



EMPLOYEE ENGAGEMENT SURVEY RESULTS

PR-26-017

August 4, 2026

Background

2

- In 2019, the City partnered with the Institute for Organizational Excellence out of UT Austin to conduct a survey of employee engagement
 - ▣ The intent of this survey was to track employee satisfaction across multiple areas of function and to gauge culture and engagement amongst the entire employee population
- The City conducted this identical survey in 2022 and in 2026 to allow for trend data across identical functional areas

Background Continued

3

- The survey consists of 68 questions that measure engagement across 12 different constructs:
 - Workgroup
 - Strategic
 - Supervision
 - Workplace
 - Community
 - Information systems
 - Internal communication
 - Pay
 - Benefits
 - Employee development
 - Job satisfaction
 - Employee engagement

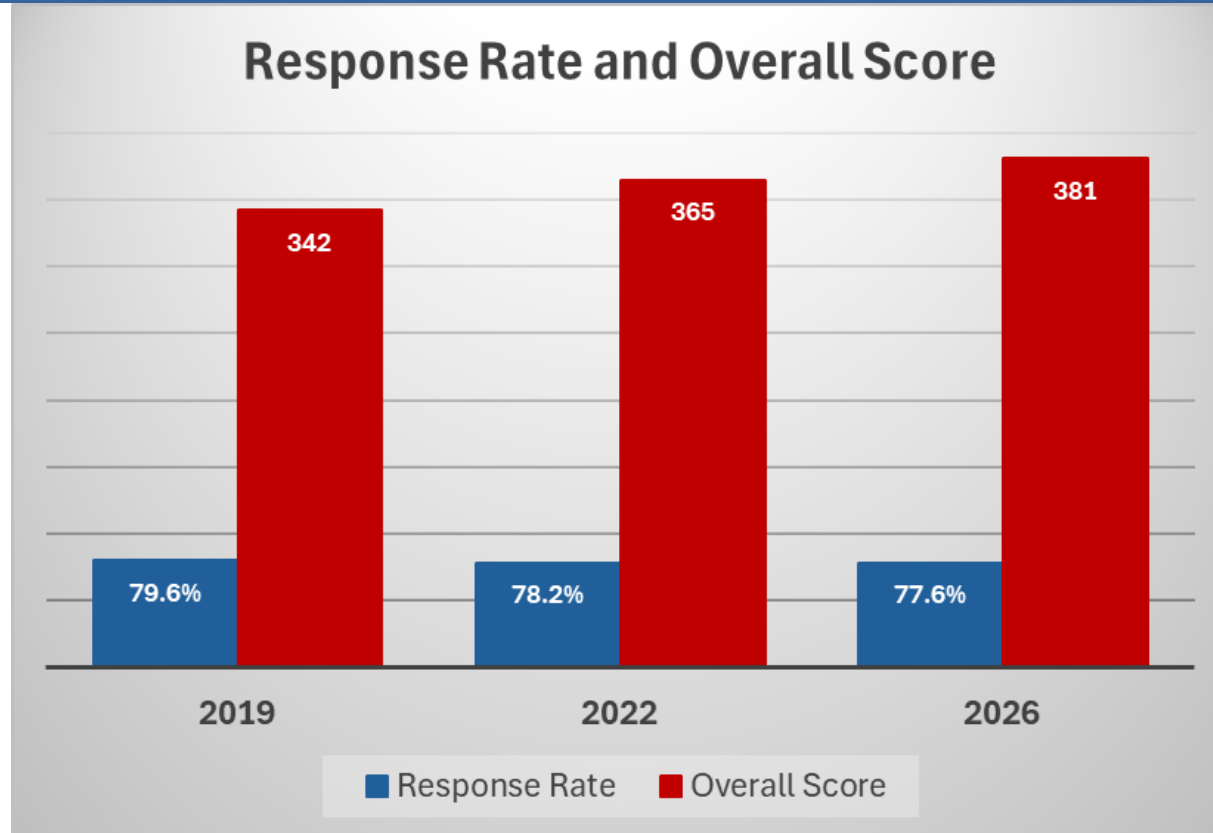
Results and Trends

4

- When reviewing results there are two things to keep in mind:
 - ▣ Response Rate
 - As a general rule, rates higher than 50% suggest soundness, while rates lower than 30% may indicate problems.
 - ▣ Scores
 - Scores above 350 are desirable, and when scores dip below 300, there should be cause for concern. Scores above 400 are the product of a highly engaged workforce.

