

# **Research Center Response to Audit Report**

Metro Council

April 2<sup>nd</sup>, 2020

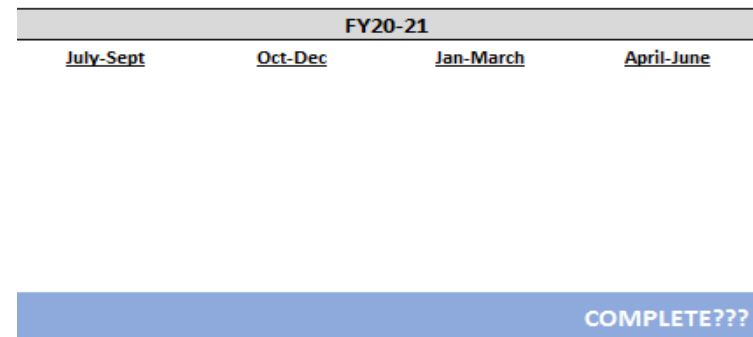
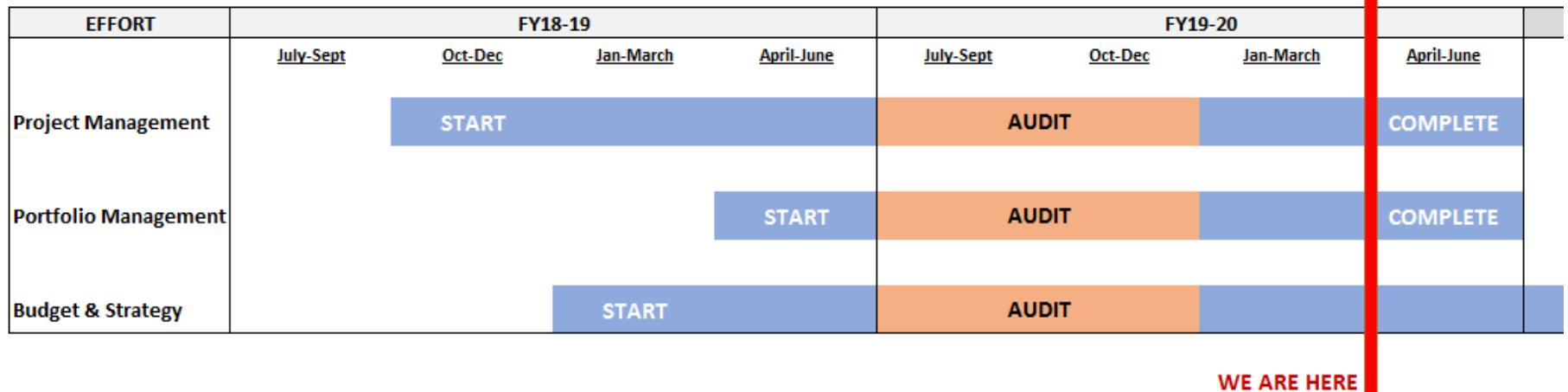
# RC agrees with Audit findings

- Audit team's constructive approach→
  - helps focus in-progress RC efforts
- RC bodies of work correspond to the three audit findings groupings:
  - Enhancing project management
  - Enhancing portfolio management
  - Enhancing strategic prioritization and budgeting

# RC will complete two of three efforts by end FY19-20



RC Management Tasks Roadmap as of 3/25/20



Budget & Strategy continues through FY20-21.....

# Staff already see benefits from enhancements



Employee Engagement Surveys	RC 2017	RC 2018	RC 2019
I know what is expected of me at work.	3.8	3.9	4.17

Survey Questions	2017 Organizational Results	2018 Organizational Results	2019 Organizational Results	2017 RC Results	2018 RC Results	2019 RC Results
Number of Respondents	866	873	994	15	21	23
Response Rates	52%	53%	65%	60%	75%	82%
Engagement Average:	3.70	3.81	3.79	3.68	3.99	4.05
Total Average:	3.70	3.76	3.71	3.77	3.92	4.00
Gallup Engagement Questions-						
0 How satisfied are you with your organization as a place to work?	3.68	3.8	3.76	3.67	4	4.13
1 I know what is expected of me at work.	4.12	4.22	4.13	3.8	3.9	4.17
2 I have the materials and equipment I need to do my work right.	3.84	4.06	3.94	3.53	4.38	4.22
3 At work, I have the opportunity to do what I do best every day.	3.68	3.75	3.74	3.2	3.52	3.83
4 In the last seven days, I have received recognition or praise for doing good work.	3.46	3.51	3.53	4	3.9	3.81
5 My supervisor, or someone at work, seems to care about me as person.	4.12	4.18	4.15	4.27	4.71	4.61
6 There is someone at work who encourages my development.	3.7	3.8	3.79	3.8	4.29	4.26
7 At work, my opinions seem to count.	3.53	3.62	3.59	3.6	4	3.96
8 The mission or purpose of my organization makes me feel my job is important.	3.85	3.91	3.93	3.73	4.14	4.26
9 My colleagues are committed to doing quality work.	3.9	4.07	4.01	3.87	4.05	4.39
10 I have a best friend at work.	2.82	3.19	3.18	2.53	2.47	2.94
11 In the last six months, someone at work has talked to me about my progress.	3.61	3.62	3.61	4.2	4.19	3.86
12 This last year, I have had opportunities at work to learn and grow.	3.74	3.86	3.87	3.57	4.29	4.3

# Budget & strategy effort will take time & multi-department help

- Data policies and priorities have had some Council attention (*including the idea of a Metro strategic plan*)
- RC is working with DCOO, FRS, and other departments
- Recently prototyped data committee *may* prove to be a useful starting point
- ...but timing is uncertain

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# RC efforts address specific audit findings



## RC Projects Portfolio ★

Choose a preset view by "Client Team" to show portfolio by main client organizational unit.

Choose a preset view by "Main RC Team" to show portfolio by workgroup.

Filter by individual to see one person's workload.

Client-WPES view ▾

New Item

### Projects



Budget

Current expen...

Budget spent

% complete

Date

Status

Regional Illegal Dumping (RID) Dashboard Spring Updates



\$8,000

\$0

0%

0%

Apr 6 - 17

Scheduled

Commercial Food Waste Analysis



\$10,000

\$1,000

10%

10%

Mar 2 - Apr 30

Underway



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## Project Management Plan

RID Updates

March-April 2020