



Employee Survey: What we heard

December 2023

- Methodology & Participants
- What We Heard: Key Results
 - Measures
 - Strengths
 - Opportunities for Improvement
- Questions and Open Discussion

A person wearing a white button-down shirt is shown from the chest down, pointing their right index finger towards the right side of the frame. The background is a blurred white surface.

Agenda

December 2023



Methods

For Town of Longboat Key Employees

- Surveys were used to collect feedback.
- Qualitative and Quantitative results were analyzed.
- Individual question results reported.
- Organizational key themes identified.



Survey Participation

For Town of Longboat Key Employees

- Surveys sent to 134 employees
- 92 employees answered at least one question
- 88 employees completed the survey
- 66% total participation based on survey completion



Key Findings

STRENGTHS

STRENGTH: Leadership

Leadership refers to the collaborative efforts of Town leadership in guiding the direction, growth, and well-being of the municipality. Together, they emphasize visionary planning, effective governance, and community engagement to address the unique challenges and opportunities within the Town. Their collective leadership ensures that the town operates efficiently, fosters innovation, and remains responsive to the evolving needs of its citizens

Qualitative

- *Good town Manager and director team. I believe the team really wants to see progress in the Town.*
- *The Town's Commission is comprised of individuals who came from larger corporations and firms. They are more involved than most and with a good manager keep a good pulse on the budget and quality of life of its residents, visitors, and employees.*
- *I feel leadership is looking out for what is best for everyone.*
- *Leadership is focused and always clear with accomplishing the Town's goals and objectives.*

Quantitative

- *82% of employees report having a clear understanding of the most important priorities for the Town of Longboat Key.*
- *80% of employees report having a clear understanding of Town of Longboat Key's mission, vision, goals, and objectives.*
- *75% of employees report agreement with the statement "Town of Longboat Key's leadership is appropriately concerned with accomplishing the Town's goals and Objectives."*

STRENGTH: Workplace Environment

The workplace environment encompasses the physical, psychological, and cultural conditions that shape employees' experiences and well-being at work. It includes factors such as location and workspace, the tools and resources available, interpersonal relationships, organizational culture, and leadership styles. A positive workplace environment fosters collaboration, creativity, and productivity, while also promoting the health, satisfaction, and retention of employees.

Qualitative

- *Its natural environment for workplace location, its facilities, and its staff, the positive spirit of employees as a whole. Good governance.*
- *Nimble; fiscally responsible; great tax base; friendly knowledgeable, and respectful community; great expertise within the community and within the Town; supportive and civil Commission; practical and common sense focused cost-effective solutions. Good, strong team.*
- *The family atmosphere.*
- *Friendliness of Town employees toward each other and the community. Everyone truly wants to make the community a better place.*

Quantitative

- 76% of employees report they would proudly recommend the Town of Longboat Key as a good place to work to a friend or relative.
- 76% of employees feel the Town of Longboat Key is a great place to work.
- 72% of employees believe the Town of Longboat Key values their unique background and experiences.
- 75% of employees report “People of all cultures and backgrounds are valued at Town of Longboat Key”.

STRENGTH: Citizen Focus

Refers to the dedication and commitment of an organization to prioritize the needs, concerns, and aspirations of its citizens in its decision-making and service delivery. It emphasizes the importance of understanding and responding to the unique needs of the community, ensuring that policies and actions are aligned with their best interests.

Qualitative

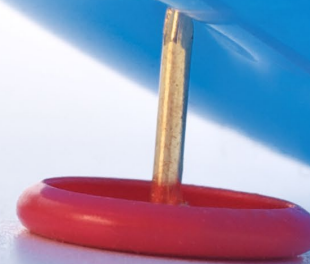
- *The Town has employees who do in fact provide top notch service to the Town, both internally and externally.*
- *The Town puts the citizens first.*
- *Community focused. Service oriented*
- *I have no doubt that the Town is focused on what is best for its residents.*
- *Our customer service to our citizens is top notch.*

Quantitative

- 85% of employees report that the Town of Longboat Key has a good reputation with the public.
- 76% of employees believe the Town of Longboat Key's leadership is appropriately concerned with accomplishing the Town's goals and objectives.
- 84% of employees report that the Town of Longboat Key is focused on what is best for the town and its residents.

Key Findings

OPPORTUNITIES for
IMPROVEMENT



Opportunity for Improvement: **COMMUNICATION**

By effectively communicating with one another, an organization has greater assurance of mutual understanding of processes and roles and shared support of goals.

