



EMPLOYEE COMMUNICATION SURVEY

345 RESPONDENTS

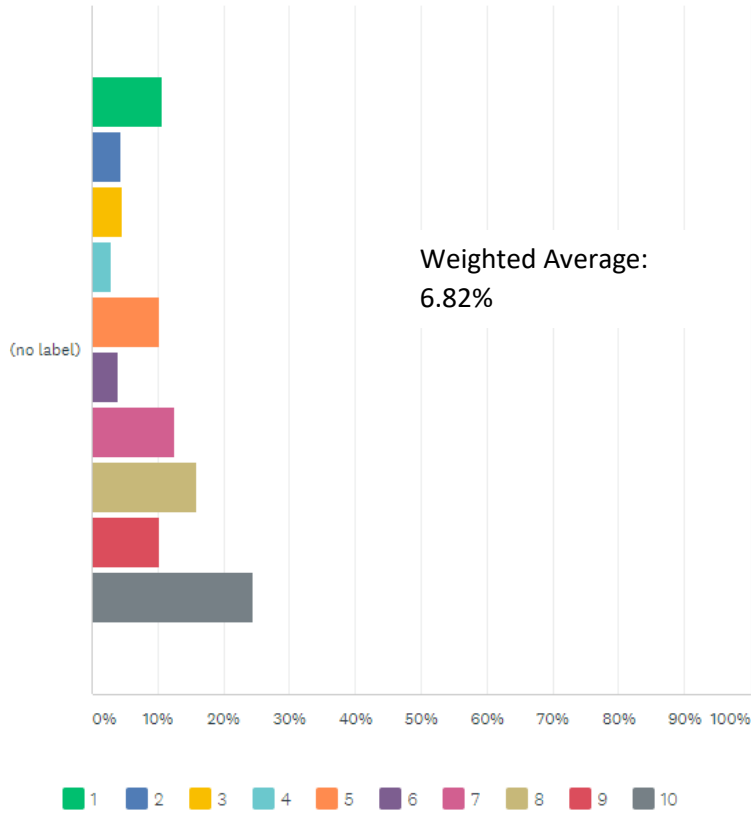


CITY OF PLANTATION

10/2020

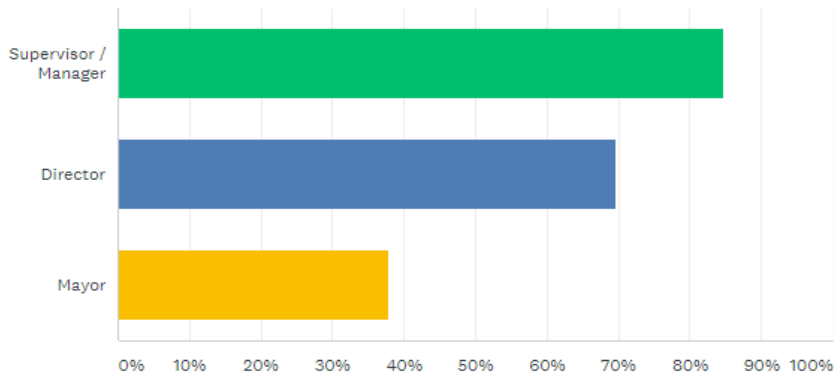
1. On a scale of 1-10, how likely are you to recommend our City to your friends and colleagues due to the culture? (1 = Not At All, 10 = Extremely)

Answered: 344 Skipped: 1



2. I have confidence in the leaders at the City of Plantation (check all that apply)

Answered: 306 Skipped: 39

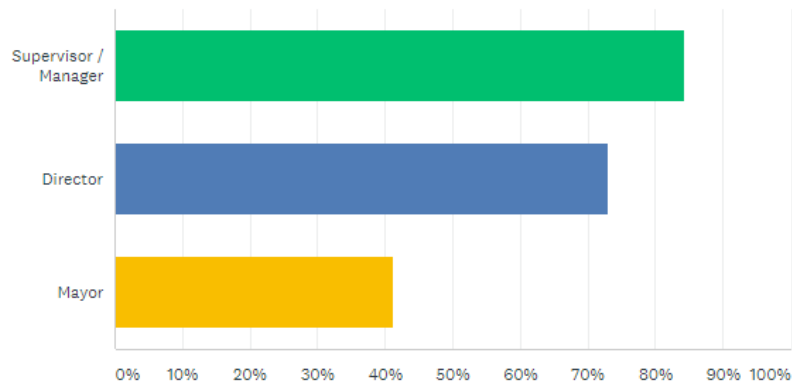


ANSWER CHOICES	RESPONSES
Supervisor / Manager	84.64% 259
Director	69.61% 213
Mayor	37.91% 116
Total Respondents: 306	

3.

The leaders at the City of Plantation demonstrate that people are important to the City's success? (check all that apply)

Answered: 304 Skipped: 41

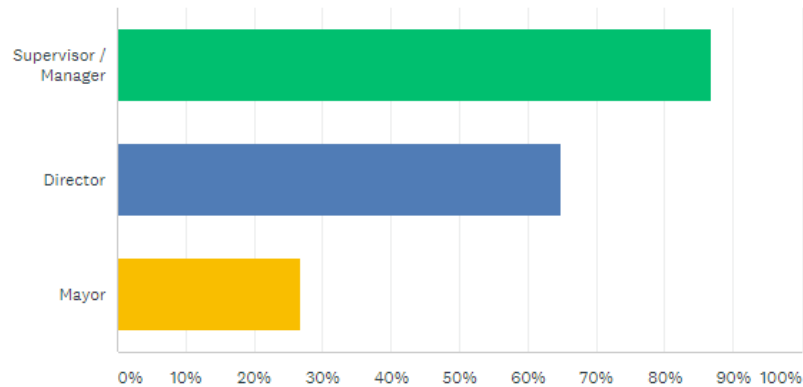


ANSWER CHOICES	RESPONSES
Supervisor / Manager	84.21% 256
Director	73.03% 222
Mayor	41.12% 125
Total Respondents: 304	

4.

