

Administrative Services Department (ASD) Internal Services Survey Results



THE CITY OF SPARKS, NEVADA

SEPTEMBER 13, 2007

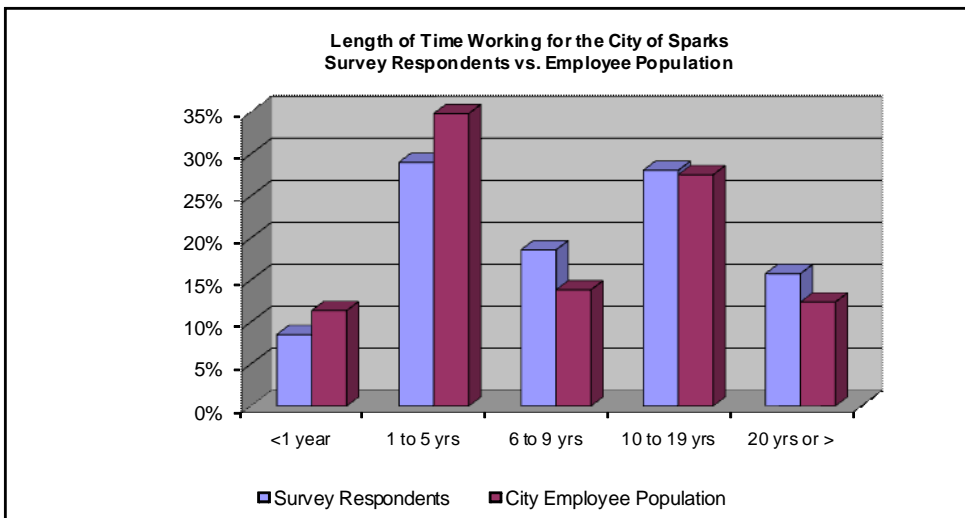
ASD Internal Services Survey

In June, 2007 the Administrative Services Department (ASD) conducted an employee survey to ensure ASD is providing services that are

important to employees, that the services are provided with exceptional service, and to determine employee perception of services provided.

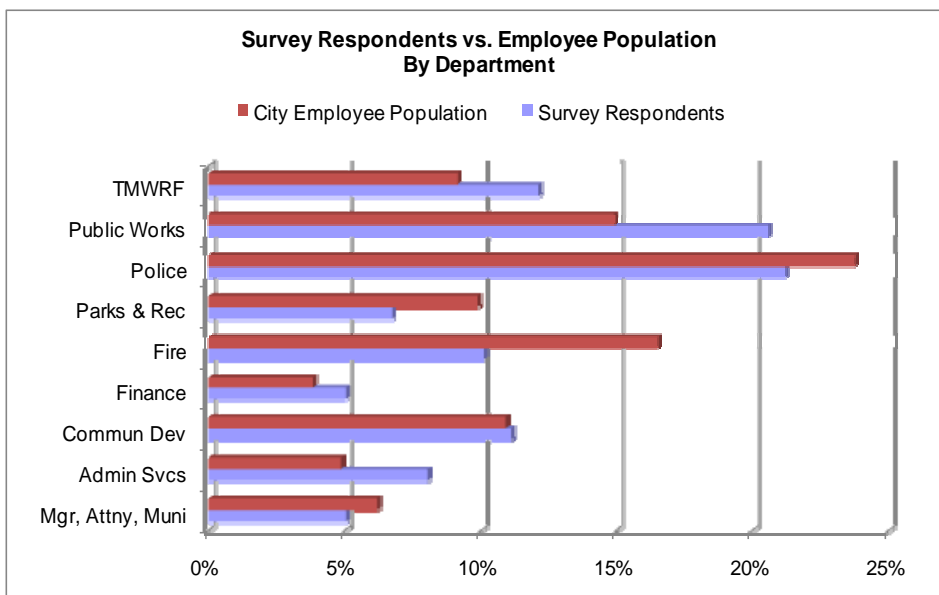
Two employee focus groups were conducted to assist in the design of the survey.

Thank you for taking the time to complete the ASD Internal Services Survey.



48% Response Rate Received

The survey was distributed to 675 City of Sparks' employees and a response rate of 48% was achieved. The demographic results by department, length of time working for the city, and employee type are representative when comparing the survey respondents to the employee population.



To the left are comparisons of survey respondents and actual employee population by the length of time they have been employed by the City of Sparks and by the respective departments.

For example, TMWRF employees make up less than 10% of the total employee population and the graph shows that TMWRF employees represented 11.1% of those who responded to the survey.



