



City of Goodyear

Meeting Minutes

City Council Work Session

Meeting Location:
Goodyear Municipal Court
and Council Chambers
14455 W. Van Buren St.,
Suite B101
Goodyear, AZ 85338

Mayor Georgia Lord
Vice Mayor Wally Campbell
Councilmember Joe Pizzillo
Councilmember Sheri Lauritano
Councilmember Bill Stipp
Councilmember Brannon Hampton
Councilmember Laura Kaino

Monday, December 3, 2018

4:30 PM

Goodyear Municipal Court and Council
Chambers

1 CALL TO ORDER

Mayor Lord called the work session to order at 4:30 p.m.

2. ROLL CALL

Present 7 - Mayor Lord, Vice Mayor Campbell, Councilmember Pizzillo, Councilmember Lauritano, Councilmember Stipp, Councilmember Hampton, and Councilmember Kaino

Staff Present: City Manager Julie Arendall, Assistant City Attorney Sarah Chilton and City Clerk Darcie McCracken

3. AGENDA ITEMS FOR DISCUSSION:

- 3.1 [2018-6508ws](#) Staff will present results of the 2018 employee engagement and satisfaction survey.

City Manager Julie Arendall introduced the item. Ms. Arendall said the purpose of this work session is to provide an overview of the 2018 employee survey results and answer any question the council may have.

Tom Miller, President of National Research Center, presented the results of the 2018 employee survey. Mr. Miller said the benchmark data is based on data from other local governments. He said the results of the 2018 survey were overall very positive compared to 2016. Mr. Miller said there are also areas where the city can improve. He said the key findings included that job satisfaction is strong and morale is very high and that confidence in leadership is strong. He said there was a lower percentage of employees giving positive ratings to items related to dealing with low-performing employees; opportunities for promotion; applying discipline fairly; connecting compensation and performance; and recognizing high-performing employees. Mr. Miller said the survey provides an opportunity to compare results across all departments and make improvements.

Lyman Lockett, Human Resources Director, updated the Council on actions taken to address prior

survey results. He said the organization has introduced new programs or enhanced existing programs including Notes to Know, Shout-Out Awards, Tuition Assistance, and short-term disability. Mr. Lockett said next steps include providing opportunities to learn more from employees about the 2018 results and develop a plan to improve performance.

Council Discussion:

>Council recognized the challenges of collecting survey data, and thanked city staff and the National Research Center team for the work completed.

>Council was pleased to hear about the action plan and the very high survey response rate.

>Council asked about the plan to address targets set around 50%, and if the targets could be higher. Mr. Lockett said the benchmark scores offer some level of realism about where the organization is at, but there are plans to improve average scores over the long-term.

>Council said the results were very positive and appear to indicate the actions to date are making a positive impact.

4. INFORMATION ITEMS

None.

5. ADJOURNMENT

There being no further business to discuss, Mayor Lord adjourned the Work Session at 5:25 p.m.

Darcie McCracken, City Clerk

Georgia Lord, Mayor

Date: _____