

QUARTERLY REPORT

HUMAN CAPITAL & RISK

DEPARTMENT



Town Council Meeting Date: February 10, 2026.

Second Quarter FY-2026: October, November, December

Please accept this as the quarterly report for the *Human Capital* department

DEPARTMENT INTRODUCTION:

- ◆ The Town's Human Capital (HC) & Risk Department serves as both a strategic advisor and a service-oriented partner dedicated to supporting all employees in a way that fosters a **positive, high-performing** workplace.
- ◆ Our mission is to **create and maintain** a work environment that **inspires** employee excellence, encourages **collaboration**, and **empowers** individuals to do what they do best—serve the Town and its residents through **Excellence in Action!**
- ◆ *We prioritize human sustainability by placing the workforce at the forefront of internal operational decision-making.* This approach ensures that employees have the **tools, support**, and opportunities necessary to thrive—both professionally and personally.
- ◆ When employees are supported, engaged, and aligned with the organization's goals, the result is a *collaborative culture that consistently meets—and exceeds—mission expectations.* Therefore, we are committed to ensuring that the Town's public services are delivered effectively and sustainably—by supporting the workforce behind them.
- ◆ Our pledge is to provide employees with the **resources** and **environment** they need to **become the best versions of themselves**—for their teams, their families, and the community they serve.
- ◆ The HC function goes beyond standard *HR*. It is rooted in the belief that **PEOPLE ARE THE TOWN'S GREATEST ASSET.**

COMMENDABLE ACHIEVEMENTS:

OCTOBER	NOVEMBER	DECEMBER
HC Department - Employees Participated in Citizens Academy Employee Recognition Halloween Appreciation: Goodies Provided to Employees Learning & Development: Safety HC EE Participated in HC Compliance Training Learning & Development: Performance Employee Performance Review Kick-Off Benefits Awareness Financial & Health Awareness EE Comms Risk Management VRSA Fall Forum	Employee Recognition Thanksgiving Appreciation: Goodies Provided to Employees Learning & Development: Safety VRSA Site Inspections: PW, TH, PD, and WARF RM/EM/FM Conducted Department-Wide Fire Evacuation Safety Training Learning & Development: Performance Employee Performance Reviews On-Going Benefits Awareness Financial & Health Awareness EE Comms Risk Management VRSA Stewardship Meeting - Virtual	Employee Recognition Christmas Holiday Appreciation: Goodies Provided to Employees Employee Luncheon & Employee Team Of Year/Employees of the Year Awards Learning & Development: Safety RM/EM/FM Conducted Department-Wide Fire Evacuation Safety Training Hazardous Abatement Review at WTP VRSA Tri-fecta Course CPR/First-Aid/AED Training Learning & Development: Performance Employee Performance Reviews Due to HC Benefits Awareness Financial & Health Awareness EE Comms Benefits Fair

PROJECT PROGRESS:

HC continues to assess and enhance programs, processes, and procedures to support the Town's retention goals and overall operational efficiency. All efforts are aligned with the strategic direction of the Town Manager and Town Council. Collectively, these initiatives strengthen the workforce, ensure alignment with strategic objectives, and promote long-term retention and organizational success. Ongoing updates and new initiatives for this fiscal year include, but are not limited to, the following:

- A. Enhancing and streamlining Human Capital processes and procedures to maximize efficiency, consistency, and impact
 - Continue on building upon the partnership with Town Council on identifying HC cost-effective program initiatives that meet their strategic objectives while maintaining a competitive retention program.
 - HC is working closely with the Director of Finance and Town Manager to propose an enhanced benefits program to the Town Council—including retirement, leave, professional development, recognition, and other monetary and career-enhancing benefits—that advances our total compensation program while maintaining a minimal impact on overall personnel costs compared with the value of employee retention.
 - Continuous review of internal policies and procedures that foster an inclusive and diverse workforce.
 - Work closely with the Director of Finance and Town Manager on building out Workforce Planning strategic process and program.
 - Work closely with the Town Manager and Director of Finance on a proposal to TOC on an Organizational Study and/or Classification & Compensation study for FY27 budget consideration.
 - Continue to enhance the Town's hiring, onboarding, and performance management programs
 - Continuous collaboration with Fauquier County HR and Risk Management teams on building upon HC programs (benefits, facilities, etc.) and training programs partnerships.
 - HC participation in the Finance Committee & Safety Committee initiatives.
 - HC Director met with several members of Town Council individually to review HC programs.
 - HC continues to work with Tyler consultants on the HRIS modules implementation
- B. Expanding training and development programs.
 - Internally kicked off *Igniting Excellence Learning & Development Program* with the Leadership Team in Q1
 - Igniting Excellence program (and annual training requirements) is scheduled to be rolled out to employees Q3.
 - E.I.L. Training Program is anticipating starting Phase 2 of the training in Q3/Q4 of 2026
 - HC/RM will kick off the Safety Officer program in Q3 Town-wide
 - HC/RM will continue to collaborate with the FM and EM on Fire Safety and Emergency Preparedness Safety response and awareness training initiatives in all facilities
 - HC/RM will begin mini-L&D safety awareness sessions in Q3