Administrative Services Department (ASD)

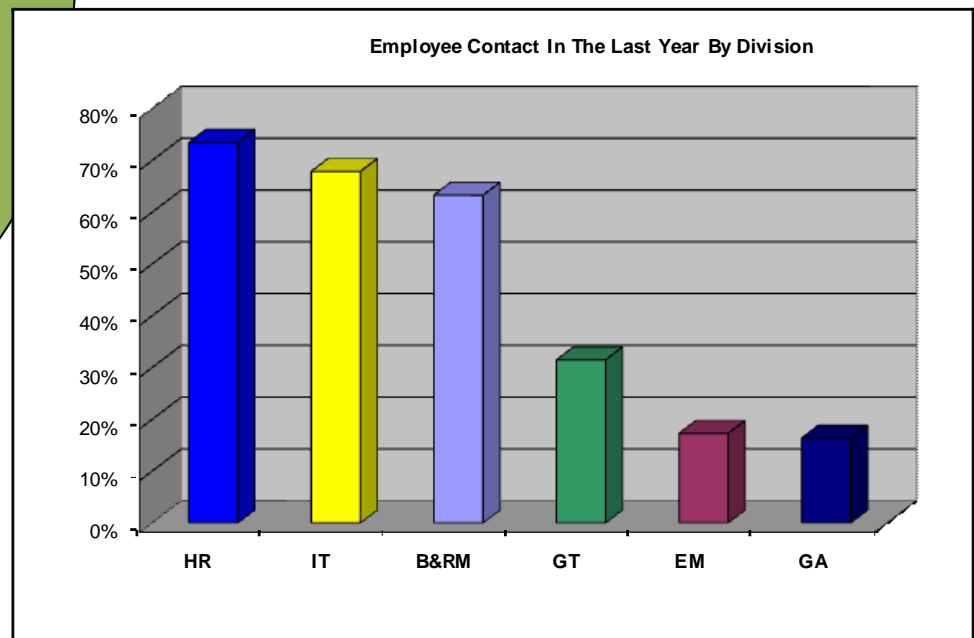
Administrative Services Department is comprised of:

- Human Resources (HR)
- Information Technology (IT)
- Benefits & Risk Management (B&RM)
- Geographic Technology (GT)
- Emergency Management (EM)
- Government Affairs (GA)

Do You Contact the Administrative Services Department?

Due to the nature of our work, the department comes in contact with many employees, as demonstrated in the chart below. Human Re-

sources has the most contact with employees (73.5%) while Government Affairs has the least amount of contact (16.4%).



Respondents' Comments are Heard

ASD appreciates the comments received on the survey. It is great to hear about what we are doing right; and it is helpful to understand what we can do better.

In general, respondents appreciated the opportunity to participate in the survey and think the City of Sparks is a great place to work. Some wish they felt more "valued" and would appreciate more communication from management.

Great feedback was given with regards to additional wellness initiatives and services that you would like to see offered such as exercise incentives, preventative health care, nutrition, cardiac wellness program for all, massage therapy, improved orthodontia coverage, training classes and improved retirement benefits.