Do you find the following leaders approachable? (check all that apply)

Answered: 313 Skipped: 32

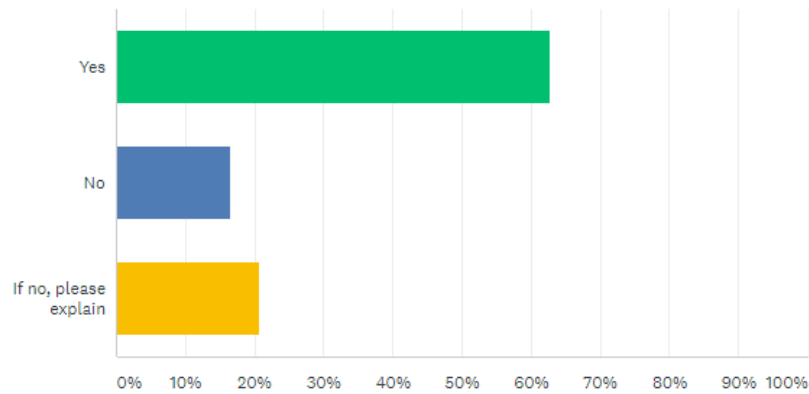


ANSWER CHOICES	RESPONSES
Supervisor / Manager	86.90% 272
Director	64.86% 203
Mayor	26.84% 84
Total Respondents: 313	

5.

Day-to-Day decisions at the City of Plantation demonstrate that quality and improvement are top priorities.

Answered: 325 Skipped: 20



ANSWER CHOICES	RESPONSES
Yes	62.77% 204
No	16.62% 54
If no, please explain	Responses 20.62% 67
TOTAL	325

Comments:

You've gotten rid of absolutely anyone who actually does prioritize quality. If you are strong enough to stand up for what's right (whether that is ethically, procedurally, or due to state statues), it seems you're out. Also, it takes top leadership far too long to make day to day decisions, and by the time they are made, months have gone by, and the project cost have increased. By contrast, absolutely no thought goes into decisions made with regard to employees, and the consequences (to both the employee and the City) show a complete lack of interest in prioritizing "quality and improvement".

Micro-management from the top does not allow staff to make decisions which slows down productivity.

Quantity is more important than quality

Improvement is needed in each sub-division within Plantation. Need a streamlined work-flow, need to implement digital work orders. Directors do not consult with crew-leaders/Foreman about equipment needed.

No organization

Some. if it makes supervisors/foreman or crew leaders look good.

Quality of my department continues to erode on a daily basis.

Quantity seems to be top priority

Tri-County take homes for Police.

Quality and Improvements for the Team are NOT top priority

I don't hear of any good or bad. News doesn't trickle this far downhill. So I honestly have NO IDEA what's going on in this city.

Not necessarily, some decisions seek to favor high-ranking employees.

Your ideas and visions are not taken seriously. There are no departmental goals that tie into Management's goals and visions. There are no clear and concise directions given, which leaves you guessing if you are meeting expectations. There is only negative feedback given with no constructive suggestions.

The wait time on purchase order approvals slows the process down all the way to getting items and/or services done in a timely manner.

It's all about CYA

Building and Utility Billing have made customers miserable for years, fix their phone systems!!!

TOO TOP DOWN

Due to lack of incentive, employees not motivated.

No Employee input is ever asked

Quality and improvement don't matter around here at least to the Mayor (my director, yes always). It's obvious that the Mayor doesn't care based on how she treats people. What's important to this Mayor is what will make her look better or what her friends think is important.

No communication from director all the way down. Top priorities are to make director look good with out employee or city interest in mind

Most decisions I have witnessed were for the benefit of that person not the city

No training is provided for employees to keep up with the changes in the industry

Improvement is at the bottom of the list of priorities

The director runs public works like it's his private company

I used to love coming to work but the last few years have been toxic.

There's a lack of leadership at the top and it shows

Upper management does not listen to the guy's that actually going to do the work that knows how it's supposed to go from years experience

It's all about them and not their work

The day to day decisions are left to a very unstable Mayor that is not involved or committed to her job and duties

Some things just don't make sense. It seems we are moving backwards

Budget cuts / low salaries

The pay structure rewards years of service and not qualifying work

Employees are scared for their jobs

As some of the most qualified employees retire, the job qualities have diminished greatly.

I don't see improvement as far as salaries. We have been the lowest paid city for years

The homeless problem in plantation is out of control. They have turned the new bus stop pavilions into their homes where they are shitting all over them. I have seen homeless in wheel chairs actively injecting themselves with drugs while I waited at a red light on university. They live under the bridge at university and 84. They are always around the McDonalds there.

