Item 5C

Carson City Employee Survey & Staff Shortages

Board of Supervisors Special Workshop

February 29, 2024

ORGANIZATIONAL CULTURE

STRENGTHEN EMPLOYEE DEVELOPMENT

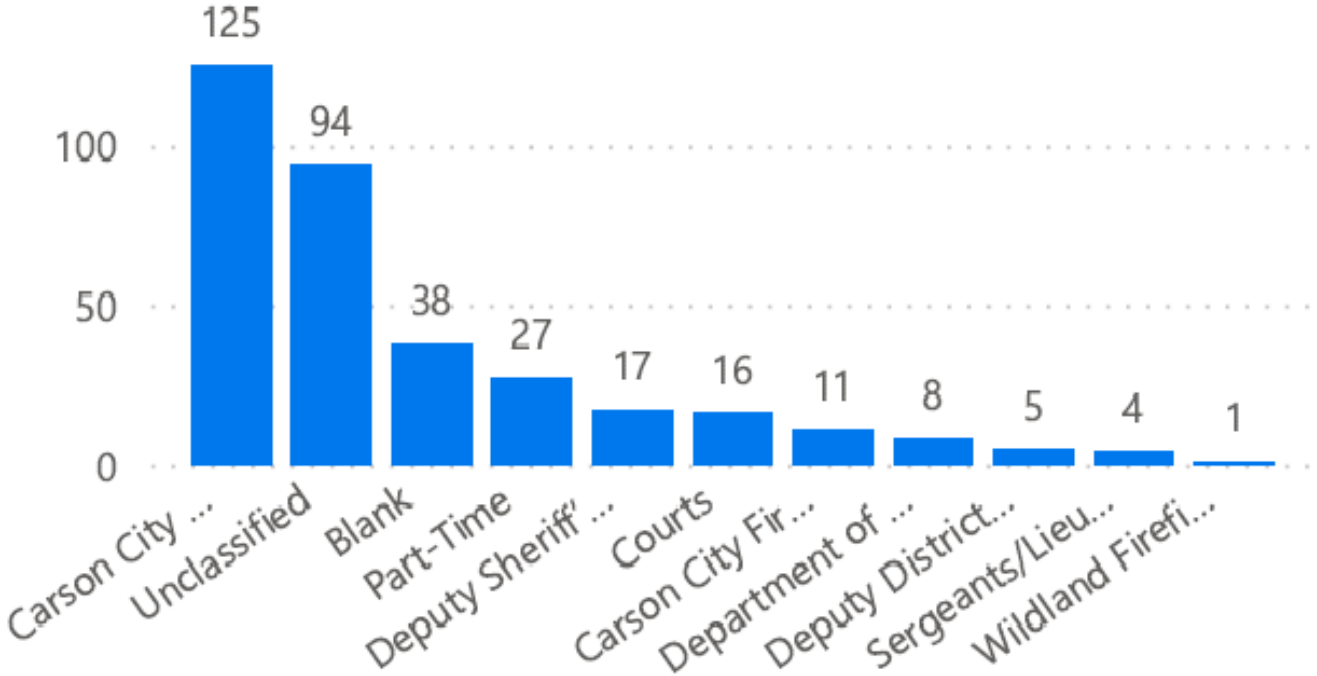
a. *Explore opportunities and other incentives to attract and retain talented staff.*

b. *Conduct an employee satisfaction survey every year and use to create efficiencies, maintain a positive work environment and identify needs.*

EMPLOYEE JOB SATISFACTION AND ENGAGEMENT SURVEY RESULTS

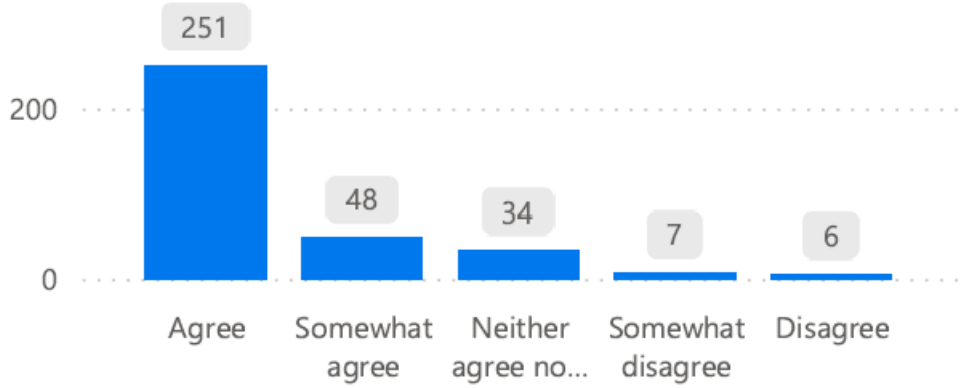
Total Submissions

Category of Employment

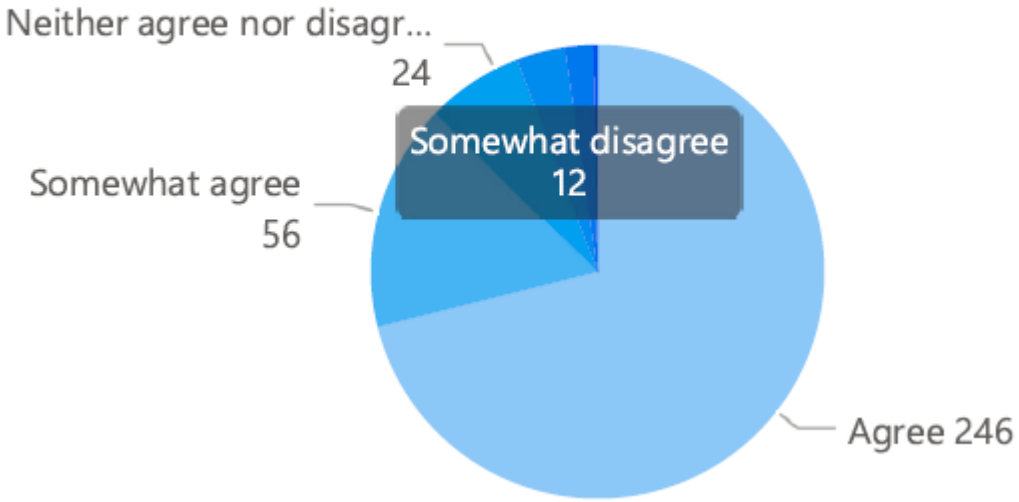


WORKPLACE CULTURE

I feel proud to tell people where I work.

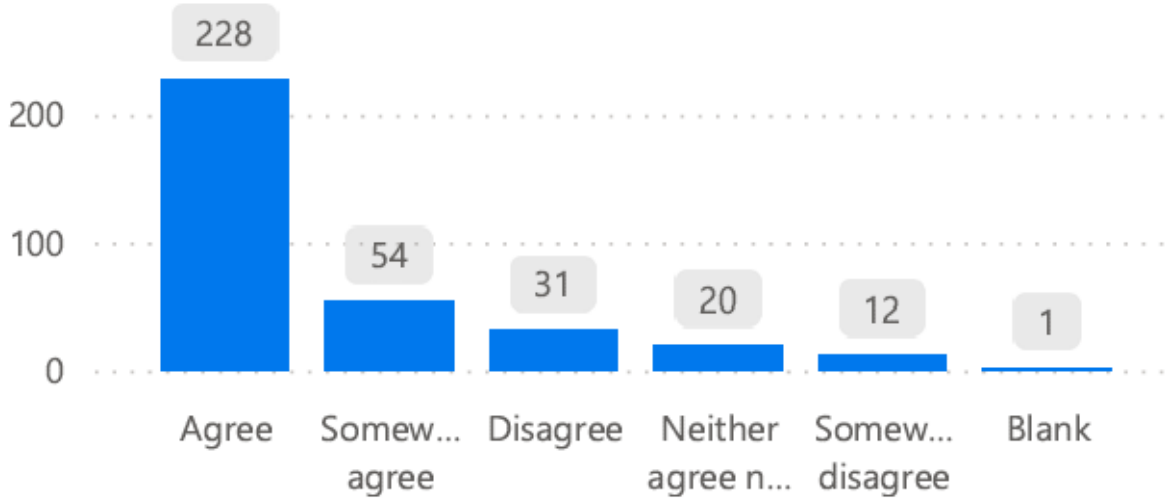


I understand the mission, vision and values of Carson City.

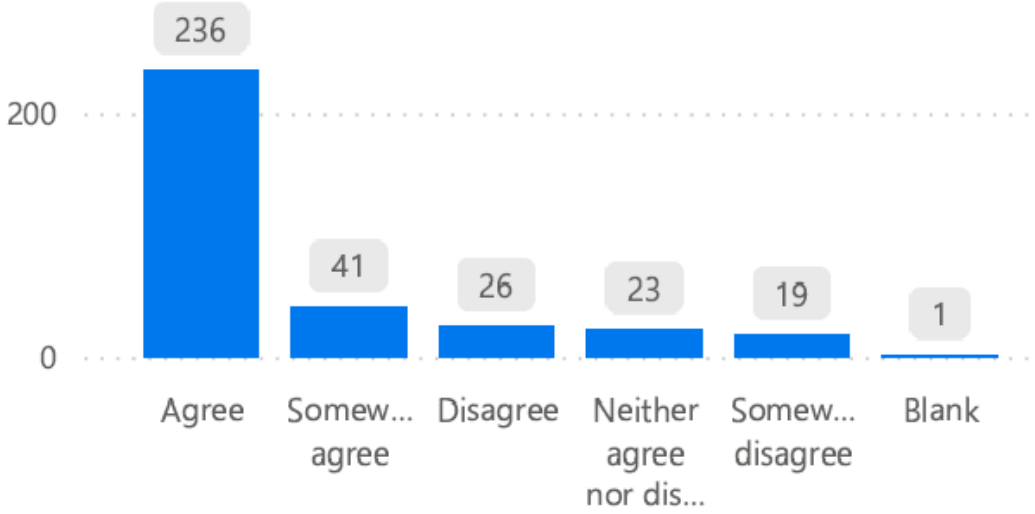


CITY MANAGEMENT PRACTICES

My supervisor demonstrates "Tone at the Top" which is management's commitment towards openness, honesty, integrity and ethical behavior.

