

City Staff Survey Responses

a/o 06/02/2023

Total Responses: 59

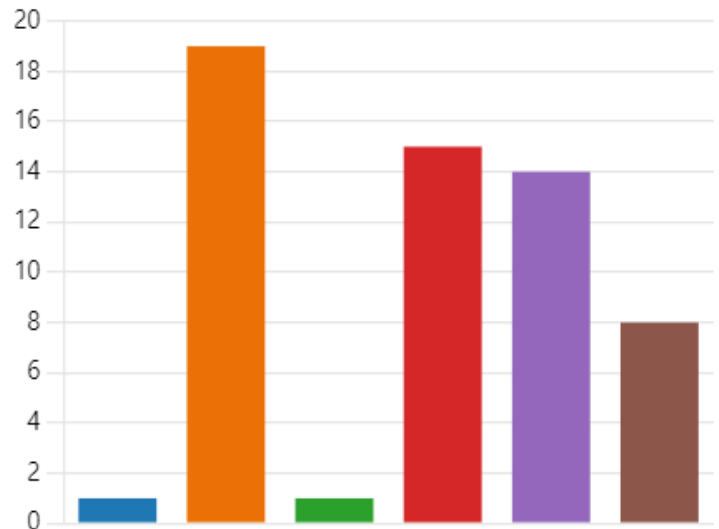
Length of Service

0-4 years	23
5-10	9
11-20	13
21-30	10
31+	4



Job Responsibility of City Staff

Department Director	1
Front Line Staff	19
Customer Service Representative	1
Administrative	15
Technical	14
Other	8



Audit Topic Areas to Explore (order by number of interests)

- **Impact/Effectiveness of work**

Affected Department(s): Citywide, City Attorney’s Office, City Council, Fire and Paramedics, Human Rights and Equal Economic Opportunity (HREEO), Office of Financial Empowerment, Office of Neighborhood Safety (ONS), Parks & Recreation, Police, and Public Works)

Specific Areas of Consideration:

- Department Audit
 - o City Attorney’s Office / HREEO (Procurement)
 - Timing of Assistance
 - Lack of Staff Support
- Financial Investments
 - ONS – The newly created department do not have any data on performance and achievements.
 - Police – The department receive a lot of financial investments.
- Effectiveness

- Bike Lanes displacing parking spaces and its impacts on pedestrians and vehicle traffic
- City Council – The Council enacts ordinances contrary to legal advice and in violation of both the state and federal Constitutions. They waste time and money enacting such municipal laws, only to lose in court. Legislation through litigation is a terrible waste.
- HART Team – Impact of financial investment in the homeless population and its effectiveness
- Recreation Centers – whether to keep or tear down some centers and/or explore other uses
- In-person vs. remote worker performance (Citywide)
 - Length of response time and timeliness of project completion
- LEP Plan
 - Lack of knowledge and resource-sharing for most departments regarding the LEP plan
 - Lack of translated materials and social media postings in other languages
 - Lack of an internal or departmental translation/interpretation team
- Skyway Safety for old St. Paul Athletic Club area and towards Town Square
- Street Maintenance Program – the new policy on how street maintenance is funded and how the funds are used for snowplowing, potholes, etc.

- **Labor Relations and Pay/Benefits**

Affected Department(s): Citywide, Human Resources, HREEO, and Office of Technology)

Specific Areas of Consideration:

- Whether all employees treated fairly?
- Work scheduling: developing flexible work schedule to reduce staff turnover and improve staff morale
- Contract negotiations have poor performance compared to 20 years ago
- Pay disparity and inequities for AFSCME District Council #5-Clerical #2508
- Fair evaluation and hiring process to rule out preferential treatment, discrimination, nepotism, and favoritism
- Equity around attracting and hiring of diverse candidates: understanding the process
- Whether there are automated and tracking tools or training to improve work productivity
- Recruitment/Hiring/Promotional process, practice, and effectiveness of hiring/filling vacant positions and timeliness of hiring
- Priority in hiring to St. Paul residents over non-residents
- Saint Paul Recreation Centers: Hiring, Firing, and Promotional Practices and Staffing model
- Creating a shared ecosystem around common goals and shared priorities, i.e., housing, community engagement, information shared on City website, etc.
- Cost of staff turnover
- Adequate competitive compensation for employees and pay inequities around hiring and retaining employees

- **Quality of Services Impact/Effectiveness of work**

Affected Department(s): Public Works

Specific Areas of Consideration:

- Streets and Road Maintenance
 - Fix the basic services before monetary spending
 - Fix potholes by investing in higher-quality, longer-lasting, pavement materials to improve the quality of streets and reduce maintenance costs for a long-term basis.
- Traffic Operations
 - Improve workplace environment

- **Staffing**

Affected Department(s): Citywide, Human Resources, Mayor, and Police

Specific Areas of Consideration:

- Citywide: Review department directors' performance, leadership and considering management staff's concerns
- Mayor (Chief Equity Officer, Chief Resilience Officer, Director of Intergovernmental Relations): lack of transparency for these identified roles
- Police Department: Civilian-supported areas are understaffed in the

- **Budget Taxes**

Affected Department(s): Citywide, Financial Services and Mayor

Specific Areas of Consideration:

- One-time cost vs. investment in future revenue stream
- Wasteful spending rather than focus on street/road replacement

- **Commissions/Committees**

Affected Department(s): Mayor and HREEO

Specific Areas of Consideration:

- (ALL COMMISSIONS and COMMITTEES) Community Engagement, Membership Selection and Appointment, Decision regarding Appointments, and Membership Attendance
- Lack of Staff Support
- Meaningful commission and committee work, e.g., recommendation adopted by department
- Police Civilian Internal Affairs Review Commission (PCIARC) – conflict of interest: members should dictate the direction and discussions not the director

- **Customer Service**

Affected Department(s): Citywide, Financial Services, and HREEO

Specific Areas of Consideration:

- Effectiveness of timely paying vendors/invoices
- Lack of centralized, automated billing/payments system
- Digital services: How do the digital services offered in Saint Paul compare to those of similarly sized cities? How is each department impacted by having enough/not enough support to provide the digital services needed to meet the City's needs? What digital services do we need to revamp or improve, what digital services are no longer working for us as a whole, and what do we want working with the city to look like in 2030?

- **Safety**

Affected Department(s): Police

Specific Areas of Consideration:

- Transparency

Audit Topic Risks

Affected Department(s): Citywide, Department of Safety and Inspections, Human Resources, HREEO, Library, and Office of Technology

➤ **Theft**

- City equipment and devices
- City data/information

➤ **Human Resources**

- Lack of promotional procedures
- Prioritizing employees with children
- Staff turnover in the Payroll Department and jeopardizes payroll payments
- Understanding management work responsibilities
- Conflict of Interest
- Appropriate number of staffing across all city departments
- Quality personnel hiring for Police

➤ **Other**

- Cybersecurity
- LEP Plan compliance
- Statutory Deadlines
- Consolidated citywide fleet maintenance program
- Priority of dog/noise/parking complaints over burglary
- Road safety around street/road conditions