

Employee Engagement Summary

City administrators actively sought feedback from staff through a comprehensive survey and a town hall meeting, which was held on April 12, 2024. The survey and town hall were open to all employees, with participation encouraged for all.

Over 50 employees attended the town hall meeting. They were briefed on the feedback received to-date and they were invited to share their own distinct perspectives. Furthermore, 132 completed surveys were received.



Summary Of Findings

- Employees appreciated the downtown location of the former City Hall, where multiple departments were centralized in one building
- Most employees felt either very secure or adequately secure at the previous City Hall
- The survey findings indicated that City staff valued certain design elements, including the incorporation of green spaces, abundant natural lighting, and the integration of commercial spaces such as a doctor's office or dry cleaners
- Staff indicated that more conference rooms are needed in the new City Hall
- Staff would like to see additional amenities such as a gym, cafeteria/coffee shop, outdoor space, and centralized wellness center

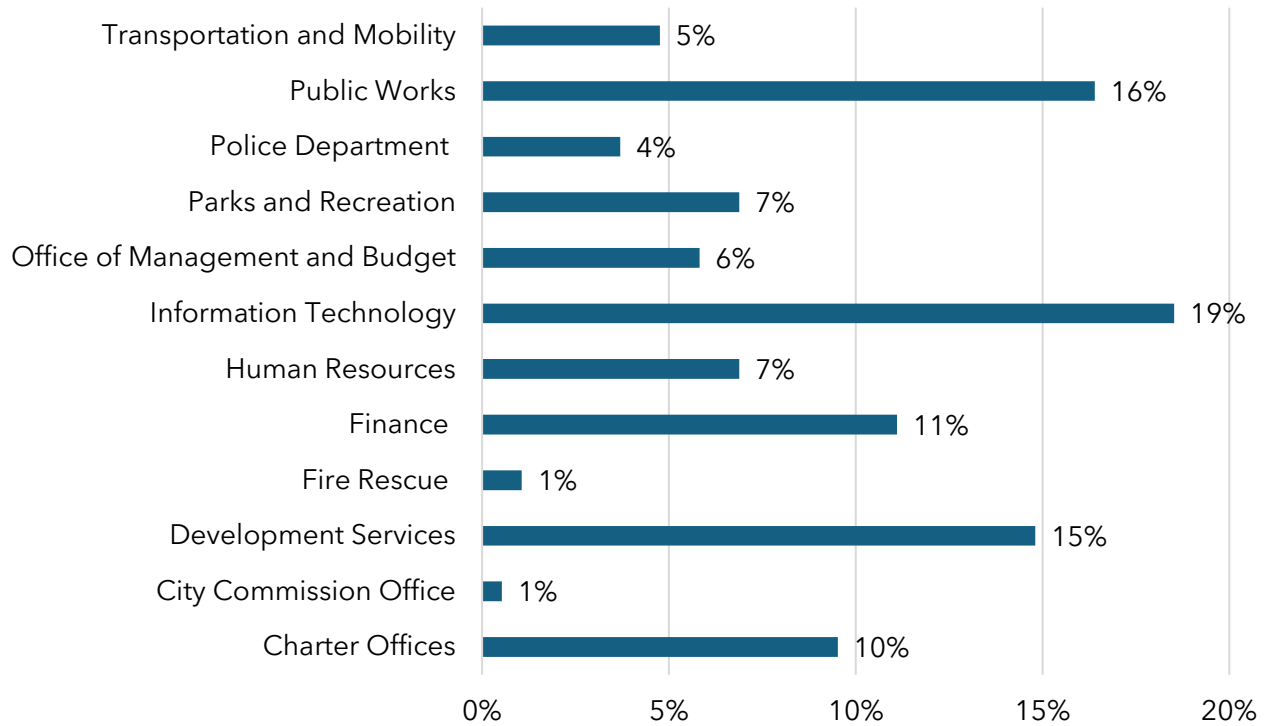
Highest Priorities

Staff who attended the employee town hall shared their perspectives on what they would like to see in the new City Hall. Upon sharing ideas, employees were divided into groups to identify which of the ideas were preferred; those selections are included below.

- Security (features and security staff presence)
- All public facing services on the ground floor
- Modern technology and facilities
- Flexible conference rooms and multipurpose space
- Flexible workspace that can accommodate hybrid work environments
- Outdoor space for events (i.e., Employee Appreciation Lunch, Neighbor Support Night)
- Mixed use to seamlessly integrate businesses
- Amenities for employees such as a gym, cafeteria/coffee shop, and childcare facility/daycare
- Employee Wellness Center on site
- Natural lighting

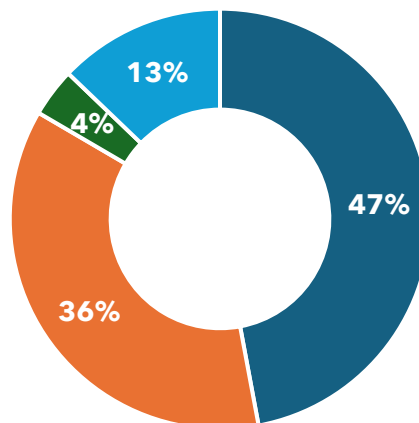
Key Employee Engagement Survey Results

Which City department do you work for?