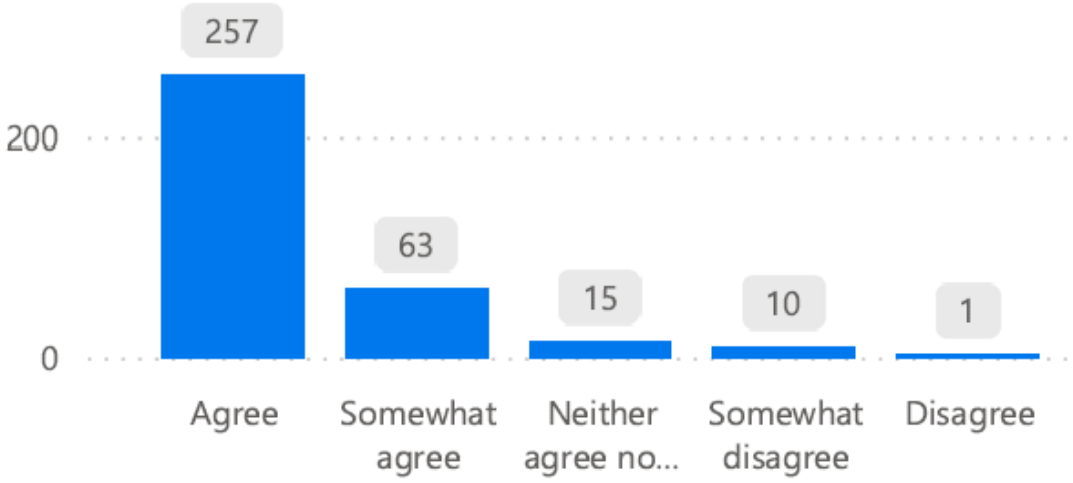


I feel my supervisor values the work I do.

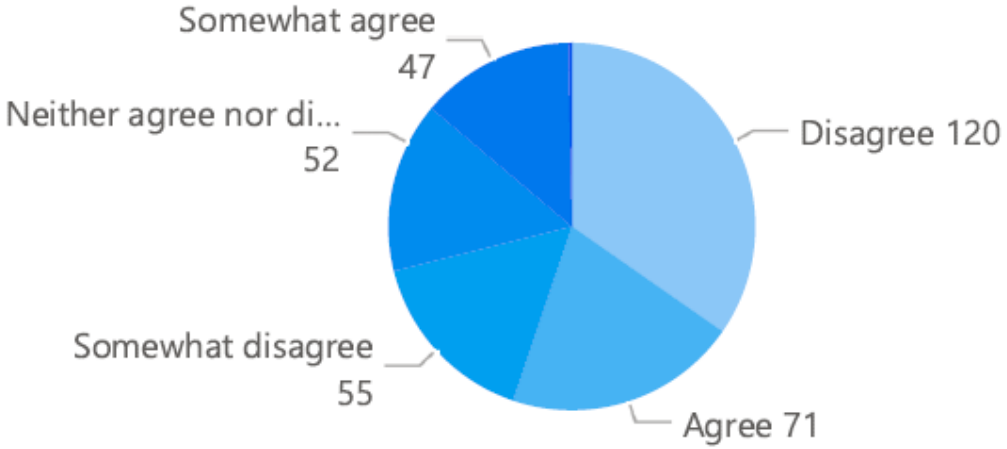


JOB SATISFACTION

I find my work meaningful.



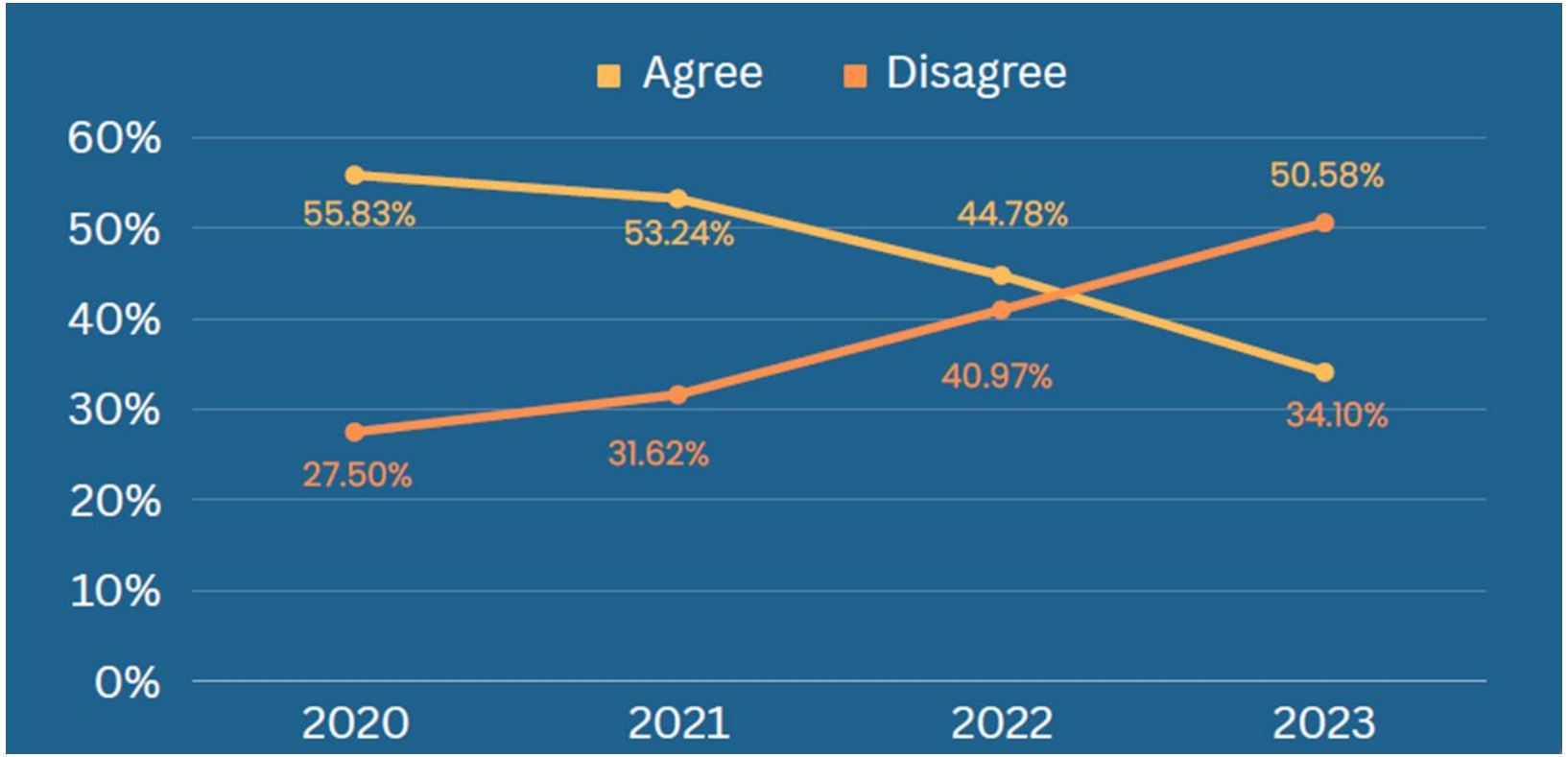
My total compensation (base pay, equity, insurance benefits) is competitive compared to similar jobs at other local public entities.



4 YEAR TREND FOR EMPLOYEE COMPENSATION

Carson City employees were asked:

My total compensation (base pay, equity, insurance benefits) is competitive to similar jobs at other local public entities.



Compensation in Surrounding Jurisdictions

CHALLENGES

Douglas County

- *July 2021 – 2% COLA, PERS increase resulting in .25% salary reduction*
- *April 2022 – 2% COLA*
- *July 2022 – 9% salary adjustment, 2% COLA*
- *July 2023 – 2% COLA, covered PERS increase*
- *October 2023 – Salary Restructure*
- *January 2024 – 4% COLA*
- *Merit – 3%*

Washoe County

- *July 1, 2022 – 5% COLA*
- *July 1, 2023 – 3.5% COLA*
- *August 2023 – Salary Restructure*
- *Merit – 5%*

Compensation in Surrounding Jurisdictions

CHALLENGES

State of Nevada

- *July 1, 2023 – Unclassified 12% & Classified 13% COLA*
- *July 1, 2024 – 11% COLA*
- *Merit Increase – 3.9 to 4.7% depending on grade (step increase)*