Nothing is being done about the homeless problem in Plantation. They defecate on every bustop and panhandle on every corner

No one is held accountable

Lately for a while jobs are being rushed or not well planned. some jobs are constantly being pushed back because every new job is a 911 emergency

Decisions often made hastily causing much double work

Needs to be better employee relations from upper management and not threats of termination

Sometimes yes and sometimes no...employees never know what to expect.

Has taken over a year to get a position in my office posted correctly. Still waiting for third attempt. Takes almost a month to get Mayor approval for purchase orders. This is creating a delay in work and productivity.

Employees are not treated equally.

Plantation's emergency dispatch center is not a top priority and it needs to be. The dispatch center has been short staffed by at least 8 positions for more than year and this is very draining for the employees who work tirelessly to keep the citizens of Plantation safe. The employees routinely work under staff, 16-hour shifts, 12+ hours of overtime per week (sometimes 20-40 hours a week) and sometimes without breaks. This directly affects the level of service provided to the citizens that is beyond their control. The communications center is overlooked and the expectations expected of the employees creates a work environment that is unsatisfactory. With the growing population of the city and new infrastructure the current staffing levels will not suffice. They are the life line for the City of Plantation's citizen and the mental health of our dispatchers needs to be top priority. Vacations have been suspended for over a year meaning they haven't been able to take time off unless it was voluntarily covered by another employee. Oftentimes, employees are not aware of the mandatory overtime until right at the end of their shift requiring some employees to make emergency arrangements for families and child care. This is just one of the many stresses that the dispatchers have to endure to ensure the center continues to operate successfully. Plus it has been almost two years where an employee successfully passed and completed the training program. They need better hiring and training protocols to increase retention of employees. The first would be increasing the salary of dispatcher trainees.

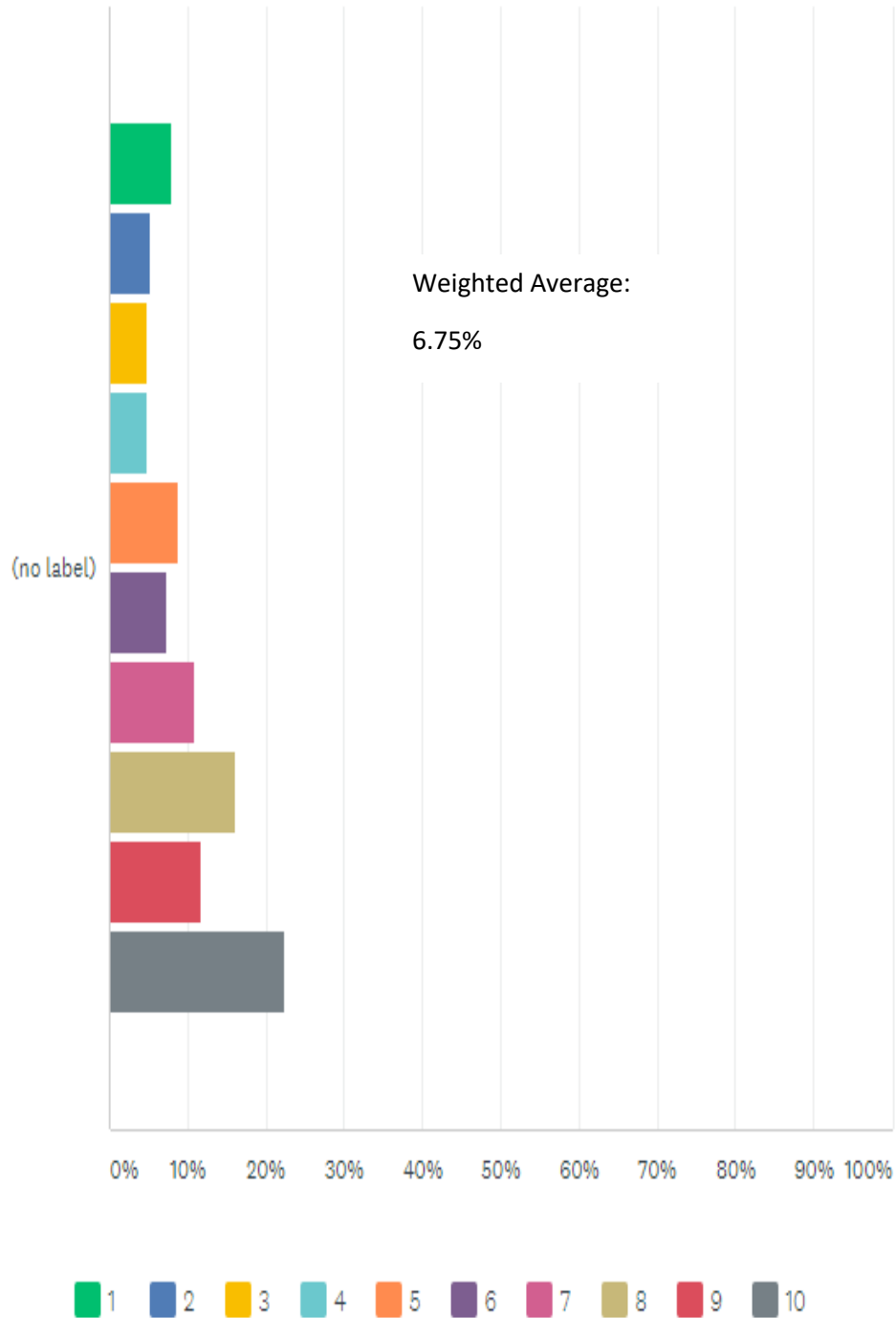
We have a growing community and the staffing for 911 communications is at the lowest every and we need help. We need people we need to be a priority. We need a better manager.