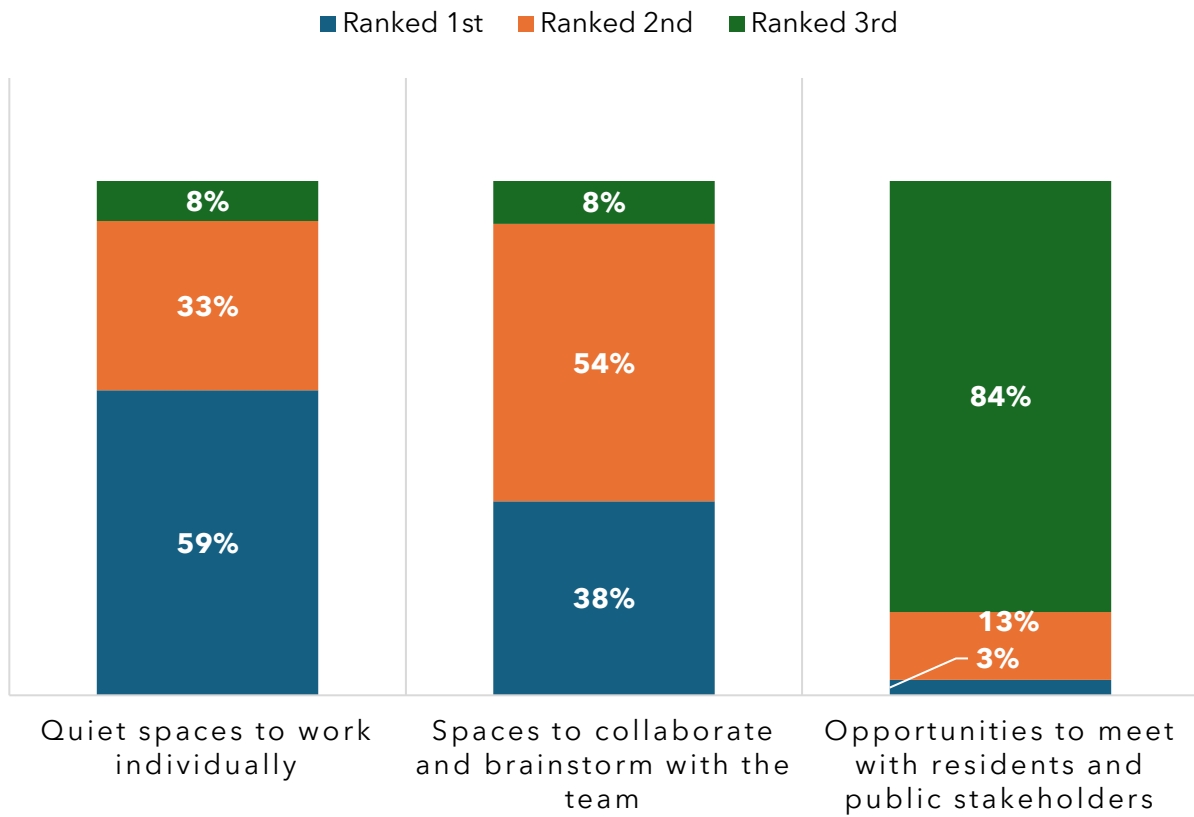
Where was your position stationed prior to the April 2023 flood incident?

■ At City Hall ■ At another City facility ■ Predominantly in the field ■ Other

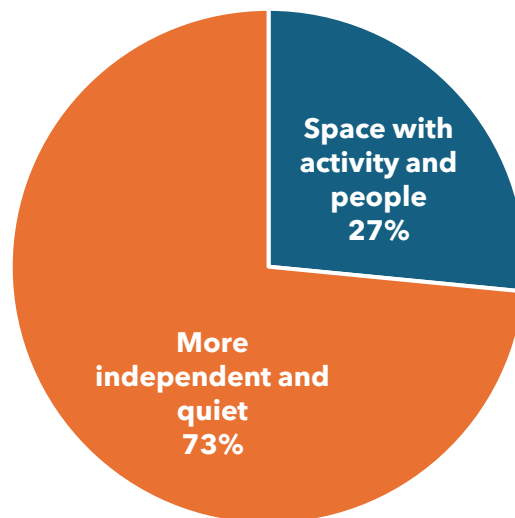


How important are the following?

