

INSIDE CITY HALL > AIM > Foster a culture that promotes positive morale for employees

Community Performance Indicator	Baseline	12/31/19
		Target
% of employees agreeing that they like their jobs	81.90%	85%
% of employees agreeing that morale is low among their co-workers	59%	51%
% of employees agreeing that the City of Tulsa is a great place to work	56%	63%

Strategies

- A. Recognize great employee achievements
- B. Provide ways for employees to stay engaged by giving feedback and sharing satisfaction regularly
- C. Offer quality benefits that support and promote employee well-being
- D. Continuously provide employees with information and tools necessary to perform their jobs and develop professionally

StatChat Action Reporting - Foster a culture that promotes positive morale for employees

Strategy	Action	Responsible Department	Expected Completion	Are we on target? (Y/N)	Status (If there is a specific date associated with completion)
Recognize great employee achievements	Recognize employees for hard work and extra effort (language from survey)	Human Resources, Communication & Mayor's Office	Ongoing	Y	Recently recognized two Tulsa Blue recipients; Tulsa Spirit planning an employee appreciation day at the Zoo June 30
	Align Spirit Ambassadors with City values	Human Resources, Communication & Mayor's Office	Ongoing	Y	Trained in AIM and assisted with communications plan
	Empower Spirit Ambassadors to improve communications across departmental boundaries	Human Resources, Communication & Mayor's Office	Ongoing	Y	Working with Spirit to recruit active members; rewards and recognition
	Increase interaction among employees	Human Resources, Communication & Mayor's Office	Ongoing	Y	Working on plans for employee town hall that include more interaction
Provide ways for employees to stay engaged by giving feedback and sharing satisfaction regularly.	Base organizational priorities on results from annual Mayor's Employee Survey	Mayor's Office	Ongoing		Mayor's proposed FY19 budget again focuses on employee compensation and benefits, both top priorities identified by the survey
	Fully implement a revised Planning & Performance Review (PPR) process to provide more opportunities for job coaching, career development, and collaboration	Human Resources	7/1/2018	Y	75% complete - Policy draft ready for approval and pilot PPR with select groups scheduled for June 2018.
	Communicate important information to employees	Communications	Ongoing	Y	As needed, comm plans are created and implemented; monthly communications continues
	Conduct communications training with Tulsa Spirit Ambassadors, Leadership U, and Super	Communications	Ongoing	Y	Summer 2018

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Strategy	Action	Responsible Department	Expected Completion	Are we on target? (Y/N)	Status (If there is a specific date associated with completion)
Offer quality benefits that support and promote employee well-being	Prioritize market-competitive employee compensation.	Finance, Human Resources	Ongoing		HR completed market pay analysis as part of FY19 budget work; Mayor's proposed budget includes a compensation increase for all qualified employees
	Improve employee health.	Human Resources	Ongoing	Y	PHA's are ongoing through CareATC
	Minimize the cost of health insurance.	Finance, Human Resources	Ongoing	Y	Insurance working group is preparing to retain a consultant who will help the City transition to self-insurance in FY20
	Fully fund the Municipal Employees Retirement Plan (MERP).	Finance	Ongoing	Y	Due to plan changes for new employees taking effect on 7/1/18, MERP is on target to be fully funded in 2052
Continuously provide employees with information and tools necessary to perform their jobs well and develop professionally	Implement the recommendations of the 2017 Training Task Force	Mayor's Office	12/31/2019	Y/N	Implemented City-wide strategic plan; PPR working group 75% ready to roll-out new PPR process; SKA assessment put on hold due to lack of resources; Enterprise level training coordinator position not funded in FY19 budget; additional resources not allocated to training in FY19
	Revamp new hire orientation & survey employees on effectiveness	Human Resources	12/31/2018	Y	Working group is on target and should complete recommendations ahead of schedule
	Create a city-wide onboarding program for all new employees	Human Resources	12/31/2019	Y	ongoing

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Strategy	Action	Responsible Department	Expected Completion	Are we on target? (Y/N)	Status (If there is a specific date associated with completion)
Continuously provide employees with information and tools necessary to perform their jobs well and develop professionally	Ensure all employees are provided at least 40 hours of work time each year to attend or participate in job related training	Human Resources	Ongoing	N	Lack of funding in HR - need better coordination with departments on skills training. Using GeoTalent and online training platforms to provide necessary training. HR is reviewing current org chart and staffing to prioritize training resources.

StatChat Outcome Reporting - Foster a culture that promotes positive morale for employees

Strategy	Metric to Track	Metric update frequency (how often)	Target	Current Measure
Recognize great employee achievements	# of Tulsa Blue Awards given	quarterly	4 per quarter	2 awards given May 2018
	% of employees participating in annual survey		70%	2017 survey - 83.6%
Provide ways for employees to stay engaged by giving feedback and sharing satisfaction regularly.	% of employees with a completed PPR in the new format by 9/1/2018		90%	
	# of MyFoundations publications created and released		185	
	# of employees trained by Communications per year with Tulsa Spirit		70 (35 Spirit Ambassadors, 15 Leadership U grads, 20 Super U grads)	
	COT Pay comparison bw OKC and BA salaries	annual	Equal to or greater than 100%	
	% of employees completing a personal health assessment	annual	100%	2018 to date -325 PHA's completed
Offer quality benefits that support and promote employee well-being	% of employees meeting American Heart Association guidelines for metabolic syndrome		<34%	
	% medical loss ratio	annual	<100%	83% in 2017
	\$ medical paid per employee per month (PEPM)		<\$450	
	\$ pharmacy claims paid per employee per month (PEPM)		<\$200	
	Unfunded Actuarial Accrued Liability amortized in closed 29 year period as of January 1, 2017			

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Strategy	Metric to Track	Metric update frequency (how often)	Target	Current Measure
Continuously provide employees with information and tools necessary to perform their jobs well and develop professionally	% of new employees reporting that new hire orientation prepared them for working at the City	quarterly		
	% of departments consistently providing an on-boarding program to new employees	quarterly		
	% of employees provided at least 40 hours of work time to attend or participate in job related training	annual		
	% of Training Trask Force recommendations implemented		100% by 12/31/2019	15%