



**MINUTES OF THE CITY COUNCIL REGULAR MEETING  
CITY OF NEW PORT RICHEY**

**NEW PORT RICHEY CITY HALL COUNCIL CHAMBERS  
5919 MAIN STREET, NEW PORT RICHEY, FLORIDA**

**December 20, 2022**

**7:00 PM**

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**ORDER OF  
BUSINESS**

**1. Call to Order – Roll Call**

The meeting was called to order by Mayor Rob Marlowe at 7:00 p.m. Those in attendance were Deputy Mayor Mike Peters, Councilman Peter Altman, Councilman Matt Murphy and Councilwoman Kelly Mothershead.

Also in attendance were City Manager Debbie L. Manns, City Attorney Timothy Driscoll, Deputy City Clerk Joyce Haasnoot, Police Chief Kim Bogart, Finance Director Crystal Dunn, Fire Chief Chris Fitch, Assistant Public Works Director Barret Doe, Community and Development Director Dale Hall, Library Director Andi Figart, Technology and Innovations Director Robert Greene, Parks and Recreation Director Terri Moore and Human Resources Director Kimberly Price.

**2 Pledge of Allegiance**

**3 Moment of Silence**

**4 Approval of November 9, 2022 Special Meeting and December 6, 2022 Regular Meeting Minutes**

Motion was made to approve the minutes as presented.

Motion made by Mike Peters and seconded by Matt Murphy. The Motion Passed. 5-0. Ayes: Altman, Marlowe, Mothershead, Murphy, Peters

**5 Vox Pop for Items Not Listed on the Agenda or Listed on Consent Agenda**

Mayor Marlowe passed the gavel to Deputy Mayor Peters who then opened the floor for public comment. The following people came forward to speak:

- James Adamiak, 6814 Lassen Ave., NPR came forward to speak regarding a Citizens Advisory Committee.
- Kimberly Cox, 7336 Ashmore Dr., NPR, came forward to speak regarding a Citizens Advisory Committee.
- Ashley Adamiak, 6814 Lassen Ave., NPR came forward to speak and stated she attended the recent BOCC meeting where Sheriff Nocco stated there was a Citizens Advisory Committee

and asked how she could receive more information about it.

- Marlowe Jones, 6141 Pine Hill Rd., PR came forward to speak regarding the employee survey and requested a written opinion by Council.

With no one else coming forward for public comment, Deputy Mayor Peters closed Vox Pop.

- a Speakers must identify themselves prior to speaking by stating their name and full address for the record. Speakers shall address the City Council as a whole and refrain from addressing individual members of the City Council or the City staff. Speakers shall afford the utmost courtesy to the City Council, to City employees, and to the public, and shall refrain at all times, from rude and derogatory remarks, reflections as to integrity, abusive comments, and statements as to motives and personalities.

## 6 Consent Agenda

Motion was made to accept the Consent Agenda.

Motion made by Matt Murphy and seconded by Mike Peters. The Motion Passed. 5-0. Ayes: Altman, Marlowe, Mothershead, Murphy, Peters

- a Purchases/Payments for City Council Approval
- b Budget Amendment

## 7 Public Reading of Ordinances

- a First Reading, Ordinance No. 2023-2266: Rezoning of +/-27.7 Acres on Sea Forest Drive

City Attorney Driscoll read the proposed ordinance by title only. City Manager Manns introduced Community & Development Director Dale Hall who then presented the item to Council. He stated that the purpose of this agenda item was to conduct a first reading of an ordinance to rezone +/-27.7 acres on Sea Forest Drive from a PDD (residential subcategory) to a PDD (residential subcategory with an amended site plan and development site standard revision).

Mr. Hall stated that the subject property was zoned to a PDD - residential subcategory, with a total of 388 multifamily units in 2008. The property was never developed however could be as depicted on the previously approved site plan. The new property owners have submitted a request to develop the property with the same number of units but in a different configuration. He stated that a change in site plan on an approved PDD is similar to a rezoning and requires the approval by the City Council. Mr. Hall stated that the developer plans to develop the property as a multi-family 5 story senior housing. This new request requires the developer to meet the current design standards for multifamily development as reflected in the proposed ordinance.

