



COUNTY OF DANE

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Director of Administration

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To: County Board Supervisors

From: Greg Brockmeyer
Director of Administration

The Department of Administration continues to make progress on the County's goals of racial equity and inclusion and sustainability. This memo describes the Department's accomplishments with respect to those goals.

Last year, the Department began requiring all hiring managers in the County to hold a meeting with the Director of Administration and OEI before a Request to Fill an M-Class Manager would be approved. The objective of these meetings is to review the demographic composition of the workforce, ensure the minimum qualifications are appropriate for the position, and discuss strategies for ensuring a diverse applicant pool. The Department continues using this policy and I believe it to be helpful in encouraging Departments to hire diverse candidates.

This year, the Department of Administration began deploying redesigned websites, for the County as a whole and for individual County Departments. These new websites can dynamically translate content into twenty different languages, including Spanish and Hmong. Additionally, these websites are designed to look good on smart phones, laptops, and desktop browsers – meaning that all kinds of users will be supported, regardless to the kind of device they own. Further, these websites meet the second Web Content Accessibility Guidelines (WCAG 2.0) standards at the AA level – which is emerging as the standard for the American's with Disabilities Act. The redesigned sites are developed with the user in mind. Instead of assuming that a user knows which County Department holds the information, regulation, or process the user needs, the redesigned sites are designed to get the individual to the right place without needing to know how County Government is organized. Along with a better website design, many of these websites have refreshed content at an appropriate reading level. Redesigned website are a key feature in Dane County's commitment to enhancing racial equity. By improving Dane County's digital outreach, on all platforms, the County seeks to reduce barriers to government services and ensure all Dane County residents can access all that Dane County government has to offer.

Also this year, members of the Department of Administration attended a training session from Madison College. The six-day course was titled, "Service Champions and Customer Service." The course focused on effective communication; defining and understanding customer service; how to provide effective service; emotional intelligence and critical thinking; and cultural competence and diversity. This training was not only consistent with our equity plan; but also enhanced the customer service the Department provides to residents and other County Departments.

This budget adds funds for an LTE Receptionist position. The Department is proposing using this funding to create a training program. The Department would hire an individual – potentially an individual of color, who

would learn County Government processes and then this individual would be encouraged to apply for another position in county government and the Department would seek an new receptionist to train. As a point person for the Department of Administration, the individual in this LTE position will learn several different and important skill sets, including fiscal management, program administration, and customer service.

With respect to Sustainable Operations, the Department continues to make improvements. Facilities Management continues to replace old water fixtures with water saving ones (toilets and faucets) as fixtures wear out. Facilities Management also replaces fluorescent lighting with LED lighting. Information Management continues to replace devices with EnergyStar compliant ones. Additionally, scanning of documents and workflow modifications continue to reduce the use of paper documents. The Department continues to look for ways to replace paper forms with online systems and applications.

Last year's Budget included funding for the remodel of the of the Employee Relations and Administration space of the 4th floor of the City-County Building. The County will soon be releasing the bid for that remodel, which will be completed during 2020. This remodel will improve the flow and function of the building for the Department of Administration, should reduce energy costs, and should improve the security of these areas.

This year's budget includes the County's first request for electric vehicles (EV)s. In the County Executive's Budget recommendations, Printing and Services would purchase two EVs. One of the EVs would be in service to the County Executive and one would be in the county's vehicle fleet. These EVs would replace a non-hybrid Ford Fusion and an aging Ford Fusion. Similarly, the Budget also includes funding for Electric Vehicle Charging stations at points around the County to encourage members of the public to adopt electric vehicles. Unlike traditional gasoline vehicles, electric vehicles do not emit any carbon dioxide.

This budget request also includes a funding request from a number of additional projects that are consistent with the goals of the Sustainable Operations plan. Facilities Management has requested funding for updated water pumps in the City-County Building, updated electric panels for the City-County Building, a partial roof replacement for the City-County Building, and updated chillers and HVAC controls at the Courthouse.