Results and Trends Continued

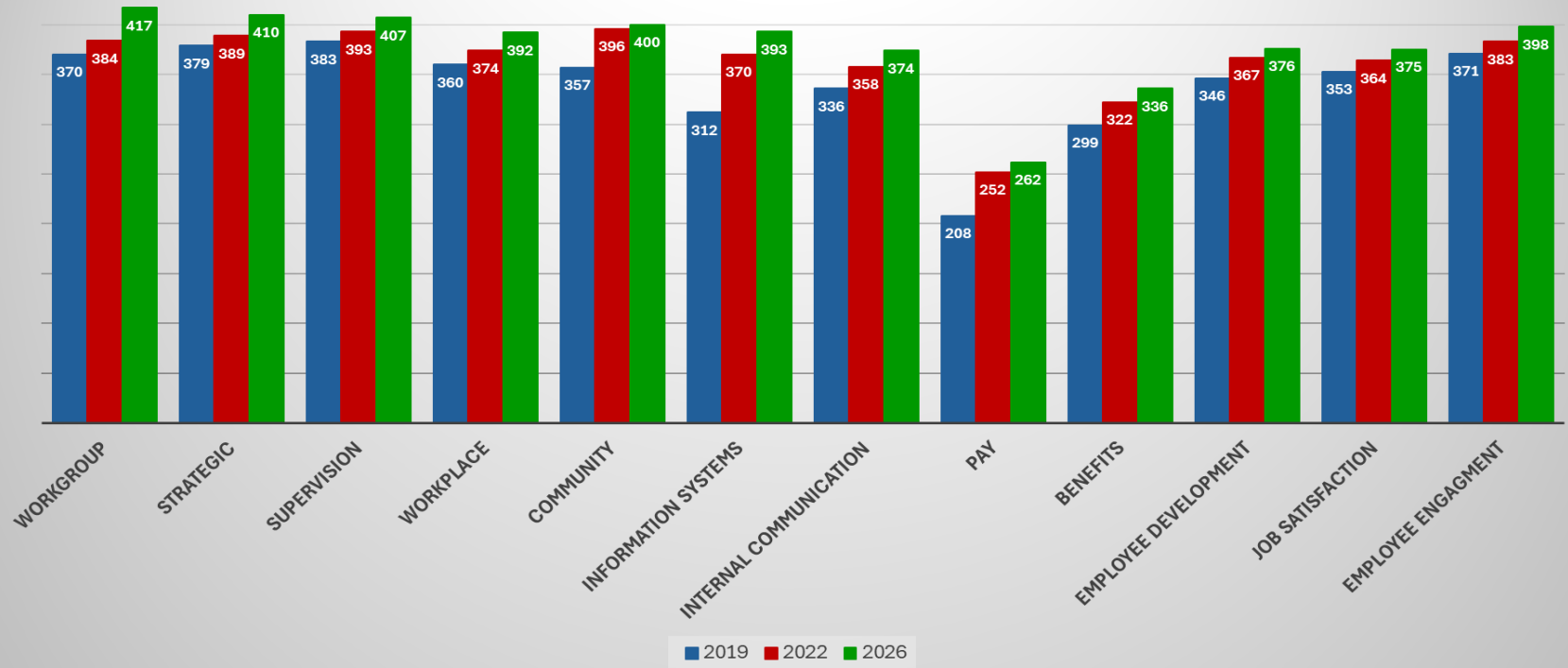
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Results and Trends Continued