The site plan includes a single 388-unit, five story, multifamily senior housing apartment building with associated parking and development standards that include:

- Amenities - pool, outdoor kitchen/fire pits, passive play area (bocce ball)
- A tree-lined entrance drive and landscaped median
- Fountains in sculpted and landscaped retention ponds
- Boardwalks/walking trails/gazebos throughout the site
- Sidewalks along Sea Forest Drive
- Architecturally styled building to be compatible with the neighborhood

Upon opening the floor to public comment the following people came forward to speak:

- Barbara Wilhite, 6317 Grand Blvd, represents Dominion on the project. Ms. Wilhite highlighted some facts she wanted to make clear regarding the project. Devin Quist, VP of Dominion came forward and reviewed Dominion building standards as well as the company

history in regards to affordable housing. He stated the specifics for residing at their building, as well as amenities offered.

- Dan Holback, 5614 Red Snapper Court, NPR came forward and stated that he lives immediately to the north of the development and had some questions. He asked if the community will be gated. He was also concerned with evacuation issues and flooding issues in case of a hurricane and if the development is protected from flooding. He also asked why the age was set for 62 and not a different age.
- An unidentified woman came forward to speak regarding the over 62 housing requirement and would like to see affordable housing without age restrictions.

With no one else coming forward Mayor Marlowe returned the floor to Council.

Deputy Mayor Peters asked for income levels for the apartments. Mr. Quist stated that it was \$34,500 or less for a single renter and \$39,420 or less for two renters. The tax credit program is delivered over 10 years, Dominion will sign an extended affordability agreement and it would be 30 years affordability. Mr. Quist stated the 62 age restriction was based on the Housing for Older Persons Act. Councilwoman Mothershead asked if an impact study was completed regarding the impact on city services, such as police and fire. Mr. Quist said there was not a study. Mayor Marlowe asked about elevators and Mr. Quist stated that yes there will be elevators. Councilman Altman stated that staff has presented what City Council's duties are in regards to rights that people can do with their land through our land use and zoning restrictions and as it has been described to them Dominion has increased amenities and they are aware of the perils of floods and threats. He stated Mr. Quist has explained himself well. He stated as the process moves along he would like to have Dominion come back to provide updates. Councilman Murphy stated he liked the smaller impact on marsh lands and impact. Deputy Mayor Peters asked about parking spaces and Mr. Quist said there would be 1.1 spaces allotted. Deputy Mayor Peters stated he was concerned about parking. Ms. Willhite stated there was a justification and parking study done and approved by staff. Motion was made to approve the ordinance upon its first reading.

Motion made by Pete Altman and seconded by Mike Peters. The Motion Passed. 5-0. Ayes: Altman, Marlowe, Mothershead, Murphy, Peters

- b Second Reading, Ordinance No. 2022-2265: Authorizing the Issuance of a Taxable Non-Ad Valorem Revenue Note, Series 2022 RE: 6128 US Highway 19

City Attorney Driscoll read the proposed ordinance by title only. City Manager Manns introduced the item to Council. She stated that the purpose of this agenda item was to conduct a second and final reading of an ordinance which would authorize the issuance of the Taxable Non-Ad Valorem Revenue Note, Series 2022 for the purchase of real property located at 6128 US Hwy 19. City Manager Manns stated that City Council, as the CRA Board of Directors, approved the purchase on October 19, 2022. The aggregate amount of the note is \$3M. An RFP will be let in January and will include the River Road Church property. Upon opening the floor to public comment no one came forward therefore Mayor Marlowe returned the floor the Council. Motion was made to approve the ordinance upon its second and final reading.

Motion made by Mike Peters and seconded by Matt Murphy. The Motion Passed. 5-0. Ayes: Altman, Marlowe, Mothershead, Murphy, Peters

8 Business Items

- a Request to Waive Fees for Proposed Dr. Martin Luther King, Jr. Day Event

City Manager Manns introduced the item to Council. She stated that the purpose of this agenda item was to to conduct an event in Sims Park on Sunday, January 15, 2023 to honor the legacy of Dr. Martin Luther King, Jr. and to waive the fees associated with the event. Upon opening the floor to public comment, no one came forward to speak therefore Mayor Marlowe returned the floor to Council. Motion was made to approve the item as presented.

