

District 5 Maintenance and Construction 2011 Employee Survey Action Plan

- Reinforce the importance of **CUSTOMER SERVICE** for the District Maintenance and Construction staff.
 - Once the District Maintenance and Construction work groups finish discussing their Tier IV Business Plans at the monthly staff meetings, have rotating work groups cover a Customer Service topic, using the [Customer Service Guidelines](#) as background material.
 - Each Work Group (Administration, Maintenance Technical Support, Construction Technical Support, Maintenance Production, District Operations Contracts) will identify at least one customer (FDOT department or other segment) to work with at improving working relationships and, as a result, our product.
 - Units identified: by May 2011
 - Tentative plan developed: by June 2011
 - Progress reports Sept. and Dec, 2011.
- Continue to improve **EMPLOYEE RECOGNITION AND MORALE** efforts
 - Keep the **aggressively participating tiger** passing among members in the units. The tiger should be kept for a maximum of two weeks, and then the recipient passes it on to another deserving employee. The reasons the recipient was picked should be communicated to the group. The holders of the tiger are acknowledged at the combined staff meeting.
 - Get a group together to look at how we want to shape our office space for better communication and better use of space.
 - Continue to find ways to make “work” a fun place to be while not losing focus on our primary goals.
- Continue to find **TRAINING** opportunities that help our employees today and tomorrow
 - Identify creative or innovative ways to allow access to training opportunities
 - Work with any employee who wants to take the initiative to sign up for Employee Educational Assistance Program.
- Work on **CREDIBILITY** between supervisors and employees
 - Provide several **“SUGGESTION” or “IDEA” boxes** in the work area to allow employees to give input anonymously. Senior staff will review at weekly meetings. The suggestions and outcomes will be discussed at the monthly staff meetings if the employee allows.