FY-2025 1st quarter report

DPW (DEPARTMENT OF PUBLIC WORKS

Status report of Outcomes/Goals

- 1. Which outcome/goal(s) does the Division wish to report on?
- 2. What metric is being used to measure the outcome/goal?
- 3. What are the accomplishments (i.e. positives, things for which the Division is proud, brags) have occurred over the reporting period that reflect the Division's progress for reaching the outcome/goal?
- 4. What can the community expect to see in the future (i.e. 6 months; next year; 18 months) from the Division related to the outcome/ goal?

Outcome/Goal # 1

UPDATING & EXPANDING TECHNOLOGY:

Technology will be brought current, systems will be connected/data shared, technology will align with functional need.



MEASUREMENT:

- 1. Adoption rate of staff By implementing better technology we expect an efficiency benefit to staff as well as improved data capture which should encourage technology adoption.
- 2. Improved data outputs An increase in the available reports and more accurate data.
- 3. Reduced administration Incorporating automation and artificial intelligence to assist with tasks such as scheduling, and communication should significantly reduce administration.
- 4. Improved attraction and retention Using the right tools will attract younger employees that expect to use modern technology in their work. Efficient and easy systems will encourage retention as well.

ACCOMPLISHMENTS RELATED TO THE OUTCOME/GOAL:

Public Works hired Daniel Habeck in November to assist with identifying and implementing technology needs. His initial major focus is the assessment of the current facilities management tool, Archibus. Dan has been working with Peter Skenandore in DTS gathering and assessing user needs for this tool.

Several challenges exist with this project. This tool is unique in that it is used by many areas across the organization and needs to fit us all. The project will require significant effort to coordinate as well, which could affect the timeline. While Peter will advocate for the project, it will be up to the Project Management Office (PMO) in DTS to determine the availability of their resources. Public Works is hopeful we will be able to produce a request for proposal and choose a product and vendor for the project in FY25 and implementation in FY26.

EXPECTATIONS/FUTURE PLANS REGARDING THE OUTCOME/GOAL:

- 1. Identify current technology needs and outcomes.
- 2. Coordinate with DTS and stakeholders to validate needs and establish phases and timelines to implement needed technologies.
- 3. Establish implementation plan.
- 4. Measure outcomes for the various technology changes.

Outcome/Goal # 2

ANALYZING, ENGAGING, AND COMMUNICATING DIVISION BRAND IDENTITY



MEASUREMENT:

- Customers Relations Improved The number of customer complaints will be reduced as customer have a better understanding of services we provide. Metric - Customer response.
- 2. More efficient operation Internal and external customers will work with us as partners as we increase trust and transparency. Metric Engagement.

ACCOMPLISHMENTS RELATED TO THE OUTCOME/GOAL:

During the first quarter, Public Works held a community meeting about our parks and had several articles published in the Kalihwisaks. Some items featured included:

- An introduction to Public Works with FAQs
- Reopening Three Sister's Park
- New lighting on the Oneida Bridge
- A donated mobile emergency whether siren from Outagamie

Public Works updated all its pages on the Nation's website. Internally, Public Works management have ongoing discussions about creating ownership and partnership and what those ideas mean.

EXPECTATIONS/FUTURE PLANS REGARDING THE OUTCOME/GOAL:

- 1. Create an inventory of services and customers of the services.
- 2. Communicate the services using appropriate communication channels and methods.
- 3. Provide consistent services and quality of service to all customers.
- 4. Promote partnership and teamwork as core values of Public Works.

Outcome/Goal # 3

ESTABLISHING A WORKFORCE PLAN AND DEVELOPING EMPLOYEES



MEASUREMENT:

- 1. Positions are filled. Metric: Number of filled vs unfilled positions.
- 2. Staff are qualified and can support vacancies. Metric: Development plans are in place.
- 3. Departments will be able to address future needs due to changes and retirements. Metric: Strategic Plans and Succession Plans are in place.
- 4. Staff are engaged and committed to their personal development. Metric: Tie employee development to their compensation.

ACCOMPLISHMENTS RELATED TO THE OUTCOME/GOAL:

Public Works is a dynamic area to be in. Many of the people in this division have been here 20 to 30 years. The aging workforce has created an interesting situation because for the first time in as many years managers are trying to attract young talent and teach the young people all the past knowledge. They also must teach new ways using new technologies. This is a learning experience for our managers.

Another challenge is we have a lot of talent in Public Works. The challenge with high talent is everyone wants the people on their team. Retention can be challenging. This quarter we lost our Operations Analyst to the OBC. While I am glad, he will be making a stronger contribution to the Nation, DPW will miss the work he was doing. On a more positive note, our Executive Assistant has completed her first 90 days, and our new technology position person completed their 6-week evaluation. To top off the good news, we have finally found a new person for our Safety Coordinator position.

In January, we will be sitting down to create some development goals for some positions. We hope to tie these goals compensation. The compensation will be based upon achieving predefined milestones that include experience (time), performance (skills and abilities demonstrated), and education requirements (completed degrees, training, and certifications).

EXPECTATIONS/FUTURE PLANS REGARDING THE OUTCOME/GOAL:

- 1. Continue to look at our vision of the future for each area and how Public Works will prepare for that future.
- 2. Provide position specific development opportunities including development for future advancement opportunities.
- 3. Provide soft skills and leadership development opportunities for all employees that promote the Oneida Core values and positive work culture.
- 4. Provide technical training for new technologies as they are implemented.

Contact Info

CONTACT: Shannon Stone

TITLE: Public Works Director

PHONE NUMBER: (920) 869-1059 Ext. 2019

E-MAIL: sstone@OneidaNation.org

MAIN WEBSITE: https://oneida-nsn.gov/resources/dpw/

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