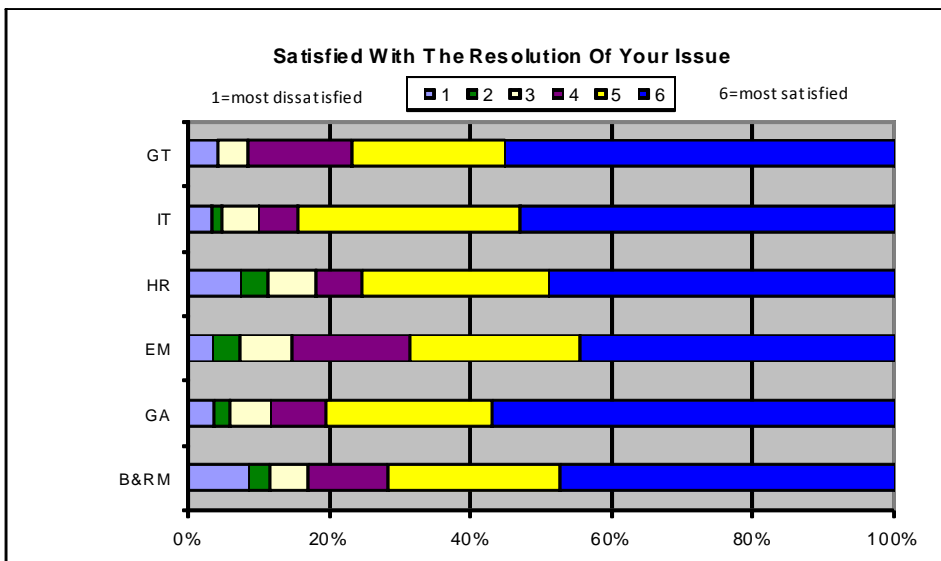
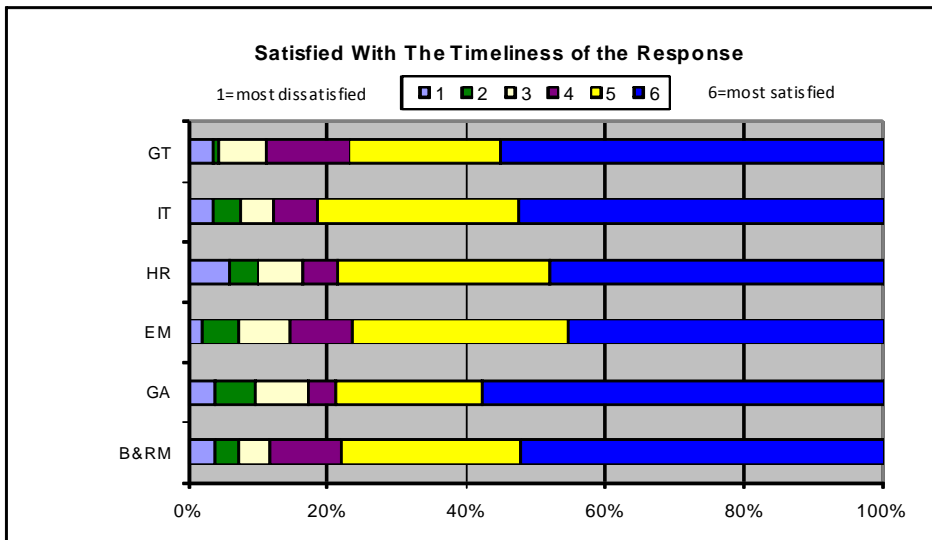
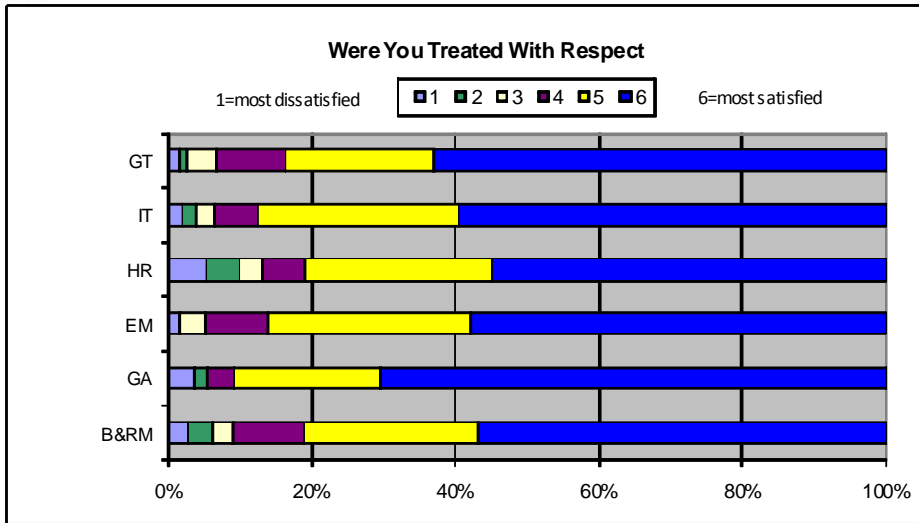
Some employees are unhappy with the negotiation process and would rather see all contracts consistent.

One comment stated "Overall, I believe that the ASD does an excellent job of keeping the city personnel informed, educated and healthy."

Employees expressed interest in the results of the survey. We hope that this report provides you the feedback you hoped for. If you would like to see the statistical report, including comment summaries, it is available on SparksNET.



ASD Internal Services Survey Results



ASD Treats You with Respect, Responds Timely and Resolves Issues

One of the desired program outcomes identified in the current ASD Business Plan is to provide employee training in customer service. During the training that is occurring, three key areas are focused on; treating the customer with respect, satisfaction with the timeliness of the response, and satisfaction with the resolution of your issue.

These areas were assessed in the survey for each of the divisions within ASD, and the results are displayed in the graphs to the left.

As you see, employees are generally satisfied with the service provided by ASD. However, areas of concern have been reviewed and are being addressed.