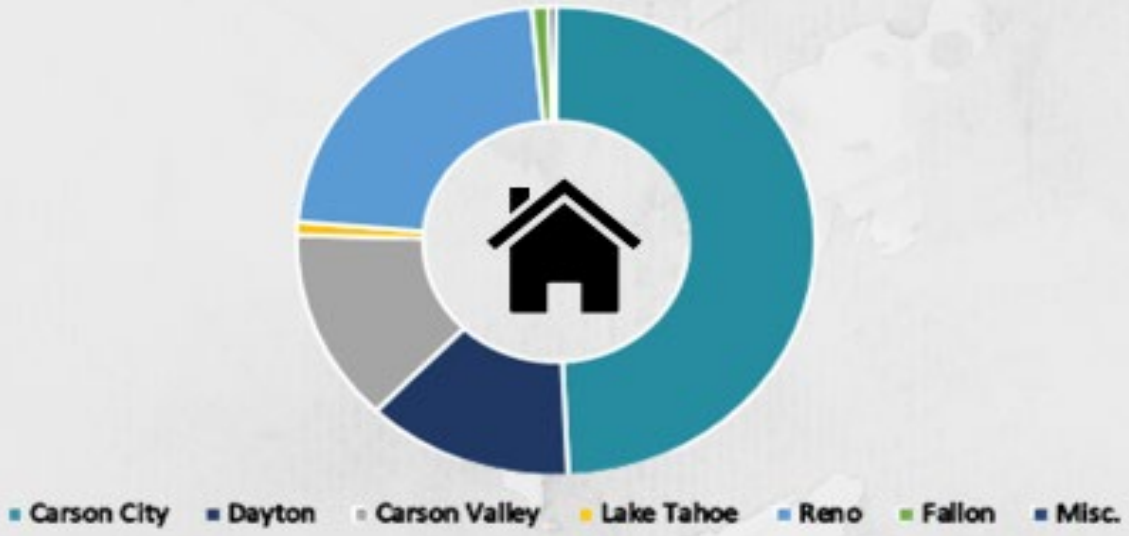
City of Sparks

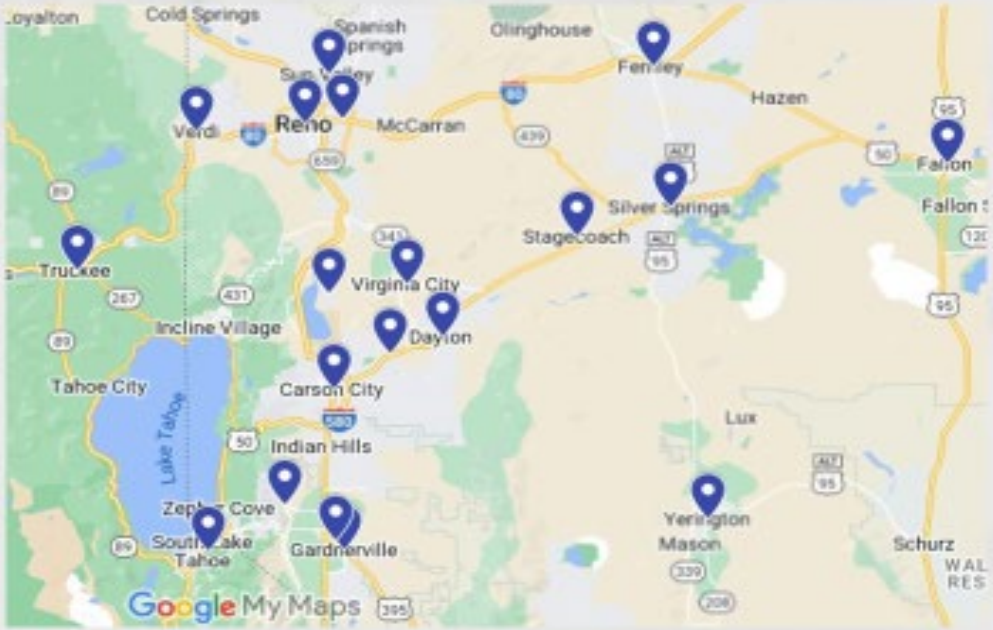
- *July 1, 2022 – 5% COLA*
- *July 1, 2023 - 3% COLA*
- *July 1, 2024 - 1 to 3% COLA based on CPI*
- *Merit – 5%*

City of Reno

- *July 1, 2022 – 7.0% COLA*
- *July 1, 2023 – 2.5% COLA*
- *Merit – 5% (step increase)*

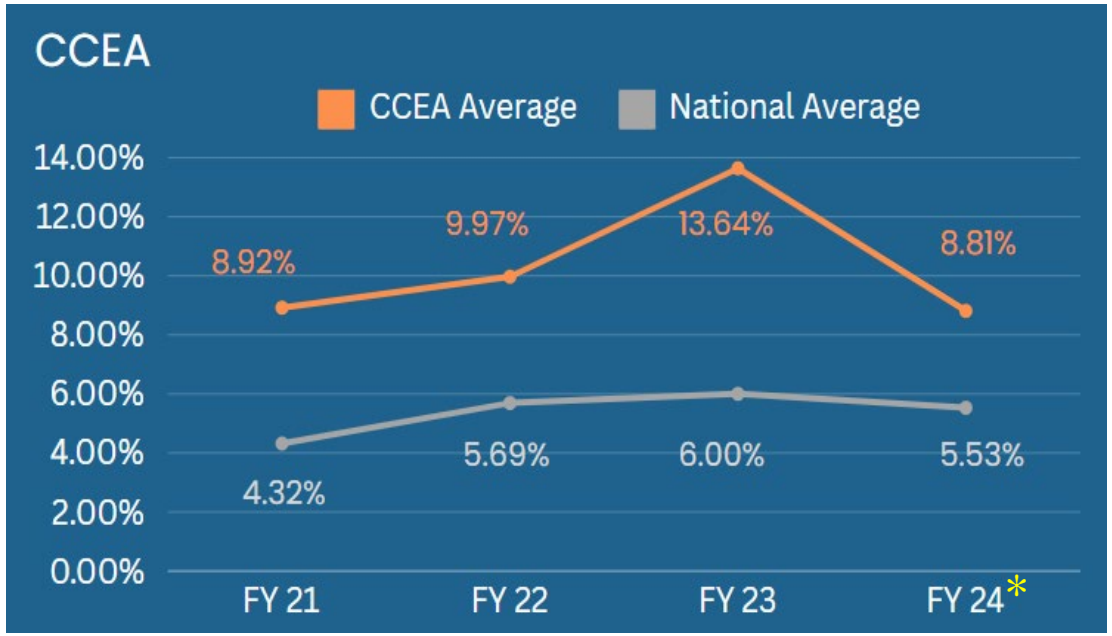
Where do Carson City employees live?

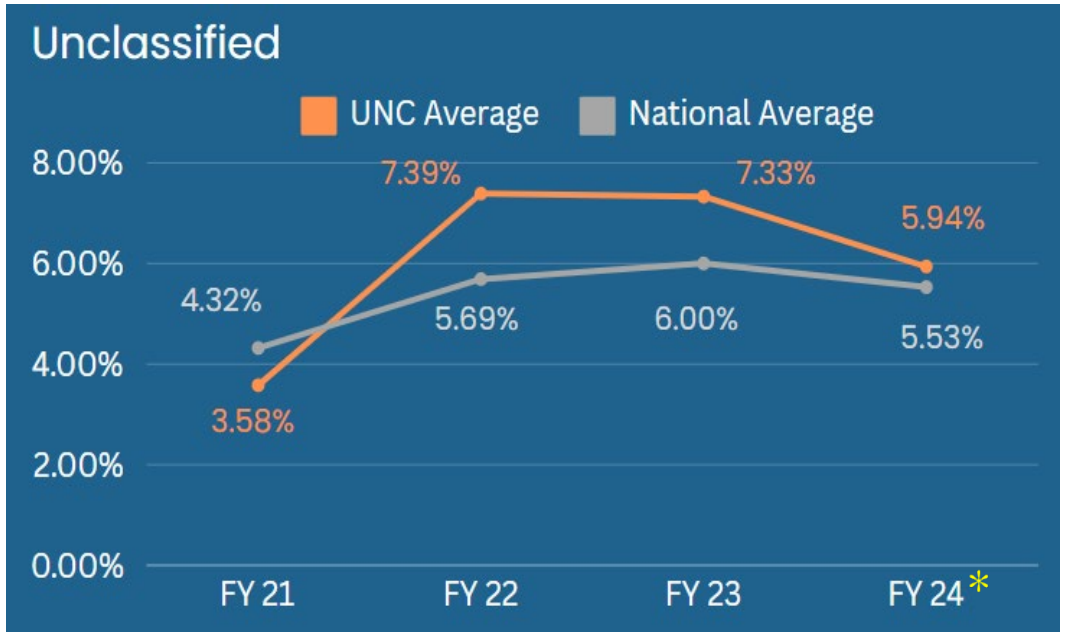




49.3% of City employees live in Carson City.