- C. Advancing risk management and safety initiatives to protect employees and organizational assets through training and collaboration efforts
- Works closely with the Aquatics Coordinator & their team on the outreach and scheduling of Town employee CPR/AED training
 - Works closely with the PW leadership team & administrative staff on ensuring employees are processed within the administrative regulations for the Town's internal CDL certification program.
 - Collaborating with HC and Risk vendors, the enhancement of employee programs, such as VRSA and Workers Compensation.
- D. Maintaining and enhancing employee wellness and support initiatives.
- Continuing to partner with the Wellness Connection Committee to better understand and support employee needs
 - Annual Benefits survey will be sent to all employees in Q3
 - The Town will release an RFP in Q3 to evaluate medical providers and survey the market for cost-effective insurance options for the upcoming plan year; a new provider may or may not be selected.
 - continuation of building partnerships with CommonHealth and local organizations around Town/County.

Charts and information-Data: Employee Metrics

FY26 ALL DEPARTMENTS	Quarter 1	Quarter 2
Total Headcount - Full Time	131	130
# Hires	6	7
# Voluntary Sep	3	5
# Involuntary Sep.	3	3
# Voluntary Turnover %	2.28%	3.83%
# Involuntary Turnover %	2.28%	2.30%
Total Headcount - Part Time	134	141
# Hires	6	10
# Voluntary Sep	6	2
# Involuntary Sep.	0	1
# Voluntary Turnover %	4.51%	1.45%
# Involuntary Turnover %	0.00%	0.73%

FY26	
Full Time Hires	13
Full Time Terminations	14
Part Time Hires	16
Part Time Terminations	9
CHURNOVERS (INTERNALS)	
FT Hired & Termed within year	
Reasons for Leaving - Full Time	11
Better Opportunity/Compensation	2
Better Opportunity	2
Compensation	0
New Career Field	0
Not best fit - position/culture	0
Involuntary Due to Performance	4
Relocation	1
Resigned In lieu of Termination <i>not counted in total-informational purposes only</i>	0
Retirement	1
Work/Life Balance (school, other)	1
Other / Unknown	0
# of EE's who listed more than one reason for leaving	4
Reasons for Leaving - Part Time	9
Better Opportunity/Compensation	0
Better Opportunity	1
Compensation	1
New Career	0
Not best fit - position/culture	1
Involuntary Due to Performance	1
Relocation	0
Retirement	0
Work/Life Balance (school, other)	5
Other / Unknown	0
CHURNOVERS (INTERNALS)	0
# of EE's who listed more than one reason for leaving	0

Other: Schedule ONLY

Other: Medical, personal

Other: Medical, family member

◆ Risk Data

Data Point	31-Jul	31-Aug	30-Sep	31-Oct	30-Nov	31-Dec
TOTAL INCIDENT	18	11	3	11	4	10
TOTAL CLAIMS - FAULT - SUBMITTED	12	5	3	5	2	3
TOTAL CLAIMS - NO FAULT - NOT SUBMITTED	6	6		6	2	7
INJURY - WORKERS COMPENSATION						
Claim Submitted <i>All details of claim submitted to VRSA for processing and, if applicable, payment to Town and/or Citizen</i>	5	4	1	3		1
No Claim Submitted To VRSA. <i>Internal Record ONLY</i>	6	2		5	2	5
Report Only <i>Submitted to VRSA as a FYI ONLY</i>						
Type of Injury				Physical	Physical	Physical
<i>Physical, Exposure, Other...</i>						
VEHICLES						
Vehicle/Accident - Town Vehicle, Employee Fault	1					
Claim Submitted <i>All details of claim submitted to VRSA for processing and,</i>						
Vehicle/Accident - Town Vehicle, Citizen/Other Fault	2	1	1	1		2
No Claim Submitted To VRSA. <i>Internal Record ONLY</i>				1		1
Type of Accident				Citizen hit Town Vehicle		
<i>Hit rock, fender bender, head-on, hit deer, other.</i>						
PROPERTY						
Town Employee Accident		3			1	
Citizen Accident	4		1	1	1	
No Claim Submitted To VRSA. <i>Internal Record ONLY</i>						1
Type of Accident				Pipe Break	Pole& Tamper	Sign Damage
<i>Curb damage, sign damage, hit pole, other.</i>						