Motion made by Pete Altman and seconded by Kelly Mothershead. The Motion Passed. 5-0. Ayes: Altman, Marlowe, Mothershead, Murphy, Peters

b Resolution No. 2023-05: Authorizing Resolution and Interlocal Agreement

City Attorney Driscoll read the proposed ordinance by title only. City Manager Manns introduced the item to Council. She stated that the purpose of this agenda item was to authorize Resolution No. 2023-05, which provides for the following:

- Issuance of Taxable Non-Ad Valorem Revenue Note, Series 2022, in the amount not to exceed \$3,000,000 to finance the costs of acquisition, construction, and/or equipping of various capital improvements, within the Redevelopment area of the City of New Port Richey, FL.
- Approval of the form and execution of the Amended and Restated Debt Service Reimbursement Interlocal Agreement between the City of New Port Richey, FL and the City of New Port Richey, FL Community Redevelopment Agency.

She then introduced Jon Ford of Ford & Associates, Inc. and Chris Roe, of Bryant Miller Olive to Council. Mr. Ford began his presentation by stating this is a fixed rate loan and is scheduled to mature on October 1, 2024. The interest rate is 5.16%.

Upon opening the floor to public comment, no one came forward therefore Mayor Marlowe returned the floor to Council. Deputy Mayor Peters asked if there was no prepayment penalty and Mr. Ford replied that there is no prepayment penalty. Motion was made to approve the item as presented.

Motion made by Pete Altman and seconded by Mike Peters. The Motion Passed. 5-0. Ayes: Altman, Marlowe, Mothershead, Murphy, Peters

c Public Hearing, Special Waste Hauling Applications for the 2023 Calendar Year

City Manager Manns introduced Assistant Public Works Director Barret Doe who then presented the item to Council. He stated that the purpose of this agenda item was to approve the waste hauler permit applications for the 2023 calendar year submitted by County Recycling, Inc. dba County Sanitation, Waste Pro of Florida, Inc. dba J.D. Parker & Sons, Republic Services of Florida LP dba Seaside Sanitation, Waste Connections Inc., Waste Management Inc. of Florida, and Peterson's Service Corporation and to consider for approval that staff proceed with agreements between these waste haulers for waste hauling services for the residents of New Port Richey for calendar year 2023. City Manager Manns stated that it should be noted that this application is for an 11 month term and not a full year as on December 2, 2023 the City is eligible for a single hauler system. Upon opening the floor to public comment, Denise Houston, 5619 Virginia Ave, came forward to mention the amount of haulers within the city and stated she is looking forward to single hauler. With no one else coming forward Mayor Marlowe returned the floor to Council. Motion was made to approve the item as presented.

Motion made by Pete Altman and seconded by Matt Murphy. The Motion Passed. 5-0. Ayes: Altman, Marlowe, Mothershead, Murphy, Peters

d HID Fingerprint Machine Hardware and Software Upgrade

City Manager Manns introduced Technology Solutions Director Robert Greene who then presented the item to Council. He stated that the purpose of this agenda item was to approve a proposal from HID global for vendor support, hardware and software upgrade. The proposal is estimated to be \$6,792.20 and would be paid from the Equitable Sharing account. Upon opening the floor to public comment, no one came forward to speak therefore Mayor Marlowe returned the floor to Council. Deputy Mayor Peters asked about the life span and Mr. Greene stated there is no specific life span as the current one is at the end of life. Motion was made to approve the item as presented.

Motion made by Pete Altman and seconded by Kelly Mothershead. The Motion Passed. 5-0. Ayes:

Altman, Marlowe, Mothershead, Murphy, Peters

e Professional Service Agreement RE: City Engineering Services for 2023

City Manager Manns introduced the item to Council. She stated that the purpose of this agenda item was to authorize the City Manager to enter into a contract with Ayres Associates to provide professional engineering services for the City in an amount not to exceed \$40,000. Ayres Associates has been the City's Engineer since 2016. The agreement would be for one year from January 1, 2023 until December 31, 2023. Upon opening the floor to public comment, no one came forward therefore Mayor Marlowe returned the floor to Council. Deputy Mayor Peters stated that Ayres has served the City well. Councilman Altman stated he remembers a city engineer at meetings where CIP projects were discussed. Motion was made to approve the item as presented.

Motion made by Mike Peters and seconded by Matt Murphy. The Motion Passed. 5-0. Ayes: Altman, Marlowe, Mothershead, Murphy, Peters

f Request Approval for Reserve Fire Engine Emergency Repair

City Manager Manns introduced the item to Council. She stated that the purpose of this agenda item was to approve the attached budget amendment and quote to complete the necessary repairs to the reserve fire engine in the amount not to exceed \$27,503.08 from Ten-8 Fire & Safety, LLC. Upon opening the floor to public comment, no one came forward therefore Mayor Marlowe returned the floor to Council. Motion was made to approve the item as presented.

