

DEPARTMENT OF PUBLIC WORKS MANAGEMENT MANUAL

**Personnel
Directive**

Subject: EXIT INTERVIEWS

ADOPTED BY THE BOARD OF PUBLIC WORKS, CITY OF LOS ANGELES

June 20, 2007

PERSONNEL DIRECTIVE NO. 50

BACKGROUND

Under the City's Equal Employment Opportunity Policy and Department of Public Works Personnel Policies No. 9 and 13, each Bureau must ensure that its policies, procedures and practices are job-related and free from discrimination. One method to help achieve this objective is for Bureaus to provide departing employees with the opportunity to make relevant comments through exit interviews. Such interviews may provide useful information to the Bureaus about their equal employment opportunity policies and activities as well as how effective they are at managing their human resources.

PROCEDURES

1. When it is known that an employee is leaving a Bureau, the employee should be encouraged to have an exit interview. The employee should be given a copy of the Exit Interview Questionnaire (attached), advised of its purpose, and told that his/her comments will be treated as confidential. The employee should also be informed that no record of the interview will be placed in his/her personnel folder.
2. An employee who is leaving the Bureau, but not City service, should be given the option of having the interview conducted by his/her supervisor or a member of the Bureau administrative staff, or completing the questionnaire on his/her own. (See No. 3 below for employees leaving City service.) If an employee requests that the interviewer be from a Bureau other than his/her own, the employee should be referred to the Employee Relations Division of OMES for the interview.
3. Any employee who is resigning from City service should be directed to OMES, where a Liaison Division analyst will explain the resignation procedure and complete the Exit Interview Questionnaire, if the employee wishes to complete it.
4. The Exit Interview Questionnaire should be returned by the interviewer (or employee, if the questionnaire is self-completed) to the concerned Bureau's Equal Employment Opportunity (EEO) Coordinator. When the interviewer is an OMES Liaison Division analyst, that analyst should send an advance copy of the Questionnaire to the Employee Relations Division of OMES.
5. The EEO Coordinator should review each Questionnaire and, if necessary for clarification purposes, discuss the Questionnaire with the interviewer. If the Questionnaire was completed by an employee who has identified himself/herself, the Coordinator should directly contact the employee.

6. The EEO Coordinator should also determine if any Bureau action (discussion with other employees; review of procedures; formal investigation; etc.) should be taken based on the information provided in the Questionnaire. Such information may include alleged discriminatory practices, improper management practices, etc.
7. The EEO Coordinator should then forward the Questionnaire and a memorandum on any action to be taken to the Employee Relations Division of OMES. Copies of the memorandum and the Questionnaire may be kept by the EEO Coordinator.
8. OMES staff will review the Questionnaire (and any memorandum) and will provide a copy of the materials to the Bureau's EEO Coordinator. OMES staff may make recommendations to the Bureau EEO Coordinator and/or Bureau Head to investigate any allegations and/or make certain changes to correct identified concerns. Assistance from OMES staff will be available to the Bureau Head and Bureau EEO Coordinator if requested.
9. The Questionnaires will be filed in the Employee Relations Division of OMES and will be reviewed periodically as part of the Department's equal employment opportunity program.

Attachment

DEPARTMENT OF PUBLIC WORKS
EXIT INTERVIEW QUESTIONNAIRE

This form, developed as part of Public Works Directive No. 50, Exit Interviews, may be completed by either the employee or an interviewer and should then be forwarded to the Bureau's Personnel Section. If the employee is completing this form and would like to be contacted, he/she should print name and phone number at the bottom of the form. If necessary, use reverse side of this form to provide additional information.

1. Bureau _____ Division _____
Classification(s)(optional) _____
Number of years in Bureau _____ Division(s) _____
2. Why are you leaving the Bureau?
3. Do you have any suggestions to improve your Bureau's personnel practices or to improve the efficiency or cost-effectiveness of the work performed in your Bureau?
4. What training and/or career development assistance did you receive while in the Bureau?
5. Are you aware of your Bureau's equal employment opportunity policies/activities? (e.g., promotions, reassignments) If yes, which policies/activities?

How were you made aware? (e.g., supervisor, written material, meetings, etc.)

How could your Bureau improve its Equal Employment Opportunity Policy?

6. Were you ever discriminated against in your Bureau on the basis of race, religion, sex (including sexual harassment), age, national, origin, disability, etc.? If yes, in what way were you discriminated against and what action, if any, did you take? If you took no action, please explain why.

Interviewer's Name _____ Phone _____ Date _____
(Mark N/A if form was self-completed)

Employee Name (optional) _____ Phone _____ Date _____