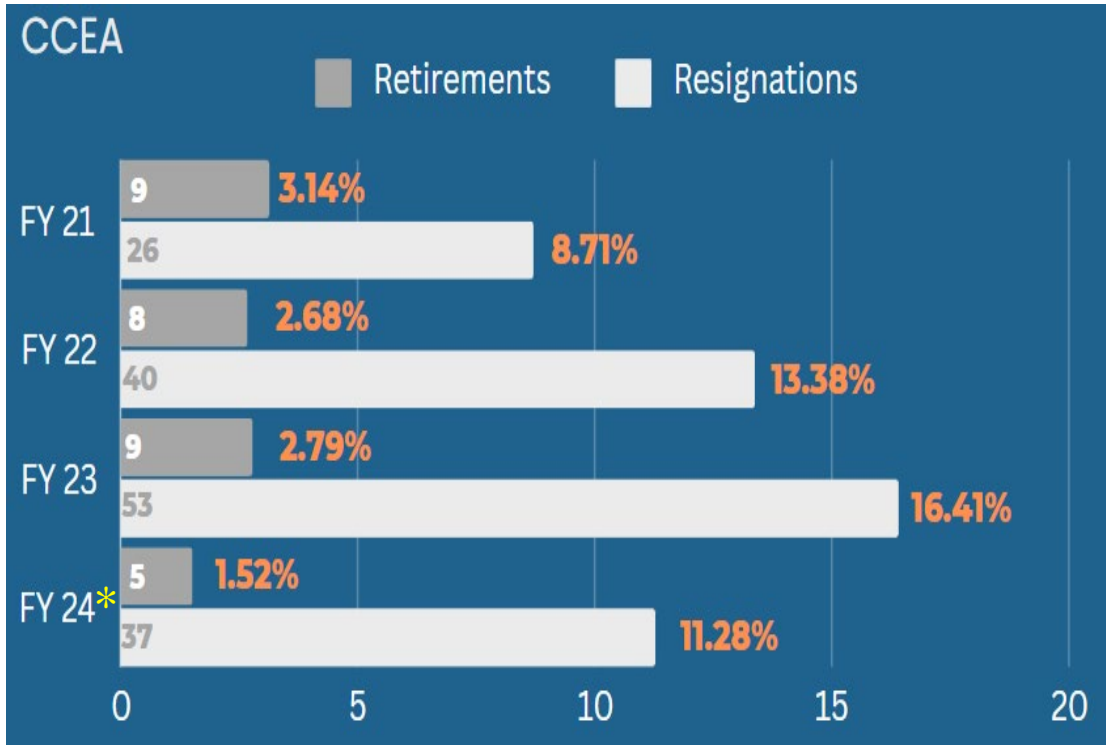
AVERAGE ANNUAL VACANCY RATES

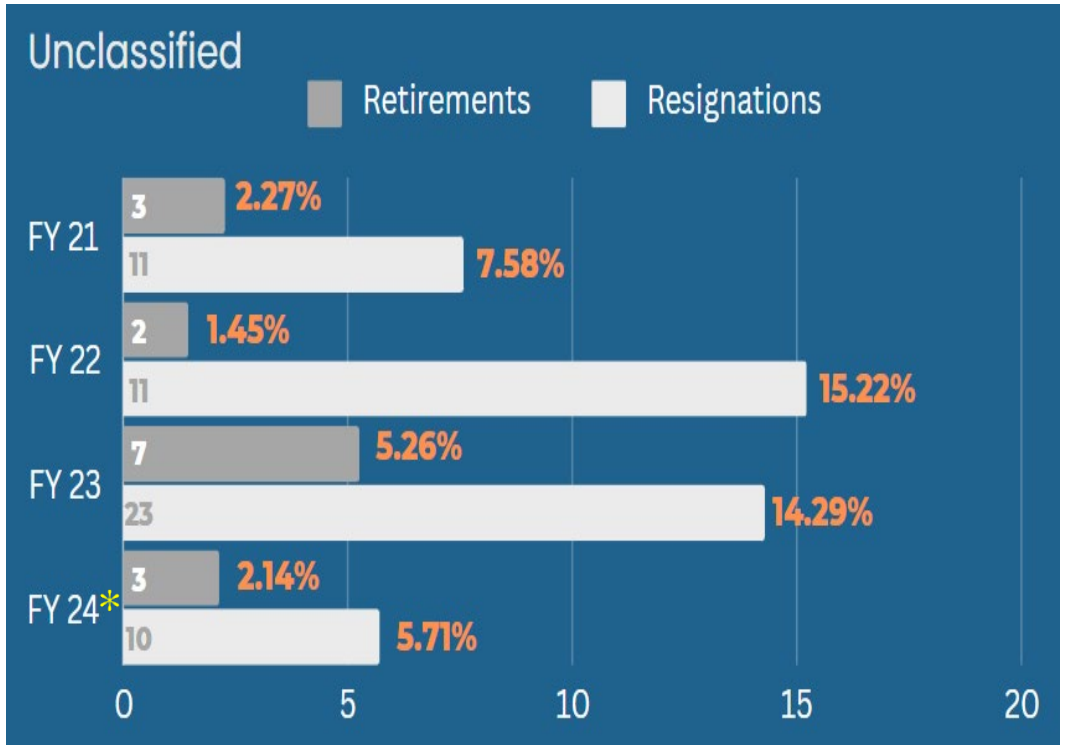




* FY24 Statistics are only through January

VOLUNTARY TURNOVER RATES
FULL-TIME EMPLOYEES





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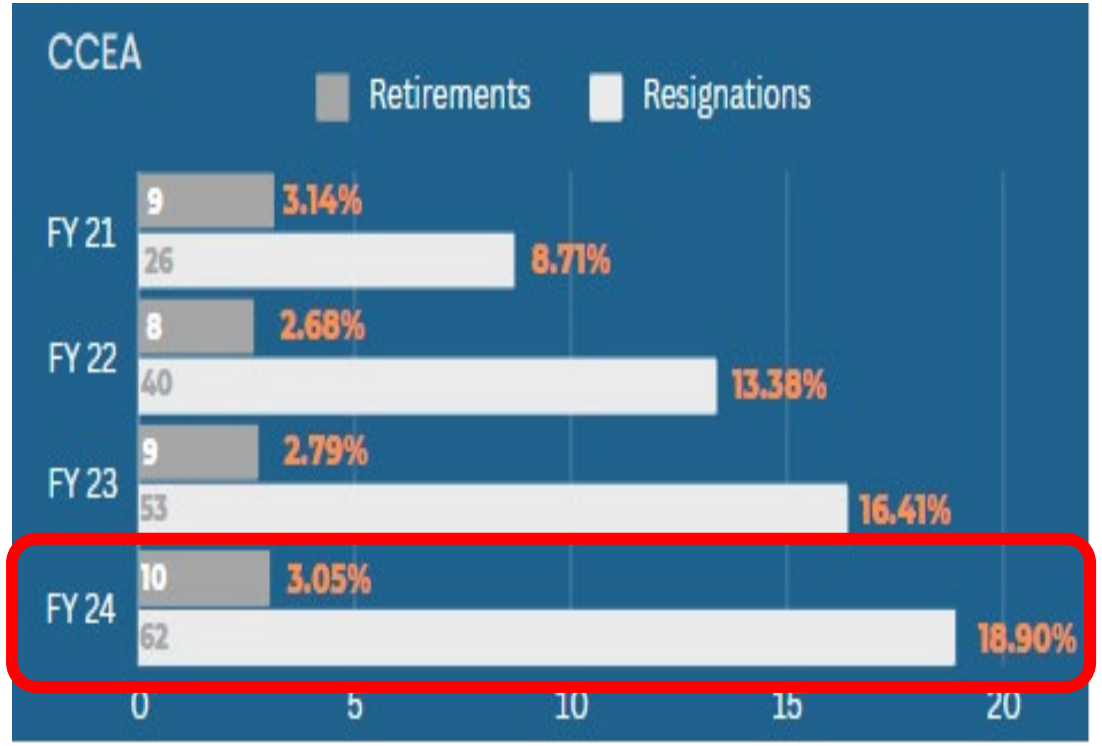
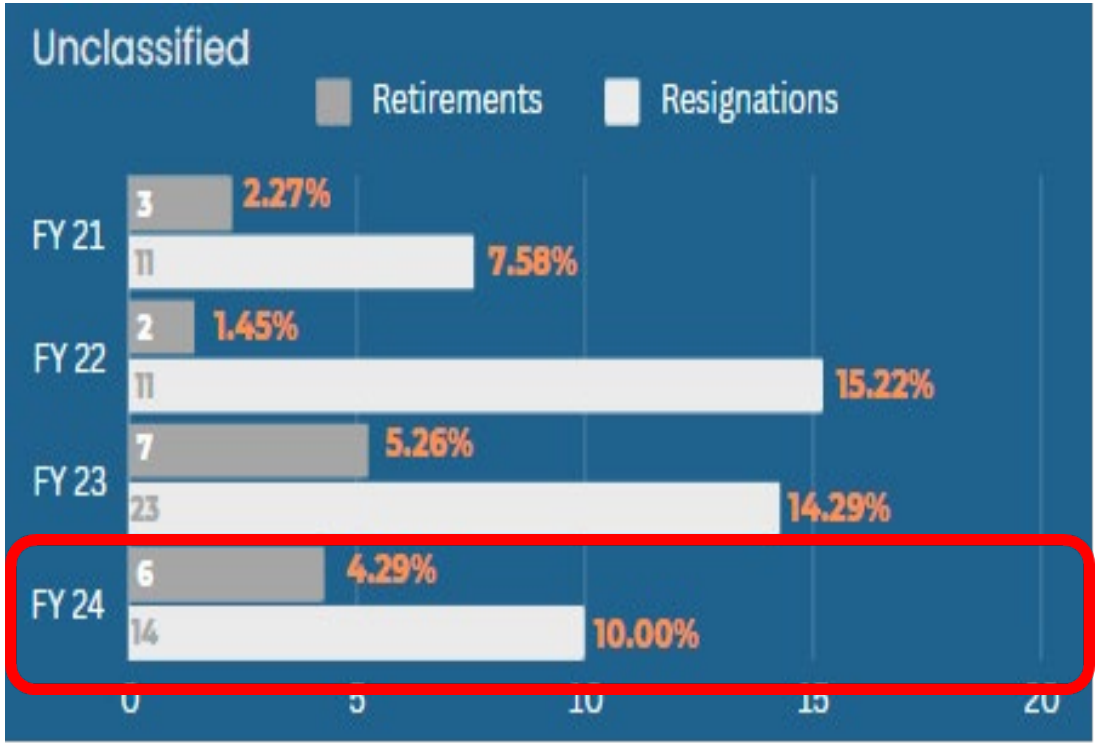
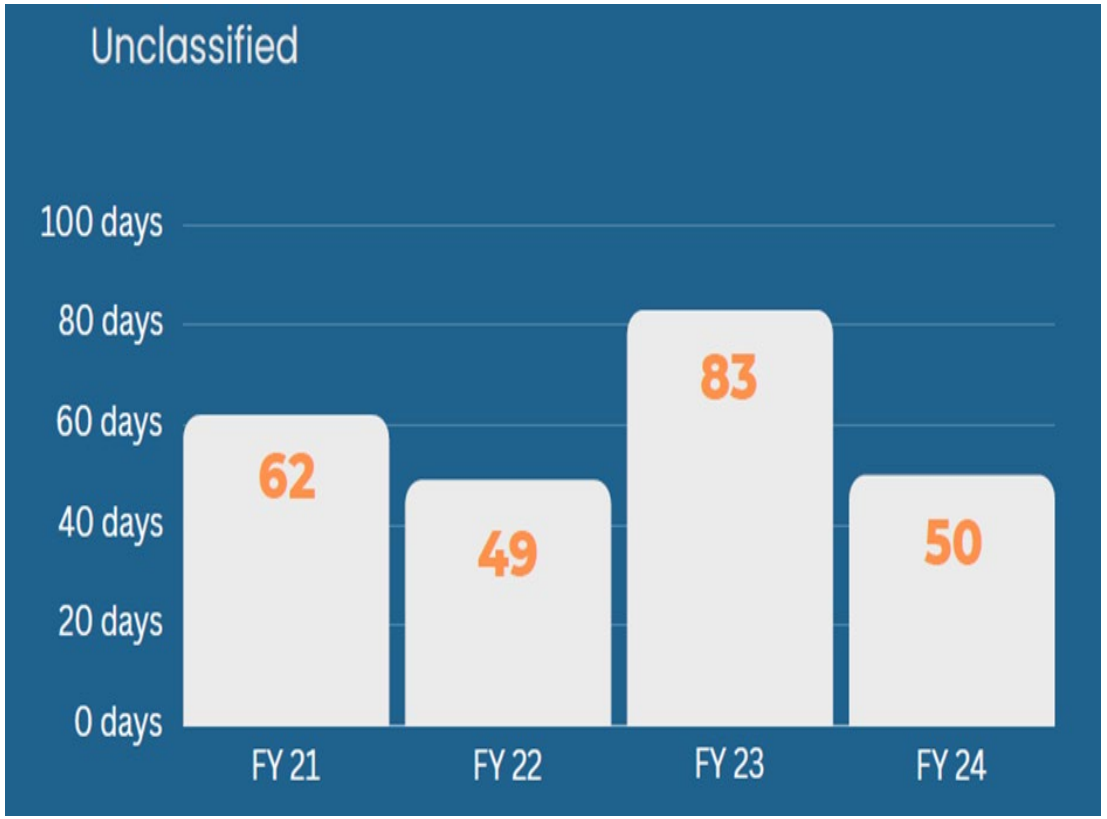
PROJECTED VOLUNTARY TURNOVER RATES
FULL-TIME EMPLOYEES





AVERAGE TIME TO FILL POSITIONS



CHALLENGES

- Goal Reduction
- Lack of Expertise and Institutional Knowledge
- Burnout
- Delays
- Grants
- Low Moral
- Succession
- Applicant Pool

CHALLENGES

Planner/Senior Planner (Max Salary)

- Carson City $93,422
- Lyon County $116,402
- Storey County $113,433
- State of NV $77,235

Wastewater Plant Mechanic

- Carson City
  $45,883 - $68,735
- City of Sparks
  $58,115 - $79,997

Parks Maintenance Worker I/II

- Carson City $41,394 - $68,635
- Washoe Co. $50,606 - $65,790
- City of Reno $46,966 - $72,820
- Douglas Co. $46,904 - $60,964
- City of Sparks $50,814 -$69,118

Next Steps

- Pontifex Completed Compensation Study
- CM, DCM and Finance have been working on implementation options
- Review with Department Directors and Elected Officials
- Recommended proposal will be brought forward with FY 25 Budget

