2023 Survey Results for Enabling Services

Board of Directors

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Lake Simcoe Region
conservation authority

Presentation Outline

▶ Purpose and goals of the Survey

▶ Examining the results for all 5 Enabling Services:

    i) Communications

    ii) Human Resources

    iii) Finance and Administration

    iv) Information Technology

    v) Facilities Management

▶ Wrap up/Next Steps

Purpose and Goals of the Survey

▶ Address objective 4.2 of the Strategic Plan

- Internal and External clients receive excellent service and have their diverse needs met

▶ Create baseline measures for comparison in future years; internal goal of 3.5/5.0 or higher (Actual: 4.1)

▶ Ensure high staff engagement (Actual: 67.6%)

▶ Use 2024 to improve internal results

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Communications

Overall Satisfaction: **3.93/5.0**

Range of Results: **3.51-4.13**

▶ Staff highlighted positive relationship with Communications staff

▶ Internal newsletter "Bites" is recognized for its effectiveness

▶ Opportunities to increase staff awareness of ongoing Communications work

Human Resources

Overall Satisfaction: 4.16/5.0

Range of Results: 3.97-4.35

> 90% agreement with statements on a positive relationship with and approachability/responsiveness of Human Resources Staff

Updated policies in 2024 will address some survey suggestions

Policy, legislative and organizational changes were effectively communicated

Finance and Administration

Overall Satisfaction: 4.10/5.0

Range of Results: 3.79-4.29

▶ High results for positive relationship with Finance and Administration staff

▶ Staff recognized rapidly changing areas of focus like budget and procurement

▶ Challenges with use of new technologies, such as E workflow, requires re-visiting our training options

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Information Technology/GIS

Overall Satisfaction: **4.21/5.0**

Range of Results: **4.12-4.35**

▶ High level of satisfaction with our IT/IT/GIS team, in particular, our help desk team

▶ New Information Technology steering committee should help with priorities

▶ Staff recognize the commitment to on-line security but challenges will continue

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Facilities Management

Overall Satisfaction: **4.10/5.0**

Range of Results: **3.78-4.26**

▶ High satisfaction rate for our Facility Management team

▶ Opportunities for improvement in office cleaning, building and fleet

▶ Communication and responsiveness were highlighted by staff, regarding building notifications and service disruptions

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Wrap Up and Next Steps

▶ Develop an action plan to address items raised in the survey

▶ Consider financial and non-financial actions needed for improvements (conditional on budget approval)

▶ Re-do the survey at the end of 2024 to monitor progress and next steps

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Questions?

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