



DEPARTMENT OF  
HUMAN RESOURCES

# EMPLOYMENT SERVICES DIVISION

## EMPLOYMENT INDEX: HIRING TRENDS & PERFORMANCES



DECEMBER 2025

# EXECUTIVE SUMMARY

We are proud to share the 2025 Employment Hiring Trends and Performance Report highlighting the City's continued progress in building a strong, responsive, and service ready workforce. This report shows how intentional investments in people, systems, and partnerships help departments stay staffed and prepared to serve residents across Little Rock.

Over the past year, the Human Resources Department focused on making hiring faster, smarter, and more transparent. A major milestone was the successful integration of NEOGOV and Lawson, which streamlined hiring processes, improved data accuracy, and strengthened coordination across Human Resources, Information Technology, Finance, and hiring departments. These improvements have made it easier for departments to move candidates through the hiring process and bring talent on board more efficiently.

The year's hiring activity reflects both demand and opportunity. The City continues to attract a diverse pool of applicants and has filled positions across regular, seasonal, youth, and reentry programs, with departments stepping up to meet workforce needs. Each hire represents more than a position filled. It reflects a young person gaining early work experience, a returning citizen receiving a second chance, or a resident beginning a long-term career in public service. Several departments are setting the pace and showing what is possible when clear processes, timely decisions, and strong teamwork come together. Special congratulations to our top-performing departments: the Office of Executive Administration, Office of the City Attorney, District Court First Division, Planning, and Human Resources for leading the way in hiring performance and setting the standard for others to follow.

Beyond efficiency, this report also highlights our ongoing commitment to safety and compliance. Our team continues to uphold standards for safety-sensitive positions, ensure required background checks, and expand automation to support public safety.

Together, these efforts show momentum toward a hiring system that is more efficient and people centered. Looking ahead, we will continue refining workflows, strengthening partnerships, and using data driven insights to ensure Little Rock is well staffed, well supported, and ready to deliver high quality services to every resident.

# 1. IMPROVING BASIC CITY SERVICES THROUGH FASTER, MORE EFFICIENT HIRING

The City continues modernizing its hiring systems so departments are fully staffed and equipped to serve residents effectively.

## A Modern Hiring System

We completed NEOGOV–Lawson integration, delivering:

- Updated job classifications
- Clean, accurate job data
- Fewer manual steps in hiring workflows
- Stronger coordination between HR, IT, and Finance

These improvements reduce delays, errors, and communication gaps across departments.

## City Hiring Progress at a Glance:

The table below provides a quick snapshot of how the City’s hiring activity compares to last year, including how many people applied, how many were hired, and how long it took to fill positions. It highlights our progress over time and shows how we are working to hire faster while continuing to create opportunities across the City.

**Table 1: City Hiring Overview 2024 Baseline vs 2025 Year to Date**

YEAR	APPLICATIONS	HIRES (REGULAR NON-CIVIL SERVICE)	HIRES (CIVIL SERVICE)	SUMMER YOUTH PROGRAM HIRES	OTHER SUMMER HIRES	TOTAL HIRES	AVG. DAYS TO HIRE (REGULAR POSITIONS)	AVG. DAYS TO HIRE (CIVIL SERVICE)
2024 (Baseline)	18,227	501	141	647	51	1289	91 days	163 days
2025 (YTD)	18,855	416	66	262	55	799	73 days	161 days

### **More Interest In City Jobs**

More people are interested in working for the city, and that interest continues to grow. This year, the city received 18,855 job applications, giving residents of all ages more chances to find work and build a career close to home.

### **Faster Hiring**

The city is also hiring faster than last year, which helps keep services running smoothly. The average time to hire has improved from 91 days to 73 days, moving closer to the goal of hiring within 65 days.

### **Putting People To Work**

Because of this progress, the City has hired 799 people in 2025, including youth, civil service, and non-civil service workers, helping ensure City services stay reliable and responsive for the community.