Motion made by Pete Altman and seconded by Matt Murphy. The Motion Passed. 5-0. Ayes: Altman, Marlowe, Mothershead, Murphy, Peters

g Request for CIP Purchase for Two Wilo Submersible Pumps

City Manager Manns introduced Assistant Public Works Director Barret Doe who then presented the item to Council. He stated that the purpose of this agenda item was to approve the purchase of two Wilo (brand) submersible 15.5 horsepower pumps at cost of \$20,679.00. Upon opening the floor to public comment, no one came forward therefore Mayor Marlowe returned the floor to Council. Motion was made to approve the item as presented.

Motion made by Mike Peters and seconded by Kelly Mothershead. The Motion Passed. 5-0. Ayes: Altman, Marlowe, Mothershead, Murphy, Peters

h Amendment to the Personnel Rules and Regulations Human Resources Policy Manual RE: Christmas Eve and New Year's Eve Holidays

City Manager Manns introduced the item to Council. She stated that the purpose of this agenda item was to authorize the City Manager to approve an amendment to the City's Personnel Rules and Regulations Human Resources Policy Manual Section 13 Holidays, Subsection 13.01 Official Holidays to recognize a half-day holiday for Christmas Eve and a half-day holiday for New Year's Eve, while subtracting one Floating Holiday from each full-time staff member's annual accrual beginning on December 21, 2022. Upon opening the floor to public comment, no one came forward therefore Mayor Marlowe returned the floor to Council. Motion was made to approve the item as presented.

Motion made by Matt Murphy and seconded by Kelly Mothershead. The Motion Passed. 5-0. Ayes: Altman, Marlowe, Mothershead, Murphy, Peters

9 Communications

Mayor Marlowe stated he appreciated Council running the meeting without him on December 6th. He stated would like a charter review committee created and knows of two people who are interested in serving on it. He stated it has been at least 25 years since a review was done.

Deputy Mayor Peters spoke regarding code enforcement and he thanked them for their good work. He also wishes everyone a happy holiday.

Councilwoman Mothershead stated she was happy that some of the public comment speakers will be taking part in the Citizens Academy.

Councilman Murphy stated he was happy to see a different attitude with working with the city. He stated there are a lot of public events happening in the city this time of the year and encouraged everyone to take part. He also wished everyone a happy holiday.

Councilman Altman stated that he did have a discussion with the City Attorney regarding legal issues with those who do not want to give their address at meetings. He stated we can ask and if they refuse they we can assume they do not live in the city. He also spoke regarding partisan and non-partisan races. He also spoke regarding holding a Suncoast League of Cities meeting during Chasco and have them participate in the parade.

City Manager Manns introduced the new Human Resources & Organizational Development Director Kimberly Price. She also stated that City Council will be receiving a comprehensive financial report on January 17th. She also thanked the city employees who sponsored local families for Christmas. She also reminded City Council of the employee luncheon on Wednesday. She wished everyone a Merry Christmas and Happy Holidays.

Mayor Marlowe wished everyone Merry Christmas and Happy Holidays.

10 Adjournment

There being no further business to consider, upon proper motion, the meeting adjourned at 9:03 p.m.

(signed) \_\_\_\_\_  
Joyce Haasnoot, Deputy City Clerk

Approved: \_\_\_\_\_ (date)