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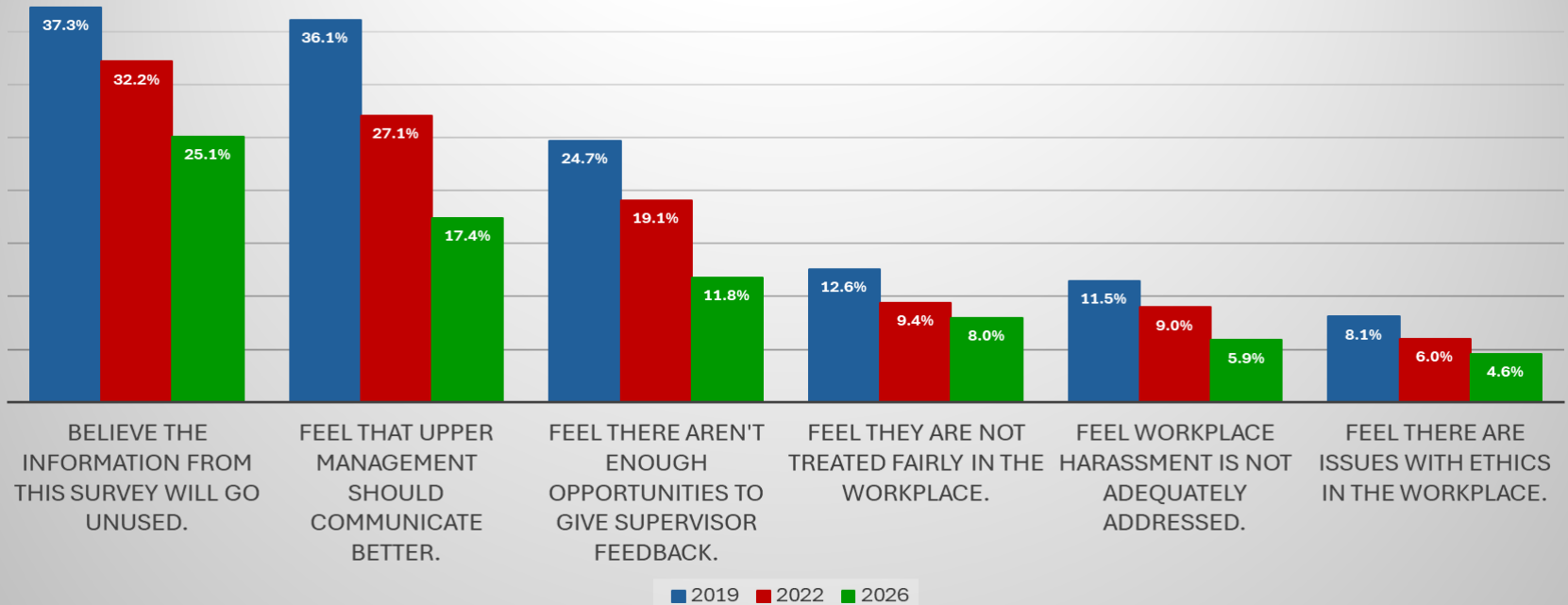
Construct Scores



Results and Trends Continued

7

Climate Scores



City Actions

8

- ❑ City Manager Talks
- ❑ Inclusive approach to IT solutions
- ❑ Commitment to IT upgrades
- ❑ Multi-media approaches to communication
- ❑ Multi-media approaches to training
- ❑ Supervisor's Academy
 - ▣ Restructured in 2026 for additional impact across levels of supervision
- ❑ Employee pay/benefits as priorities for budget
 - ▣ COLA continues to be included
 - ▣ New wellness programming coming in 2026 to increase ease of access and use

Summary

9

- Employee engagement and satisfaction continue to improve across all surveyed constructs
- City committed to surveying on even numbered years to continue to seek feedback to improve and increase satisfaction in the employee experience