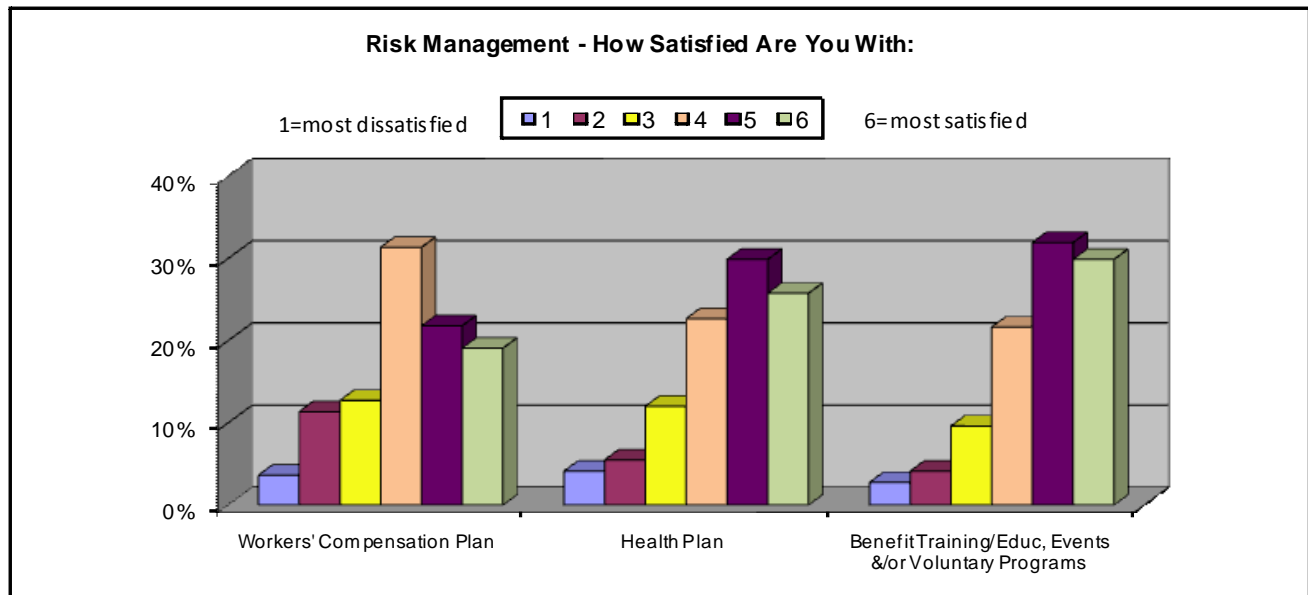
Administrative Services Department (ASD)

Benefits/Risk Management: Communication/Notification

The key service areas of Benefits/ Risk Management are: workers' compensation, group health benefits, and risk management. Below are the ratings received when

employees were asked their level of satisfaction with the communication/ notification to employees of these service areas.

Benefits/Risk Management continues to look for effective ways to communicate important information to employees, manage costs and provide service.

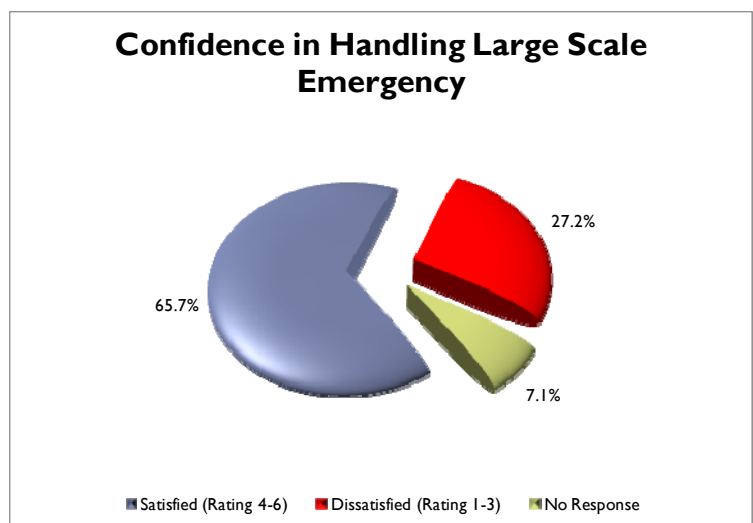


65.7% of Respondents are Confident the City of Sparks Will Effectively Handle Any Large Scale Emergency

Emergency Management is tasked with coordinating city emergency preparedness and coordinating the emergency management team, along with other responsibilities.

