



ASSESSMENT RESPONSE

PHASE 1 – AUGUST 2026

AGENDA

- 01** **Scope of Phase 1 Assessment**
Recap of the scope
- 02** **Status of the Recommendations**
Explanation of how we categorize the recommendations
- 03** **Walkthrough of Recommendations**
Status of each recommendation
- 04** **Summary**
Recap and next steps

We want to walk through our response to Phase 1 of the Mauldin & Jenkins Operational Performance Assessment.

SCOPE OF PHASE 1 ASSESSMENT

AUGUST 2025 – JANUARY 2026

- Includes all operating departments reporting to the City Manager.
- This presentation is focused on the 20 Executive Summary recommendations, but individual departments are incorporating their specific recommendations.
- Excludes Public Safety departments (Phase 2).
- Excludes Elected Official departments (Phase 3).



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In-Scope Departments

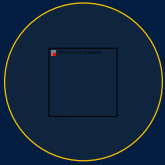


2.5

Average score on the Maturity Model

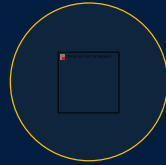
STATUS OF THE 20 RECOMMENDATIONS

OUR PERSPECTIVE ON THE EXECUTIVE SUMMARY RECOMMENDATIONS



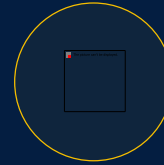
IN PROCESS

We are actively working on 7 recommendations and have been making real progress.



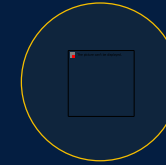
ASSESS

Further research is needed on 8 recommendations for us to determine how to handle them and the timeline.



BUDGET / CITY COUNCIL

We understand these 4 recommendations and will need to come to Council as to address it.



REVISIT IN THE FUTURE

We need to tackle the other priorities before digging into this 1.

IN PROGRESS

WE ARE ALREADY ACTIVELY WORKING ON 7 OF THE RECOMMENDATIONS

#	TITLE	RESPONSE	TIMELINE
6	Conduct classification and compensation study	Ongoing Evergreen engagement is addressing.	Ongoing
7	Facilities Condition Assessment	Exploring facility maintenance software.	2026-2027
9	Implement technology to increase efficiency	Actively implementing 56 solutions and RFP for 1 solution.	Ongoing
11A	Full build out of SOPs.	While we have some already, we will track key SOPs needed during strategic planning.	2026-2028
12	Strategic planning documents for all departments	We have a draft version of first 1 st department.	2026-2027
13	Develop KPIs	We have KPIs but need to improve tracking and reporting.	2026-2027
19	Clear guidance on work orders via Q-alert	Ongoing discussions to provide better guidance.	2026-2027

ASSESS

WE NEED TO RESEARCH 8 RECOMMENDATIONS FURTHER

#	TITLE	RESPONSE	TIMELINE
1	Leadership to show appreciation and increase visibility.	New City Manager is creating a plan to engage but portion is part of larger HR revamp.	Engage in 2026.
2-5	Major HR revamp of job titles, descriptions, requirements, compensation, and progression.	Will start researching but this is a long-term effort.	Start assessing in 2026.
8	Implement Internal Service Model	We need to research the effort and potential benefits.	Assess in 2026.
10	Revisit inmate work release program	We need to revisit the program.	Assess in 2026.
17	Update GIS job descriptions	We need to research the effort and benefit.	Assess in 2026.

BUDGET AND CITY COUNCIL

WE WILL NEED COUNCIL'S SUPPORT OR COUNCIL TO APPROVE A BUDGET CHANGE

#	TITLE	RESPONSE	TIMELINE
14	HR – Mandating annual performance appraisals	It is unclear how to incentivize thorough reviews when merit is not a factor.	2027
15	Feasibility study to assess stormwater utility fee	City staff can bring a feasibility study to Council.	2026
16 & 18	Move shadow IT roles under IT department	City staff can propose changes in mid-year budget.	2027

REVISIT IN THE FUTURE

RECOMMENDATIONS THAT ARE DEPENDENT UPON OTHER INITIATIVES

#	TITLE	RESPONSE	TIMELINE
11B	Cross-training of staff	This is a lower priority than other HR initiatives.	2028

SUMMARY

OPERATIONAL ASSESSMENT WAS A VALUABLE EXERCISE

CURRENT STATE

The assessment was a valuable exercise to identify our current maturity and our weaknesses.

ROADMAP

The assessment has helped us create a clear strategic roadmap that can help push forward initiatives and track our progress towards them.

7

Recommendations being actively addressed

8

Recommendations being researched

4

Recommendations we will bring to Council