## **2. IMPROVING COLLABORATION & DELIVERY ACROSS CITY DEPARTMENTS**

We strengthened relationships and tools that help departments operate smoothly. Departments reported:

- Faster hiring support
- Clearer and more timely communication
- Improved dashboards and status visibility
- More consistent onboarding
- Overall stronger partnership with HR

### **Impact for Residents**

- Faster staffing means stronger public services
- Expanded talent pool → better hiring decisions
- Youth and reentry programs support economic mobility
- Modernized systems improve transparency and accountability

The City remains committed to a workforce that reflects and serves every community.

## Department Hiring Performance at a Glance:

The table below compares average time to hire across City departments. Green indicates departments meeting performance targets, while red highlights areas where hiring timelines are longer and may benefit from targeted improvements. Kudos to our top-performing departments, including the Office of Executive Administration, Office of the City Attorney, District Court First Division, Human Resources, Planning, Finance, and Information Technology, for leading the way. To dig deeper into hiring timelines across all departments, click here: [City of Little Rock Hire Workflow Dashboard](#)<sup>1</sup>

**Table 2: Average Time to Hire by Department**

Department	Average Total Time to Hire (TTH)
Office of Executive Administration	40.33
Office of City Attorney	40.36
District Crt-1st Div Criminal	47.40
Human Resources Department	55.18
Planning Department	56.00
Emergency Communications Ctr	58.80
Finance Department	62.36
Information Technology Department	62.64
District Crt-2nd Div Traffic	67.00
Public Works Department	69.08
Little Rock Convention & Visitors Bureau	75.10
City of Little Rock Zoo	78.83
District Crt-3rd Div Environmental	84.00
Parks and Recreation Department	87.97
Housing and Neighborhood Programs Department	90.21
Fleet Department	97.29
Police Department	110.18
Zoo - Intern	111.67
Community Programs	119.71
FIRE 40 HR	147.04
FIRE 56 HR	152.23

<sup>1</sup> <https://clhr01.github.io/Little-Rock-HR-Hire-Workflow-Dashboard/?v=20251224>

Below is a division-level analysis of average total time to hire, measured in days. The table benchmarks each division against the established 65-day hiring goal, supporting transparency, performance monitoring, and data-informed decision-making.

**Table 3: Division-Level Hiring Performance by Average Time to Hire**

Department	Division	Average Total Time to Hire (Days)	65-Day Goal
Parks and Recreation Department	Rebsamen Golf Concession	21	Meets (≤ 65)
Parks and Recreation Department	Design/Scheduling	27	Meets (≤ 65)
Office of Executive Administration	311 Service Center	28	Meets (≤ 65)
Parks and Recreation Department	Rebsamen Golf Maintenance	28	Meets (≤ 65)
Office of Executive Administration	City Clerk	28.33	Meets (≤ 65)
Finance Department	Accounts Payable	30	Meets (≤ 65)
Office of Executive Administration	Executive Administration	30.56	Meets (≤ 65)
Public Works Department	Solid Waste Collection	31.74	Meets (≤ 65)
Planning Department	Zoning & Subdivision	33	Meets (≤ 65)
Parks and Recreation Department	First Tee Golf Pro	34	Meets (≤ 65)
Fleet Department	Flt-Financial Management	35	Meets (≤ 65)
Housing and Neighborhood Programs Department	H&N-Administration	35	Meets (≤ 65)
Planning Department	PL-Administration	36	Meets (≤ 65)
Parks and Recreation Department	Dev. & Main. Admin.	37	Meets (≤ 65)
Finance Department	Finance Administration	37.5	Meets (≤ 65)
Planning Department	Planning	38	Meets (≤ 65)
Housing and Neighborhood Programs Department	Environmental Services	39	Meets (≤ 65)
Office of City Attorney	Office Of City Attorney	40.36	Meets (≤ 65)
Parks and Recreation Department	Parks Administration	41	Meets (≤ 65)