When employees were asked how confident they were that the City of Sparks will effectively handle any large scale emergency situation that occurs, 65.7% of the survey respondents were satisfied.

However, 27.2% were concerned. Comments said they were not aware of the on-going training being held or the current emergency management plans. Employees would like to be kept up-to-date regarding how the city is preparing for emergencies.





ASD Internal Services Survey Results

Home Emergency Preparedness

During an emergency, the City of Sparks depends on employees to ensure the safety of their family and to return to work to take care of the city and its citizens.

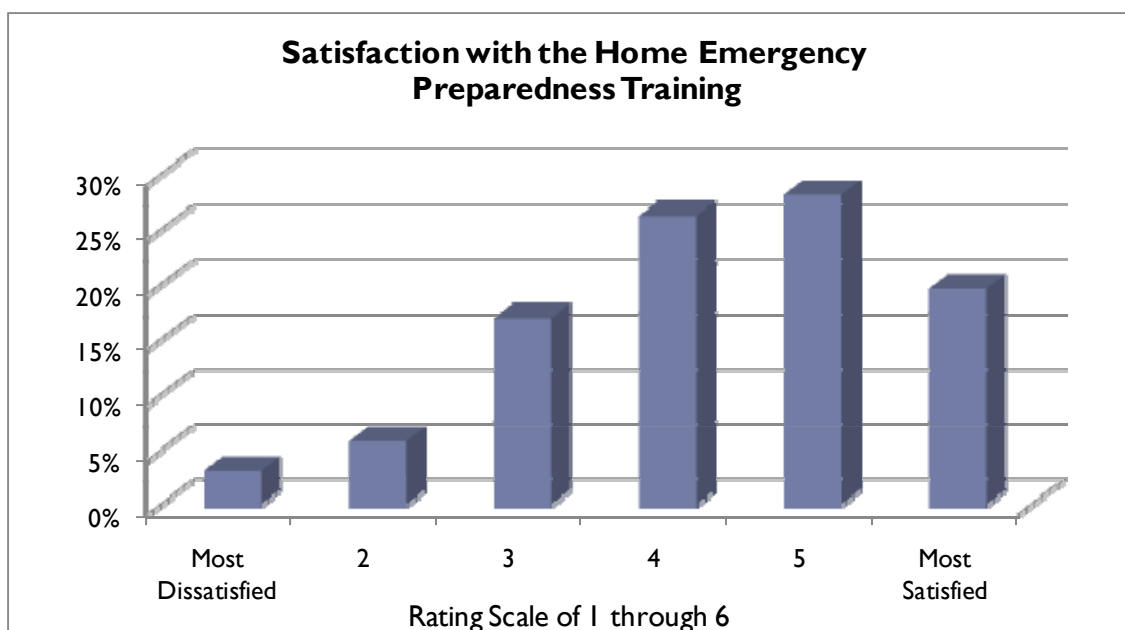
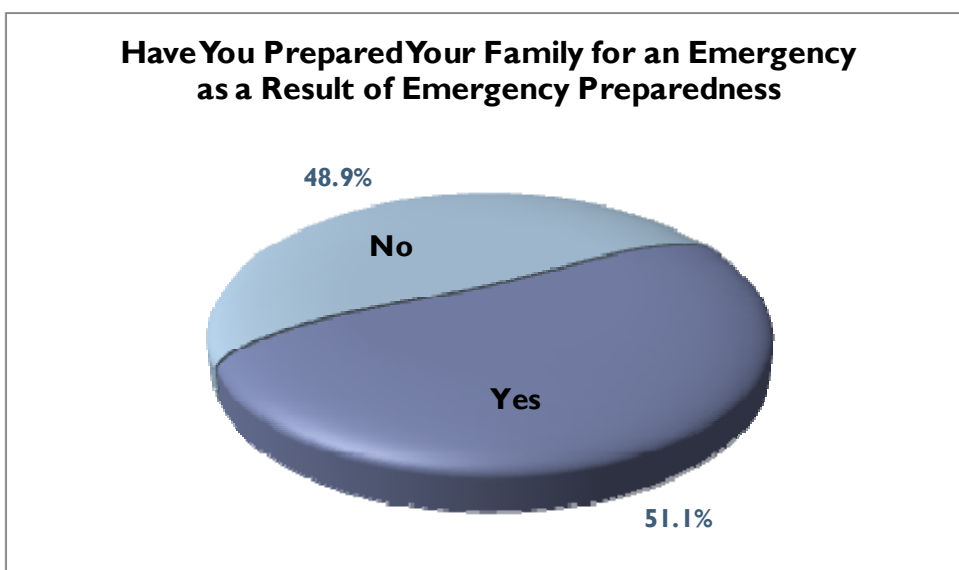
During the last quarter of 2006, Emergency Management, Human Resources and Safety worked together to develop Employee Emergency Preparedness Train-

ing. The training was offered to encourage all employees to prepare their family and home for an emergency.

