2012 Internal Services Survey Results and 2013 Timeline

Kim Newcomer
Mike Beckstead
Amy Sharkey
Ken Mannon
Dan Coldiron
Chris Donegon
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 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?