Parks and Recreation Department	Senior Programs	41	Meets (≤ 65)
Public Works Department	Signals	41	Meets (≤ 65)
Human Resources Department	Tempstaff	42	Meets (≤ 65)
Information Technology Department	Computer Operations	42.33	Meets (≤ 65)
FIRE 40 HR	Administration-40 HR	45	Meets (≤ 65)
Public Works Department	Parking Enforcement	45.33	Meets (≤ 65)
Housing and Neighborhood Programs Department	Animal Services	45.58	Meets (≤ 65)
Parks and Recreation Department	First Tee Golf Maintenance	47.33	Meets (≤ 65)
District Crt-1st Div Criminal	District Crt-1st Div Criminal	47.4	Meets (≤ 65)
City of Little Rock Zoo	Zoo Visitor Services	47.6	Meets (≤ 65)
Public Works Department	Civil Engineering	48	Meets (≤ 65)
Public Works Department	Traffic Engineering	49	Meets (≤ 65)
Parks and Recreation Department	Community Center Admin	50.5	Meets (≤ 65)
Police Department	Administration	50.67	Meets (≤ 65)
Community Programs	Community Programs Operations	51	Meets (≤ 65)
Finance Department	Grants Management	52	Meets (≤ 65)
Parks and Recreation Department	Urban Forestry	52	Meets (≤ 65)
Information Technology Department	IT-Administration	56.5	Meets (≤ 65)
Housing and Neighborhood Programs Department	Neighborhood Alert Centers	56.67	Meets (≤ 65)
Parks and Recreation Department	Horticulture	58	Meets (≤ 65)
Emergency Communications Ctr	Operations	58.8	Meets (≤ 65)
Parks and Recreation Department	Parks Maintenance - Mowing	59	Meets (≤ 65)
Parks and Recreation Department	Rebsamen Golf Admin	59.67	Meets (≤ 65)
Public Works Department	Resource Control & Scheduling	59.8	Meets (≤ 65)
Little Rock Convention & Visitors Bureau	Sales & Services	59.87	Meets (≤ 65)

