COLLABORATIVE & INNOVATIVE ORGANIZATION
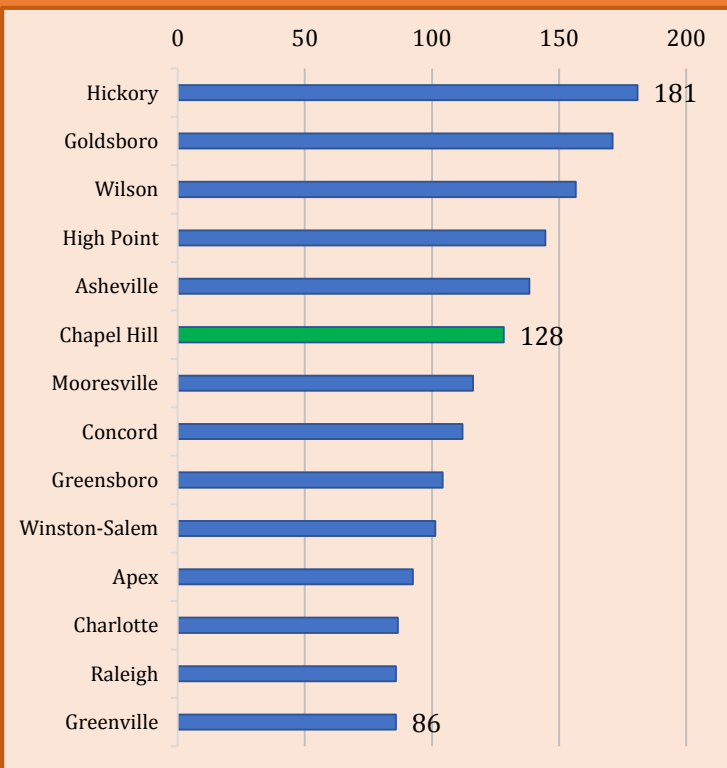## DRAFT QUARTERLY PROGRESS REPORT

OUR GOAL

To create an organization that works collaboratively from a mutual learning mindset, leads innovation, and produces effective outcomes for the betterment of the organization and community.
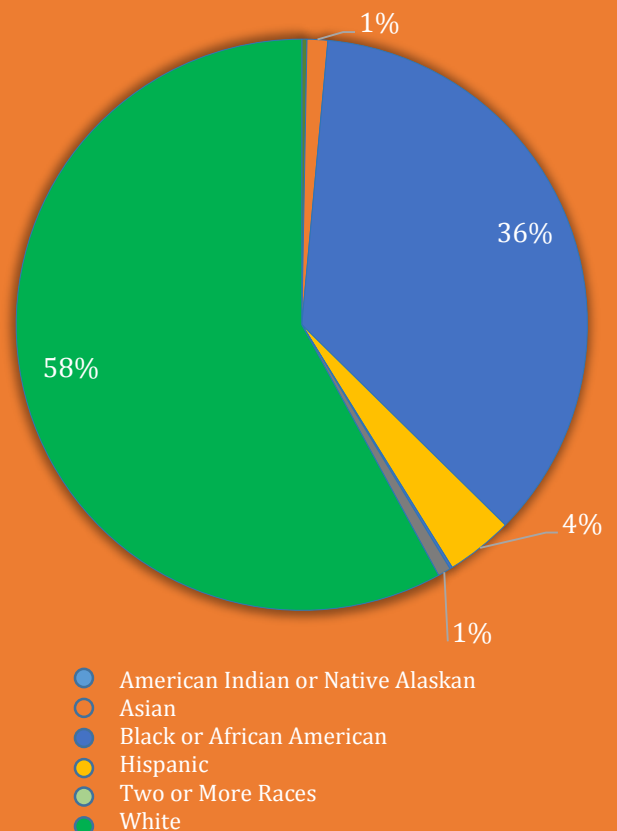
COMMUNITY INDICATORS

80% of community satisfied with the quality of services provided by the Town	**81%** of community satisfied with quality of life in Town	**68%** of community satisfied with Town staff's customer service	**50%** of employees feel that an employee taking initiative would not be discouraged
	$47,183 Median employee salary	**49%** of community satisfied with the quality of transparent, trusted, & accurate Town information	**64%** of employees would be happy to spend the rest of their career with the Town

Budgeted FTEs per 10,000 Population
North Carolina Benchmarks

City	FTEs
Hickory	181
Goldsboro	
Wilson	
High Point	
Asheville	
Chapel Hill	128
Mooresville	
Concord	
Greensboro	
Winston-Salem	
Apex	
Charlotte	
Raleigh	
Greenville	86

