

Return to Work



Engagement and Covid-19 Survey Results

- City has an average engagement score.
 - This ranks the same as the 2019 Engagement Survey.
- Results from the Covid-19 Survey reflect that employees are tired, a similar result from the 2020 Covid-19 Survey.
- 120 respondents are going to their normal worksite, with 30 respondents working from home.
- 80% of respondents working remotely feel positive about working from home.
 - 60% of respondents would prefer to work remotely all the time, with 37% preferring part of the time.



Overall Facilities and Space

- Current facilities do not allow for all budgeted positions to work in person, in the office, every day.
- Staff is prepared to move back to in person Council meetings (images in following slide) - recognizing the limit of space for participants.





Utilities

- Public Works remains open to the public Monday through Friday from 8AM to 5PM.
- This department is fully staffed with 59 total employees.
- Administration staff employee always remains in the office and coordinates flexible 9/80 schedule with Engineering Administration staff to always ensure coverage at the Public Works front desk.



Field Operations

- The department plans on continuing current operations and has not experienced any negative consequence.
- This department is fully staffed with 42 total employees.



CIP Engineering

- The department plans on continuing current operations and has not experienced any negative consequence for internal or external services and operations.
- This department has a 13 total employees.
 - 5 employees Telework 2 days a week, with 9/80 Schedules and have alternating Fridays off.



IT

- The director and system administrator positions work remotely.
 - Director comes in as needed, typically 1-3 times a week.
- System Administrators are typically working in the office daily but allowed to finish their day remotely if their physical presence is not needed to troubleshoot issues.
- Field Tech is working normal office hours.
- All employees are working Monday-Friday.



PAWS

- The shelter is operating under normal hours.
- All full-time employees work 10-hour shifts.
- The Director works remotely 1 to 2 days per week.
 - This has not public facing or office operations.



Parks and Recreation

- Recreation Center is open on modified hours.
 - 7AM – 8PM; Monday through Thursday
 - 7AM – 7PM; Friday
 - 8AM – 6PM; Saturday once Vaccination Site Ends
 - 1PM – 6PM; Sunday
- Recreation staff are working from the center, with some recreation administration members working from home.
- Parks operations are working normal shifts.



People and Culture

- People and Culture is closed except by appointment.
- Staff reminds in the office Monday through Friday from 8AM to 5PM.
- All positions are eligible to work remotely, but staff is reporting to the office.
- Telework has not negatively effected operations as appointments and walk-ins are operating as normal.



Communications

- Communications is working remotely with exceptions.
 - Some exceptions include Council meeting setup/filming, onsite equipment checks, Police events upon request, and onsite photography needs.
- Staff communications with customers through normal means, including by social media, Zendesk, WebEx, email, and phone.
 - Staff does not frequently have in person interactions with customers.



Municipal Court

- All staff have been working from the office conducting operations via email, fax, mail and telephone.
- Due to low volume of activity, telephones are answered until noon and staff are in office Monday through Friday from 7AM to 3PM.
- The public lobby, initially closed due to COVID and then due to the sewer line project, remains closed.
- Apart from jury trials, all other court hearings are being conducted remotely, via Zoom, through June calendars.
- Jury trials are anticipated to resume in July or August with proper safety protocols in place.



Police Department

- All employees are working in person, no employees are teleworking.
- Records, Victim Services, Crime Scene, CID (and for a short time, Patrol) utilized a flexible schedule to help with the following:
 - Assist with childcare conflicts
 - Allow for social distancing within the workspace
 - Provide employees with options to help improve wellness
- Staff were able to maintain effective communication with customers via phone and email.



Planning & Development Services

- Development Services Center
 - Lobby – Remains closed to the public; in person meetings scheduled as needed.
 - Staff meets daily with the public, development community, other departments, and other public agencies virtually
- Planning & Development Service Administration Staff
 - Department heads, GIS, and Long-Range Planner - Work from home (at the office as needed); work an alternate schedule
- Development Services Staff
 - Staff is working from home, in the office, and conducting field work as necessary.
- Building Staff
 - Building Official and Inspectors – Field and office work
 - 2 Permit Techs – Office
 - 1 Permit Tech – Work from home (office as needed)



Library

- The library has continued to offer virtual programming throughout the pandemic.
- We interact with customers in person (socially distanced), on the phone, through text, email, and instant messenger.
- The Library has opened for limited in-person services.
 - Including computer and study tables (by appointment), inhouse printing, and device help.
 - During this time, the library will continue to offer curbside service, virtual programming, mobile printing (free up to 10 pages), DigiT Cards for PfISD students and temporary disaster cards.



Finance

- Staff is currently working remotely, and in-office as needed.
 - 3 staff members are working remotely fully, 3 hybrid, and 8 in the office.
 - 9 staff members work 9/80 flex schedules.
- Customer communication currently occurs by phone, email, internet, and internal Teams within accounting, finance, and purchasing.
 - Purchasing also communicates via TexasBid Services
- Utility Billing communicates by phone, email, mail, internet, social media, and chat.