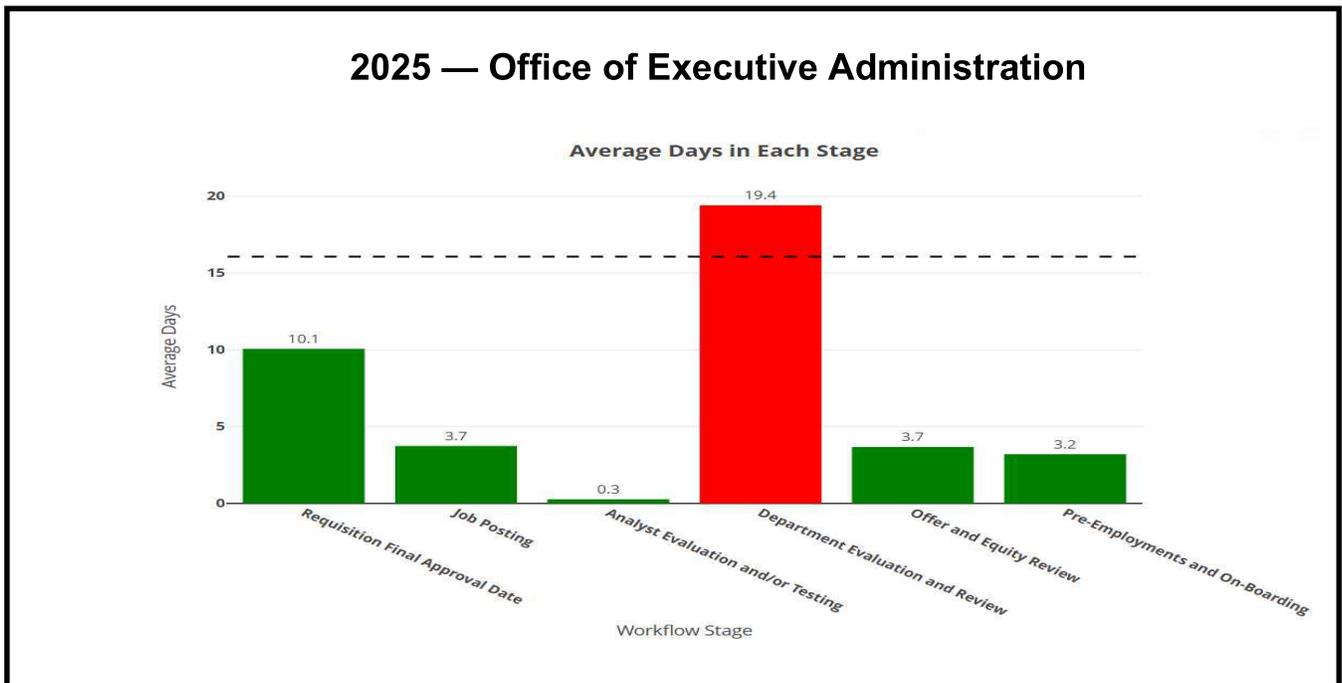
Finance Department	Accounting & Reporting	61	Meets ( $\leq$ 65)
Planning Department	Building Codes	63.14	Meets ( $\leq$ 65)
Parks and Recreation Department	Resources Administration	64	Meets ( $\leq$ 65)
City of Little Rock Zoo	Zoo Facilities Operation	67	Above ( $>$ 65)
District Crt-2nd Div Traffic	District Crt-2nd Div Traffic	67	Above ( $>$ 65)
Fleet Department	Fit-Landfill Shop	68	Above ( $>$ 65)
Parks and Recreation Department	Marathon	69	Above ( $>$ 65)
Parks and Recreation Department	Operations & Improv. Dev.	69.5	Above ( $>$ 65)
Parks and Recreation Department	Cultural-Museum	70	Above ( $>$ 65)
Parks and Recreation Department	West Central Community Complex	70.33	Above ( $>$ 65)
Human Resources Department	Human Resources	71	Above ( $>$ 65)
City of Little Rock Zoo	Zoo Animal Management	71.73	Above ( $>$ 65)
Police Department	Major Crimes	71.78	Above ( $>$ 65)
Police Department	Headquarters	72.84	Above ( $>$ 65)
Little Rock Convention & Visitors Bureau	Operations	78.13	Above ( $>$ 65)
Finance Department	Procurement	79	Above ( $>$ 65)
Parks and Recreation Department	Dunbar Community Center	79	Above ( $>$ 65)
Office of Executive Administration	Unknown Division	83	Above ( $>$ 65)
District Crt-3rd Div Environmental	District Crt-3rd Div Environ	84	Above ( $>$ 65)
City of Little Rock Zoo	Zoo Education	84.85	Above ( $>$ 65)
Public Works Department	PW-Administration	85	Above ( $>$ 65)
Public Works Department	Storm Drain Main.	85.64	Above ( $>$ 65)
Fleet Department	Fit-Vehicle Storage Fa	86	Above ( $>$ 65)
Housing and Neighborhood Programs Department	CDBG - Housing Programs	88.25	Above ( $>$ 65)
Little Rock Convention & Visitors Bureau	Marketing & Communications	89	Above ( $>$ 65)

Parks and Recreation Department	Jim Dailey Fitness and Aquatic Center	89.09	Above (> 65)
Finance Department	Small Business development Ofc	90	Above (> 65)
Parks and Recreation Department	Parks Maintenance	90	Above (> 65)
FIRE 56 HR	Station 14	92	Above (> 65)
Fleet Department	Fit-Fire Shop	92	Above (> 65)
Parks and Recreation Department	Southwest Community Center	95.61	Above (> 65)
Parks and Recreation Department	Athletics/Playgrounds	95.83	Above (> 65)
Public Works Department	Street & Drain. Maint.	101.83	Above (> 65)
Little Rock Convention & Visitors Bureau	General Management	102	Above (> 65)
Police Department	Special Investigations	102	Above (> 65)
Parks and Recreation Department	Therapeutic	102.75	Above (> 65)
Little Rock Convention & Visitors Bureau	Finance & Administration	103	Above (> 65)
Information Technology Department	Networking	107.33	Above (> 65)
Police Department	Downtown	108.57	Above (> 65)
Zoo - Intern	Unknown Division	111.67	Above (> 65)
Fleet Department	Fit Je Davis Shop	115.33	Above (> 65)
Community Programs	Community Programs Admin	120.23	Above (> 65)
Office of Executive Administration	Engagement and Opportunity	134	Above (> 65)
Parks and Recreation Department	Stephens Community Center	139	Above (> 65)
FIRE 56 HR	Unknown Division	146	Above (> 65)
Police Department	Special Operations	146.33	Above (> 65)
Public Works Department	PW-Ops Administration	147	Above (> 65)
FIRE 40 HR	Fire Training-40 HR	150.81	Above (> 65)
Housing and Neighborhood Programs Department	Neighborhood Programs	152.46	Above (> 65)
FIRE 56 HR	Station 1	155.11	Above (> 65)

