Follow up on questions	
		<i>Develop and provide training on specific HR processes</i>				
		<i>Educate employees</i>			Pamphlets, Interchange articles, etc.	
		<i>Become involved in Program's BSC</i>			BSC presentations to Adm, HR meets with Programs after BSC meeting	
		<i>Continue to develop closer relationships with similar Programs</i>				

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Advocate Consistent Hiring Practices						
	% of pre-hiring discussions requested by HR		100%	TBD	All openings during the year.	
	WYDOT's overall turn-over rate		Less than the State of Wyoming turn-over rate	TBD	All State agencies Turn-Over Rate: 15% (2013) 15% (2012) 12.6% (2011)	12.4% (13) 10% (12) 11.3% (11)
	% retention of employees hired with HR interview assistance	<i>Establish performance measure and baseline</i>				
		<i>Create both formal and informal educational opportunities for district staff</i>				
		<i>Become a part of the pre-hiring discussion</i>			Behavior based interviews, participate in interviews, tool box	
		<i>Provide training and continue to support HR personnel in field</i>				

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Improve Strategies for Recruitment Efforts						
	# of "best practices" researched		3 per year	TBD		
	# of "best practices" implemented		1 per year	TBD		
		<i>Research new avenues for recruiting</i>			Explore using P.I.s Collaborate with Workforce Services, District personnel, WYOTECH, etc	
		<i>Educate supervisors on recruiting methods</i>				
		<i>Analyze data to identify how new hires are finding out about jobs</i>			Work with NEOGOV system to figure out the best place to ask the question	

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Enhance a Performance Management Culture						
	% of Supervisors using development plans in PMI		25% or greater	TBD		
		<i>Identify where assistance is needed with the PMI and then educate</i>				
		<i>Assist WYDOT in developing competencies in a team or group setting</i>				
		<i>Use pilot project launched in Driver Services and Materials Lab to develop performance measures for the above goal</i>				

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Improve and Clarify Internal Processes						
	# of processes reviewed for possible improvements		5 processes evaluated or discussed per year	TBD		
	# of changes recommended		2 changes or improvements per year	TBD		
	Completion date for a compensation philosophy		6/1/2015	TBD		
	# of teambuilding sessions		3/year	TBD		
		<i>Utilize technology for means of communication</i>			For example, create a Google "community"	
		<i>Identify opportunities for improvement (brainstorm)</i>				
		<i>Ensure processes and policies are applied consistently across Programs and Districts</i>				
		<i>Work with Executive Staff to develop a compensation philosophy</i>				
		<i>Discuss process improvement at staff meetings</i>				
		<i>Take time for team building</i>			At least once a year, have a teambuilding event with the District HR personnel	
		<i>Update process book, as needed</i>				
		<i>Identify factors to use in balancing workload</i>				

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Pursue Opportunities for Growth and Development						
	# of professional HR hours attended		24 hrs/ employee/ year	TBD	Includes training, webinars, teach backs, etc	
		<i>Identify and attend professional training</i>				
		<i>Apply and teach knowledge gained from training</i>				
		<i>Research HR trends and look for opportunities for implementation</i>				