THANK YOU

Stephanie Hicks, AICP, CFM

Deputy City Manager

775.283.7904

shicks@carson.org

2022/2023 Employee Survey Comparison Results

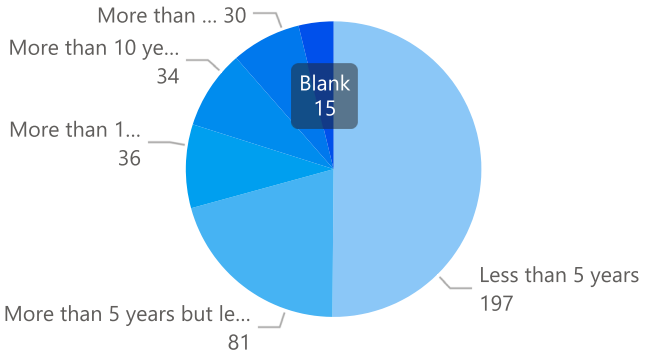
2022 Results

Select Department: All

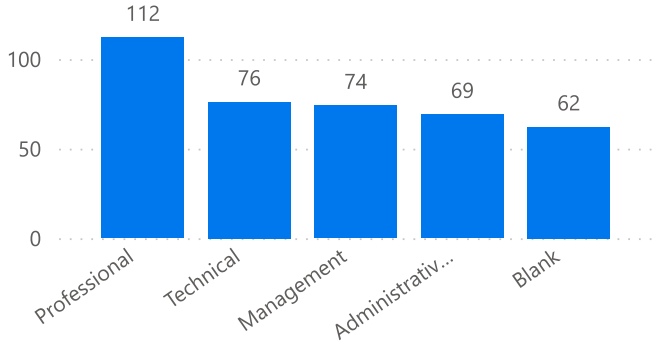
Category of Employment: All

Total Submissions

How many years have you been employed by the City?



Employee Classification



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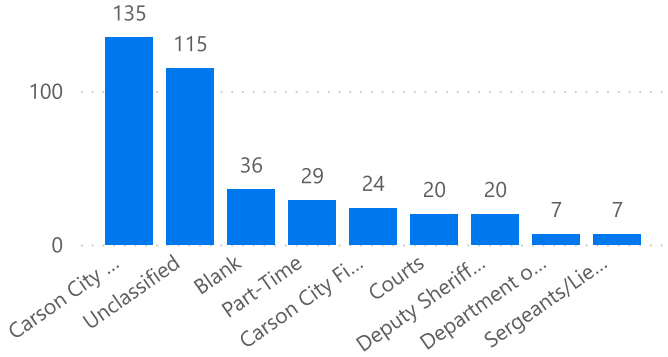

2023 Results

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Category of Employment: All

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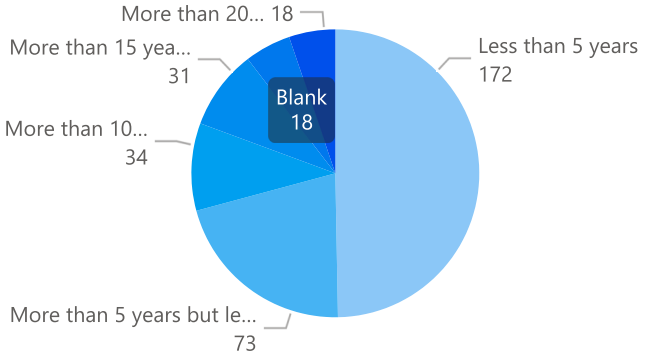

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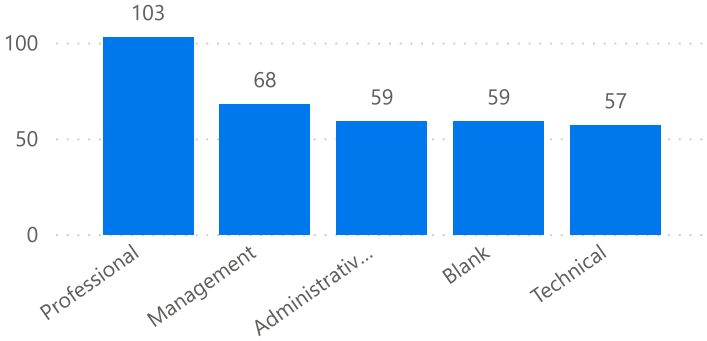

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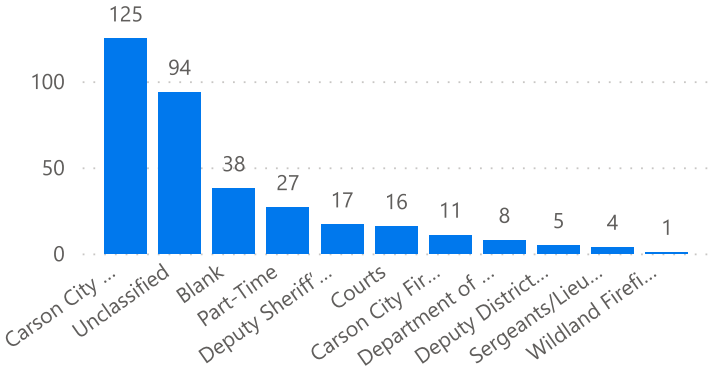

2022/2023 Workplace Culture Comparison- Page 1

2022 Results

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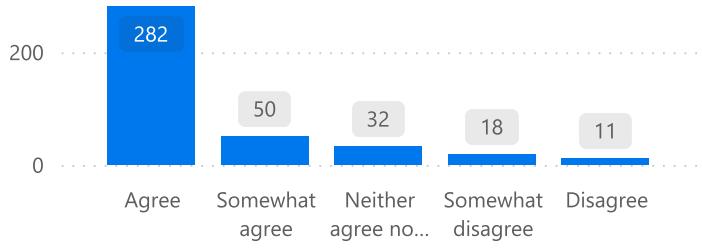
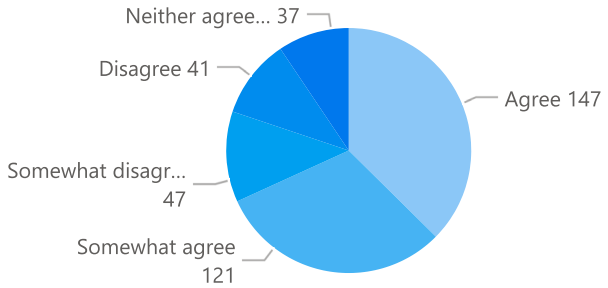
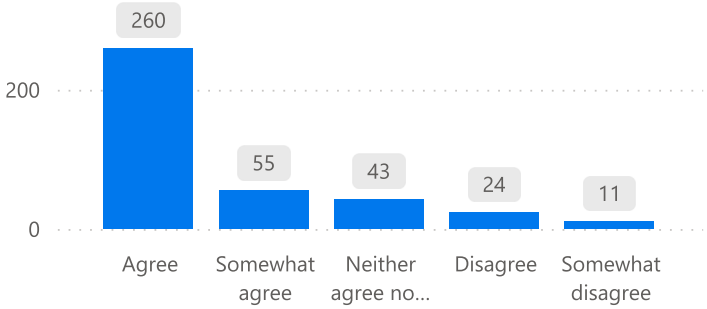


People in my department communicate sufficiently with one another.



I would refer someone to work for Carson City.



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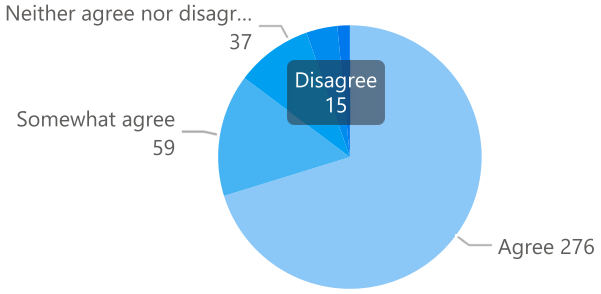

2023 Results

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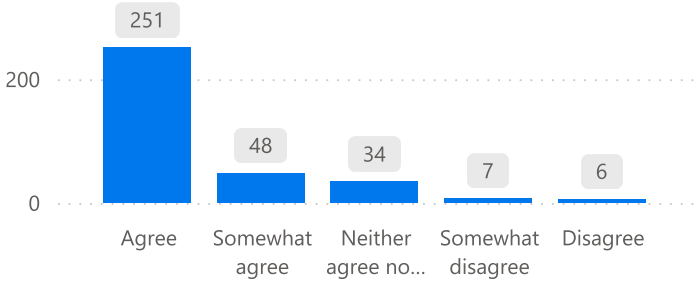

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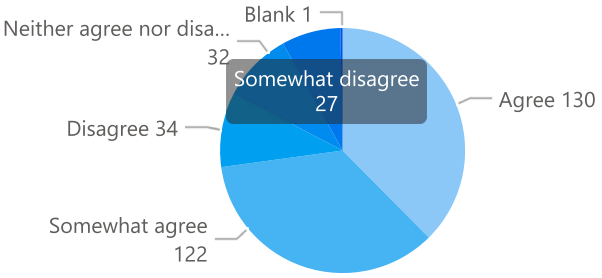

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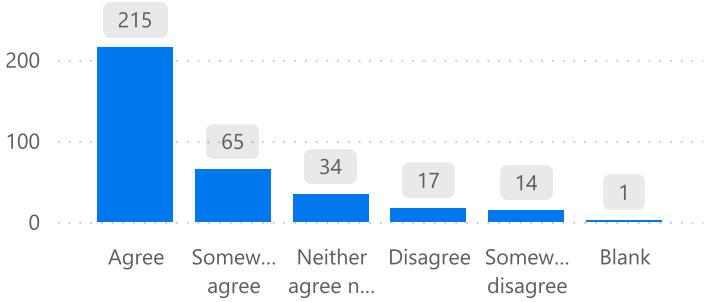

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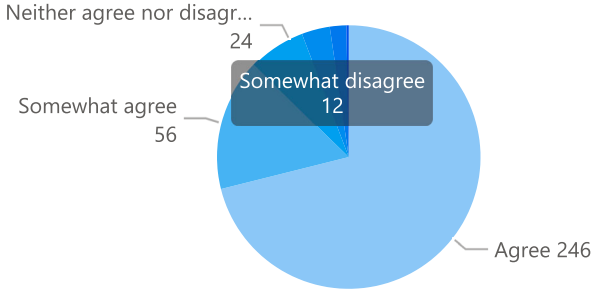