In addition, a new program was launched establishing a network between employees that allows us to quickly offer assistance to employees and their families by other employees who have vol-

unteered services such as housing families or pets in an emergency.

The training was well received and it was suggested to continue the training and to offer emergency kits. Of the 69.1% of employees that attended the training, 51.1% have prepared their family for an emergency.

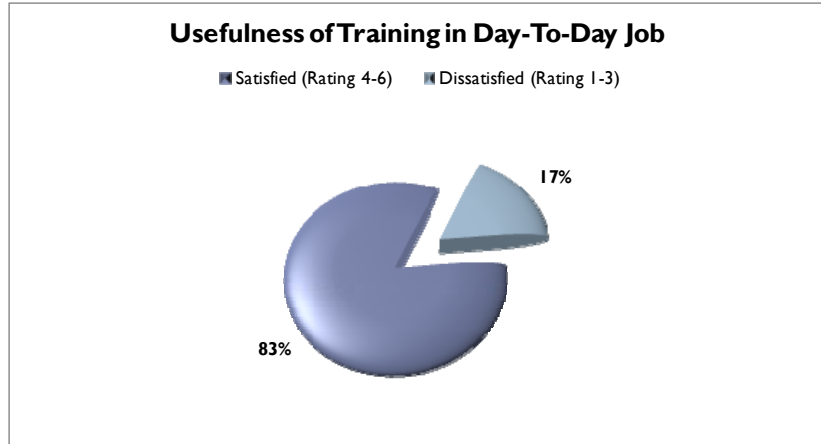




Human Resources Training

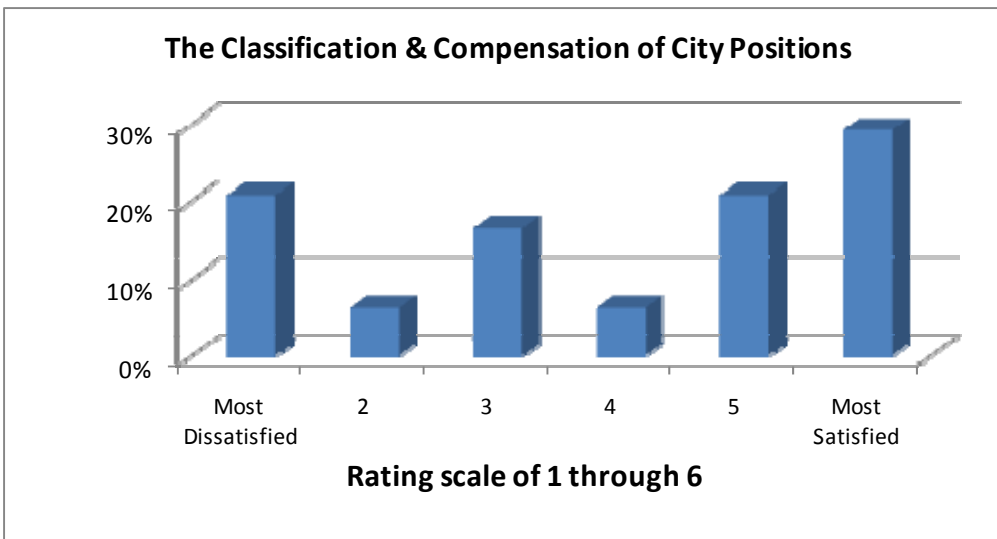
More than one-third (35.5%) of city employees have attended training courses offered by HR within the past year.

Of those employees, 89.8% were satisfied (4-6 rating) with the courses offered. To the right is a graph showing the rating of satisfaction with the usefulness of the training in their day-to-day job.



HUMAN RESOURCES IS RESPONSIBLE FOR NUMEROUS KEY SERVICE AREAS INCLUDING: ADMINISTRATIVE RULES, EMPLOYEE SERVICES, LABOR RELATIONS, EQUAL EMPLOYMENT OPPORTUNITY, AND ORGANIZATIONAL TRAINING.

