



Takoma Park City Council Meeting – June 22, 2022 Agenda Item 3

Work Session

Presentation of Organizational Workforce Needs and Risk Assessment

Recommended Council Action

Receive presentation and consider Resolution on recommendations for the Organizational Workforce Needs and Risk Assessment.

Context with Key Issues

In an effort to ensure the City has appropriate structure and staffing in place to be effective in carrying out the City's priorities and services, and to attract, support, and retain a highly-qualified workforce, the City posted a Request for Proposals (RFP) from consulting firms with experience conducting organizational workforce needs and risk assessment studies on September 29, 2021 with an October 27, 2021 deadline for submission. The City received four proposals in response to its RFP. Of the four proposals received, based on the criteria in the RFP and the City's needs, and after presentations from each firm, the City Manager and the review panel identified Matrix Consulting Group as the firm believed to be best suited to support efforts in completing an organizational workforce needs and risk assessment study. Matrix spoke to questions raised with deep specificity, providing the panel a great sense of understanding of how they would complete the project. Overall the panel felt that Matrix fully understood the City's needs and requirements, and proposed the best approach.

Matrix completed staff surveys, individual interviews, and SWOC analysis work sessions with the senior leadership team. The recommendations in this final report includes not only the field work completed by Matrix but also national best practices for the City to consider.

The various opportunities for improvement in the City's organizational structure are detailed in the final report. Some of the key recommendations include adjusted staffing levels, improvement of staff resources (technology), re-focus of core services, evaluation of departmental operations and structure, and implementation of workplans or other performance measures to help prioritize strategic goals.

Council Priority

An Engaged, Responsive & Service-oriented Government

Environmental Considerations

There are no environmental impacts which would occur.

Fiscal Considerations

Implementation of the recommendations would need to be considered in conjunction with the City's current budget and financial capabilities.

Racial Equity Considerations

The City is committed to engaging in self-analyses to reflect on how our organization can better meet the goals and priorities of the City Council in delivering the best level of service to the community at-large. The comprehensive organizational workforce needs and assessment study covering all functions of the organization will raise awareness, provide focused conversations, and lead to a robust equity-

minded learning organization. This project will make an emphasis on racially-equitable results through a development of the implementation plan centered on performance measures utilized in assessing the effectiveness and impact of recommendations.

Attachments and links

Report