

Innovation & Performance Commission
Website: innovate.lacity.org
Telephone: (213) 473-7500
E-Mail: innovate@lacity.org



c/o City Administrative Officer (CAO)
200 North Main Street
Room 1500, City Hall East
Los Angeles, CA 90012-4190

IPC Motion of Action

Recommendation for City Departments to Participate in Employee Engagement Survey Program



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ISSUE: The City of Los Angeles Personnel Department, Employee Development Section, has been working with the Innovation and Performance Commission (IPC) to establish an Employee Development Plan that incorporates four key programs: onboarding, learning, performance, and succession planning. A key component of this plan is employee engagement.

Engaged employees are more productive, provide better customer service and stay with the organization longer. The Employee Development Section has implemented a program in increase employee engagement by first measuring it via survey, assessing the nature of employee engagement in the City and then providing departments with improvement recommendations.

This engagement survey process is now voluntary for all departments. The city will greatly benefit if all city departments participate in the survey program, which will provide comparative data to analyze across the city family and enable data-based, innovative solutions to improve metrics.

While some departments have expressed concern in a survey of this nature, the IPC believes that the resulting data will be of great value to the city to address turnover and performance.

RECOMMENDATION:

1. Request the Personnel and Animal Welfare Committee of the City Council to require all city department managers to participate in the Employee Engagement Survey for all city employees, as administered by the Personnel Department.
2. Alternatively, the Office of the Mayor may issue a direct action to all General Managers with the same goal.

DISTRIBUTION: Mayor Eric Garcetti; Deputy Mayor Matt Szabo; Personnel Department General Manager Wendy Macy; City Administrative Officer Miguel Santana; City Council President Herb Wesson; Personnel and Animal Welfare Chairperson Councilmember Paul Koretz; and additional parties as deemed necessary