

## **Ethics Capstone Team Commission Questionnaire Combined Ethics Commissioner Responses**

### **1. What are the primary goals for this new ethics education program?**

- At least 2 online comprehensive and clear modules with user acknowledgement sections that can be delivered at low cost with various language options and trackable measures
- In-person session(s) should be accessible
- A separate section for elected officials
- Delivered annually and during new hire onboarding
- Standard process for all employees and elected officials
- Employees have a direct stake in the development of the program
- Topics should encourage employees to view decisions through an ethical lens
- Learning from other City's ethical challenges
- Create an internal culture of trust and integrity with more open communication between leadership and employees
- Utilizing different methods of communication to reach all employee types

### **2. How would you define success in this project?**

- Over a 5-year period, 100% completion rate of implemented training program and 95% of employees stating that the culture of the City promotes ethical behavior
- Sustainability (including by the different involved departments such as IT and HR)
- Employees involvement from beginning to end with results that can be seen
- Employees finds the training valuable
- Establish a recommended training rollout plan
- Establish recommended accountability system for trainings
- Increase in questions, concerns or reports from employees, elected officials and vendors
- Residents having more confidence in decisions made by our City government

### **3. What topics would the Commission like to see incorporated into the ethics training?**

- Why ethics?
- Conflict of Interest
- Avoidance of the Appearance of Bias
- Integrity in Contracting
- Gifts
- Code of Conduct
- City Values
- Reporting/whistleblowing
- Anti-retaliation
- Speak up culture
- How to use an ethical lens
- Ethics resources and accessible detailed source materials
- Org chart of ethics reporting

**4. Is there anything you feel we should know about the current Long Beach culture?**

- Employees generally want to do the right thing and work hard to do so but are stretched
- There is not a unifying values-based culture
- Policies and guidance are not well developed, easy to locate or available
- Low awareness on how to report wrongdoing and investigative processes to deal with traditional fraud, waste and abuse (beyond the elected City Auditor's charter).
- Fire, Police, Harbor and Water seem to be exempt from the same standards as other departments
- Elected officials seem uncomfortable or unwilling to talk about ethics when they speak, let alone to provide robust funding for the development of an ethics program
- Decisions seemingly are made based on "who knows who" rather than a concrete process

**5. What type of impact do you envision a successful ethics education program can have on your community?**

- Raise public confidence in City government
- Increased civic engagement
- Increased City employee job satisfaction
- Empower city employees to be more engaged in improving best practices, correct weaknesses and identify from root causes issues or leadership issues