Public Works Department	Control Devices	158	Above (> 65)
Fleet Department	Fit-Tire Shop	162	Above (> 65)
FIRE 56 HR	Station 2	164	Above (> 65)
City of Little Rock Zoo	Zoo-Administration	176.67	Above (> 65)
Fleet Department	Fit-Fuel	194	Above (> 65)
Police Department	Northwest	203	Above (> 65)
Planning Department	Engineering	217	Above (> 65)
Police Department	Southwest	218	Above (> 65)
Public Works Department	Building Services	221	Above (> 65)
Parks and Recreation Department	Rebsamen Tennis Center	240	Above (> 65)
Police Department	Training	262.67	Above (> 65)

## Leading the Way in Hiring Performance

Below are the City’s top five performing departments, showing hiring progress from requisition through onboarding. These departments are leading the way in hiring efficiency, consistently filling positions faster and helping keep services staffed and running smoothly. To see how other departments are performing, please visit the hiring dashboard.

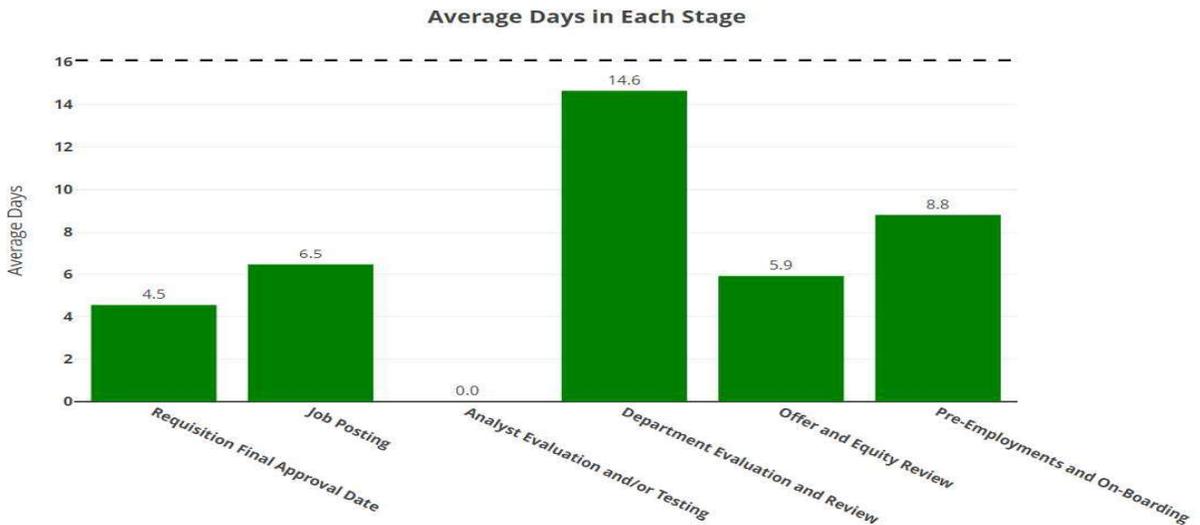


**Rank: #1**

**Longest Stage: Department Evaluation and Review — 19.4 days**

**Slowest Division: Engagement & Opportunity Division**

## 2025 — Office of City Attorney

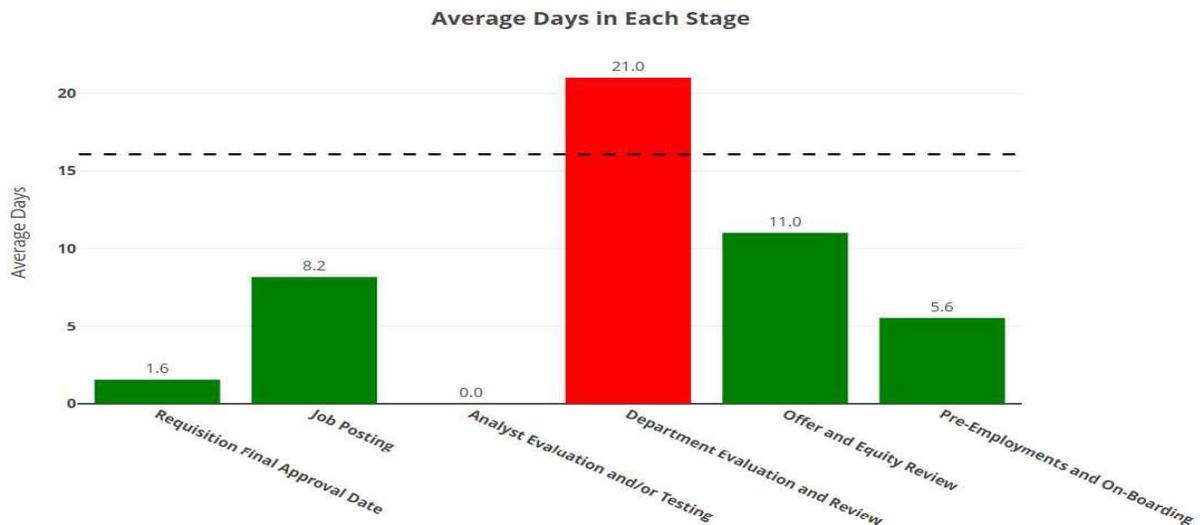


Rank: #2

Longest Stage: Department Evaluation and Review — 14.6 days

Slowest Division: City Attorney Office

## 2025 — District Court – 1st Division

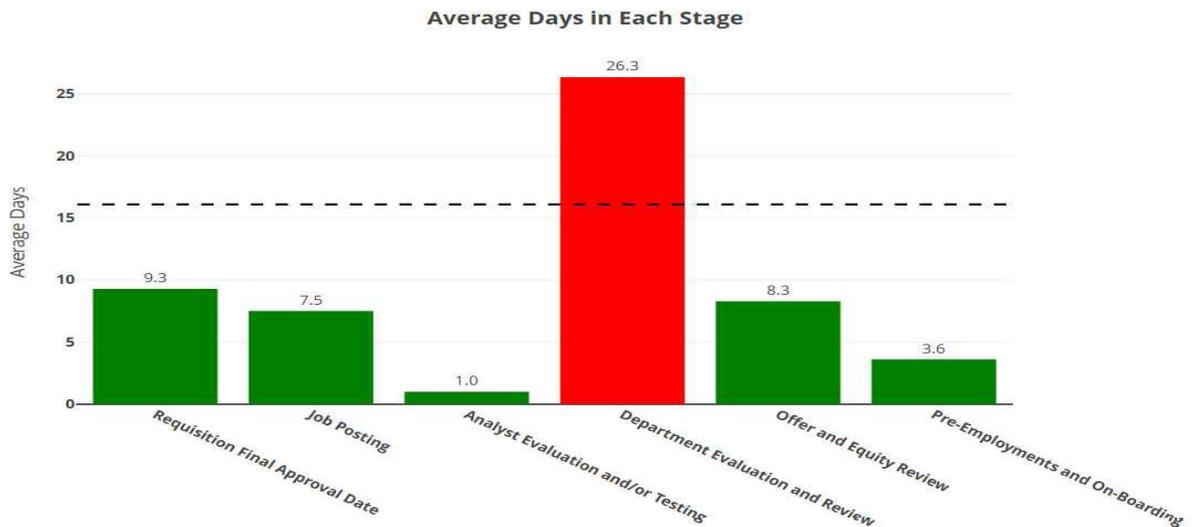