Qualitative

- *Listening and understanding issues that are happening in your department. To feel comfortable to express those needs or issues.*
- *To honestly discuss issues and make a plan for improvement. Then follow up with the progress or regression of the plan.*
- *Communication between staff and departments, especially when a process has changed and not been communicated to other staff/departments that may utilize that process.*
- *Most departments tend to work in silos. Directors seem to only focus on what's happening in their "world" and not paying attention to other departments.*

Quantitative

- 64% of employees feel the organization supports an environment of open communication.
- 67% of employees report that the Town of Longboat Key communicates effectively with its employees.

Opportunity for Improvement: **COMPENSATION & BENEFITS**

Benefits and compensation play a significant and influential role in employee satisfaction and motivation to perform well, both of which lead to increased organizational productivity.

Qualitative

- *I don't feel my experience and education really makes a difference or is taken into consideration, particularly when it comes to salary.*
- *This question is above my pay grade, but an annual Cost of Living Adjustment would be ideal as we all have to travel to LBK, and our residential areas are expensive, and costs are rising.*
- *Align wages and benefits.*
- *If you would have asked me a few months ago, I would have said a three. I've increased my rating based off the recent pay increases that have helped employees tremendously and were WAY past due. I think there is still room for improvement in providing employees with an actual sound and reliable retirement program similar to what other municipalities offer.*

Quantitative

- 59% of employees report being satisfied that total compensation reflects the effort they put into their work.
- 76% of employees plan to be working for the Town of Longboat Key a year from now.

Opportunity for Improvement: **TRAINING, EDUCATION & DEVELOPMENT**

With employees being an organization's greatest asset, investing in training, education, and development is key to sustaining business growth and success.

Qualitative

- *Unlike the other organizations I have worked for in the past, I have not witnessed a career pathing program within the Town.*
- *I have received little to no training for my job, but have figured almost all of it out on my own.*
- *Coming from the private sector, I feel more public sector training would have eased the transition.*
- *We have no formal training program with goals or milestones reached.*
- *Our trainings are outdated and repetitive each and every year. They are painful.*

Quantitative

- 70% of employees report they are satisfied with the training received to perform their job.
- 59% of employees report that the Town of Longboat Key offers good opportunities for professional growth and development.
- 61% of employees report that the Town of Longboat Key provides effective on-the-job training and skill development.

Opportunity for Improvement: **WORKFORCE CAPACITY**

Workforce capacity is an organization's ability to ensure sufficient staffing levels to accomplish its work and deliver its products and services to customers, including the ability to meet variable work demands.

