Memo

CITY OF GAINESVILLE
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FLORIDA

To: All RTS Employees

From: Jesus Gomez, Transit Director

Date: Thursday, December 20, 2012

Subject: Updated RTS Employee Opinion Survey Action Plan

A copy of the RTS Action Plan was given to each employee on August 22, 2012, based on your ideas and suggestions from the RTS Employee Opinion Survey. As noted in the memo, updates are to be posted quarterly. Attached is an update for this quarter (FY13 Quarter 1). It includes information about activities that have been completed or are in process.

If you have additional suggestions or feedback, please contact Nancy Wininger at 393-7852 or see her in the Administration building. If you would like to remain anonymous, you can place your concerns in the Administration mail box by the driver's lounge in the Operations building.

EMPLOYEE OPINION SURVEY - ACTION PLAN

12/20/2012

UPDATES ARE IN RED	Activity	Target Date	Person(s) Responsible	Follow-up date
Communication				
Bulletin boards	Install/organize bulletin boards	Operations - Completed Maintenance - Completed Payroll - Completed	Operations - Patti Maintenance - Jessica Payroll - Sharon	Operations - Completed Maintenance - Completed Payroll - Completed
	Initial posting of information	Operations - Completed Maintenance - Completed Payroll - Completed	Operations - Patti Maintenance - Jessica Payroll - Sharon	Operations - Completed Maintenance - Completed Payroll - Completed
	Post updated information	Ongoing	Operations - Patti Maintenance - Jessica Payroll - Sharon	Ongoing
	Make suggestions - use FYI form	Ongoing	All employees	Ongoing
	Receive suggestions	Ongoing	All divisions - Management Operations - Patti Maintenance - Jessica Payroll - Sharon	Ongoing
	Determine feasibility of suggestions	Ongoing	Jesus, Paul, Stache, Doug, Millie, Supervisors	Ongoing
	Post feedback on employee suggestions	Within 2 weeks of receiving FYI form	Operations - Patti Maintenance - Jessica Payroll - Sharon All other divisions - Nancy	Ongoing
	Press releases	As soon as possible after receiving information	Chip - will coordinate posting with Patti, Jessica, Sharon	Ongoing

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	RTS projects updates (Maintenance facility expansion, Maintenance renovation, bus deliveries, grant awards, etc.)	Ongoing	Operations - Patti Maintenance - Jessica Payroll - Sharon All other divisions - Nancy	Ongoing Mirror installed in yard to check lights completed 10/17/12
	Post employee recognition recipients	Within 2 weeks of employee receiving award	Operations - Patti Maintenance - Jessica Payroll - Sharon All other divisions - Nancy	Ongoing
	Post organizational chart with all employee names and pictures	Completed	Patti, Jessica, Nancy, Chip	Organization chart posted. Posting of employee names and pictures delayed due to space restrictions
Monitors, potty grams, memos	Continue to post	Ongoing	Stache, Jeff	Ongoing
RTS website	Develop and post special page for employees	Completed	Chip	Completed
	Post links to City information	Anticipate test site week of 10/1	Chip	Completed - Ongoing

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	Post email address for employees to ask questions	Anticipate test site week of 10/1	Chip	Completed - online comment form on Employee site
	Share ideas about routes, connections, etc.	Ongoing	All employees	Ongoing
	Post ideas about routes, connections, etc.	Anticipate test site week of 10/1	Chip	Ongoing
Facebook	Post RTS news and information	Completed - Press release on bulletin board	Chip	Completed
Supervisors	Interact more with team members (one-on-ones, notes in mailboxes, spot checks)	Operations - will address this with supervisors during October meeting Maintenance - in process	Stache, Paul, all supervisors	Operations - Addressed with supervisors Maintenance - Completed during evaluation process
	Give employees cell phone numbers	Operations - will address this with supervisors during October meeting Maintenance - in process	Stache, Paul, all supervisors	Operations - Completed in October - Business cards now displayed and available in acryllic trays by Clerk's office Maintenance - Personnel were given an updated list
	Introduce themselves to new employees	Operations - will address this with supervisors during October meeting Maintenance - in process	Stache, Paul, all supervisors	Operations - Completed in October. Will be ongoing as new employees come on board Maintenance - New Employee Orientation

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	Team meetings during reduced service weeks	Operations - will address this with supervisors during October meeting Maintenance - in process	Stache, Paul, all supervisors	Operations - Studying feasibility Maintenance - ongoing on a monthly basis
	Easier employee access to supervisors	Operations - will address this with supervisors during October meeting Maintenance - in process	Stache, Paul, all supervisors	Operations - Business cards available in acryllic trays by Clerk's office Maintenance - employees interact with supervisors on a daily basis
	Develop other specific options	Operations - will address this with supervisors during October meeting Maintenance - in process	Stache, Paul, all supervisors	Ongoing
Visit with employees	Visit Ops/Maintenance building more often	Ongoing	Transit Director/Managers/ Admin employees	Ongoing
Empowerment/ Risk Taking/ Improving Business Results				
Management	Follow-through with answers to concerns	Ongoing	All Management/Admin employees	Ongoing
Bus handoff (between drivers/VSAs)	Discussion in process - Operations, Maintenance, and ATU	10/31	Stache, Paul, Jesus	Situation has resolved itself

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Better connection of delayed buses at Rosa Parks	Discussions in process - Operations and Planning	10/15	Stache, Doug	Route 15 had 10 minutes added Spring service
Training tools	Continue to locate additional educational tools to be used in training	Ongoing	Stache, Pat Howell	Ongoing
Cleaning materials for buses	Determine feasibility and products	10/15	Stache, Patti	Hand sanitizers have been provided - available at Clerk's window
Deferred defects (bus repair status)	Options being discussed by Operations and Maintenance	10/15	Paul	Created form - to be implemented in January 2013
Radio communication	Policy being written	10/31	Stache	February 2013
Dispatch training	Dispatchers attend class at CUTR (Center for Urban Transportation Research)	Dispatchers scheduled to attend class on 10/23 & 24	Dispatchers	Completed
Positive and frequent reinforcement	Give positive and frequent reinforcement to employees	Ongoing	All Management/Admin	Ongoing

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Employee recognition programs	Annual Customer Service Awards	In place	Jesus, Stache, Paul, Chip	Will be presented in December
	Annual Safety Achievements	In place	Jerry	Will be presented in December
	Annual awards (Emp of year, etc.)	In place	Sharon, Nancy	Will be presented in December
	Acting Supervisor recognition	In process	Jerry	February 2013
	Employees of the Month	In process	Stache	February 2013
	Operational Safety	In process	Stache, Jerry	February 2013
	Instant awards	In process	Stache, Jerry	February 2013
	Security checks	In process	Stache, Jerry	February 2013
	Productivity	In process	Stache, Jerry	February 2013
	Prizes	In process	Stache, Jerry	February 2013
	Criteria for awards will be posted	In process	Stache, Jerry	February 2013

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	Recognition/ commendations will be posted (personnel files, bulletin boards, monitors, RTS newsletters)	In process	Stache, Jerry	On monitors, in newsletters and posted on bulletin board next to bid board
Performance feedback	Evaluations	Every 6 months unless problem, then immediate	All Management	Every 6 months
Permeating Boundaries				
Cookouts	Employees will plan	Usually during reduced service	Stache	Spring 2013