Rank: #3

Longest Stage: Department Evaluation and Review — 21 days

Slowest Division: 1st Division Court

## 2025 — Planning Department

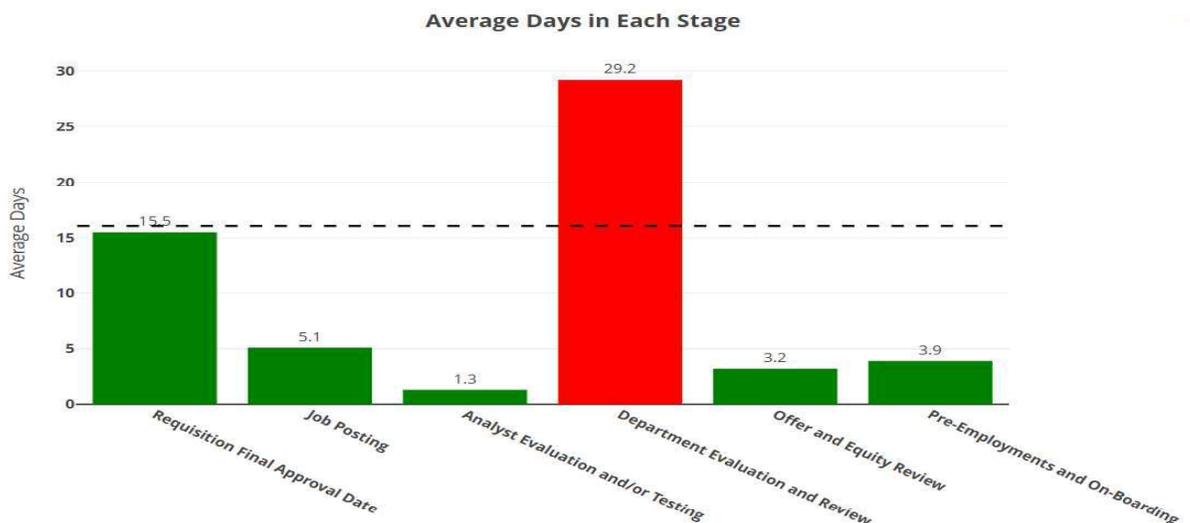


Rank: #4

Longest Stage: Department Evaluation and Review — 26.3 days

Slowest Division: Engineering Division

## 2025 — Human Resources Department



Rank: #5

Longest Stage: Department Evaluation and Review — 28.7 days

Slowest Division: Full-Time Requisitions Division

### Impact for Residents

- Faster staffing improves essential services
- Employment pathways support families and neighborhoods
- Modernized technology strengthens transparency and accountability

## 3. SUPPORTING A SAFE CITY

In 2025, our public safety work advanced through three distinct efforts:

- 1. Emergency Preparedness** - We supported hiring and onboarding for two 911 Academy cohorts, strengthening the emergency response system that is critical to resident safety.
- 2. Compliance & Risk Management** - We upheld strong compliance standards across safety-sensitive positions, including:
  - 95% compliance in safety-sensitive hiring
  - 100% Department of Human Services and Sex Offender Registry checks
  - 100% driver's license verification for applicable positions
