

2012 Internal Services Survey Results and 2013 Timeline

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Survey Details

Purpose:

- Gather feedback from employees on our internal services
- Establish benchmark data for performance management

Initial Survey

- **Timeframe:** early-January into early February
- **642 responses**, 29% response rate
- **Survey Report:** <http://citynet.fcgov.com/cpio/>

Survey Results

Communications & Public Involvement

What We Learned

- Strongest scores from Service Areas that receive direct support
- Lowest scores in “performance of anticipating your department’s needs”
- Services and role in the organization need to be more clearly communicated

What We Will Do About It

- Find/build capacity for strategic planning and support
- Continue focus on client relationships, needs, and communication
- Clearly define and communicate CPIO services (includes video fees)

Survey Results

CPIO – What We've Done

- Public Engagement spectrum and plan template
- 6 Steps to Success – planning tool
- Cable 14 client feedback survey
- Organization-wide Communications Assessment
 - Resources
 - Reports
 - E-newsletters
 - Performance Measurements

Survey Results

Financial Services

What We Learned

- Scores from Police & Utilities consistently the lowest
- Quality & timeliness: Financial Analysis & Decision Support scored the lowest
- Poor understanding of Accounts Payable (AP) processes & accountabilities

What We Will Do About It

- Discussions with Police & Utilities on how we can improve
- Continue to focus new Financial Services Vision Statement
 - Stronger emphasis on financial analytics
- Develop AP Process Maps

Survey Results

Human Resources

What We Learned

- High satisfaction with Wellness, Learning and Benefit Programs
- Recruitment, Strategic Partnership and Consultation scored the lowest
- Frustration with response time – filling positions, approvals
- Work needed on Pay for Performance, Performance Management
- Desire for fairness related to employee classifications

What We Will Do About It

- Focus on process improvements
- Build relationships that enhance partnering
- Continue evaluation / improvement of pay and performance management systems

Survey Results

Human Resources – What We've Done

- Personnel requisition enhancements / process improvement
- Enhanced recruitment process
 - created recruitment tool / hiring checklist
 - weekly supervisor contact
- Burst Reports – OT, Comp Time, Vacation Balance
- Developed reorganization memo template
- Enhanced Employee Onboarding – more in 2013
- Dedicated HR Partner at Police Services ½ day/week
- Partnering model change – more project management
- Performance Management
 - Performance management tools updated
 - Video – So, What's a 4?

Survey Results

Operation Services

What We Learned

- Mileage for vehicle replacement is too high
- Dissatisfaction with vehicles repairs (timeliness and quality)
- Timeliness issue with facility repairs and Real Estate transactions
- Lack of customer support and communication
- Lack of understanding on charges

What We Will Do About It

- Communicate citywide policies and goals
 - Departmental Meetings
 - Quarterly Equipment Board meetings

Survey Results

Operation Services

- Evaluate the cause for service/repair delays
 - Improved Scheduling
 - Improved “vehicle ready” call back/email
 - Maintenance Tech assignments
 - Installing a new and improved Fleet Maintenance software
 - Added back staffing
- Evaluate how we communicate and support our customers’ needs
 - Monthly meetings

Survey Results

Information Technology

What We Learned

- Email outsourcing and transition back in-house was traumatic
- The workload for IT exceeds our resources on a regular basis
- Wireless service in City buildings is not up to expectations

What We Have Done About It

- Email fixed.
- Office 2010 transition well executed and nearly complete.
 - Client Services reorganization
- Aggressively engaging external resources for projects such as WiFi, VoIP and others.
- BFO enhancement offers to enhance critical resource areas.
- Wireless Facilities: Prioritized, phased implementation.
 - All primary facilities complete, BFO offer 2013.

2013 ISS Timeline

- November 26, 2012 communication to employees about upcoming ISS
- December 3-21, 2012 ISS open to City Employees
- January 11, 2013 draft report to the City
- January 25, 2013 final report to the City

Questions?