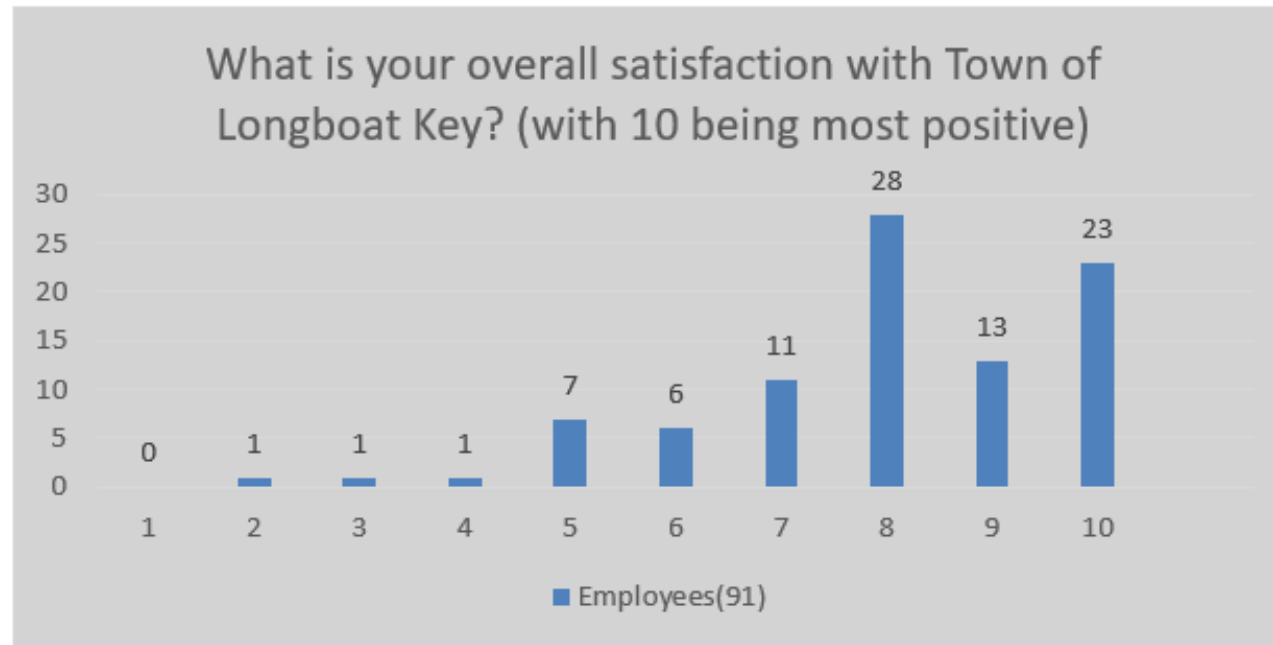
Qualitative

- *The Town is making progress, but historically has not provided the resources to accomplish goals. Technology and personnel are desperately needed to complete the Town's priorities. Since new Town management, it appears this is being addressed.*
- *Staffing of our services remains an issue.*
- *Hiring processes could be improved.*
- *I believe the Town should increase staffing for Police, Fire, and Public Works. This is a great community that deserves the best services and additional staffing would ensure that by meeting recommended staffing levels.*
- *Meeting recommended staffing for our departments. That comes at a cost, but if the residents are informed that we do not meet the minimum recommended levels, they would know where their money is being appropriated.*

Quantitative

- Workforce capacity is an opportunity that was organically identified by the employees through their comments to the following questions:
 - What are the Town of Longboat Key's most significant opportunities for improvement?
 - Overall, Town of Longboat Key's staff has the types of skills, knowledge, and experience necessary to fulfill its mission.
 - How do you measure the success of Town of Longboat Key?
 - I am satisfied with the training I have received to perform my job.
 - As Town of Longboat Key is considering strategic initiatives for the next planning period, what would you recommend as potential focus areas based on your experience?

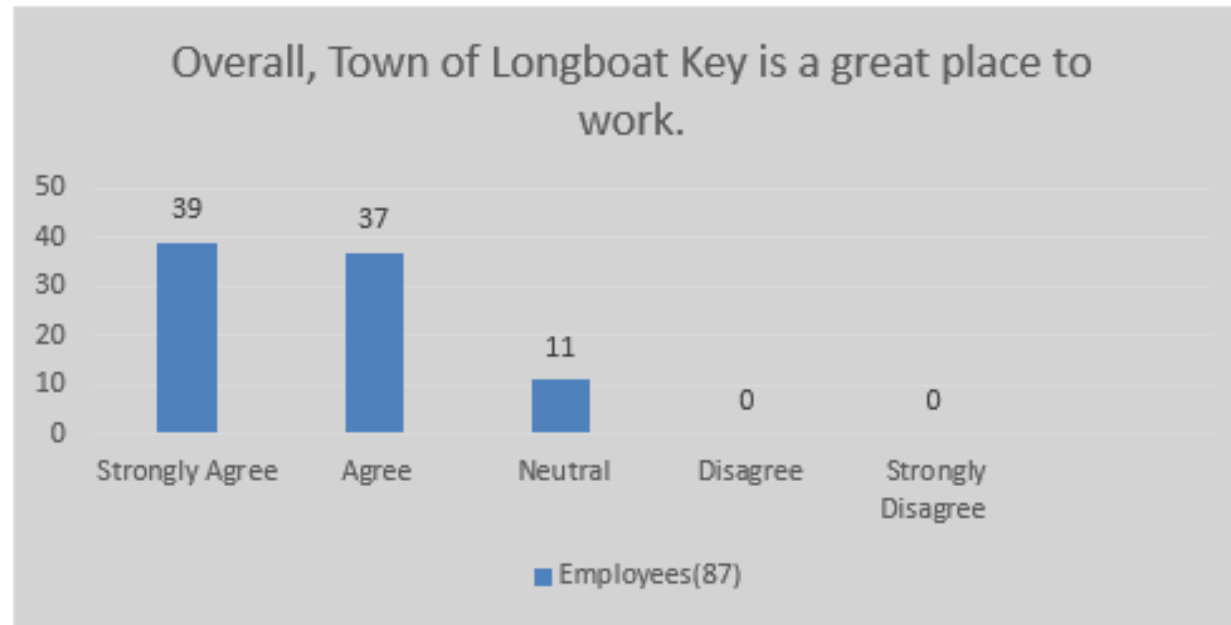
Results of Key Measures: Overall Satisfaction with Town of Longboat Key



In 2023, overall satisfaction was reported as 8.00 out of a possible 10. The most frequently selected response in 2023, on a scale of 1-10 with 10 representing most satisfied, was 8 with 28 out of 91 total responses.

