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**City Council Work Session Minutes
Employee Engagement Survey Results**

**Monday, June 8, 2020
6:00 p.m., Community Auditorium**

***Minutes are unofficial until approved by Council.
Council approved minutes as presented June 22, 2020.***

1. ROLL CALL:

Council President Malynda Wenzl called the Work Session to order at 6:02 p.m. via Webex Video Conference.

ROLL CALL: COUNCIL PRESENT ATTENDED BY WEBEX REMOTELY: Kristy Kottkey; Timothy Rippe; Mariana Valenzuela; Adolph “Val” Valfre; Malynda Wenzl, Council President; and Mayor Peter Truax (arrived at 6:05 p.m.). **COUNCIL ABSENT:** Elena Uhing, excused.

STAFF PRESENT ATTENDED BY WEBEX REMOTELY: Jesse VanderZanden, City Manager (Webex remotely); Paul Downey, Administrative Services Director (Webex remotely); Brenda Camilli, Human Resources Manager (Webex remotely); Michael Kinkade, Fire Chief (in the Community Auditorium); and Anna Ruggles, City Recorder (in the Community Auditorium).

2. WORK SESSION: EMPLOYEE ENGAGEMENT SURVEY RESULTS

Camilli and VanderZanden facilitated the above-noted work session, noting the purpose of the work session was to provide the overall city-wide results from the City of Forest Grove Employee Engagement Survey. Camilli reported the survey was conducted by the Institute for Public Sector Employee Engagement, a division of CPS HR Consulting, an independent government agency. Camilli introduced Bob Lavigna, CPS HR Consulting, who presented a PowerPoint presentation overview pertaining to the Institute’s engagement model, Response Rates by Department and Response Rates by Employee Group, noting the survey included 51 questions in 9 categories, respondents rated their level of agreement with 6 engagement-index questions, 5 demographic questions, 2 questions asking about plans to stay or leave, and 3 open-ended questions. CPS HR administered the survey from September 23 to October 11, 2019. 78% (128) of employees responded to the survey. In addition, Lavigna outlined slides showing calculations and overall engagement levels; workplace factors and culture question influences; recommended focus areas; quadrant charge definitions; leadership and managing change; each respondent’s department’s mission, supervisor, and training and development and Organizational Culture, as noted below:

Summary – Areas to Maintain

- ◆ I believe the actions of senior leaders are consistent with my department's values
- ◆ I feel I can make a difference by working here
- ◆ I have a clear understanding of my department's mission
- ◆ I know how my work supports my department's mission
- ◆ My supervisor keeps me informed about the issues affecting my work
- ◆ My supervisor fosters a respectful and trusting environment
- ◆ I get the information I need to do my job well
- ◆ I am treated fairly at work
- ◆ I feel encouraged to learn from my mistakes at work
- ◆ I feel valued for the work I do

Summary – Areas to Improve

- ◆ I feel that my department as a whole is managed well
- ◆ When changes are made in my department, they are usually for the better
- ◆ Senior leaders value ideas from employees
- ◆ My supervisor motivates me to be more effective in my job
- ◆ I am given a real opportunity to improve my skills in my organization
- ◆ I feel encouraged to come up with new and better ways of doing things

Next, Lavigna outlined slides showing Additional Questions – Level Analysis: Highest-Scoring Questions (most positive) and Lowest-Scoring Questions (least positive) and Largest Positive and Negative Gaps, noting the following Categories with fewer than 10 respondents were not reported.

Intent to Leave Current Position within Next Year – All Employees

- Stay Response Count 73
- Leave Response Count 35
- Prefer not to say Response Count 20

Results of Demographic Segment Engagement Levels

- Gender

Response Count 72 Male

Response Count 30 Female

Response Count 25 Prefer not to say

- Age

Response Count 19 Age 25-34

Response Count 25 Age 35-44

Response Count 31 Age 35-54

Response Count 22 Age 55-64

Response Count 31 Prefer not to say

- Tenure

Response Count 14 At least 1 year but not more than 3 years

Response Count 14 At least 3 years but not more than 5 years

Response Count 17 At least 5 years but not more than 10 years

Response Count 34 At least 10 years but not more than 20 years

Response Count 23 At least 20 years or more

Response Count 21 Prefer not to say

- Race/Ethnicity

Response Count 87 White

Response Count 28 Prefer not to say

- Supervisory Status

Response Count 75 Employee does not supervise other employees

Response Count 20 Supervise

Response Count 19 Prefer not to say

Council Discussion:

Mayor Truax opened the floor and roundtable discussion ensued as Council recapped the information provided about the Employee Engagement Survey and the overall engagement level of city employees, to which Camilli advised the Department Directors received the specific responses for their departments (Administrative Services, Community Development, Fire, Library, Light and Power, Park, Police and Public Works) and the city-wide summary report being presented this evening to Council was shared during two group sessions with all city employees in March. Camilli noted the employee survey was voluntary and strictly confidential, noting no employees had/will have access to individual responses. In response to inquiries pertaining to responses for fewer than 10 respondents, Camilli explained the consultant tracked responses by department as long as there were a minimum of 10 employees in the department, noting smaller workgroups were combined with another department or division. In response to the number of categories in the survey for race/ethnicity, Camilli reported the survey provided 8 categories for employees to self-identify their race/ethnicity (American Indian or Alaska Native; Asian; Black or African American; Hispanic, Latino, or Spanish origin; Middle Eastern or North African Native Hawaiian or Other Pacific Islander; White; and Some other race, ethnicity, or origin; or prefer not to say). Lavigna noted 28 preferred not to say, advising that some employees may be reluctant or nervous to say and perhaps if the survey was conducted again, these results may differ. In response to inquiries pertaining to determining the number of employees by race/ethnicity, Camilli reported all new hires have the option of self-identifying their race/ethnicity, noting city administration can extract that data if needed. In response to inquiries pertaining to what triggers a repeat survey, how often and perhaps conducting a survey more frequently, i.e., annually, VanderZanden advised the City conducts citizen survey every even year and city administration is planning to conduct an employee survey every other year. In response to the city administration sharing as much transparency as possible with employees and action plans, Lavigna encouraged sharing city-wide survey summary results with every employee to build accountability and identifying priorities for action and developing action plans and implementations. In conclusion of the above-noted Council roundtable discussion, VanderZanden advised city administration will continue to review the results of the survey both city-wide and on a departmental basis to address concerns brought forward through the survey as well as continue and build upon the things that

employees indicated the City is doing well. Camilli added, among other things brought to light by the survey, that the city administration is following up on recruitment and retention of employees in the defined contribution plan and succession planning, which the Council has been made aware of through staff's recommendation to enroll new employees and current employees who are members of the defined contribution retirement plan into Public Employee Retirement System (PERS).

Council took no formal action nor made any formal decisions during the work session.

3. ADJOURNMENT

Mayor Truax adjourned the work session at 6:58 p.m.

Respectfully submitted,



Anna D. Ruggles, CMC, City Recorder