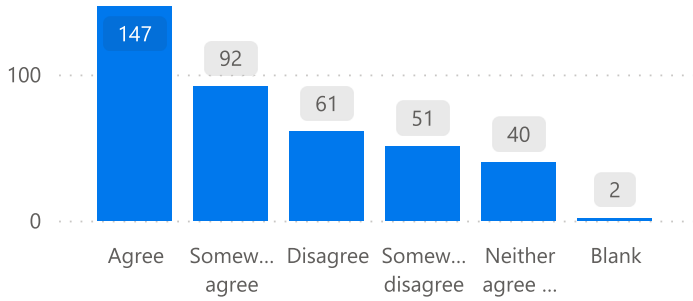
2022/2023 Workplace Culture Comparison- Page 2

2022 Results

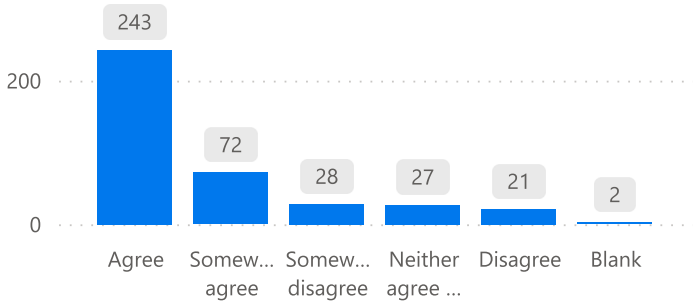
Select Department: All

Category of Employment: All

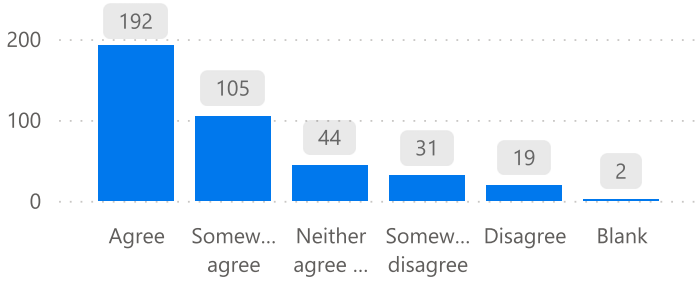
The morale in my department is high.



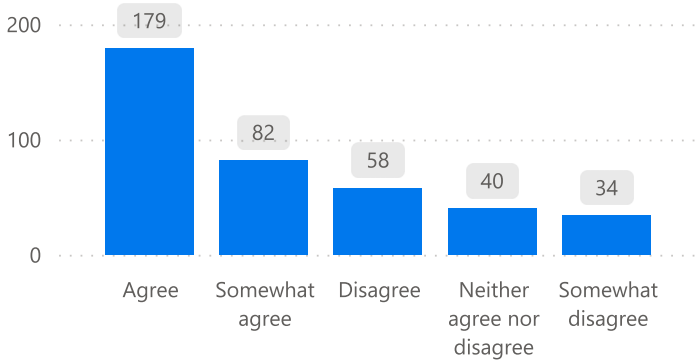
My work environment is professional and comfortable.



Processes and procedures allow me to effectively meet the public's needs.



I feel valued as an employee by Carson City.



2023 Results

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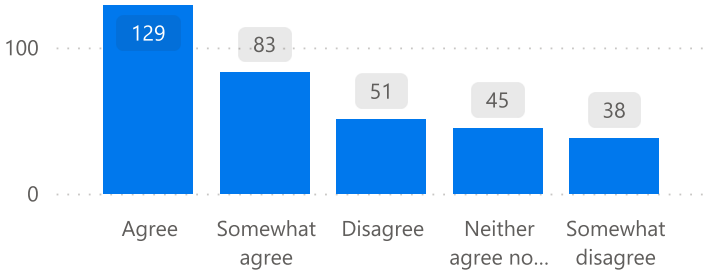

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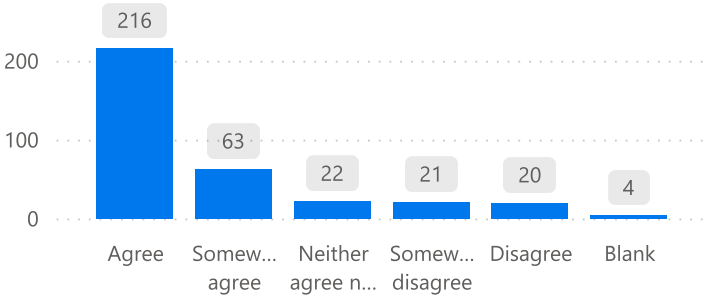

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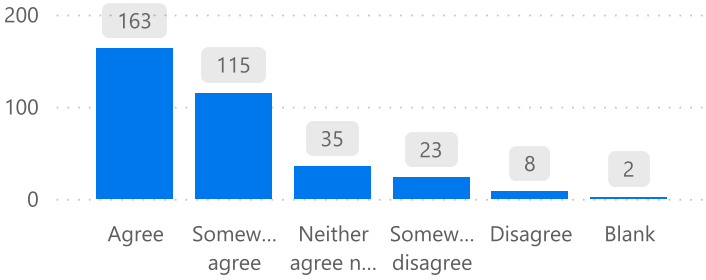

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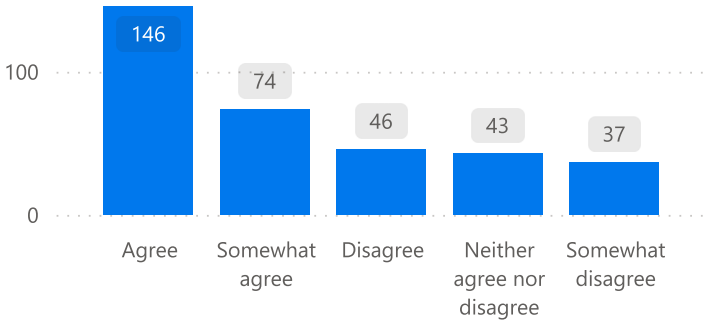

2022/2023 Management Comparison- Page 1

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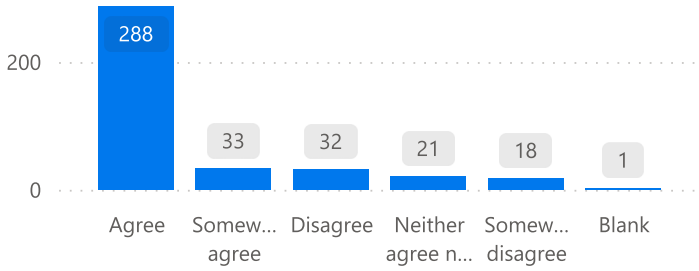
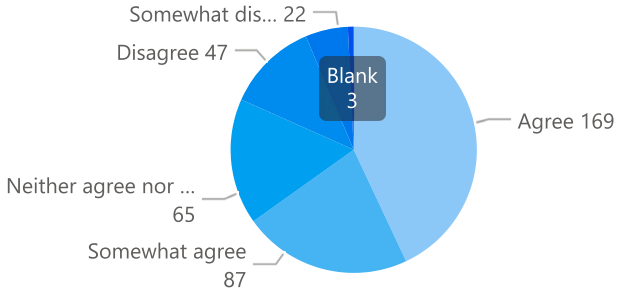
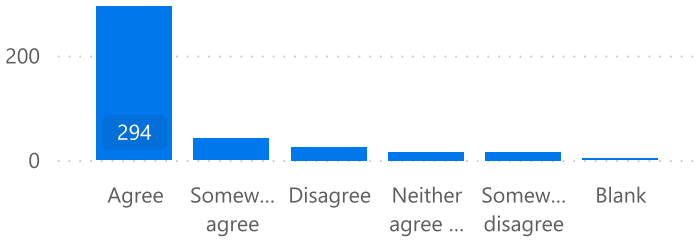


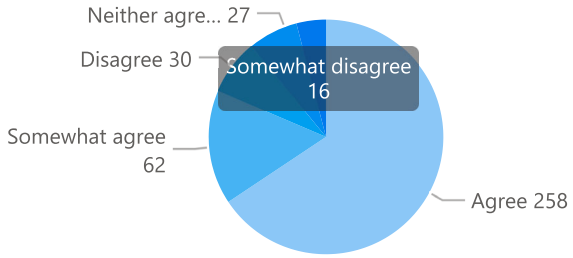
I receive regular communications from my supervisor about City news or what is happening at the Board of Supervisors.



My supervisor seems invested in the success of the team.



My supervisor gives me feedback that helps me improve my performance.



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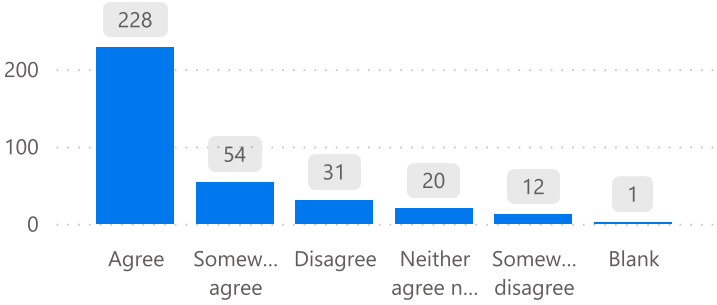

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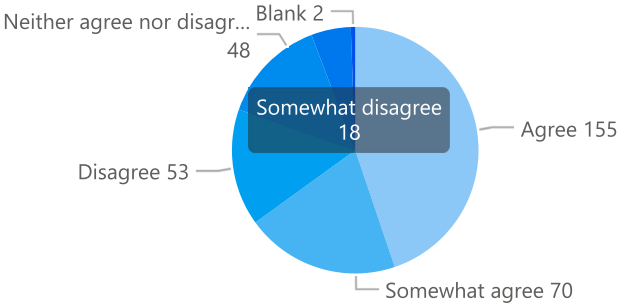
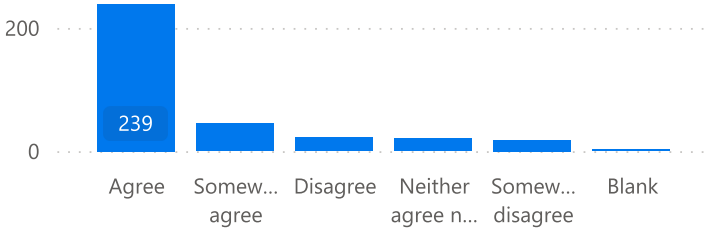
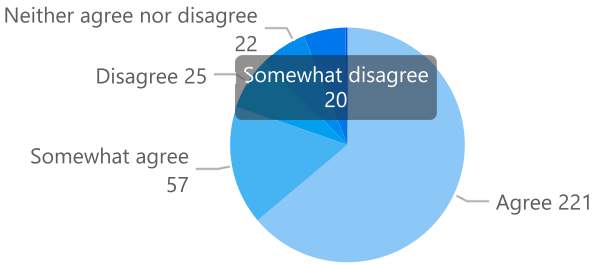


My supervisor seems invested in the success of the team.