Results of Key Measures:

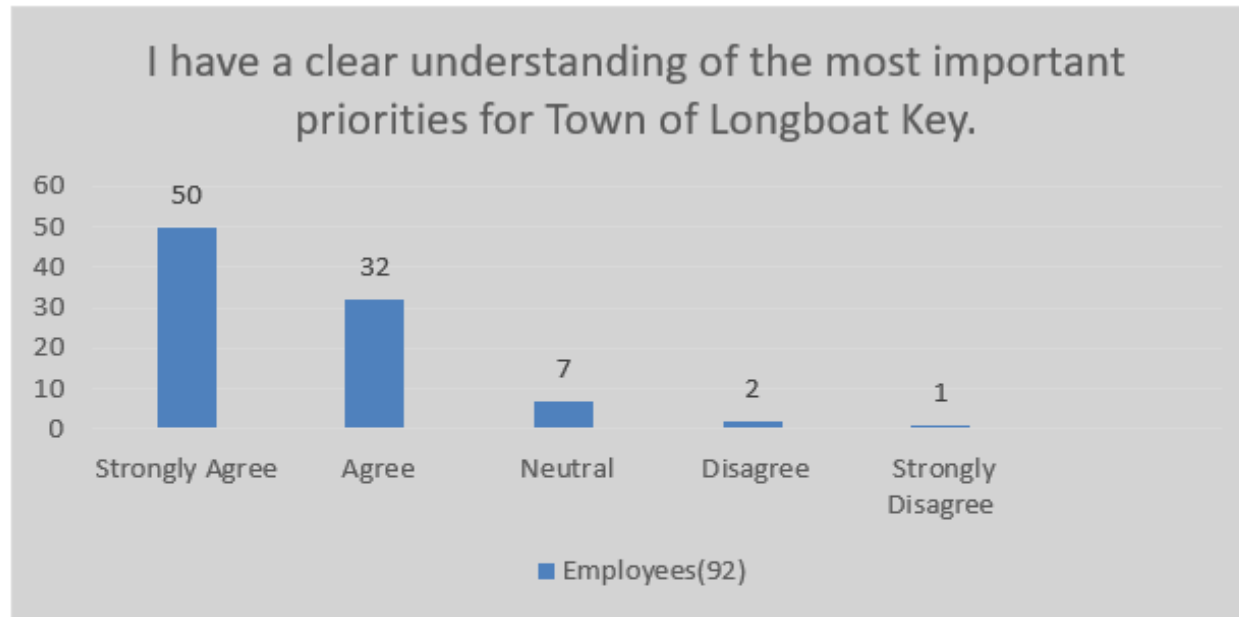
Overall, the Town of Longboat Key is a great place to work.



In 2023, 87% of respondents selected a positive response, 13% selected neutral, and 0% selected a negative response. The most frequently selected response in 2023 was Strongly Agree with 39 out of 87 total responses.

Results of Key Measures:

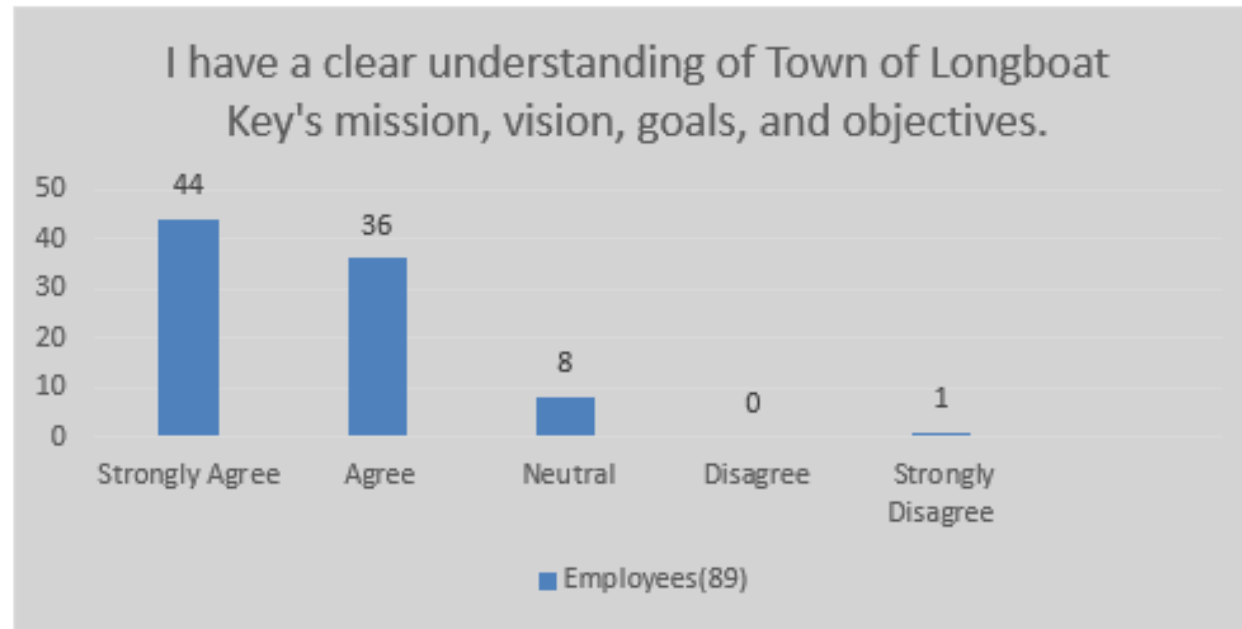
I have a clear understanding of the most important priorities for the Town of Longboat Key.



In 2023, 89% of respondents selected a positive response, 8% selected neutral, and 3% selected a negative response. The most frequently selected response in 2023 was Strongly Agree with 50 out of 92 total responses.

Results of Key Measures:

I have a clear understanding of Town of Longboat Key's mission, vision, goals and objectives.



In 2023, 90% of respondents selected a positive response, 9% selected neutral, and 1% selected a negative response. The most frequently selected response in 2023 was Strongly Agree with 44 out of 89 total responses.

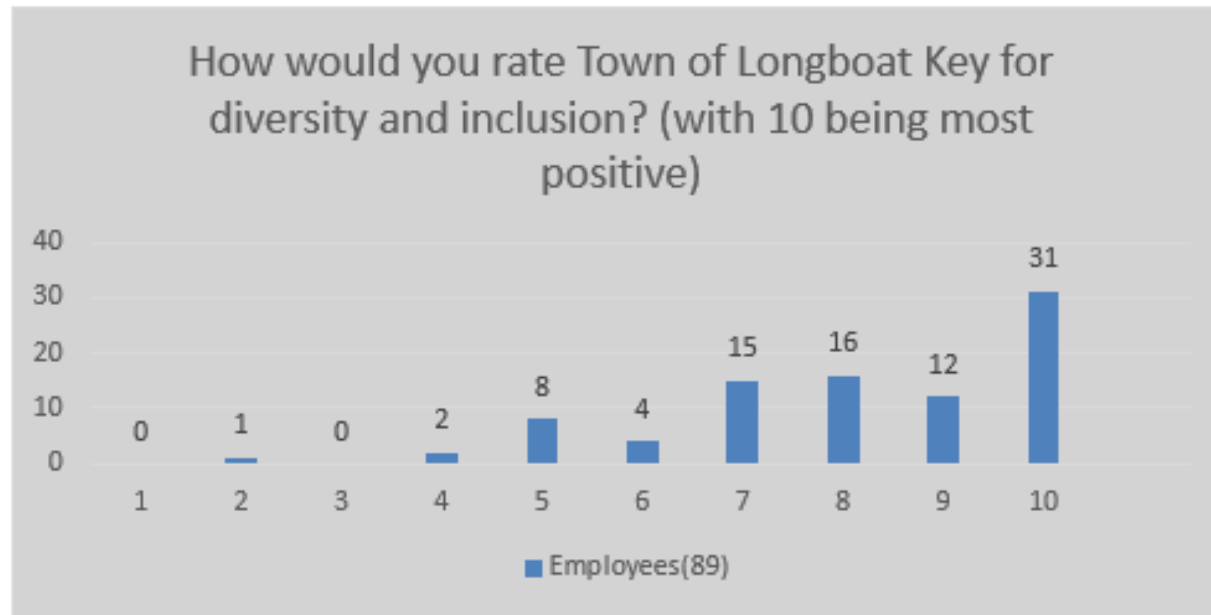
Results of Key Measures:

I would proudly recommend Town of Longboat Key as a good place to work to a friend or relative.