Not always, no... not everyone is involved or told about certain things happening/upcoming within the Department and/or City

Residents are allowed to trash city employees without responses from administration to explain why procedures are set the way they are. There are employees that should be making higher salaries based on what their actual work entails, not what those that make the decision on salary perceive the duties to be. There are departments in this city where Directors/ managers are allowed to mistreat their employees without repercussions because the employees fear losing their jobs. Other than that the health insurance makes this place worth working for.

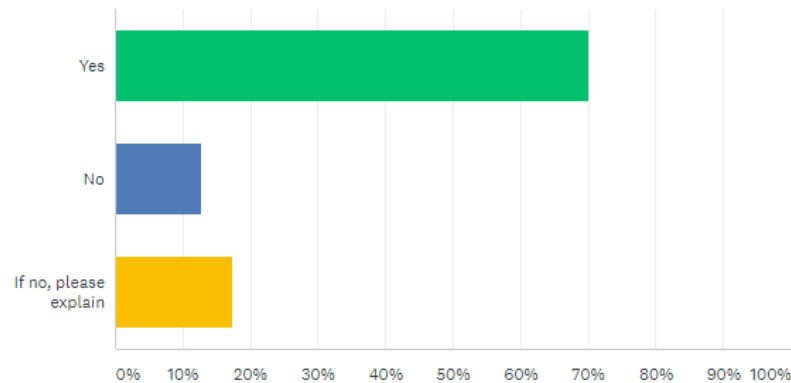
6. On a scale of 1-10 how satisfied with the overall job security in the organization? (1 = Not At All, 10 = Extremely)

Answered: 330 Skipped: 15



7. Do you feel that the City acted in your best interests during the Pandemic?

Answered: 330 Skipped: 15



ANSWER CHOICES	RESPONSES
Yes	70.00% 231
No	12.73% 42
If no, please explain	Responses 17.27% 57
TOTAL	330

Comments:

I believe testing all employees at the outset was a waste of money. All it meant was that we were negative that day. Especially since it took two weeks to get the results back. Also, certain departments were not told when departments within their building had employees who tested positive, even though those employees interacted with each other on a daily basis. When asked, the response was that we're told on a "need to know" basis, and we didn't need to know.

Yes and no. Cleaning, testing and restricted access was good. Enforcement of employees wearing masks and communication re positive test results to other affected employees was poor.

Cheap masks no supply to keep the trucks and equipment clean and sanitized. We have to buy it ourselves.

While most of the division and administrative staff stayed in safety of their own home while still receiving pay, others that worked did not receive any incentive/hazard pay/or bonus for risking our lives.

During this pandemic we were constantly exposed. Week worth of face mask. We were only tested once during this pandemic.

Weak rules enforcing

Procedures were only applied when something went wrong. Ref someone getting Covid19

Everything is a god damn secret

A fellow crew member around me sick, I go home and have to use my leave until results are back

Back Pay

PPE was inadequate, PPE is inadequate "No hazardous pay"

Hazardous pay, no union, we should quarantine every other month.

My department worked from home a total of two weeks during 7 month pandemic

Not 100% sure

I feel the city tried...but just went with the flow without looking into actual treatments if one got sick or long term effects on precautions with masks. Now there is a huge outbreak of strep throughout the country due to wearing masks and breathing in constant bacteria.

initially yes, now it has become more flexible. which in my opinion should not be so since a relapse is evident

I feel that employees should have been given the option to work remotely. The Pandemic is still very prevalent.

remote working made a return every 2 weeks have an over load of work since only a very small amount was done at home. Also not all were able to have 7 weeks of administrative leave. unfair to those who had to work thru.

Additional disinfection techniques have not been implemented on a daily basis, windows have not been opened for fresh air flow, no standard procedure for dealing with the public - each department making their own rules, the employee update was a redundant waste of time, some people wear the same disposable mask for weeks without a fresh one being offered, masks left in grass and parking lot not retrieved for days, offering child care and charging a fee?!?!

It was unfair that some employees stayed home and got paid while some of us worked and never got any compensation or Added time off

Some employees had weeks off while others did not and there was no compensation for it. And when asked about compensation, they were threatened with termination

During the pandemic some employees were sent home. Others were split shifts and others worked their normal shifts putting them at risk. After some employees tested positive for Covid19, no further testing was performed

I feel as thorough our health and well being weren't prioritized rather we were expected to adhere to the city's policy or our jobs were on the line

When the director addressed everyone on march 19th he told anyone who comes up to him he would say fuck you and walk away (to everyone)

Could have done more test of the employees

We should remain two on and two weeks off and if not more test should be done once a month

Just don't think it was taken seriously. 6ft rule wasn't taken serious

No because other cities furlough days that we only did it for a month

The director cares more about himself than the workers

Director was mean and bossy and domineering

Some employees worked two weeks on, two weeks off schedule while others, like myself continued to work their normal schedule, normal hours, and in their same building with zero compensation.

Only one test over many months of being exposed to Covid

Returned too soon

The city acted in its best interest but I may have benefitted also

I was one of a few working everyday while others in my department and multiple departments had rotating schedules. What/who made the decision on who must work and who gets to stay home. I also heard some got compensation for the time being but others, including myself, did not.

