

City of Jacksonville

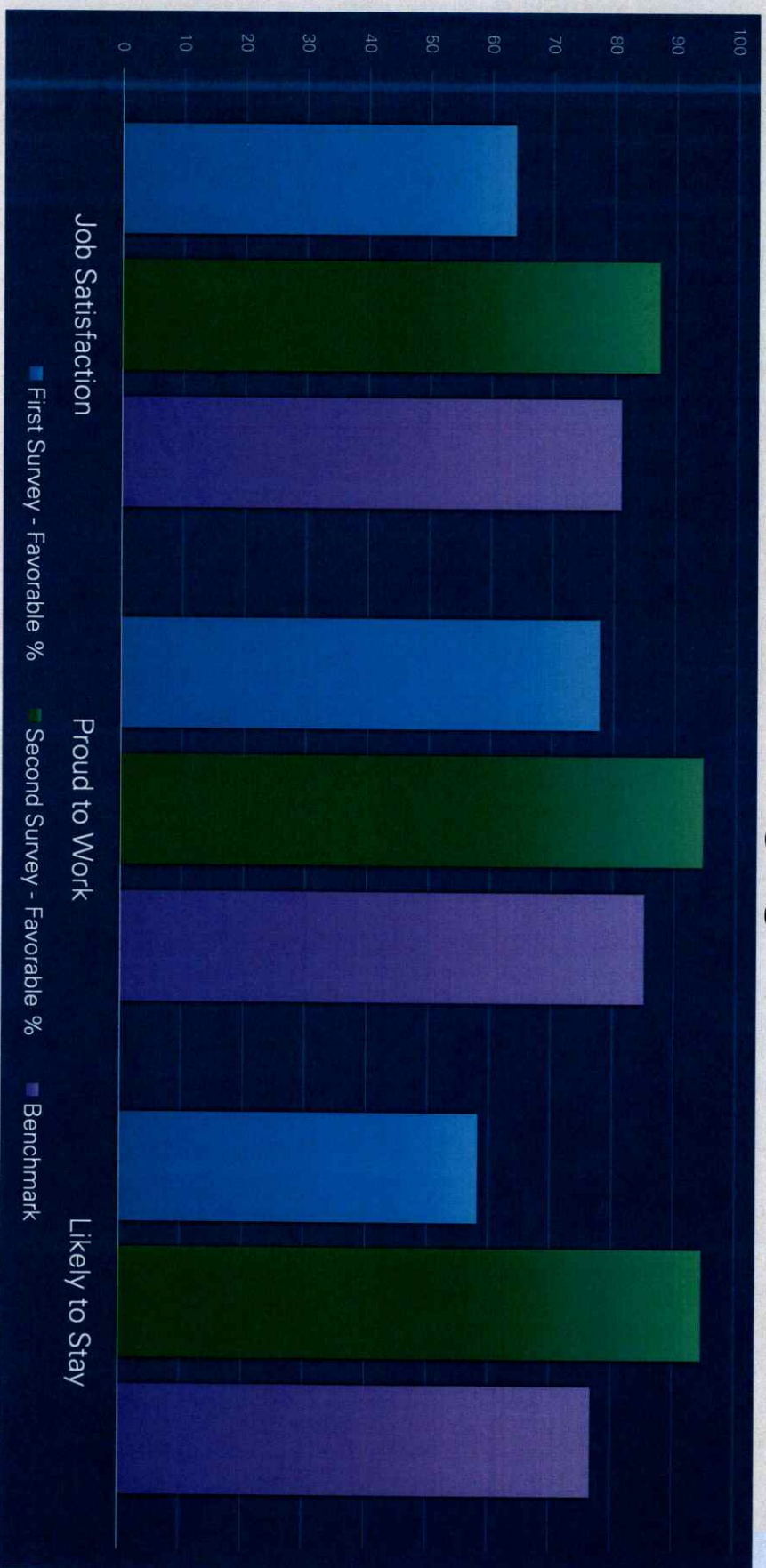
City Council Engagement Survey Follow-Up