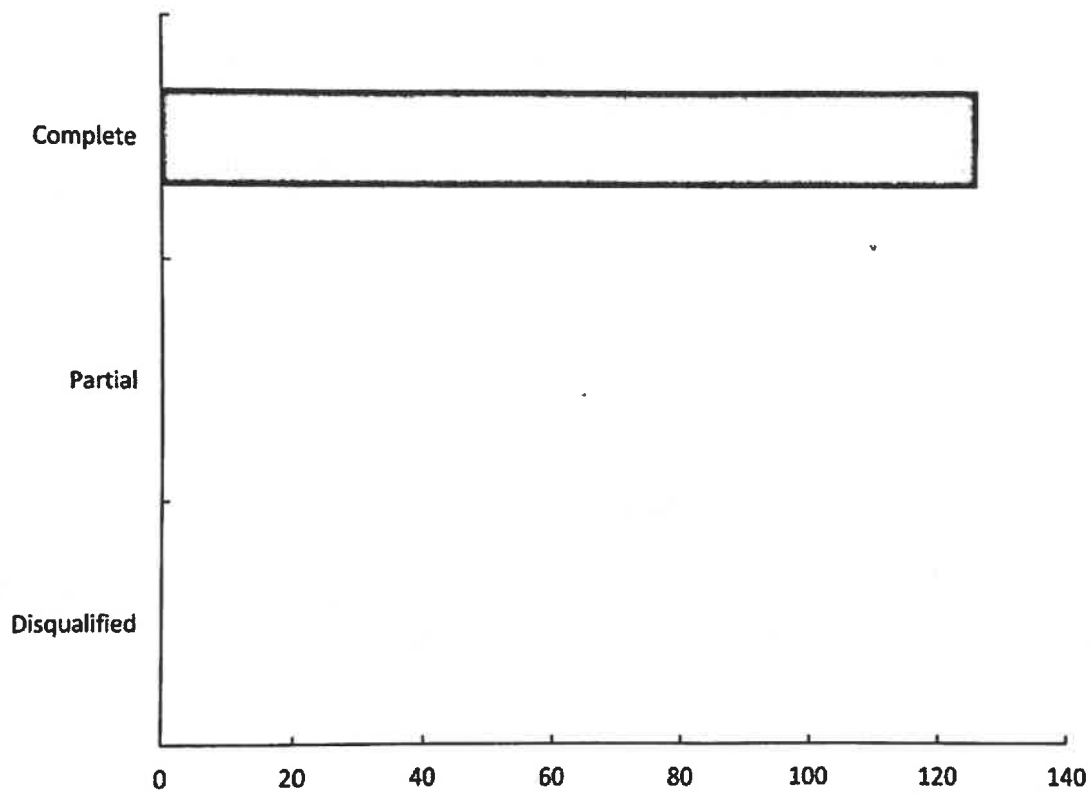
Initialed: \_\_\_\_\_

# 2021 CNPR Employee Survey

## Summary Report

April 15, 2021

### Response Statistics



	Count	Percent
Complete	126	100
Partial	0	0
Disqualified	0	0
Totals	126	

10. What is the most important issue facing the City of New Port Richey?

Response ID	Response
5	BEING ABLE TO PROTECT THE CITY AND CITIZENS. THE CITY IS CONSISTENTLY GROWING, YET THE POLICE DEPARTMENT IS NOT.
6	The issues developing between the Black Lives Matter Movement and the newly developing anti-protester groups.
8	No industries To many rental properties
9	Retention is very low. We not keeping the best employees and losing ones to other cities.
10	Keeping people employed no room for advancement/ pay raises no one wants to stay if you can't advance / make more money
11	N/A. Can't think of anything right now
15	Keeping up with a growing & changing culture/community
16	Development, I think we have added some cool things but sometimes they do not stick such as canoe rentals at some of the parks. People need fun, exciting, and interesting things to do when visiting the City.
22	I believe with the impending population of the College, we will definitely need more law enforcement personnel.
24	It depends who you ask
30	Investing mainly in downtown/real estate and should slowly move away from that because the real estate market is very volatile especially during COVID 19.
32	Good customer service. To always remember that the resident's of NPR are our clients. To attract businesses and residents to choose New Port Richey over other areas because they are impressed.
33	To make people feel like the City is a good place to live and to provide excellent customer service.

55	Continuing economic growth with public/private partnership while remaining conservative to prepare for a potential recession.
63	Retaining quality employees. People are leaving to go to other organizations to get better pay/benefits. Employee morale is low and employees don't feel valued. Communication needs a lot of work between depts and within depts. top level employees know what's going on, information doesn't get down to lower level employees.
64	Improving the residents quality of life by providing a quality infrastructure.
66	City Hall Management is the largest issue with the City of New Port Richey. City Management has a lack of culture, lack of respect for employees, unwillingness to change, is not forward thinking, is seriously lacking in diversity and is very stagnant. City Management has VERY serious issues with micromanaging. VERY SERIOUS ISSUES. City Management does not trust employees to do their work well or value their opinions and suggestions. Managers who like to hover and micromanage everything are toxic for the work environment, which is a direct reason for our alarming turnover in this city. City Management is very stuck in OLD WAYS OF THINKING, emphasis on OLD. City management is OBSESSED with monitoring employees' every move to try to squeeze out as much productivity as possible at the expense of the employees health, happiness and well being. This kind of behavior is EXHAUSTING and DRAINING for employees and is again, a direct reason for why the turnover is terrible in this city, that and the fact that many employees are underpaid for the work they do. The City Management of New Port Richey is very much My Way Or The Highway.
68	Employee retention.
69	Equitable treatment of all citizens.
71	Homeless and Protests
72	Currently managing the Pandemic.
74	Growth and sustainability
75	Growth - how to prepare
77	n/a
78	Low pay scale. Cannot attract and keep quality employees