Got no days off but other crews did

There was no plan. No rotating schedule so all employees could have time to deal with it properly. For the whole pandemic I've only been tested once despite my job requires access to everywhere in the city, to the Mayors office to PD to Fire

I was one of a handful of people that worked through the pandemic with no days off, while ALL departments were either rotating shifts or off for 4 to 5 weeks home safe with their families. No explanation why and told not to ask or you could be fired. Some kind of compensation (comp time or money) should have been given to make the sacrifice of not being home safe while others were.

When the pandemic first started affecting us, I got the sense that administration wasn't clearly explaining the circumstances to my managers and director. At times we had meetings discussing what we need to do to prepare, however we were all in the dark when it came to high level decisions, such as if we will be furloughed, or where can and can't we go, who will pay for covid testing if we have an incident here.

The city left individual departments to choose how to proceed with Covid and I believe it should have been a coordinated overall effort led by the EOC command structure (Fire chief in charge, etc).

Communications within the department were erratic.

The communication was very minimal, and secretive. It was as though fellow employees getting COVID was being covered up. Yes due to HIPPA they can not tell who had COVID but even the CDC was recommending that employers let employees know when someone has it.

Employees schedules were repeatedly changed. There was a lack of communication There should've been remote staff meetings.

Staggered work hours could have been implemented in many departments that would have lessened exposure.

While I appreciated being employed, majority of the employees were off and those who continued to work should have received hazard pay or comp time for working during the pandemic. Some of us that worked, continued to work with the public and I do not believe we were compensated appropriately.

As a civilian that works for the police department that works out on the road and has to continue to interact with the public throughout the pandemic, I was not properly supplied with PPE to protect myself. I also recently found out that the city did not purchase Worker's Comp coverage for the civilians should we get exposed and sick while on duty.

we are frontline workers asking for a raise and they are giving us the run around

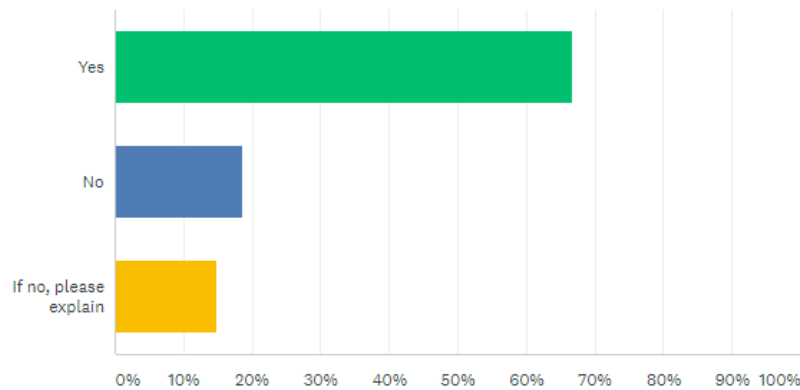
Some departments are not properly cleaned

Most Agencies still have their employees working from home. Especially those can do 100 percent of their job from home

In the beginning of the Pandemic, there was no cohesive approach citywide on procedures, equipment, etc. As to my dept (PD), simple measures like masks and temp checks were not instituted until approximately 1-1.5 months into it. Simple suggestions by employees were discounted. As to city administration, they were hesitant to grant COVID leave prior to the presidential declaration of paid COVID leave making employees scared to call in sick. The city was also slow to close down the building to all non essential employees, but then let employees work from home yet those same employees were seen on social media "not working." Once non essentials were brought back, then mandatory COVID tests were administered haphazardly and employees were allowed to work over 10 days without results making the tests worthless. Even managers, and administrators laughed at this effort. Not comforting.

8. Do you think the organization adheres to a zero-tolerance policy against any kind of discrimination and/or bullying?

Answered: 324 Skipped: 21



ANSWER CHOICES	RESPONSES
Yes	66.67% 216
No	18.52% 60
If no, please explain	Responses 14.81% 48
TOTAL	324

Comments:

Assuming you get the irony of this question. I'm not even going to dignify it with an answer. And the fact that you can even ask this questions with what I assume is a straight face, tells me you are complicit in her actions, and have no interest in doing anything about it.

Bulling is occurring from the top down. Accusations are being made to employees that are not true. Employees are being directed to do atypical procedures or special processes for the benefit of outside people close to the Mayor. The mass termination or pressured exit of many long-term valued employees and the relocation of other employees has created fear and instability among the remaining employees who feel only the well liked "yes men" are safe.

The director treats everyone under him like trash, and makes everyone feel less of a person when he is talking to everyone. The Mayor does not care either.

The females hired in grass division can speak to the males in a manner, however when reciprocated the males are retaliated against. Our jobs are constantly being threatened. Condescension is Directors approach!

Don't listen to employees and take action

Too many incidents brushed under table you go higher up they blame it on you

I'm a victim of bullying, no action on my complaint

Some individuals are allowed preferential treatment (certain divisions)

The demographics and qualifications of Directors and supervisory staff suggest that there is discrimination in either hiring or promoting staff

City needs a third party company to identify the issues from each individual concerns and setup a toll free to call if need basis how to improve the city quality. A good example Broward health does it and they maintain the quality by using the third party to handle employee issues properly.

I do not feel that the City adheres to this policy at all. There is constant bullying and discrimination occurring in the City. There are daily threats and intimidation tactics happening on a daily basis. Threats of being terminated, finger pointing, closed fist slamming on desk, being scolded in the presence of peers and co-workers. Being told that you do not have the right to do anything, but what you are told to do.