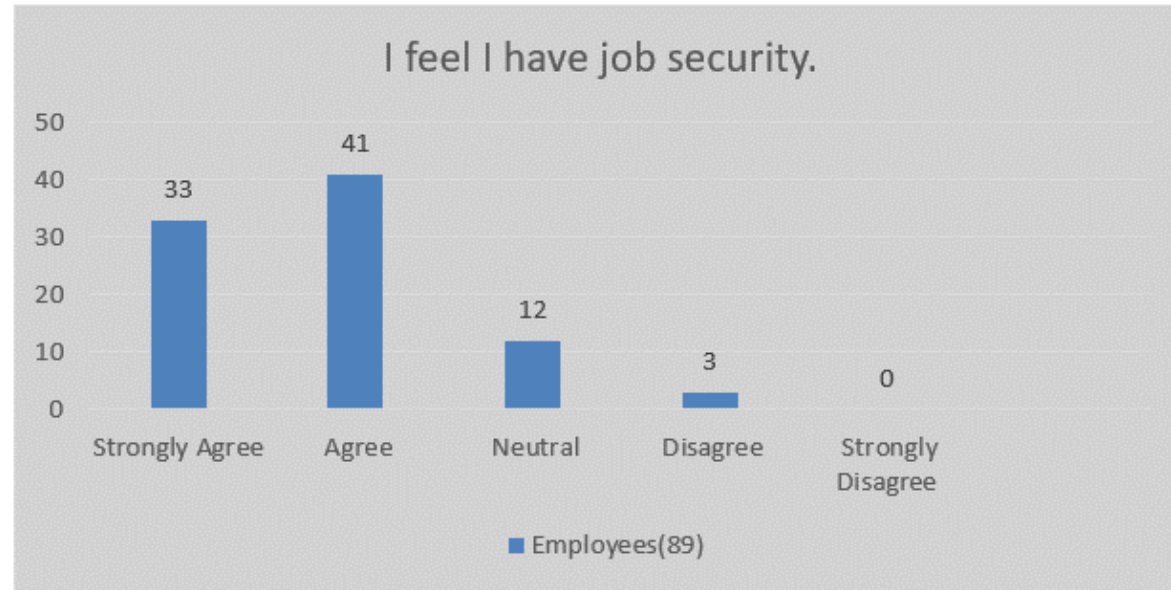
In 2023, 87% of respondents selected a positive response, 10% selected neutral, and 2% selected a negative response. The most frequently selected responses in 2023 were Strongly Agree and Agree, each with 38 out of 87 total responses.

Results of Key Measures: Diversity and Inclusion



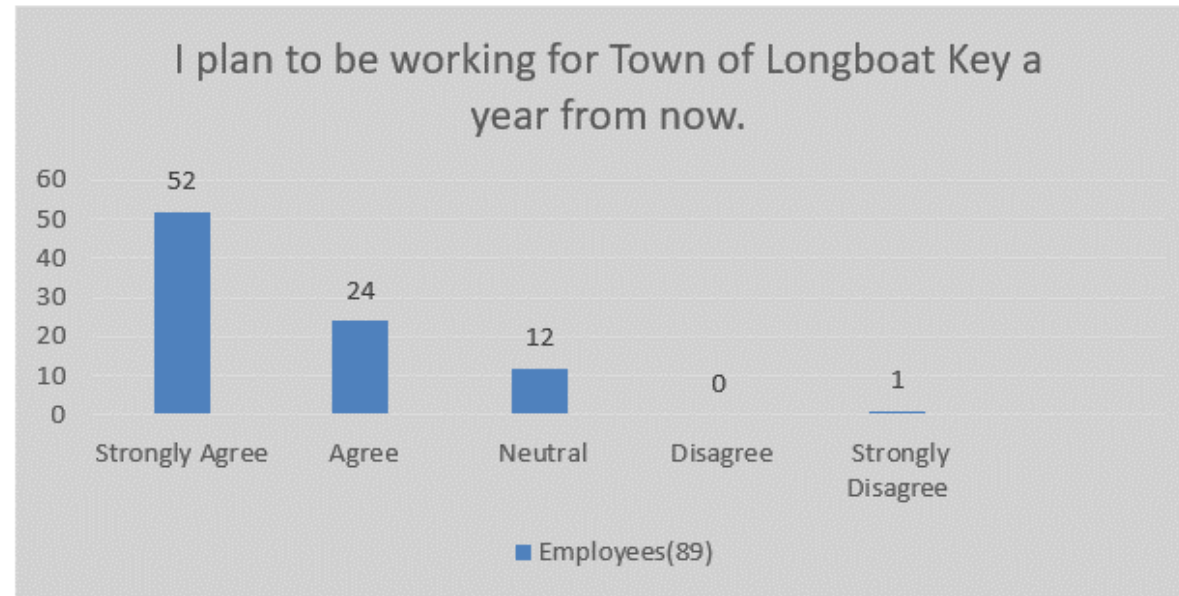
In 2023, the overall rating for diversity and inclusion was reported as 8.15 out of a possible 10. The most frequently selected response in 2023, on a scale of 1-10 with 10 representing most diverse and inclusive, was 10 with 31 out of 89 total responses.