116	Failing equipment. Its difficult to provide quality services to residents of the city with old and failing tools and equipment.
119	Focus more on personnel to operate the city and not property and materials for people who do not even live here.
123	Our city has done a horrible job in regards to issues regarding racial diversity. Seeing our City Council's comments on things such as the Black Lives Matter Movement has made me feel unwanted at our organization at times. You don't have to agree but to be publicly, and blatantly disrespectful to entire groups of people while encouraging violent instigators is a slap in the face to your organization's minority employees.
124	The City of New Port Richey has good intentions when it comes to improving the downtown district but fails to recognize the fact the population is mostly lower income families. The City seems to welcome new business downtown, especially if there is alcohol involved. It appears the city is seeking a "Ybor City" feel that attracts drunks and less desirables. A more family oriented downtown would draw more visitors.
125	Online it seems to be BLM.
126	Rising Homelessness - baseless claims of racism by terroristic type organizations like BLM - disruption of council meetings, allowing non residents to address council for problems that have nothing to do with NPR
128	IT DEPARTMENT
130	Not being able to retain personnel. Having a high turnover of people.
131	I am a new hire
132	Dealing with naysayers and negative nellies who refuse to see all the improvements the city has made and continues to make.
133	Growth. Keeping up and adding personnel and equipment to keep up with the growth. Retention of employees. Who can easily go to another local city for better pay, and benefits.
134	Resolving the issues of protestors/ counter protesters and recreating an inclusive community

161	Keeping a full staff
162	Technology
163	Providing quality services to city residents.
170	Pay, one of the lowest paid utilities service in the county.
171	Wages
172	IT - they do not equip us with update programs and devices to do our jobs adequately or efficiently. I love the City of New Port Richey and specifically my department. But I have begun to look around for another city to work for that will provide me the tools I need to successfully do my job.
175	Making the City a vibrant area for new business and a place for families to not only visit but to live.

34	See #10.
35	Technology. There is no cohesive way to get quality T&I assistance. The response to any request is sub standard at best. If you happen to see a T&I person and ask a question for a repair, they can't help without submitting a ticket and being accepted and assigned by the management of that department. Serious network and security issues. Doesn't appear to be any uniform network platform and equipment being used is way outdated.
37	Adhearing to city of NPR policy rgarding covid 19 and providing safe treatment of domestic wastewater.
38	Making sure old equipment is replaced. Finding honest reliable and qualified employees if needed.
44	"When there is no consequence for poor work ethic, and no reward for good work ethic, there is no motivation." Management does not frequently evaluate, recognize, or award exemplary employees and they simultaneously fail to punish loafers. This breeds low morale. Additionally, there is a lack of opportunity or movement and priorities seem to be displaced. We are constantly understaffed which affects vacations and our vacation rate is unreasonably low. FMLA and leave time for family should be exponentially increased. Employees shouldn't have to beg to spend time with family for an emergency or the welcoming of a child. Having such a low accrual rate of time forces employees to burn every hour to be home or go without pay.
45	Not enough employees to do the job efficiently
46	Staffing...so understaffed it is has safety concerns
48	Retaining quality employees
51	Project coming from City Hall with out the proper plan review and time line of projects.
52	lack of employee's. low pay. When a guy has \$30,000 in tools he is not going to work for \$18.00 hour
54	Our most important issue is that we are not able to keep our part-time employees. They end up getting full-time jobs and leaving our facility. We are always pushing people to better themselves but our turnover rate here needs to be addressed.
55	Inter-departmental communication and performance reviews.
63	No clear direction on positions, management that doesn't have time to listen to concerns. Training that is almost nonexistent.