Classification & Compensation

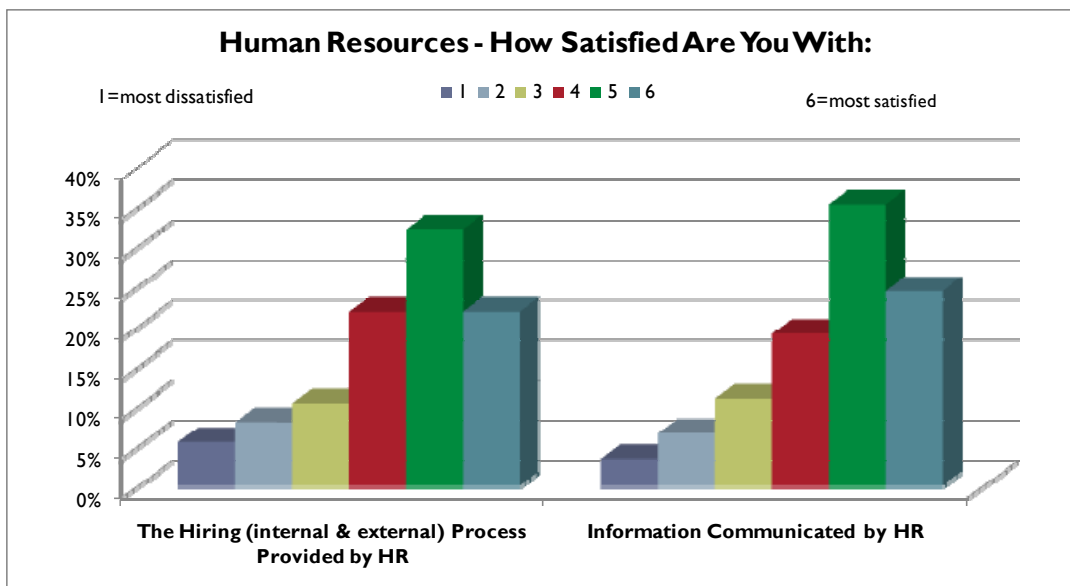


13.9% of respondents have been involved in a reclassification/ reorganization. Of those involved, 56.3% were satisfied with the Classification & Compensation of city positions.



ASD Internal Services Survey Results

HR Hiring Process and Information



76% of respondents were satisfied with the hiring process, both internal and external.

78% are satisfied with the information communicated by HR.

IT Provides Services

Information Technology provides various services to employees.

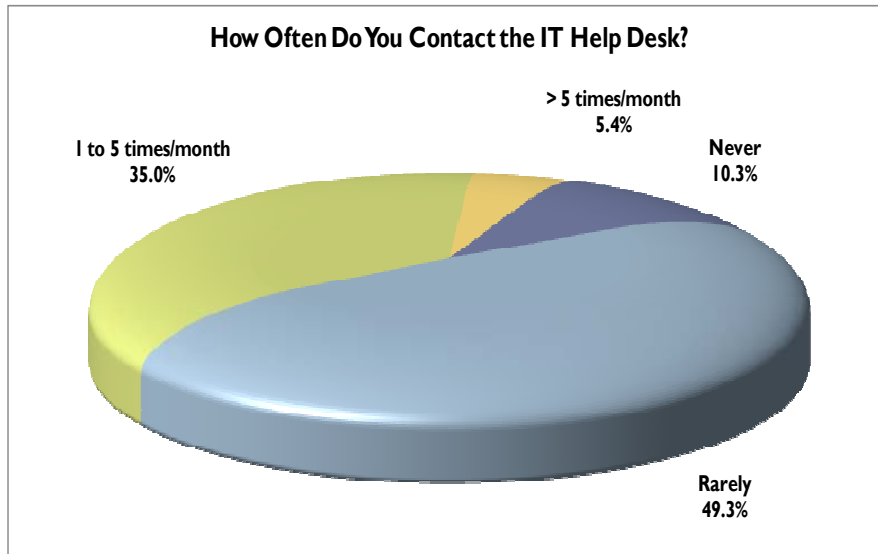
Support for software, office telephone, and hardware are the three most commonly used services.

IT Service	% of Employees Using Service
Software Support	51.5%
Office Telephone Support	44.1%
Hardware Support	41.0%
Intranet "SparksNet" Updates	32.4%
Technical Requirements/Needs Analysis	24.7%
Cellular Telephone Support	22.2%
Purchasing Equipment, Software, Etc.	22.2%
Public Website Updates	16.7%
SharePoint	11.4%
Hardware/Software Evaluation	11.4%
Process Improvement	9.6%
Other	3.4%
None of the Above	18.8%



Help Desk vs. Maytag Man

Although we were not able to verify the number of calls received by the Maytag man, we feel confident that the IT Help Desk wins with an average of 187.5 calls per month (January 1, 2007 - August 31, 2007).



