

FY-2025 3rd quarter report

DIVISION OF PUBLIC WORK

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 sent out two major requests for proposal (RFP) during the quarter. The first RFP was for Facilities Management Software. The current software is several versions behind and not supported in its current version. We received seven responses. Infor, the provider of our Global Human Resources software declined to participate. IBM was screened out due to the excessive price offered. The remaining five firms will be given an opportunity to clarify their offers before making a final selection.

The second RFP is for Fleet Management and Fleet Management Software. We received three offers. Two firms are international firms and one local vendor. The reviewing team will be interviewing each of the three firms to clarify their offers and give opportunities to demonstrate their technology.

We have been testing some of the new technology that is available for vehicles, and it is quite impressive. In addition to being able to record camera data, we can capture vehicle GPS data, diagnostic information, and driver behaviors. If drivers are distracted, sleepy, speeding or exhibiting any other risky behaviors the system will capture the information. This will allow us to create awareness to drivers and identify safety training that may be needed.

EXPECTATIONS/FUTURE PLANS REGARDING THE OUTCOME/GOAL:

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

Outcome/Goal # 2

ANALYZING, ENGAGING, AND COMMUNICATING DIVISION BRAND IDENTITY



MEASUREMENT:

1. Customers Relations Improved – The number of customer complaints will be reduced as customers have a better understanding of services we provide. Metric - Customer response (Ongoing)
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:

One of the efforts in Public Works is to update the web pages we are responsible for. This is an ongoing effort, and some improvements have already been made. Working with DTS, we have been making changes to make key information more readily available and visible. Emergency contact information has been highlighted in multiple locations.

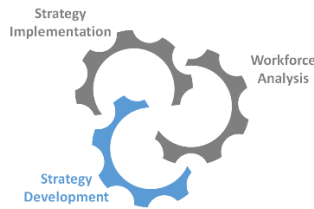
We are planning to add pages to better organize information and convenience to the customers. One of the projects is to add a page to support Parish Hall rental. Public Works has been working with DTS to build a calendar and an online payment process. The calendar would potentially show availability of the hall with an online application to rent.

EXPECTATIONS/FUTURE PLANS REGARDING THE OUTCOME/GOAL:

1. Add a web page to support Parish Hall Rental. (Ongoing)
2. Continue to segment information on pages to make it easier for customers to navigate. (Ongoing)
3. Create an inventory of services and customers of the services. (Ongoing)
4. Communicate the services using appropriate communication channels and methods. (Ongoing)
5. Provide consistent services and quality of service to all customers. (Ongoing)
6. Promote partnership and teamwork as core values of Public Works. (Ongoing)

Outcome/Goal # 3

ESTABLISHING A WORKFORCE PLAN AND DEVELOPING EMPLOYEES



MEASUREMENT:

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

ACCOMPLISHMENTS RELATED TO THE OUTCOME/GOAL:

This goal has been challenging with not being able to get new positions due to the current hiring freeze and FY26 looking like no new positions will be allowed. Market conditions seem to be encouraging some of our more entrepreneurial employees to consider starting their own businesses. Public Works lost two employees for this reason during the quarter.

The area of fastest growth has been Community Development with seven new staff. Community Development has been very understaffed since COVID caused severe reductions via layoffs. We still need to fill one position that was vacated due to the person taking a new civil engineering position in our Tribal Transportation area. Our safety coordinator also moved to the Code Compliance and Zoning Department as a new Building Inspector with over 30 years of building inspection experience under his belt. Several of the position filled within Community Development were filled by staff within Public Works creating gaps in other areas.

In the interest of helping keep costs down some positions will not be filled in FY26 with the intention of refilling those positions in FY27. While budgets and retirements are part of the workforce planning challenge, growth of the organization adds to the challenge. The beautiful new Transit Building came online this year, and we anticipate the new Oneida Museum, the new Cannery Building, a Visitor Center, and a new office building for the farm will require additional staff to clean and maintain them. Public Works will also be taking responsibility for an additional five buildings per year from DOLM for the next few years.

We hope to offset some labor through efficiencies created with the introduction of modern systems and technology. Adding new employees as staff retire will also help as they will not have the high rates of accrual which could add back several FTEs of labor over time. To help pass on skills and institutional knowledge to new and younger employees, managers are considering career path development plans. This entails outlining all the skills employees need to advance through their chosen career to teach them what they need to know for their current position and prepare for future positions. To compliment this planning, managers would also develop succession plans to identify pools of successors and their preparedness for these future positions.

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 Oneida's Core values and positive work culture.
4. Provide technical training for new technologies as they are implemented.

Contact Info

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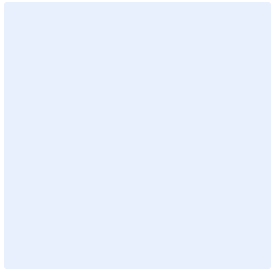
E-MAIL: sstone@OneidaNation.org

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

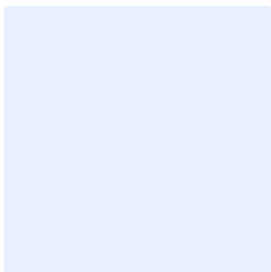
Photos (optional):



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