

AUG 24 2005

CITY CLERK'S OFFICE
SPOKANE, WA

CITY OF SPOKANE ADMINISTRATIVE POLICY AND PROCEDURE	ADMIN 0620-05-050 LGL 05-51
TITLE: EXIT QUESTIONNAIRE / INTERVIEWS EFFECTIVE DATE: June 17, 1996 REVISION DATE: 9/08/05	

1.0 GENERAL

- 1.1 Whenever an employee leaves the service of the City of Spokane, there is a loss of talent to the organization and a substantial cost involved in finding a replacement. All terminating City employees are valuable sources of information regarding working conditions observed and/or experienced during the period of their employment with the City of Spokane.

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2.0 DEPARTMENTS/DIVISIONS AFFECTED

This policy shall apply to all regular and regular part-time employees in all City departments and divisions.

3.0 REFERENCES

Not Applicable

4.0 DEFINITIONS

Not Applicable

5.0 POLICY

5.1 The City of Spokane strives to maintain a work environment that is positive. It is the policy of the City of Spokane to encourage all individuals separating from City employment to comment on their work experiences with the City so that the reasons for employee turnover may be effectively and consistently monitored and addressed.

6.0 PROCEDURE

6.1 The purpose of providing opportunities for employees leaving employment with the City to comment on their experiences while employed, is to listen to their concerns and to track the reasons for employee separations. Separating City employees shall complete the exit questionnaire located on the Human Resources iweb site at <http://iweb.spokanecity.org/hr> or in the Human Resources Department located on the 4th floor of City Hall. The employee shall meet with the Human Resources Director, or designee, for an exit interview prior to leaving employment. None of the information obtained either through comments received on the questionnaire or in the course of the exit interview will become part of the employee's personnel file in the Civil Service Department or in any way affect re-employment possibilities.


7.0 RESPONSIBILITIES

The Human Resources Department shall administer this policy.

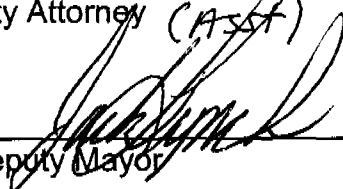
8.0 APPENDICES

City of Spokane Employee Checklist
City of Spokane Department Checklist
City of Spokane Exit Questionnaire

APPROVED BY:



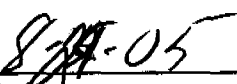
City Attorney (ASST)



Deputy Mayor



Director



Date

City of Spokane Employee Checklist

TO: EMPLOYEE

Are you terminating employment in the near future? If so, the following check list will help ensure that you have contacted all of the necessary departments regarding your benefits, etc. prior to leaving.

- Department payroll clerk/supervisor:**
 - Employee Termination Record (temporary seasonal only)
 - Turn in security ID badge to payroll clerk

- Retirement Department** *(located on the 4th floor of City Hall)*
 - Application for Retirement (if retiring)
 - Application for withdrawal/vesting of retirement funds (if resigning/laid off/discharged)

- Human Resources Department** *(located on the 4th floor of City Hall)*
 - Exit Questionnaire/Interview Form (regular and regular part-time only) *See Administrative Policy and Procedure 0620-05-050, Exit Questionnaire/Interviews for additional information at <http://iweb.spokanecity.org/hr>.*
 - Deferred Compensation
 - It may be possible for additional tax savings if your payouts are deducted from your final check and contributed to your deferred compensation account. A completed change form must be submitted to the Human Resources Department one week prior to receiving your final paycheck.
<http://iweb.spokanecity.org/hr/forms>
 - Withdrawal paperwork - *Will be mailed to your home address after termination paperwork has been received in the Human Resources Department.*

- Risk Management–Employee Benefits** *(located on the 4th floor of City Hall)*
See www.mocjinsurance.com; password: citspo
 - Retirees Insurance
 - COBRA Benefits
 - Section 125
 - Health Reimbursement Account
 - Life Insurance
 - Voluntary Life Insurance
 - Long Term Care Insurance
 - Long Term Disability Insurance

Revised 06/05

City of Spokane Department Checklist

TO: DEPARTMENT PAYROLL CLERKS

Do you have an employee who is retiring, resigning or being laid off? If so, the following check list will help ensure that you have collected all of the City-owned equipment, clothing, etc. and that the necessary paperwork has been submitted.

