

# Mayor Scheduling Analysis

11/12/2014

# Statements

---

- **Problem**

- The current process in which invitations and events are received and processed is not tracked in a way that creates relevant, measurable data
- The Mayor feels that she does not have enough office and private time, and that she is spending too much time deciding her own schedule

- **Mission**

- Define and improve the scheduling process to allow the Mayor and her Scheduling Team to focus on other tasks at hand

# Overview of Scope

---

- Pull scheduling data from 2 previous calendar years
- Categorize events and meetings
- Analyze start to finish process for getting event on Mayor's calendar
- Provide recommendation for process improvements to:
  - Reduce time scheduling team spends organizing calendar
  - Identify ways to reduce time Mayor Parker spends on determining her own calendar

# Scheduling Data Breakdown

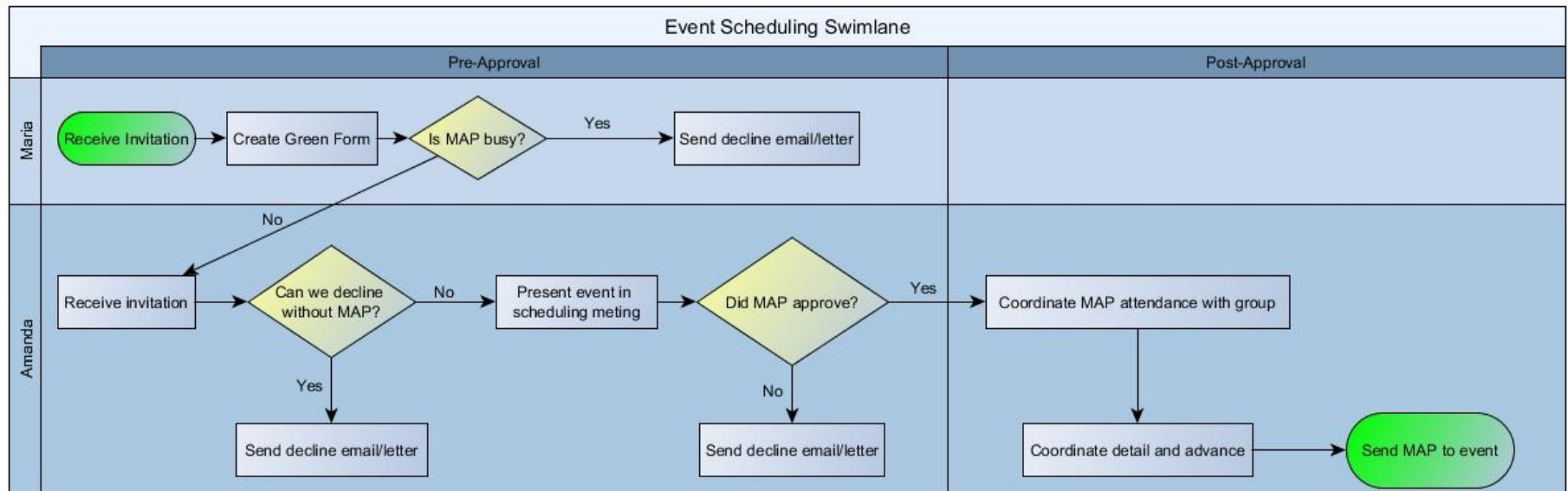
---

2013 Events	Count	Avg. Mins	Min	Max	Total
Total	1287	51	5	330	1085 hours
Meeting	334	40	10	180	221 hours
Office Time	70	59	20	120	69 hours
Private Time	148	81	15	210	194 hours
Remainder Events	735		5	330	596 hours

2014 Events	Count	Avg. Mins	Min	Max	Total	% of 2013
Total	1144	45	5	330	941 hours	89%
Meeting	335	38	5	180	212 hours	100%
Office Time	24	62	30	120	25 hours	34%
Private Time	36	54	30	135	32 hours	24%
Remainder Events	749	46	5	330	1148 hours	102%

\*As of October 31, 2014

# Current Abbreviated Scheduling Process



# Scheduling Data Breakdown cont.

---

Discuss:

- Category
- Type
- By day
- Meetings with Council Members

# Old Form

---

**From:** Mayor Scheduling  
**Sent:** Tuesday, January 20, 2015 2:59 PM  
**To:** Washington, Amanda - MYR  
**Subject:** Auto Response from the Mayor's Scheduling Office

Thank you for your email. Please make sure the following information was included in your email to the Mayor's Scheduling Office:

1. Name and brief description of the event.
2. Name and brief description of the organization hosting the event.
3. Name and email, or phone number, of contact person.
4. Date, time and location (including physical address) of the event.
5. Type of event: breakfast, luncheon, conference, gala, dinner, etc.
6. Number of persons expected to attend the event.
7. Mayor's participation: brief remarks, keynote speaker, guest only, etc.
8. Attire for the event.
9. If a meeting is being requested, you must provide:
  - a) the name of the organization requesting the meeting,
  - b) the name and phone number of the contact person,
  - c) the subject matter,
  - d) the preferred date, time and location of the meeting, and
  - e) the name of all persons attending.
10. Requests for Mayor Parker to attend an event/meeting should be submitted only once. Please coordinate your efforts by designating one contact person to submit the request.

If your email lacks some of the information above, please submit another email to [scheduling@houstontx.gov](mailto:scheduling@houstontx.gov) with all of the required information.

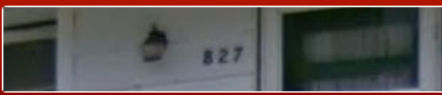
Requests are reviewed in order of the date of the event, so please be patient as we process all requests for review by the mayor. Someone from the Mayor's Scheduling Office will get back to you as soon as possible, after the review is completed. Thank you.

**PLEASE BE AWARE THAT ALL CONFIRMED EVENTS AND MEETINGS ARE SUBJECT TO LAST MINUTE CHANGE AND/OR CANCELLATION DUE TO UNFORESEEN CIRCUMSTANCES.**



# New Form – Meeting

## Meeting Request Form

Start Date	<input type="text"/>		
Option Date/Time	<input type="text"/>		
Start Time(hh:mm)	<input type="text"/>	Duration (min.)	<input type="text"/>
Organization	<input type="text"/>		
Type of Meeting	<input type="text" value="Breakfast"/>		
Meeting Location	<input type="text" value="Mayors Office"/>	Location	<input type="text"/>
Subject	<input type="text"/>		
Contact Person	<input type="text"/>	Office Phone	<input type="text"/>
Contact Email	<input type="text"/>	Cell Phone	<input type="text"/>
Name of Attendees	<input type="text"/>		
Comments	<input type="text"/>		



[Privacy & Terms](#)



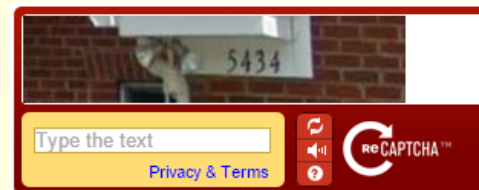
Submit



# New Form – Event

## Event Request Form

Start Date	<input type="text"/>	Start Time(hh:mm)	<input type="text"/>
Option Date/Time	<input type="text"/>		
Organization	<input type="text"/>		
Address	<input type="text"/>		
Topic	<input type="text"/>		
Type of Event	<input type="text" value="Breakfast"/>	Program Letter <input type="checkbox"/>	Proclamation <input type="checkbox"/>
Contact Person	<input type="text"/>	Office Phone	<input type="text"/>
Contact Email	<input type="text"/>	Cell Phone	<input type="text"/>
Est. No of Attend	<input type="text"/>		
Comments	<input type="text"/>		



Submit

# Recommendations

---

- Create a standardized form that connects to potential back-end database
- Restart senior staff meeting/event request review
- Implement standardized form that Scheduling Team requires to be completed
- Memo from MAP addressing proper and appropriate chain of command in regards to scheduling

# Just Do It

---

- Revised read-only and editable accounts on MAP calendar
  - Removed old accounts
    - Included employees no longer at City, as well as employees that are not on a “need to know” basis based on security protocols established by Sgt. Wolter
  - Added new staff members, e.g. Chris Newport, Harry Hayes
  - Minimized people allowed to edit Mayor calendar (10 to 4)
- Empowered scheduling staff to be the final say

# List of Completed Actions

---

- Revised read-only and editable accounts on MAP calendar
  - Removed old accounts
  - Added new staff members, e.g. Chris Newport, Harry Hayes
- Collaborated with IT to create a customized, browser-based, event/meeting tracking system (back-end database)
- Generated two front-facing forms to be filled by event and meeting requestors that pre-populate database fields
- Drafted memo to Senior Staff

# Future Steps

---

- Short Term (0-6m)
  - Pull usage and accuracy data from front-facing form
  - Hold meeting with Scheduling Team to confirm internal **and** external compliance to process
- Long Term (6m+)
  - Establish process and refine process measures to ensure easy transition to next Mayor