Respondents ranked selections from very important (1) to not important (3).



While working, are you happiest in a space with activity and people, or in an independent and quiet environment?



Sum up your ideal office environment in a few words.

A sample of responses is included below.

Modern with lots of lights	A quiet peaceful place	Not cluttered with a decent breakroom	Functional, user-friendly, safe, and accessible
Quieter except for designated area for socializing	Clean, low clutter, with more space	Encouraging and educational	Use artworks to inform visitors of the City's history
Proximity to others in the Department	Natural light and privacy	Building with open concepts; high and wide windows	Lobby of the building should carry a main-street approach (with shops)
A balance of all our needs	Bespoke office designs for specific teams	Ventilated, lots of space, quiet, efficient lighting	Highwall cubicles; steady internet service; faster computers
Full of positive energy and good vibes	Geared towards promoting creative flows	Light colors for all to enjoy	A very informal office like at Google

What did you enjoy the most about the old City Hall?

Summarized below is a sampling of common themes.

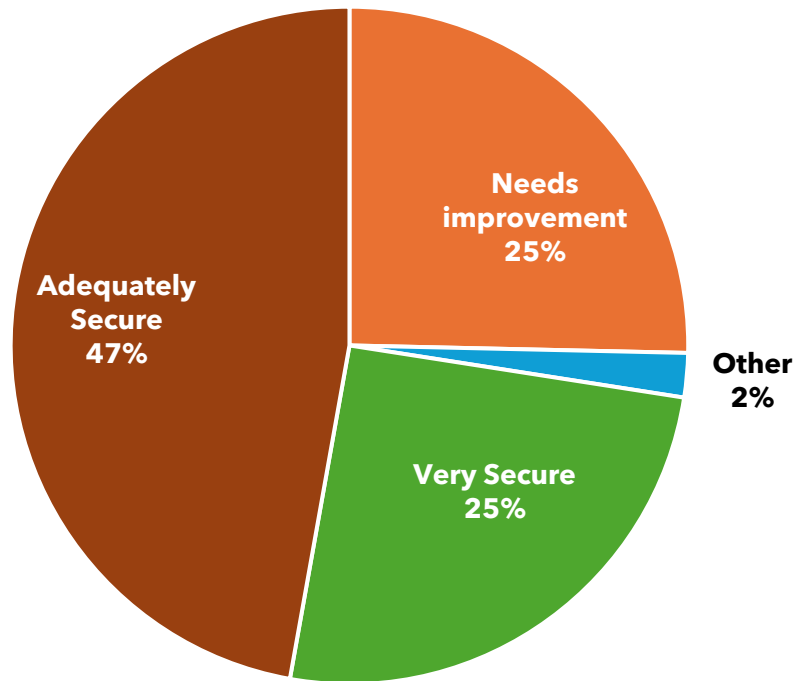
- Location
- Many City Departments under the same roof
- 8th floor balcony and common areas
- Ample adjacent parking

What did we enjoy the least about the old City Hall?

Summarized below is a sampling of common themes.

- Elevators
- Old and outdated building
- Lack of natural lighting
- Size of working and office spaces

How secure did you feel walking into the previous City Hall lobby?



Would you like to see additional security features incorporated into the next City Hall?

Summarized below is a sampling of the common themes.

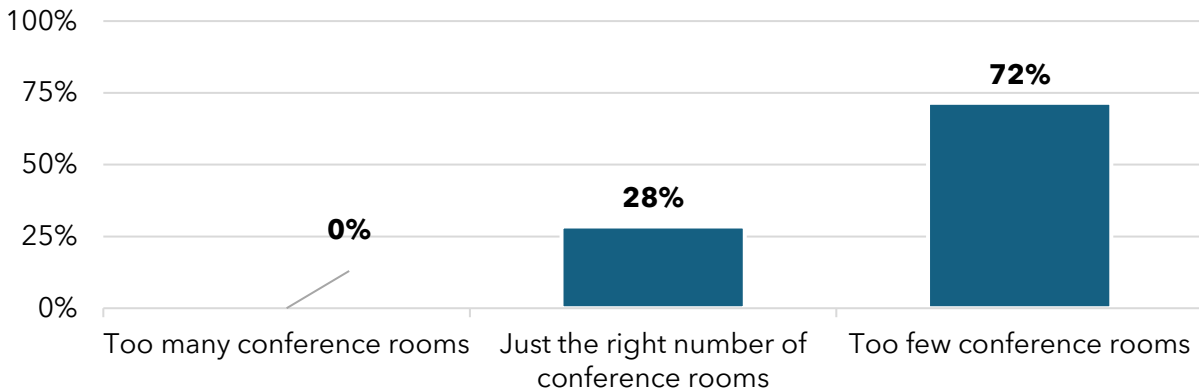
- Metal detectors
- Gated parking garage and secured parking
- More identification badge (ID) checkpoints
- Armed security presence

What bathroom facilities would you like to see in the new City Hall?