- 3. Re-Entry & Second Chances** - We also advanced public safety through meaningful second chances. In 2025, our Re-Entry Hiring Initiative generated 1,073 referrals and resulted in 47 hires across four Public Works Department divisions, with all placements meeting required compliance standards.

→ Together, these three efforts reinforce our commitment to maintaining a safe, compliant, and well-prepared workforce in support of a safer city.

## 4. SUPPORTING YOUTH, RECREATION & COMMUNITY PROGRAMS

- 262 Summer Youth Employment Opportunities
- 55 other seasonal hires in Parks and Recreation, Executive Administration and Information Technology Departments
- Continued internship cycles at IT, Executive Administration, and the Zoo

→ Youth gain real-world experience while city programs stay operating at full capacity.

## 5. EXPANDING COMMUNITY TALENT PATHWAYS

Citywide partnerships with workforce, education, and municipal agencies helped expand access to career opportunities.

Community outreach included:

- 18 career fairs
- 6 Mobile City Hall events
- Reentry job fairs + National Guard recruitment activations

→ Greater visibility and access to public-sector careers.

## 6. STRENGTHENING THE EMPLOYMENT SERVICES TEAM

- 100% completion of compliance and onboarding training
- Weekly dashboards and workflow monitoring
- New standard operating procedures for accuracy and responsiveness

→ Better service delivery and improved turnaround times Citywide.



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