My supervisor gives me feedback that helps me improve my performance.



2022/2023 Management Comparison- Page 2

2022 Results

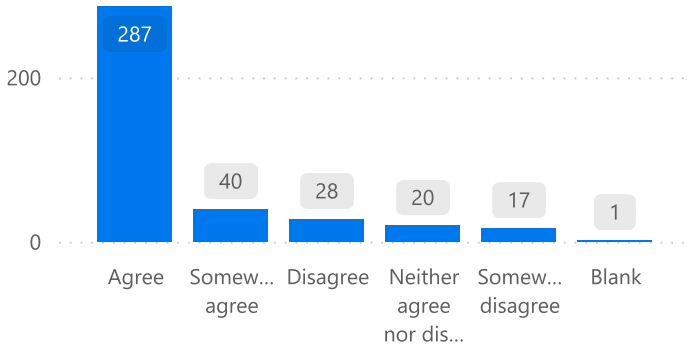
Select Department

All

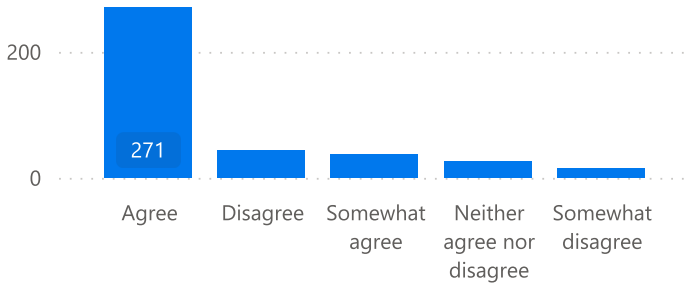
Category of Employment

All

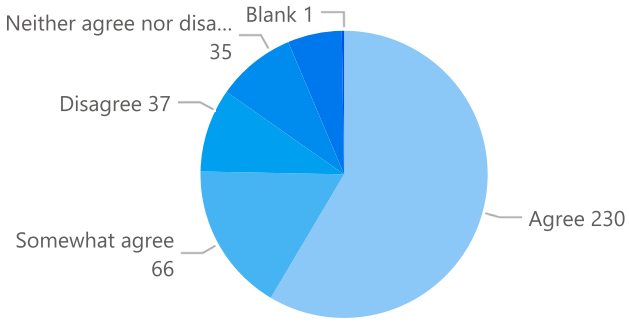
I feel my supervisor values the work I do.



I feel I can report ethical or compliance violations without fear of retaliation.



The amount of work expected of me is reasonable.



2023 Results

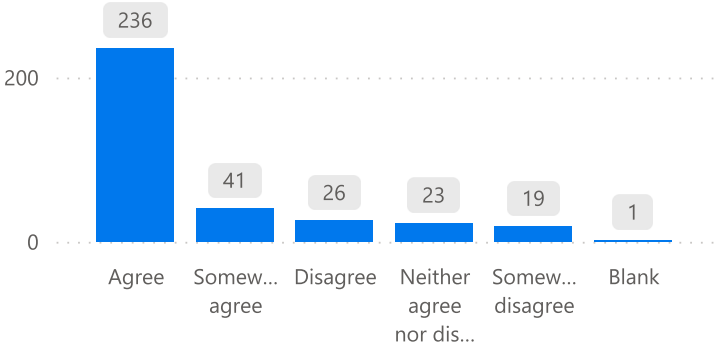
Select Department

All

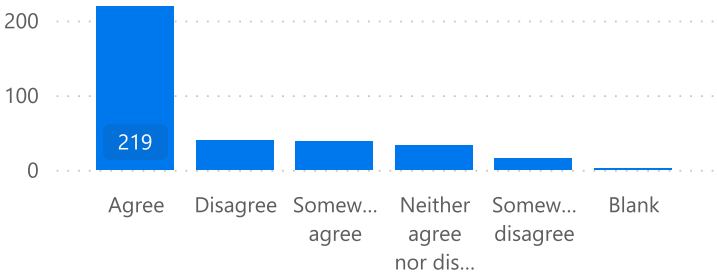
Category of Employment

All

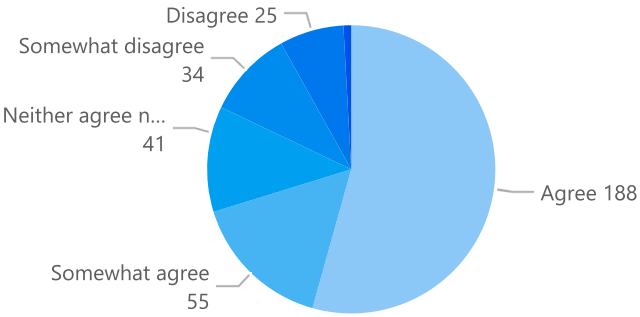
I feel my supervisor values the work I do.



I feel I can report ethical or compliance violations without fear of retaliation.



The amount of work expected of me is reasonable.



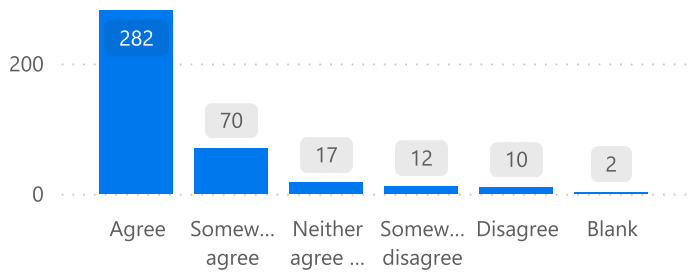
2022/2023 Job Satisfaction Comparison- Page 1

2022 Results

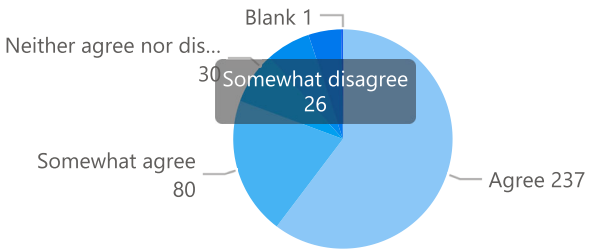
Select Department: All

Category of Employment: All

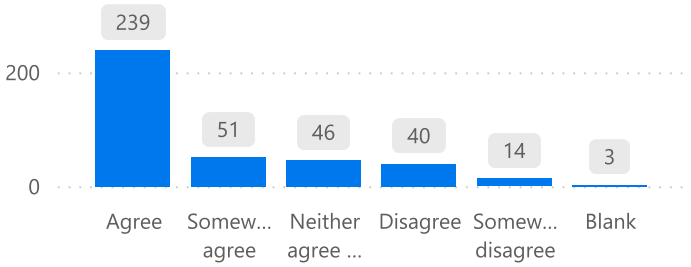
I find my work meaningful.



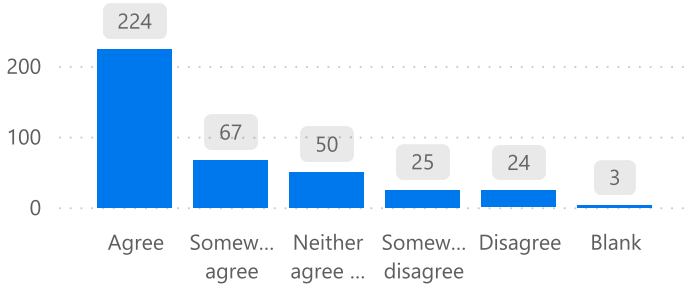
I have the training or experience, or I am given the opportunity for training, learning and development I need to do my job.



In the past six months, someone at work has talked to me about my progress.



In the past year, I have had opportunities at work to learn and grow.

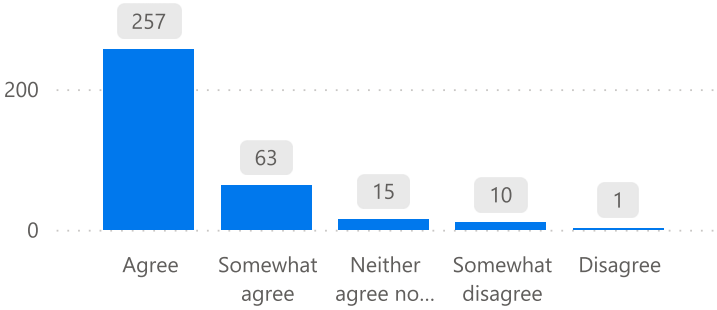


2023 Results

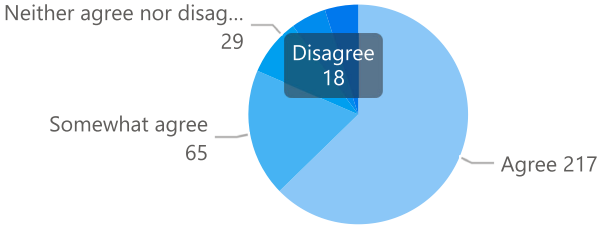
Select Department: All

Category of Employment: All

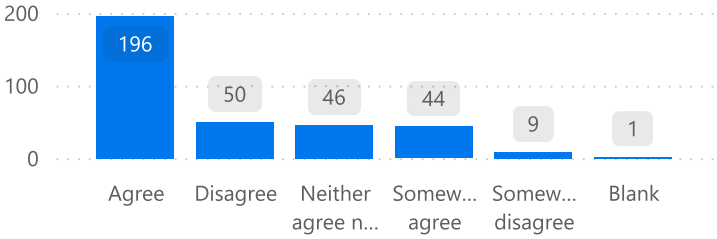
I find my work meaningful.



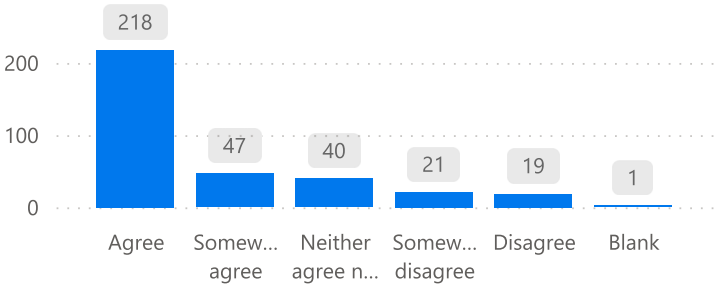
I have the training or experience, or I am given the opportunity for training, learning and development I need to do my job.



In the past six months, someone at work has talked to me about my progress.



In the past year, I have had opportunities at work to learn and grow.