Results of Key Measures: I feel I have job security.



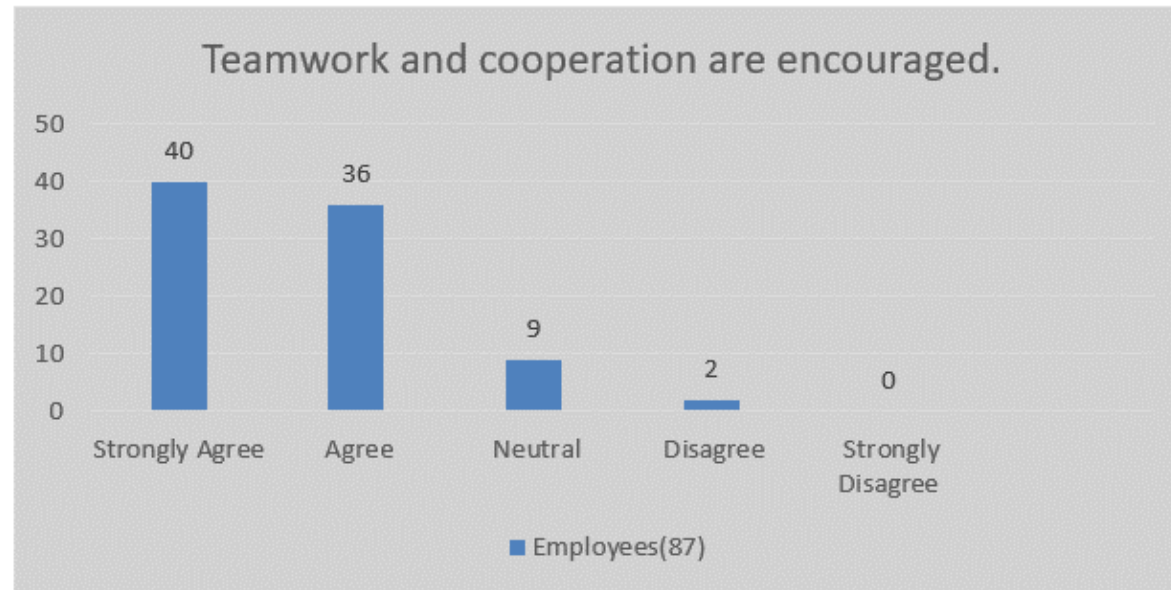
In 2023, 83% of respondents selected a positive response, 13% selected neutral, and 3% selected a negative response. The most frequently selected response in 2023 was Agree with 41 out of 89 total responses.

Results of Key Measures: I plan to be working for Town of Longboat Key a year from now.



In 2023, 85% of respondents selected a positive response, 13% selected neutral, and 1% selected a negative response. The most frequently selected response in 2023 was Strongly Agree with 52 out of 89 total responses.