Organizational Diversity by Ethnicity

- 1%
- 36%
- 4%
- 1%
- 58%

- ● American Indian or Native Alaskan
- ○ Asian
- ● Black or African American
- ● Hispanic
- ● Two or More Races
- ● White

PERFORMANCE-TO-DATE | STRATEGIC WORK PLAN

9	**1**	**X%**
projects in progress	project(s) not in a department business plan	of projects on track

KEY PERFORMANCE INDICATORS (KPIs)

Personnel Management

Turnover rate *Target: n/a*	**11.8%** FY18	No material increase from prior year
Number of retirements *Target: n/a*	**12** thru FY19 Q2	+ 7 compared to this time last year
Number of internal promotions *Target: n/a*	**34** thru FY19 Q2	+ 21 compared to this time last year
Total number of training participants *Target: 700 participants*	**713** FY18	+ 64 compared to prior year

Employee Wellness

HRA Participation Rate *Target: n/a*	**97%** FY18	- 1% compared to prior year

Internal Support & Cyber Security

Percent of machines in security compliance *Target: 90%*	**90%** FY18	+ 5% compared to prior year
% of desktop computer software utilizing the most current version available *Target: 90%*	**90%** FY18	No change from prior year
% of time the Council Agenda is posted at least four days prior to the meeting *Target: 90%*	**85%** FY18	- 1% compared to prior year

⬖ Communications & Transparency

Number of public records requests *Target: n/a*	**263** FY18	+ 27 compared to prior year
Number of datasets published to Open Data Portal *Target: n/a*	**65** FY19 Q2	No trend data available
Growth in Town social media channels *Target: 10%*	**20%** FY18	+ 10% compared to prior year

STRATEGIC WORK PLAN	COLLABORATIVE & INNOVATIVE ORGANIZATION		Status
7.1	Employee Communication	Respond to the Employee Engagement survey findings that employees are not satisfied with communication levels.	🟢
7.2	Wellness	Continue to build a wellness program that leads to better health outcomes for employees. Evaluate effectiveness and value.	🟢
7.3	Equity and Inclusion Program	Continue to build on equity and inclusion efforts. Conduct an Equity and Inclusion Assessment to understand the organization's status and develop an action plan to address the findings of the assessment. Incorporate the use of a racial equity toolkit to evaluate Town programs and services.	🟢
7.4	Performance Management	Continue to build out a strategic plan with the Town Council and provide robust data and reporting to support Council decision-making.	🟢
7.5	Cyber Security	Includes expanded data encryption, password standards, and disaster recovery.	🟢
7.6	Facilitation Training	Create a cohort of trained facilitators that would increase the effectiveness of internal and external meetings.	🟢
7.7	Capital Project Management Training	Increase capacity to execute capital projects by develop current and future project managers to carry out capital projects.	🟢
7.8	Program Effectiveness	Evaluate program efficiency and effectiveness. Includes benchmarking and process improvements.	🟢
7.9	Compensation Study	Conduct a compensation study to evaluate Town's compensation program.	🟡
7.10	Innovation and Learning	Provide opportunities for learning together as a team and organization about new ideas and perspectives on local government issues.	🟢

Status Key

🟢 : Current Project in a Departmental Business Plan
🟠 : Petition Received by Staff
🟡 : Future Project; not currently in Departmental Business Plan

Notes & Citations

- *Percent of community satisfied with the quality of services provided by the Town.* The data source for this metric is the Town's Community Survey, managed by the ETC Institute.

- *Percent of community satisfied with quality of life in Town.* The data source for this metric is the Town's Community Survey, managed by the ETC Institute.

- *Percent of community satisfied with Town staff's customer service.* The data source for this metric is the Town's Community Survey, managed by the ETC Institute.

- *Percent of community satisfied with the quality of transparent, trusted, & accurate Town information.* The data source for this metric is the Town's Community Survey, managed by the ETC Institute.

- *Median Employee Salary.* The data source for this metric is the Town's FY19 Budget.

- *Percent of employees that feel that an employee taking initiative would not be discouraged.* The data source for this metric is the Town's Employee Engagement Survey, managed by the UNC School of Government.

- *Percent of employees that would be happy to spend the rest of their career with the Town.* The data source for this metric is the Town's Employee Engagement Survey, managed by the UNC School of Government.

- *Budgeted FTEs per 10,000 Population.* The data source for this metric is the North Carolina Benchmarking Project, managed by the UNC School of Government.

- *Organizational Diversity by Ethnicity.* The data source for this metric is the Town's Enterprise Resource Planning (ERP) system.