

**CITY OF LOS ANGELES**  
INTER-DEPARTMENTAL CORRESPONDENCE

Date: July 18, 2018

To: The Mayor  
The Council

From: Jon Merritt, President  
Innovation and Performance Commission



Subject: **RECOMMENDATION FOR CITY DEPARTMENTS TO PARTICIPATE IN  
EMPLOYEE ENGAGEMENT SURVEY PROGRAM**

At the May 3, 2018 special meeting of the Innovation and Performance Commission, the Commission adopted the recommendations outlined in the document attached. This document is now transmitted for further consideration and action.

A similar recommendation was previously transmitted to the City Council, and can be found under Council File 15-1531.

Attachment

JM:BLS: 11180076h

cc: *Herb Wesson, Council President*  
*Paul Koretz, Chair of the Personnel and Animal Welfare Committee*  
*Miguel Sangalang, Deputy Mayor, Mayor's Office of Budget and Innovation*  
*Richard H. Llewellyn, Jr., City Administrative Officer*  
*Wendy Macy, General Manager – Personnel Department*

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



**President**

Jon Merritt

**Vice President**

Tony Hoang

**Commissioners**

Lisa Kaz

Jerry Levey

Jason Seward

Dr. John T. Walker

\*OPEN (Blumenfield)

\*OPEN (Blumenfield)

\*OPEN (Krekorian)

**SPONSOR:** Commissioner Sargent

**CO-SPONSOR:** Commissioner Seward

**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 are required to participate in the survey program, which will provide comparative data to analyze across the city family and enable data-based, innovative solutions to improve employee engagement.

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.

Previously recommended by the IPC on 11/9/15.

**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; City Council President Herb Wesson; Personnel and Animal Welfare Chairperson Councilmember Paul Koretz; Deputy Mayor Miguel Sangalang; Personnel Department General Manager Wendy Macy; City Administrative Officer Richard Llewellyn, Jr.; and additional parties as deemed necessary