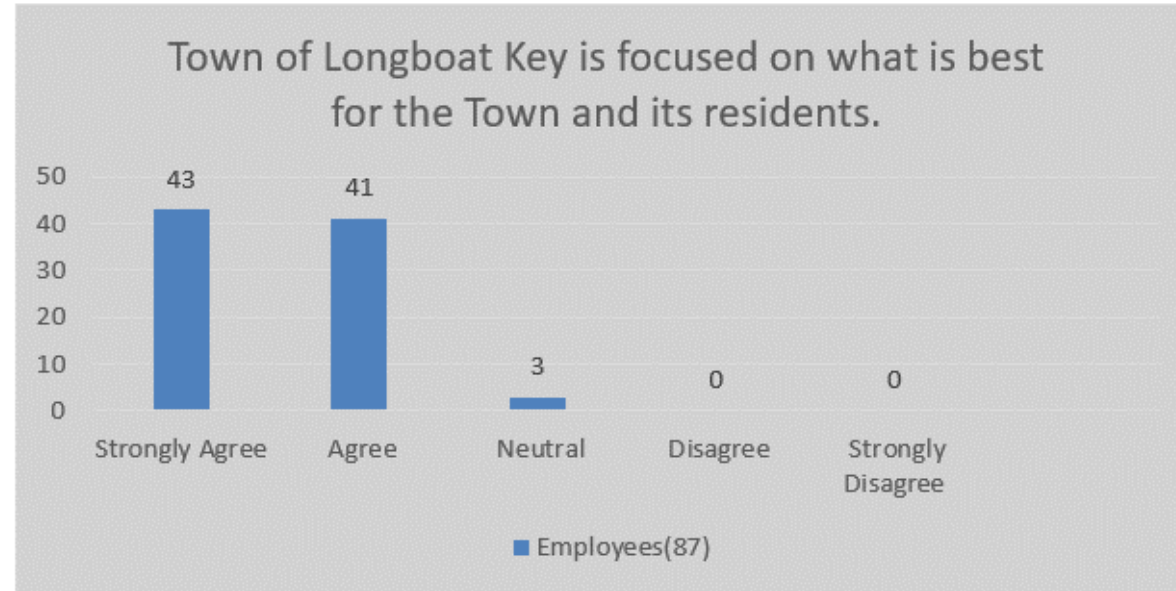
Results of Key Measures: Teamwork and cooperation are encouraged.



In 2023, 87% of respondents selected a positive response, 10% selected neutral, and 2% selected a negative response. The most frequently selected response in 2023 was Strongly Agree with 40 out of 87 total responses.

Results of Key Measures:

Town of Longboat Key is focused on what is best for the Town and its residents.



In 2023, 97% of respondents selected a positive response, 3% selected neutral, and 0% selected a negative response. The most frequently selected response in 2023 was Strongly Agree with 43 out of 87 total responses.

Results of Key Measures:

Of all the things we have discussed in this session/survey, what is most important to you?

Communication

- Communication and fairness.
- Open communication between departments.
- It is important to have this forum to allow employees to provide their feedback and generate ideas.
- Effective communication and more incentives for higher morale and retention.
- Communication and honesty from management.

Teamwork

- Team coordination and working more closely with other departments.

Workplace Environment

- Employee/employer communications and a fair workplace.
- Happiness of the residents and the employees of LBK.
- Working in a supportive and welcoming environment.
- Ethics, teamwork, and sincerity.
- Leaders/managers that provides employees the tools and resources to get the job done and compensates them fairly.
- Culture.
- Work environment.
- Put simply, we care for the Town and the Town cares for us.
- Trust. Without it, nothing great can happen.

Workforce

- Having a better retirement for the employees.
- That my opinion matters.
- Attitudes toward the employees and how they feel about working conditions and potential for future improvement.
- Opportunities to advance.
- Take care of bad apples.
- Inflation and the cost of everything continue to increase faster than our raises.
- Equitable pay and benefits.
- Valuing employee input and satisfaction.
- Liking my job.
- Employee retention.
- Employee engagement and commitment.
- Leveraging employee engagement for stronger teamwork, taking advantage of technology, i.e., drone usage, GIS.
- Face-to-face recognition and understanding of issues of all employees from their directors/Town Manager. We are not so large that these directors cannot take the time to know the employees they are to represent.
- How the Town values its employees.
- Ensuring employees are treated like the residents believe they are treated, not just a show.

Workforce

- Utilize all my skills to help coworkers and Town residents.
- Doing the survey.
- Keeping the Town a premier place to be.
- Longboat Key remains a special place for all the right reasons.
- Job security.
- What is most important relates to PR, specifically that we need to charge residents for non-emergency calls. Perhaps target this charge to those that abuse the system or after three assists a month. I believe there is a better solution than a standard \$150 charge.
- Exemplary public service.
- Growth.
- Training, efficient operations, public relations, and meeting/exceeding public expectations.
- Limiting growth.
- Funding for the tennis center.
- Open to discuss problems and offer solutions without the fear of repercussions.
- People, processes, and expectations.
- Maintaining and preserving our overall image by continuing to provide high quality customer service.

Let's Hear What's On Your Mind...





thank you