



Date: November 2, 2018
To: Mayor and Members of the City Council
From: Patrick H. West, City Manager *T.M.W.*
Subject: **Update on USC Sol Price "State of the Service" Survey**

At its August 14, 2018 meeting, the City Council requested the City Manager to encourage all interested employees to participate in the USC Sol Price School of Public Policy "State of the Service" Survey, which seeks to find out what motivates employees to do their jobs, the support they receive, their experiences serving the public, their levels of satisfaction in doing their job, as well as the pressures, stresses, and challenges they face. This memorandum provides a brief status update of the Survey process.

The Long Beach version of the Survey officially opened on September 24th, and closed on October 30th. A total of 1,176 employees participated. Dr. William Resh has recently communicated to us that these responses will be analyzed during the months of November and December, with an initial report of findings being generated in January. Additionally, over the next few months, the USC research team will be conducting a "qualitative listening tour," which will include conversations with City management staff to ensure the research team is providing data that managers need to make actionable changes, if necessary. A final report will be generated in late spring or early summer of 2019.

We will forward the information to the City Council, as it becomes available. In the interim, please let me know if you require additional information.

PHW:gh

CC: CHARLES PARKIN, CITY ATTORNEY
LAURA L. DOUD, CITY AUDITOR
DOUGLAS HAUBERT, CITY PROSECUTOR
TOM MODICA, ASSISTANT CITY MANAGER
KEVIN J. JACKSON, DEPUTY CITY MANAGER
REBECCA GARNER, ASSISTANT TO THE CITY MANAGER
MONIQUE DE LA GARZA, CITY CLERK (REF FILE #18-0690)
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