SparksNET: The City of Sparks' Intranet

When employees were asked if they use the City of Sparks intranet (SparksNET), 82.0% responded yes.

21.4% of those employees who responded are not satisfied with the ease of locating items on the intranet.

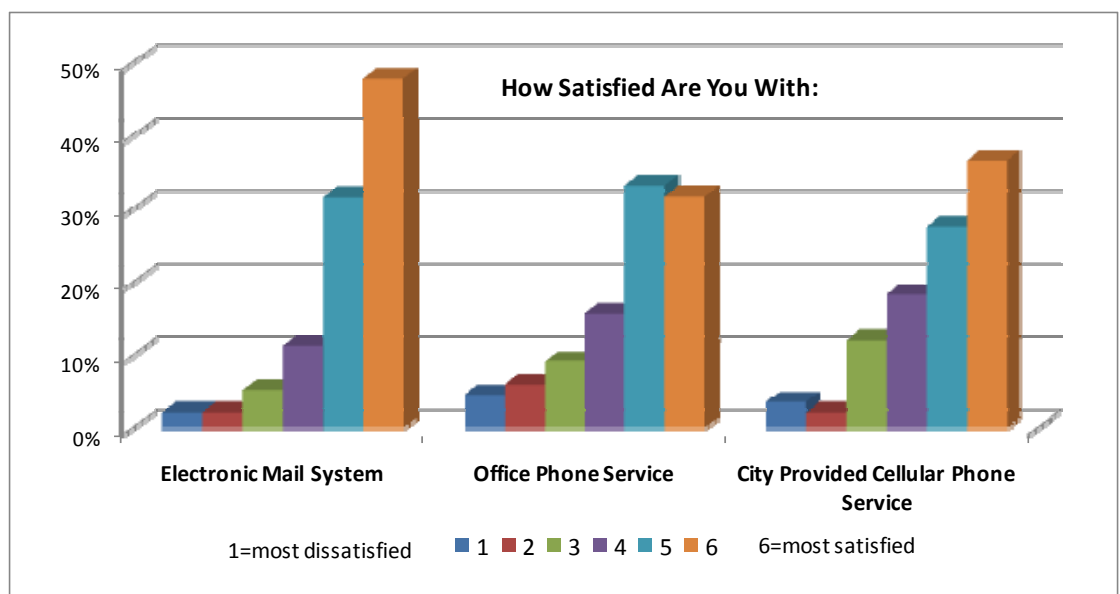
SparksNET is being redesigned to address issues raised in this survey and by the City Customer Service Team. The new site is scheduled to be available late September, 2007.

E-Mail, Office Phones & Cell Phones

Employees are provided several communication tools to conduct their daily job responsibilities.

89.8% of the respondents utilize electronic mail and 88.6% utilize office phone service. 43.8% use company provided cellular phones.

The level of satisfaction with these services are depicted in the graphs to the right.





ASD Internal Services Survey Results

Geographic Technologies (GT)

Geographic Technologies is part of the IT department, and 31.5% of the respondents had contact with them in the past year. The table below shows current services that our employees are utilizing.

GT Service	% of Employees Using Service
Printed Maps	40.4%
Aerial Photos	32.4%
GIS Database	18.5%
GPS Location Services	15.7%
GIS Applications	13.9%
“Call before you dig” program	8.0%
Other (i.e.map search, PermitsPlus)	1.5%
None of the above	38.3%

Printed maps and aerial photos are the most commonly used services. In addition, over 43% of the survey respondents said that training in the use of GT products would assist in the performance of their jobs.

Government Affairs



Nevada State Capitol, Carson City, NV

The Government Affairs division was established within the Administrative Services Department in 2006. The division was created to maintain effective intergovernmental relationships and legislative agendas at the local, state and federal levels.

Of the survey respondents, 16.4% had contact with this division within the past 12 months and approximately 10% of them used the 2007 LegisPoint tracking program.

Employee comments included “Access to state government at this level is amazing and appreciated” and “Better training or notification of LegisPoint should be done with all city departments for better awareness of LegisPoint and its use or purpose.”

ASD INTERNAL SERVICES SURVEY RESULTS

THE CITY OF SPARKS, NEVADA



City of Promise

Results are on SparksNET: You can find this report, as well as detailed statistics, under “Need to Know”

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ASD staff is reviewing, discussing and addressing issues that were brought forward in the survey.

We would like to thank you again for your participation and your candid comments.