



Response to the Inspector General's Climate & Leadership Survey Results "Way Forward"

November 13, 2017

- Implemented Changes from both Oversight Committee and IG Study
- Use Climate Survey as a Tool To Study and Enhance Employee Morale
- Open Lines of Communication from Headquarters to Field and Back
- Remove Barriers to Job Performance
- Give Employees More of a "Voice in Process"

Open Lines of Communication

- "Old-Fashioned" Suggestion Boxes/ Virtual Suggestion Box "Ask the Director"
 - Anonymous forum for employees to provide feedback
 - Listen, Follow-up & Assess
- Command Staff Ride-Alongs
- Employee Advisory Councils
 - Two-way mechanism to solicit input from the field
- Video Messaging – Prevents Message Dilution

Process & Policy

- Implemented Most Recommendations by Oversight Committee & Inspector General
- Updated Tattoo & Residency Policy
- Disciplinary/OPR Process Revised
- Highway Patrol Employment and Training Enhancements

Equipment & Technology

- Providing hands-on training, responsiveness to troopers with equipment needs
- Continued focus on budgeting for vehicles, technology, and equipment critical to public safety
- GoToMeeting, Skype for Business, Video-Conferencing with Field
- Case Management System
 - Mitigates Multi-System Entry by Troopers