Administration sometimes addresses higher scaled issues with regular employees instead of their managers. This can be really intimidating to a regular employee who lacks management experience.

prejudice prevails

Absolutely not! The Mayor is the biggest bully of them all.

director is a bully, he relies on bullying to get people to do what he wants and it creates a hostile work environment

The public works director and garage supervisor use bullying tactics toward some employees and others seem to be immune to such practices. This practice causes friction between employees

Supervisors, directors and even the mayor uses intimidation tactics to drive their point across

The director threatens everyone's jobs all of the time. threatens to privatize

Leadership is the bully

They do all the bullying against the employees

Because sometimes they threaten your job.. etc..

Discrimination and bullying are trades that this Mayor has brought with her. I thought that as long as I work hard and well, I would be able to continue working for the city. Now, I dont feel the same way as I've seen many people leaving or forced to leave the City because the Mayor doesn't like them or they don't do what she wants them to do.

Bullying! I feel if anyone disagrees with the Admin office they will be terminated

Depends on who you are

My director has not but I've seen bullying take place in other departments

No one stands up and tells the truth

I currently work with people who have been reported for racism and assault and they still have a job here. I also seen good workers quit due to a bad working environment from supervisors.

Have observed bullying

Rules vary according to the people in question from management

I'm saying no because I really don't know for sure.

I believe the Mayor is the biggest bully - yelling, belittling, degrading, scaring and firing should not be the daily practices of someone in that position. Shameful!

Unaware of any policy.

No, because... I've had someone within my Department say awful things about me and wrongfully accuse me of things (at least 3 separate times), and that person still works at the City....

it's the mayors way or no way

Mark Wendt was the Harvey Weinstein of the Police Department, threatening employees for sexual favors and not a single word was ever put on paper

Directors allow managers to create hostile work environments and nothing is done.

If you are not liked you will not be looked at for a promotion. Even if you are qualified.

The mayor is a bully, PW director, parks director, all lead by intimidation, don't like it find another job attitude. Exactly what the mayor promotes

I'm not even sure that filling this out is in my best interest so that's that.

I was bullied at the City. Promotion appears to be based in part on skin color.

I have confidence in the policies and that HR will handle these issues. Employees feel like if they go to HR they are blacklisted or will get into further trouble. Employees should not be punished for seeking assistance with HR

Bullying is not addressed and simply chalked up as 'your the problem'. If you try to involve HR then you become a 'black list' employee for not going through your supervisor. It's a no win.

Reverse racism and sexism is becoming an issue in that certain minorities and females are groomed early on for success.

I have no experience outside my department - which does have a zero-tolerance policy - I cannot speak to other departments. I believe HR would act if they were aware of a problem.

Persons are being threatened for not doing illegal things.

It depends on who is doing the bullying or discriminating. People get away with it if they are higher up in the food chain.

Speaking up is discouraged. Managers can be demeaning, and I don't feel that my voice will be heard if I speak up.

9. If you answered no to any of the above questions, please tell us how the City could improve in that area?

Answered: 101 Skipped: 244

More employees have been bullied, manipulated, forced out, fired, yelled at, made to feel unimportant or expendable, etc. in the two years under this Administration than in the entire time I've worked for this City. The Office of the Mayor is a revolving door. (That should tell you all you need to know) People used to look at that office with reverence and respect and support. Now they only look at it in fear.

Don't see a potential for change until a new Mayor is elected. Comment - Many employees are afraid to respond to the survey for fear of retribution or termination if they are identified.

Remove the director and mayor they don't care for the City, put in someone who cares.

Crew Leaders deserve higher merit increases than general workers. New Uniforms & work boots annually. Consult with Crew Leaders regarding equipment needs. Equal and just treatment for All! Digital work-order process Cost of Living Raise Approachable Leaders that take Pride in Employees

better management

Be more open!!

13 years they won't so they can't. Same good ole boy system.

Act and Do what you say your gonna do

Proper equipment allows the quantity to be completed with quality.

Equal opportunities to compete for jobs in any and all divisions

multiple people suffered during the pandemic due to the restriction on secondary jobs. Many people lost their jobs, many people lost upwards of \$20k plus. The city failed to recognize the rescue division as high risk during this time. There was little to no appreciation for our hard work and dedication to the department or citizens.

The City ought to pay more attention to Team building

I have no solution other than try to be pro-active. Instead of following the leader....BE THE LEADER

I just think some Directors should be a little more approachable., and also could have a better mood.

Some positions require review due to the high workload they currently have. This reevaluation should also focus on the worker's progress and performance.

There is an extremely hostile environment that needs to be investigated and addressed immediately. The respect level for employees is very low, which lowers morale. It feels like you are walking on egg shells and will be terminated at any minute. The environment is extremely toxic. There is no sense of job security. The City could improve if the bullying and discrimination stopped. The City could improve if people were treated with dignity and respect. The City could improve if the intimidation tactics cease. The City could improve if directives and expectations are clear and concise. The City could improve if goals are set up by Management and then tied into Departmental goals. This would provide a more clear vision and understanding on the expectations of Management and remove the guessing part. The directives that are provided by Management are not clear.

Some questions are not yes or not, but a maybe or some.

Do not follow Broward County Mayor Holness. Our City is separate and can work independently from the Co Mayor. the lock downs hurt City Businesses and destroyed lively hoods.

Should focus on team environment

Stop hiring people who are racist, homophobic, bullies.

