



Service Delivery Review Request for Proposals

Committee of the Whole
July 21, 2025

Service Delivery Review

2023 Gallup's Q12 Employee Engagement Survey

Employees with stronger commitment to their role, organization, manager and coworkers have higher job satisfaction and lower absenteeism, which results in improved performance.

Departments	Engagement Mean Score Highest = 5 Lowest = 1	Engagement Mean Percentile Rank Rank = Dept. Mean % Greater Than Other Gallup Groups
Development Services	3.71	23 rd
Finance	4.03	44 th
Police	2.87	1 st
Public Works	3.69	22 nd
Recreation & Parks	3.83	30 th
All Other Departments	4.28	65 th

Service Delivery Review

Request for Proposals

Police

- Internal & External Environment
- Technology
- Organizational Structure
- Operations & Staffing
- Community Engagement
- Patrol, Investigations & Dispatch
- Recruitment & Retention
- Training & Education
- Policies & Professional Standards

Village-Wide

- Staff Levels
- Operational Workflows & Processes
- Compensation Assessment
- Overtime Review
- Succession Planning
- Employee Engagement & Wellbeing
- Comprehensive User Fee Study

Timeline: Select Consultant Mid September; Final Report May 2026

Questions?