- Before any paperwork leaves your office, delete any add-to-pays and/or schedules. (Any questions, contact the Accounting Department - Payroll.)
- Determine whether an exit audiogram is necessary. If so, contact the Human Resources Department to schedule an appointment. (Refer to Administrative Policy and Procedure 0620-05-36 Exit Audiograms at <http://iweb.spokanecity.org/hr> – Personnel Policies)
- Collect any City property (as appropriate) that was assigned to the employee:
 - Security ID Badge (Send to the Human Resources Department with PAA)
 - Keys
 - Uniforms
 - Gas Cards
 - Purchasing Cards
 - Pagers/Cell Phones
 - Equipment
 - Other _____
- Ask the employee to complete and submit the Exit Questionnaire/Interview Form (regular and regular part-time only) Refer to Administrative Policy and Procedure 0620-05-050, Exit Questionnaire/Interviews for additional information at <http://iweb.spokanecity.org/hr>.
- Employee Termination Record (temporary seasonal only)

The following items must be sent together to the Human Resources Department.

- Termination PAA – signed by the department head
- Security ID Badge
- Copy of the last time card – only if there are regular hours to be paid out. Enter regular hours only and the Accounting Department - Payroll will enter the payout hours.
- A Certificate of Time (time check) for sick leave, vacation, and compensatory time payouts. Must be signed by the department head. <http://iweb.spokanecity.org/hr> - forms.

To avoid delays in processing the final paycheck, all of the above items must be submitted together and have the appropriate signatures.

These items must be submitted to the Human Resources Department as soon as possible to allow sufficient time to process and submit paperwork to the Accounting Department - Payroll by the last Friday of the pay period in which the individual will terminate employment.

Revised 06/05

CITY OF SPOKANE

Exit Questionnaire

*This form is **CONFIDENTIAL** and will not be seen by anyone outside of the Human Resources Department.*

Employee Name: _____

Department: _____ Separation Date: _____

Job Title: _____ Employment Duration: Years: _____ Months: _____

1. Specifically why are you leaving City employment?
2. Do you feel the new employee orientation provided to you was worthwhile?
3. What about subsequent training opportunities?
4. What did you like most about working here?
5. What did you like least? How would you change that?
6. Do you feel you were treated fairly, professionally, and equitably, and with dignity and respect, while with the City? If not, please explain.
7. How did you feel about your professional development and opportunities for advancement?
8. Is there any problem that you know of or have heard about concerning the City?
9. What would have to change for you to come back or stay?
10. Have you ever been injured on the job? If yes, did you file a claim? If not, why not?

Rate your current or most recent supervisor on the following:

	Excellent	Good	Fair	Poor
Consistently follows policies and procedures				
Treats employees in a fair and equitable way				
Provides recognition for a job well done				
Resolves complaints and problems				
Shares necessary information				
Keeps employees busy				
Knows his/her job well				
Welcomes suggestions and upward feedback				
Maintains discipline				
Other: <i>(please explain)</i>				
Other: <i>(please explain)</i>				
Name of most recent supervisor:				

What do you think of the following in your department?

	Excellent	Good	Fair	Poor
Cooperation/teamwork in the department				
Cooperation with other departments				
Department orientation and on-the-job training				
Communications				
Working conditions				
Work schedule				
Other: <i>(please explain)</i>				
Other: <i>(please explain)</i>				

How do you feel about the following?

	Excellent	Good	Fair	Poor
Rate of pay for your job				
Amount of paid leave accrual				
Health insurance program				
Tuition reimbursement				
Deferred Compensation program				
Pension plan				
Other: <i>(please explain)</i>				
Other: <i>(please explain)</i>				

Acknowledgement of City of Spokane Compliance Responsibilities

- I DO have knowledge of a violation or violations of the law or City policies or standards of conduct by me or other employees during the time I was employed at the City. **(If you do, please explain and attach to this form.)**
- I DO NOT have knowledge of any violation of the law or any City policies or standards of conduct by me or any other employees while I have been employed at the City.

If I recall any suspected violations in the future, I will immediately report them to the Human Resources Department.

If you would like to meet with a Human Resources representative to discuss any of your responses in person, please contact the Human Resources Department at (509) 625-6363.

Signature of Employee

Date

Printed Name