TALK TO THE EMPLOYEES. HAVE WELLNESS SURVEYS FREQUENTLY MONTHLY ON SUPERVISORS AND UPPER MANAGEMENT

Reference answer 8. Administration should address higher scale issues with managers and supervisors instead of regular employees.

Create incentives to motivate the employees, promote employees based on their work performance and qualification instead of favoritism.

involve the employees with decisions that effect us directly.

#1 I would not recommend to colleagues or friends to come work for this City due to the A. Toxic/Hostile work environment with extremely low moral and B. No job security - people here for more than 30 years being forced to retire or being fired just because the Mayor doesn't like them or that they won't do the unethical things that she wants them to do (constantly wondering am I next). #3 My director makes me feel important, the Mayor does not. She exhibits behavior that says she does not care about me or any other employee. It's obvious based on the forced retirements and firings that this Mayor thinks everyone is expendable. She makes sure that we know too by saying we are "at will" and holds that over our heads every day. #9 Stop the bullying and intimidation tactics. Have the Mayor practice what she preaches instead of barking orders for everyone else to follow but that she doesn't have to ("do as I say not as I do"). Stop playing favorites and start appreciating those of us who have put in many years at this City and hard work every day. Stop discontinuing and making us feel not valued and that we get paid too much.

#5 Quality and improvement are a priority in the department that I work in. I can't speak for City Hall. #8 The department that I work for doesn't encourage bullying and discrimination. I can't speak for City Hall. #9 I am extremely disappointed that the Mayor reduced the employee's salary increase from 3% to 2.3%. It shows that the Mayor doesn't care about her employees.

Get a director and mayor that are approachable, willing to talk to employees without using foul language and intimidation and threats of being fired or threatening to privatize the whole organization, not a proper way to motivate employees or a way to respond to an employees question or complaint about a situation

The city cannot change an individuals personality. Therefore I believe the only solution would be to evaluate each upper level employee to determine the proper improvement needed. Most lower level employees are protected by their supervisor because of outside interests and friendship, even though they lack the experience and skill level needed to perform their jobs to City of Plantation standards.

Provide training for supervisors and directors to get them aware of technology of how to communicate properly with employees with speaking in a condescending and demanding manager

Proper leadership training and accountability should be prioritized.

Replace the public works director and the mayor

Start thinking to do more test for employees. Think of insensitive raises!

Better Communication

City of Plantation employees cant afford cost of living with only a 2% raise. We NEED more money

City of Plantation employees are not on the right pay scale compared to other cities

Pay increase so we don't have to work three jobs to survive. Fair opportunity to move up, etc.

#7 Not all departments got time off. Others worked the whole time and got no compensation when others got weeks at home on and off, the workers that didn't should be compensated in my eyes. We took the risk of still coming in everyday.

Get rid of the director and hire one that cares about the employees instead of himself

Listen to the ground men treating people that the way you wanna be treated

Need new people in charge that care about employees

There is little or no consistency in decision making or policy. Also, there seem to be one set of rules, regulations, and/or practices for some and another set for others.

Be more understanding and not assume certain situations off the bat, instead ask first.

The Mayor doesn't care for the people that had put many years of hard work. The people hired by the Mayor are earning high salaries; meanwhile, the Mayor won't give raises to the people that have reach their max salary range. Be fair with salaries among all employees. Don't increase the salaries of certain employees that are already making good money. Review the salary range so

people that reached their max range can have the small raise which in some case is less than \$35 per paid period.

We should be considered a team, not an expendable work force!

Provide a pay structure that rewards work

I shouldn't feel like my job is in jeopardy, especially since I'm handling multiple positions while we're short staffed and getting them all done.

New management

Comical

Communicate and make sure that the person who actually is doing the work understands 100% whats going on. Slow down, slow is smooth, smooth is fast. Less mistakes as far as zero tolerance, it just needs to be enforced.

Make more careful decisions and be more observant of bullying

During the period of time all departments were rotating shifts the people that stayed without complaining should have been given a chance to quarantine at home with their families

Used to have complete faith in my job and security with Cheech and prior Mayors

Communication could be better, Administrators that follow the same rules that they have implemented on staff would also improve overall morale, especially during these trying times.

Get rid of Mayor Stoner!

There MUST BE an investigation into the Mayor that the public be informed about! This is a Democracy, not a dictatorship. Firing employees because they do not do exactly what you say in regards to your personal benefit is unacceptable and creates just another liability to a lawsuit.

Unfortunately, these surveys seem to fall on deaf ears or blind eyes. There is little trust or confidence in our administrative leaders. In addition, a major problem in the fire dept. is the extremely low morale. Opportunities exist to boost morale, however it'll take more than just a T-shirt.

Hire more employees to staff the emergency dispatch center.

Take care of your dispatchers. We are the life line to the citizens of the city of Plantation. We have to work long hours, with less staffing. We don't even get offered mandatory vacations.

No comment, it won't matter anyhow.

Allow the employees to have a little bit more say, provide raise increases for each individual who is deserving (not everyone same raise), have pay be better...

I believe that Security should be in the building while we are open to the public, just for the Safety of our people.

Making employees feel like their work is useful and necessary might make them feel respected. Holding directors, managers, etc accountable for their own actions or non-action (ex: Actually show up for work, Come to work on time, Respond to emails, Be present in what is going on in the department, Act the way you should for the salary you're being paid).

Allow Directors more freedom of decisions. administration wants too much control that should be entrusted to the directors which is why we have them.

