



CITY COUNCIL MEMORANDUM

FROM: The Office of the City Manager **DATE:** October 28, 2024

SUBJECT: Discuss Employee Engagement Survey Results

PRESENTER: Paulette A. Hartman, City Manager

SUMMARY:

City Manager Paulette Hartman will review the results of the 2024 Employee Engagement Survey with the City Council. The survey was administered by National Service Research, and the survey report is attached for your information and review.

The first employee engagement survey was conducted in 2022 and was also administered by National Service Research. The 2024 survey used the same questions as the 2022 survey in an effort to get comparison data on the same information. Categories rated include the following:

- Authority and empowerment
- Clear and promising direction
- Collaboration
- Confidence in leaders
- Employee enablement
- Performance management
- Quality and customer focus
- Resources
- Respect and recognition
- Training and development
- Work environment
- Work structure and process

Ratings increased in every category except one, quality and customer focus, stayed the same. The average overall rating increased by 3% going from 87% in 2022 to 90% in 2024.

I look forward to reviewing this information with you Monday.