90	Keeping Employees
92	Leadership. There is a lack of morale among employees due to leaderships failure to make decisions on simple matters without outside consultation. There is an extreme delay in getting basic work and time sensitive assignments done. Due to the lack of confidence in leadership, people are scared to perform daily duties and assignments without getting in to potential trouble. Administration tries to complete tasks quickly and effectively, but the projects sit and go nowhere. The department's leader suffers from extreme memory loss and there are concerns on his personal welfare to be fit for duty. My leader never took the time to get to know his employees and appears not be invested in the department. The culmination of all of these facts causes a shaky foundation that appears to have no fix.
94	Call volume verses number of personnel.
95	Navigating though pandemic with day to day operations keeping staff safe and healthy so we can provide the best possible service to the community.
101	Staffing
102	I don't feel it's appropriate to comment.
104	Creating a long range plan and budget.
107	Retaining employees
108	Budget
109	Lack of employees due to pay.
110	Employee turnover
115	Appropriate staffing.
116	High level of stress for employees, there is concern for mental health.
119	Staffing level is way below national standards!
123	The most important issue facing my department is the absolute lack of transparency between departments that makes communicating through any method other than email tag nearly impossible.

138	As a team, understanding we all have a goal to meet our expectations.
140	na
141	Not having online access for residents/home inspectors/contractors/title companies.
143	Lack of leadership.
144	Lack of resources.
145	Outdated technology making work increasing difficult and outdated vehicles
147	Pay and Technology
148	Some of our equipment is outdated and needs replacement.
149	The individual department I work in is struggling to communicate with and entice members and residents to feel welcome and enticed to participate in what we have to offer and want to assist them with.
152	The turn over rate is alarming at the police department. Most other law enforcement agencies provide academy sponsorship or sign on bonus for experience. Without these we are struggling to get above average applicants.
154	Manpower
155	Hiring more officers, pay raises, better benefits. Invest in Police. Hiring a Chief of Police that wants to make a change. Someone who wants to be here and buy into the City, not someone who just collects a pay check. Having a City Manager who holds the Chief accountable and allows him to run his department. Code Enforcement is a civilian entity which should not be run by the police department.
158	staffing shortage
159	Retaining talent
161	Keeping a full staff
162	Technology

## 12. What could we do to improve the City of New Port Richey?

Response ID	Response
5	HIERARCHY ORGANIZATION. HIRE MORE OFFICERS. INVEST IN POLICE. PAVE AND CLEAR THE ALLEY'S. SEPARATE CODE ENFORCEMENT FROM POLICE AS IT USED TO BE. A SERGEANT AND CORPORAL SHOULD NOT BE IN CHARGE OF CODE ENFORCEMENT.
6	Promote inclusion of all individuals regardless of age, race, sex, or sexual orientation. It would go a long way to make a positive and proactive statement toward this message.
8	Better health insurance as in less out of pocket for employees. Attract more industries to the area
9	Have a mandatory meeting, one on one with the city manager from every divisional manager's every quarter.
10	Pay employees what they are worth merit raises bring moral up .Take the time as management to show appreciation to all employees not just department heads .
11	Cleanliness (or improve the look)
15	This survey is an excellent start. Find out what will make our strongest assets/workers remain NPR City Workers and adjust to fit those changes.
16	I think adding exciting things like a rock climbing wall or a board walk through the trees would be excellent options that have been discussed before but nothing as far as I have seen has come of them.
22	Advertise our City events better. We have a great deal of events going on but, the public never hears about them until afterwards.
24	The City is improving all of the time. This survey is one way that will help bring additional improvements.
29	Ensure that all employees are proactive, willing to adapt to change, and willing to actually get the job done.
30	N/A
32	Hmmm...many great improvements have been made already...maybe just to keep the city freshened up by pressure washing and new paint jobs where needed.

	and beyond and are rarely recognized/rewarded and some employees do the bare minimum to retain employment. This is highly recognized among your highest performing employees and lowers morale.
59	There is no performance evaluation. I am confident in my skills and abilities to do my job and do it well, however, I have coworkers who seem to float by without the same dedication. We would all benefit from honest once or a twice annual performance evals.
63	Better pay, raises for everyone and not just some. Better training, clearer direction in responsibilities and what positions entail. Treat employees with value and respect. Management should make time for employees.
64	?
66	Management needs to stop with the old ways thinking and be forward thinking and treat and pay employees better. Many employees here feel like they are just a pair of hands and that their opinions are not valued. Extremely under appreciated. There is also a serious diversity problem in City Hall Management and board/ council members. Overall the city needs to be more progressive if they want to attract the cultured quality of people they are wanting to live here. City Management is very much about maintaining "OLD WAYS" in a very negative light which does not attract creative thinking people with entrepreneurial spirits that could breath some much needed life and culture in this city.
68	Instead of bringing entry level employee salaries to a minimum, look at employees individually based on increased work load and projects rather than job descriptions. Update job descriptions to show the increase of job duties. While the COLA increases are very much appreciated and better than no increase at all, it would be nice to see the City look at employees who have been with the City for many years, gained knowledge and are the ones that are experiencing the additional work load and continuously training new employees.
69	Pay better wages to retain the best workers.
70	Create more full time positions.
71	Stop yard debris pickup - contributes to illegal dumping problems. Let owners get rid of their own debris. Also looks terrible.
72	Lower rent for seniors. Built new apartments by Sims park that 85% of Seniors can not afford.
74	Embrace the history of our City; encourage and help with neighborhood cleanups.

