

# A BASIC OVERVIEW





## **CONTENT**

- What is RethinkLex?
- General Overview
- Overall Goals
- Expectations
- Process & Timeline



## What is RethinkLex?

**RethinkLex** is an initiative to make city government more efficient.

We want to hear from you about how the City can make changes. How can we find ways to streamline processes, eliminate redundancies, reduce costs, and increase revenue?

## General Overview

- Initiative is about improving processes and financial security throughout government.
- Initiative is not about jobs or eliminating jobs.
- City Government is currently facing financial and budgetary issues. Our expenses are rising faster than our revenues.
- Because of this, divisions and departments across government were asked to reduce their FY 2020 controllable operating accounts by 15%.
- We will continue to serve our community in various ways, and RethinkLex offers us the chance to assess how we do this with decreased operating funds.
- We want to hear how the city can make changes. We plan to look at how the city can:
  - conduct work and serve our community in the most efficient and effective way possible;
  - keep costs down; and
  - increase revenue.



## Overall Goals

- Determine how to more efficiently operate and serve the community.
- Consider alternative approaches for city services/ processes.
- Identify how to best provide services/ processes that are used infrequently.
- Determine if there are services/ processes that are no longer needed due to duplication or redundancies.
- To identify services/ processes that could be enhanced or made more efficient by utilizing technology.
- Achieve logical cost reductions, savings and needed cost recovery.
- Assess fee structure and adjust if cost not covered or cost too low or high based on benchmarking similar cities.
- Identify new and improved ways to serve our residents.

## Expectations

There is no blueprint for improving efficiencies. And we aren't hiring a consulting firm to help figure it out. Instead we are relying on employees to tell us what works and what doesn't.

We expect

- All **employees** will participate
- All **directors** will participate
- All **commissioners** will participate



## Divisions: First steps

*Timeframe: October*

- **Identify a division RethinkLex representative** who will be responsible for facilitating discussions and documenting the creative ideas coming from employees.
  
- **Host internal conversations**
  - Division directors should provide time during work hours to allow employees to participate in conversations and to provide their thoughtful feedback.
    - Host all-staff meetings or focus groups
    - Encourage *all* employees to propose ideas they believe will help them do their job and serve our community: Better, Quicker, Easier
    - Encourage ideas for increased revenue or reduced spending
  
- **Create a list of efficiency opportunities**
  - Internal to your division
  - between your division and other city entities/divisions
  - between your division and the community/general public



## Divisions: First steps

*Timeframe: October*

- **Create a small internal employee review committee**

- This committee should review and approve the final prioritized list of efficiency suggestions to be submitted from the division. Additionally, this group will later be asked to participate in round table discussions with your director and commissioner.

### **Review committees should include:**

- Each division's RethinkLex representative
  - Additional division representatives. The total number of committee members will vary based on division size. The committee should include:
    - A mix of management and non-management personnel
    - Committee members could be
      - nominated by their peers/co-workers;
      - a person that employees are comfortable speaking with and sharing information with; and
      - someone that understands the big picture
- 
- If you need assistance with setting up your committee, please contact the RethinkLex steering committee for additional guidance. Send an email to [rethinklex@lexingtonky.gov](mailto:rethinklex@lexingtonky.gov)





## Divisions: First steps

*Timeframe: November*

- **RethinkLex division representative to respond to a supplied digital survey**
  - Each division will respond to one survey
  - Responses should reflect the prioritized list of efficiency opportunities generated by all employees and approved by the internal employee review committee
  - Survey results will be submitted to the RethinkLex steering committee and directed to the division's director at the same time
  
  - Survey questions may include:
    - *List the top opportunities for efficiencies within your division (internal only)*
      - *Changes that can be implemented right now*
      - *Changes that require additional support to implement*
  
    - *List short & long-term changes that could be made between your division and another city division or entity*
  
    - *List short & long-term changes that could be made between your division and general public/outside agency*
  
    - *List opportunities for increased revenue or reduced spending within your division*

## Process & Proposed Timeline

- **October:** Divisions to have internal conversations with all employees and develop a set of suggestions to be submitted to steering committee and commissioner.
- **November:** Commissioners to review suggestions from divisions and host round table discussions with employee review committees coming from each division. Final recommendations from department level to be submitted to steering committee.
- **December- January:** Steering committee members to review all suggestions and assess potential costs and savings alongside department and division representatives. A prioritized list of action items will be created.
- **February:** A draft report including next steps and recommendations will be presented. Internal review and recommended edits will be requested in February at all levels.

*We do not expect to have all new and improved processes implemented within six months. We recognize that some of the ideas may be difficult or complex process which will take longer to employ, and some may start immediately. These next six months are for creative rethinking and idea generation.*



## Your Voice Matters!

We know there are processes, services, and programs that can be delivered in more effective ways that will save employees' time and the city's money. Let's rethink it!

### Share your ideas in various ways:

- **In Person.** Share your ideas at division meetings and directly to your division's RethinkLex representative.
- **Email.** Send an email directly to the RethinkLex steering committee at [rethinklex@lexingtonky.gov](mailto:rethinklex@lexingtonky.gov)
- **Anonymous online form.** If you wish to remain anonymous, you can submit your ideas through a form on LexLink (intranet) or on the City's external website at [lexingtonky.gov/lfucg-employees](http://lexingtonky.gov/lfucg-employees). Once reviewed, suggestions that are specific to a division will be routed to the appropriate division for further discussion.

We want to hear from you at this early stage and in the months to come. As we work through this process we will provide other opportunities for employee engagement and feedback. Stay tuned for more information.



# Questions?

Email to [rethinklex@lexingtonky.gov](mailto:rethinklex@lexingtonky.gov)

# Thank You!



**LEXINGTON**