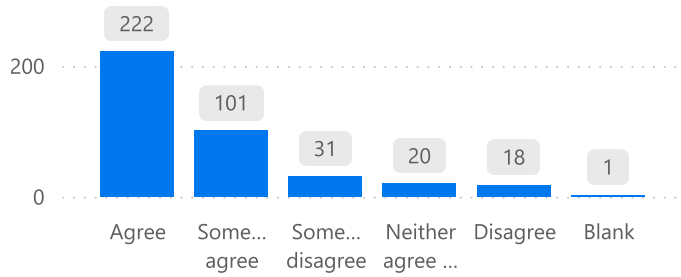
2022/2023 Job Satisfaction Comparison- Page 2

2022 Results

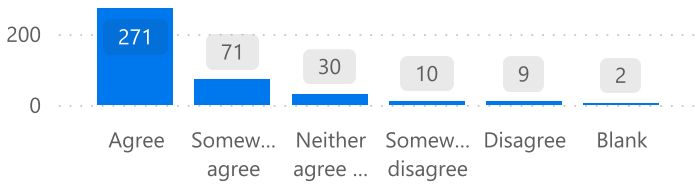
Select Department: All

Category of Employment: All

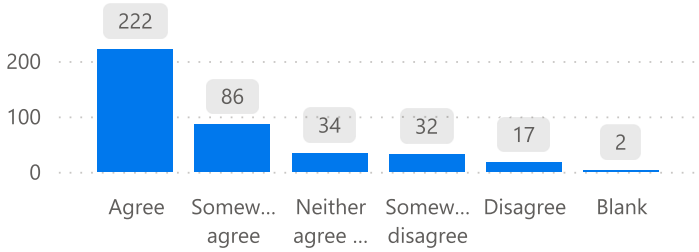
I have the tools, technology and resources to do my job effectively.



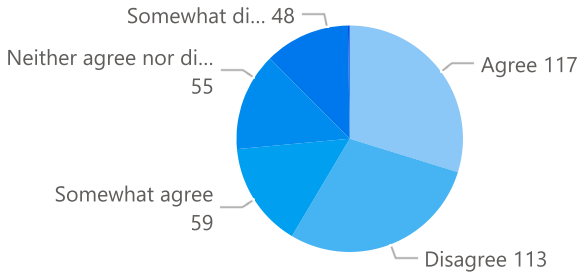
I know what I need to do to be successful in my position.



I feel as though my job responsibilities are clearly defined.



My total compensation (base pay, equity, insurance benefits) is competitive compared to similar jobs at other local public entities.

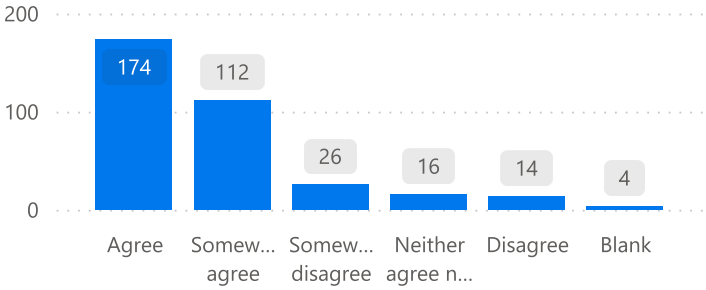


2023 Results

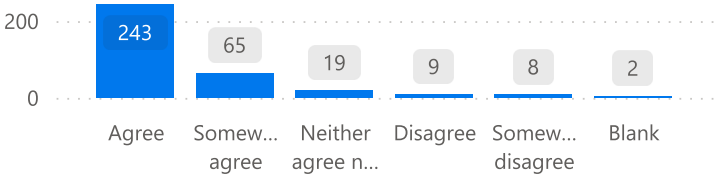
Select Department: All

Category of Employment: All

I have the tools, technology and resources to do my job effectively.



I know what I need to do to be successful in my position.



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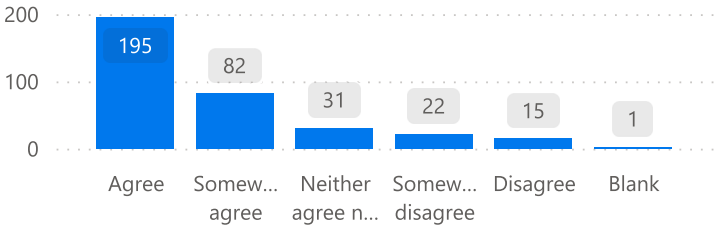
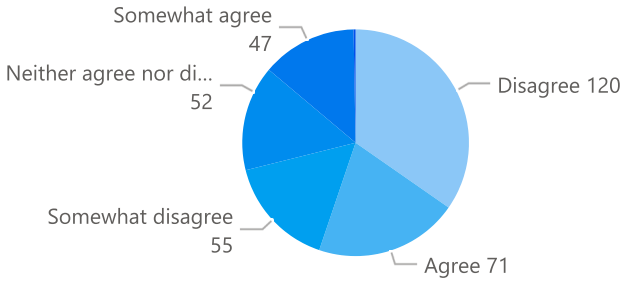


My total compensation (base pay, equity, insurance benefits) is competitive compared to similar jobs at other local public entities.



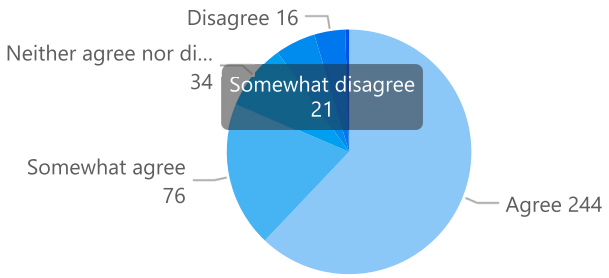
2022/2023 Job Satisfaction Comparison- Page 3

2022 Results

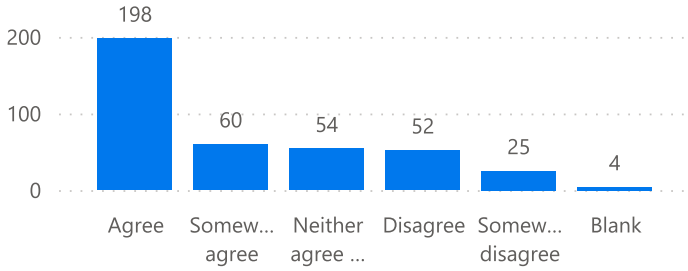
Select Department: All

Category of Employment: All

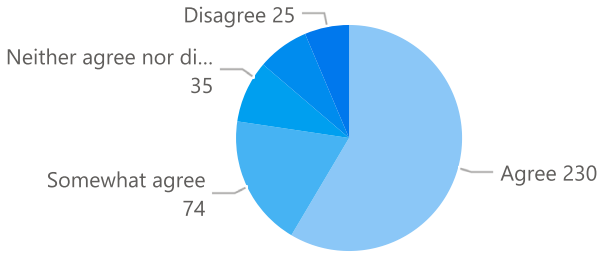
I feel secure about my job.



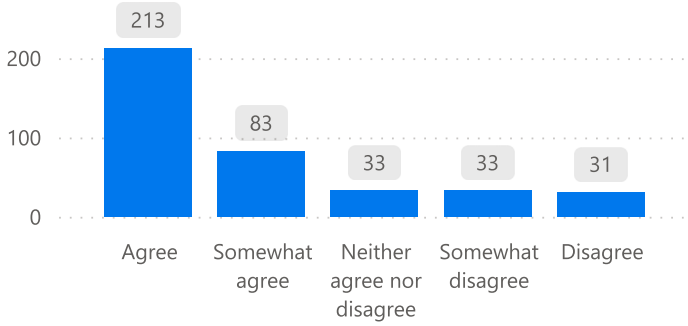
I am aware of the advancement opportunities that exist being an employee of Carson City.



I have the flexibility needed to manage the demands of work and personal life.



I am happy at work.

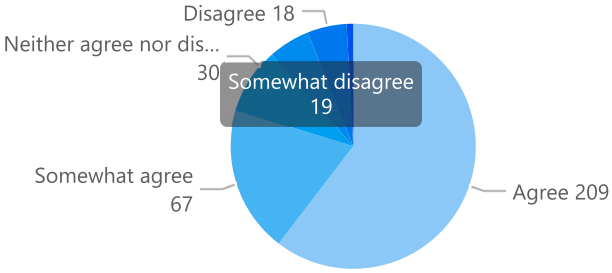


2023 Results

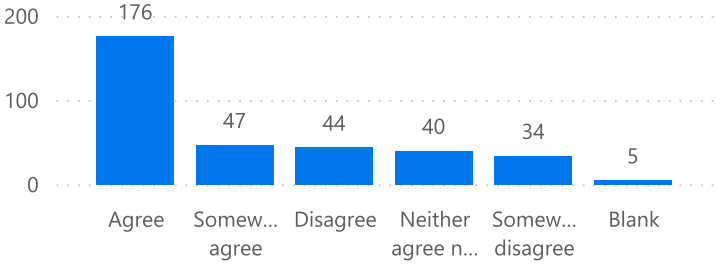
Select Department: All

Category of Employment: All

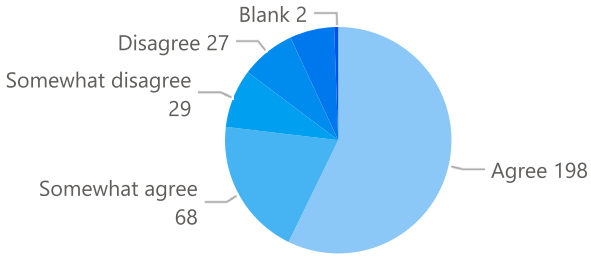
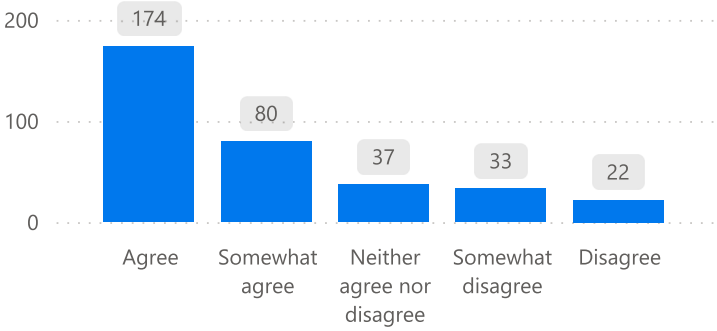
I feel secure about my job.



I am aware of the advancement opportunities that exist being an employee of Carson City.



I have the flexibility needed to manage the demands of work and personal life.



I am happy at work.