October 2025



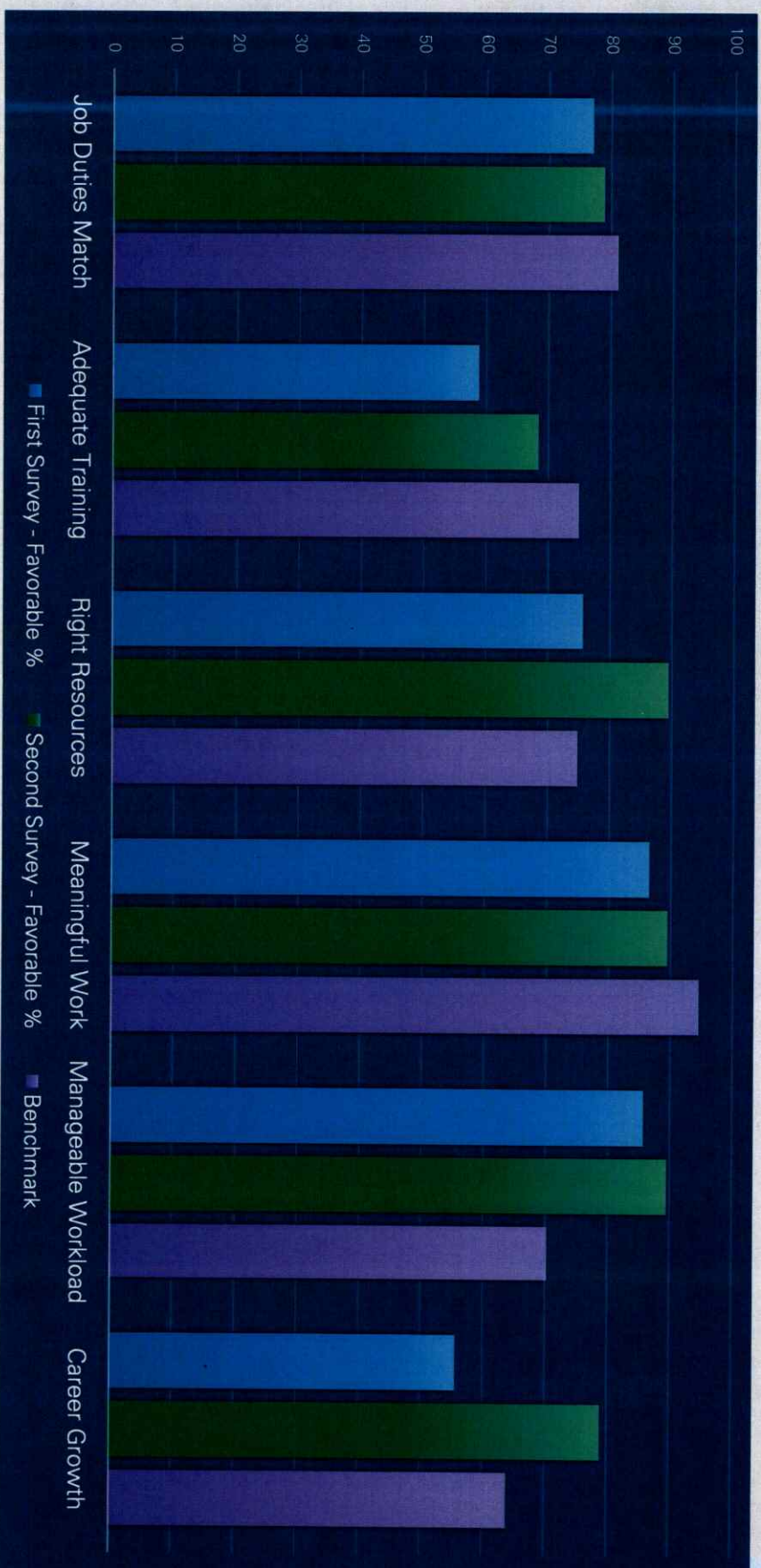


Employee engagement



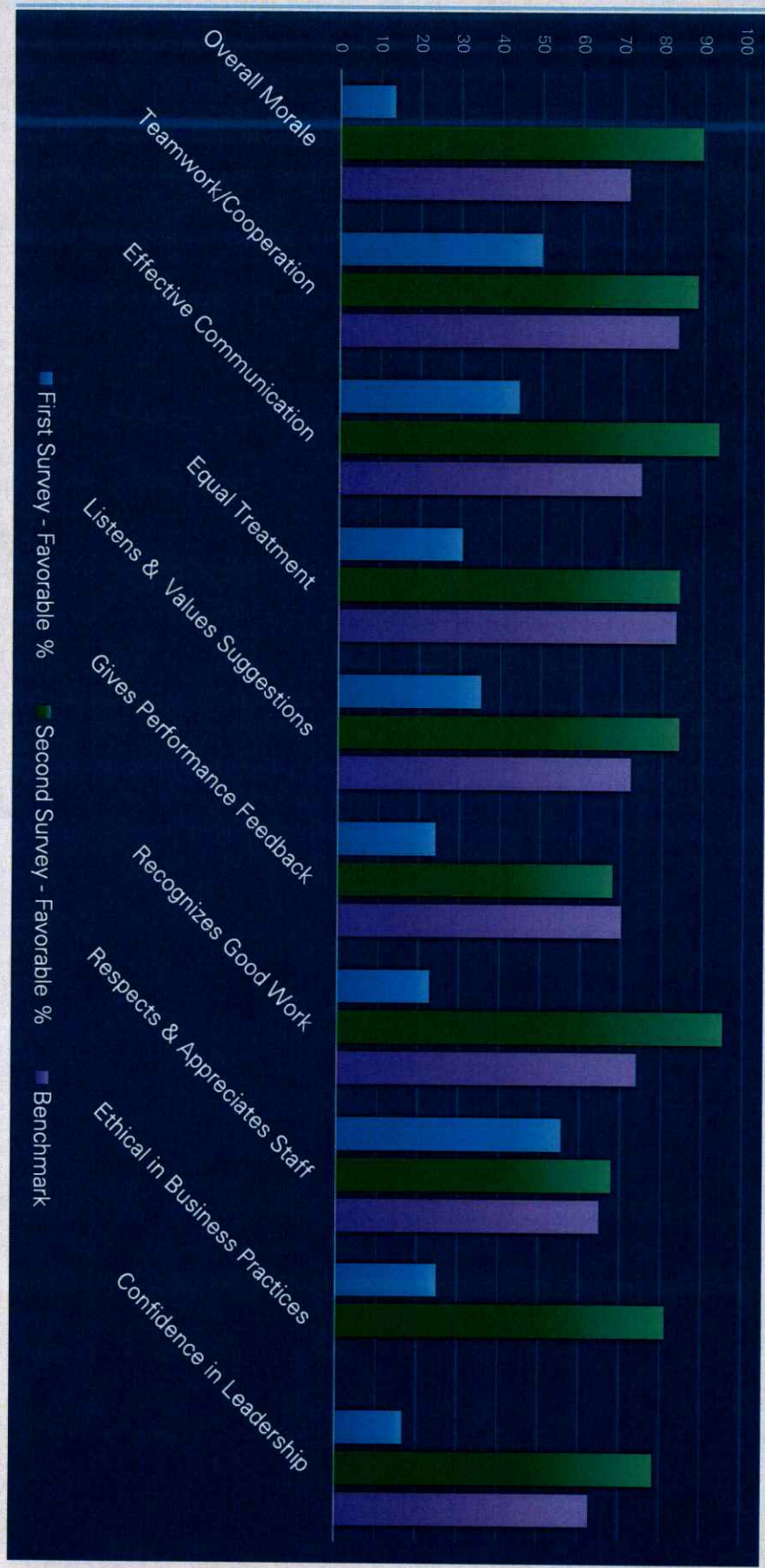


Role related





Leadership effectiveness





Comments on Leadership in the Work Environment

- What a turn around for our department. It is nice to feel like we are all a family again and have such great teamwork and support for one another.
- Proud to work here and feel valued. Love it!
- Appreciate City Council for listening and allowing the staff the opportunity to engage in the process.
- Leadership has been willing to build a stronger team, address issues as they arise and make decisions they stand behind. The ability to execute my job duties, my attitude and my desire to excel has improved with the change in leadership. It is a great place to work!
- Yes, while we have gotten so much better as a team. Senior leadership has created a feeling of safety, an open-door policy if you need to talk and a family atmosphere.
- I will say that there is still some divisional leadership still spreading some negativity and who's behavior changes when they are not around senior leaders. Still some bullying evident.



Comments on Leadership in the Work Environment

- Significant improvements over the past 6 months. A much happier environment. Overall, congratulations to management for working so hard. Thank you for what you have done.
- No complaints. It is very pleasant here!
- The Social Committee is greatly appreciated. We love the 5th week and monthly activities.
- Things feel less stressful and more respectful now, which is helping us rebuild a culture of teamwork, open communication, and fairness.
- While cliques are a normal part of any workplace, they do not get in the way of our growth or our ability to work together as we serve the Council and others.



Suggestions - continuously improving the work climate

- Be sure to maintain the open-door, inviting environment.
- Ensure we have the funding to acquire the needed materials to ensure we can continue to put out a quality product.
- Allow for hybrid work-from-home schedules
- More consistency with yearly evaluations. Some not done since 2023. Additionally, Better communication between departments - Feels left out of emails.
- Make sure everyone's input is valued.