Summarized below is a sampling of the common themes.

- More and larger restrooms
- Cleaner restrooms
- Sustainable facilities (automatic dispensers)
- ADA compliant and accessible

Did City Hall have the right number of conference rooms?

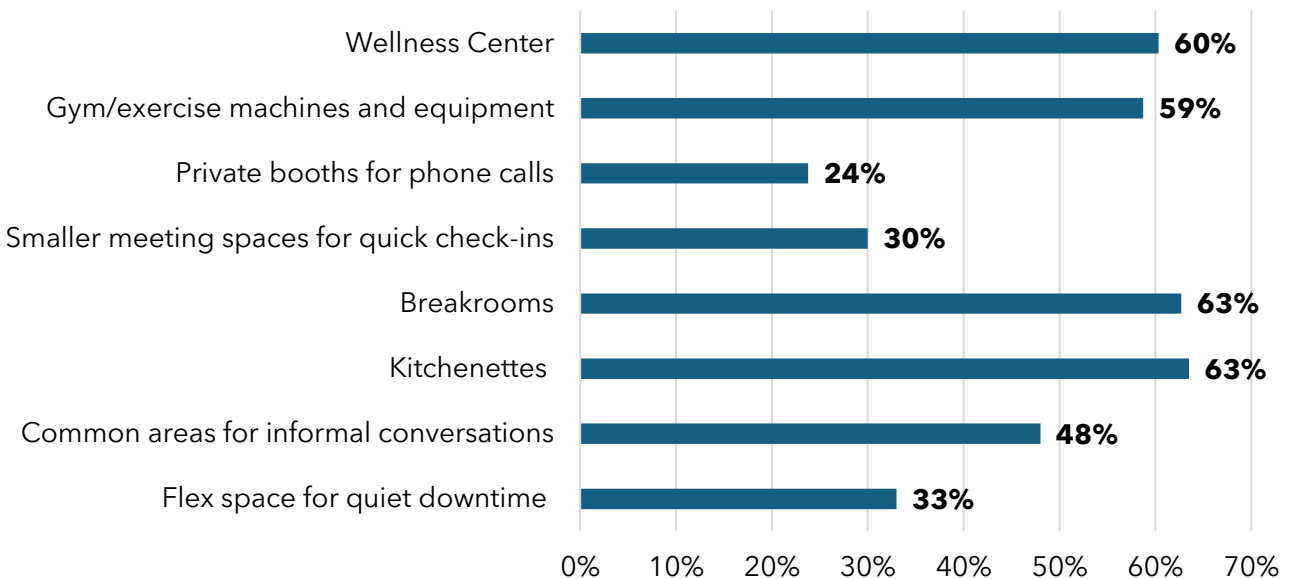


Which conference room features are most important?

Respondents were able to select 5 choices; summarized below are the top 5 features identified across all respondents.

- Proper seating (65%)
- An easy reservation system (64%)
- Video conferencing capabilities (59%)
- Fast information technology (IT) support (51%)
- Variety of conference room sizes (51%)

How often would you *routinely* utilize the following amenities?



What design elements are the most important to you?

Respondents were able to select 3 choices; summarized below are the top 3 elements identified across all respondents.

- Incorporated green space (55%)
- Natural lighting (55%)
- Integrated retail/service amenities like doctor's office, dry cleaning, or cafeteria (49%)

Which of these nice to have amenities would you enjoy the most?

Respondents were able to select 5 choices; summarized below are the top 5 amenities identified across all respondents.

- Gym (72%)
- On-site café (72%)
- Park and/or outdoor open space (57%)
- Coffee shop (57%)
- Employee support services (e.g., Employee Assistance Program (EAP) and Emotional wellness resources) (36%)

Could the new City Hall include any design features to make your job easier?

A sample of responses is included below.

A press room and studio space for interviews	Emergency Operations Center (EOC)	Better signage directing the public	Reading room	A relaxing space and more amenities
A beautiful centralized art sculpture	Covered walkway from the parking garage to the building	A clock tower and a dome	Reception attendants on every floor	Living garden scape that grows on the side of the building
Noise cancelling devices	Sleeping pods	Direct access from parking to the building	Rooftop greenspace	Combination of elevators and escalators
Multiple training spaces with updated technology	Fast internet	Hotel space for visitors to work	LauderGo route between City Hall and other City facilities	Extra office space as the City grows