A point of contact outside your division to hear complaints. And, they keep their mouth shut because fear of someone making a complaint is real in this city being broadcast to all. There are no secrets here, just people too scared to say anything for fear the whole workforce will know.

Understand the seriousness and stressfulness of our job and that the cost of living goes up. We need to be compensated appropriately. We were and still are there during the COVID-19 pandemic on the frontlines so please consider us for pay raise.

Better leaders in the Fire Department

Actually take action when independent surveys and "staff inspections" are done which find inappropriate and ineffective behaviors by managers instead of just ignoring them.

They can take care of their employees better. Better Raises, better communication. Not just conversations and decisions made behind closed doors.

Look at all salaries, look at those who did not get parity raises back when and see where there are now (years later) - just above the new minimum of \$15.

The city does not want to hear it.

City employees must be allowed to do the jobs they were hired to do. This is not happening. City administration must support the decisions of its employees and back them as necessary. Disrespecting employees will only cause malcontent for and distrust of city leaders.

Culture is not displayed throughout the City.

I believe, the city would be better served, if some time was taken to look at adequate pay and training for it employees. also some better guide lines to governed interaction between employees and residents across the board.

Get rid of the administration or limit the amount of power they can exercise. How many times has the mayor broken city policy and made decisions without council approval or gone back and gotten approval afterwards with no read zero repercussions. While other employees are being fired left and right. Also want to clarify my answers to the first questions it forces me to check a box #2 I have 0 confidence in anybody but that is not a choice.

The city needs to do a better job showcasing their employees and the great job they do every day.

Honestly, I don't feel as though any suggestion would be taken seriously nor do I feel as though suggestions would come without repercussions so I will leave that closing thought.

Administration must illustrate that they care about the employee. Team building is critical if we are to accomplish our strategic goals and ensure that the "grass is greener".

I love my job and the people I work with but the environment in the City feels off. People seem fearful that if they make one small mistake or are not personally liked they will be terminated.

The tone is set by the Mayor. People will do how she does. She should let people do their jobs and stop micromanaging.

Salary compensation

I love working at the City and take pride in my work, I do wish I was not always so worried about what could happen that I might lose my job.

Employees should be notified when there are cases of COVID. Better cleaning of all areas should be implemented. Sanitizing stations should be in all entrances.

Have HR involved in all hiring processes, to eliminate favoritism and connections, when what is needed is an arms length transaction that is based on qualifications and merit.

See above.

I don't know what can be done - the work place is horrific.

There is no reason if you are capable of working (remote access and so forth) from home during a pandemic that you should have to respond to work.

I do not believe that this survey is anonymous so I cannot answer that question honestly without fear of repercussions.

Hold everybody to the same standard of conduct all the way to the top.

Having to do the 1 year probationary period every time one changes position is a little unnerving.

I feel that certain managers need to not be so demeaning, and expect employees to know how to do a new task without the proper training/instructions.

Plan of Action

Quality & Improvement

- Share Strategic plan with entire department
- Work on implementing a quarterly employee update on goals and performance keeping the employee informed
- Work on Improving Technology and Processes to streamline work
- Increase communication to both Greenshades and NeoGov

Covid-19 Concerns:

- Initial testing was a baseline only
- Testing for persons with symptoms or exposed (as defined by CDC) is covered at 100% by insurance
- Employee Care Center will be made available for Covid-19 testing of all covered employee and dependents that meet the CDC criteria for testing.
- Work exposures will continue to be scheduled by Human Resources and the Health & Safety Officer.
- Human Resources and the Health & Safety Officer are handling contract tracing for known exposures as defined by the CDC guidelines.
- The City's contract tracing, testing requirements and return to work clearance guidelines change as the CDC guidance changes
- Understanding Covid-19 Leave
 - Exposed at work with a negative test result – Administrative leave until results received
 - Exposed at work with a positive test result (all employees) – workers compensation
 - Exposed outside of work:
 - Covid-19 Leave one-time max 80 hours (full-time)
 - After 80 hours becomes employee leave sick and/or annual.
- Facilities cleaned
 - Will work on having a cleaning schedule for each building available for view
 - Looking into having sanitizing stations at each entrance
- Human Resources will create PPE Guidelines for departments
- Pandemic Work History when City shut down (April – May)
 - Each Departments needs were evaluated based on specific functions Directors made schedules based on that information with included:
 - Work from home with remote access to City systems
 - _____% of work force was unable to work from home and paid Admin. Leave
 - Split Shifts to lower number of people in a specific setting
 - Essential workers continued with regular schedule

Plan of Action

Bullying

- Mandatory training for all Managers, Supervisors and Directors
 - Directors
 - Approachability
 - No Tolerance
 - Bullying/Discrimination
 - Supervisors
 - Liaison to Employee
 - Approachability
 - Conflict Management
 - Managers
 - Liaison to Employee
 - Approachability
 - Conflict Management

- Managers, Supervisors and Directors will be provided a copy of the Code of Conduct Policy from the Employee Hand Book to ensure they understand and follow and mandate these procedures. A signed acknowledgement will be required.

Improvement

- Working with the EAP (Employee Assistance Program) to see about setting up a place to receive employee concerns
- Human Resources will be more accessible to all employees for concerns with the support of Administration
- Directors will be responsible for submitting Team Building ideas to Human Resources for each department
- Mandatory Customer Service Training for all employees that work with the Public/Residents
- Re-evaluate 1 year probation policy for promotions.

