



TO: Common Council
FROM: Mayor Merkes
DATE: 12 December 2012

RE: Update on Progress of Springsted Study

In September the Common Council and Utility Commission selected Springsted Inc to initiate a organizational and efficiency study. The objective in commissioning the study is to work with a consulting company to assess how we currently operate and find ways to improve through departmental and cross-departmental cooperation. The main areas of study are Finance, Human Resources, IT, Parks, Public Works, and Utilities. The study will also address succession planning.

Sharon Klumpp and Dave Unmacht have been the lead staff members from Springsted.

In late September a confidential online survey was made available primarily to employees in the Finance, Human Resources, IT, Parks, Public Works, and Utilities asking for their observations and comments regarding city operations and staffing. Response was high: 82 people.

On October 8th and 9th over 60 interviews with employees from the city and utilities and elected/appointed officials were conducted in person with Sharon Klumpp and Dave Unmacht. Interviews were performed both in individual and group scenarios.

In person follow-up interviews occurred on November 28th and 29th. They also reviewed some of the themes that they observed in the interviews with both city and utility management. Management discussed these themes with both the common council president and utility commission president following the meetings with Springsted.

The survey regarding service delivery of surrounding communities is ongoing, working with Neenah, Appleton, Kaukauna, and the Town of Menasha.

Future activities include another in person meeting to discuss preliminary findings with management and common council and utility commission president in late January followed-up with a written report and presentation to elected officials and the community.