109	Be more competitive with pay not by other municipalities but private as well.
110	Raise pay to compete with others
115	Enhance resources in regards to staffing.
116	No suggestions
119	Focus on improving residential areas to attract more permanent residents
123	Education is our biggest friend. Our city councilmen, Mayor, directors of departments, and city manager along with every other employee should have to undergo diversity training. Entirely avoiding issues relating race, gender, and sexual orientation is ludicrous and our leaders have publicly made comments about people groups in poor taste which have made me furious. Secondly, our City seems to lack a significant direction which all departments can go towards. How are we supposed to work as a cohesive unit with zero big picture direction, and vision?
124	The City should strongly invest in their employees and compensate them for what their worth. The pay scale for some departments is embarrassing and employee retention is at an all time low. There seems to be more focus on aesthetics downtown rather than a fair wage for hard working employees. It is difficult to watch money pouring into city beautification projects then to employees and their families.
126	Actually start putting videos of police officers doing great things like posting body cam videos of them helping others in community. All major departments do this. Use Twitter and Instagram. Lots of people have abandoned Facebook.
128	FIX THE IT DEPARTMENT
130	Keep the homeless out of the city.
131	Not sure, new hire
132	Just continue doing what you have been. Keep expanding improvements outward and DO not cut the millage rates any more. They are important for the continuation of a vibrant and successful city that people want to visit, work and live in.
133	Address the drug and homeless situation. Improve employee wages and benefits to keep good people from running to other cities.

161	Just keep doing what we're doing and growing with the times
162	Upgrade technology
163	I am unsure what issues other departments are facing and therefore find it difficult to prioritize improvements to make.
170	Improve pay for workers considering we are a city organization other than the private owned who are dollars above us
171	Better communication from IT. Faster fixing of the issues with programs.
172	<p>Hire someone to overhaul the city's IT department and bring the entire city up to industry standards - that includes equipment, programs, etc. You ask about customer service - I and my co-workers are their customers and am constantly dissatisfied. I don't care to receive an email advising that there's wifi on the pool deck when it takes 3-4 minutes just to open a web browser on my computer or load a form/screen in a program I use for 95% of my day. I believe priorities are being grossly mismanaged. When large projects are embarked upon - ie. Tyler - employ a certified a project manager (on a temporary basis if need be) to ensure that "tool" is adequate for what we need and to bring the implementation to fruition effectively, efficiently and quickly. It's not fully implemented yet, and it's outdated and antiquated. Being busy with something to do with Tyler is constantly used as an excuse and justification as to why my current need for something to be fixed or addressed is going to be neglected for a day/week (or longer) and unless I bring it up again and again and again, it's lost by the wayside, never to be acknowledged again. We need a true network. I should be able to sign onto any computer in the city and have the programs/documents/tools I need to do my job. We are woefully unprepared for a disaster - hurricane, fire, water, etc., Most documents/programs I need are stored on my c:drive - they're not backed up, unless I do it personally (which I do - monthly). If and when my computer dies, I am sunk. When a system stops working and we don't know why - we responsibly report it to IT. Who express frustration and annoyance because 50 other people have already told them and they're "working on it". Explain to me if it makes sense - email is down, so IT sends an email to the whole city, advising they're working on it. It's down - clearly we won't get that email. However, if we had a proper network, IT could send out a message to every computer via the network advising they know X program is broken everyone who needs to know will receive it. We desperately need an internal, secure intranet - with all forms/documents/information city employees need. If you work here, you share with others. For example, why does HR need to print off benefit packages/info/documents every year - just to point us to a website to sign up, anyway? It should all be available electronically - we can access it, educate ourselves and complete what needs to be done.</p>

33	Not be so quick in filling positions that are open so the right person is hired for the job.
34	Bring back merit raises with a check and balance system so it won't be abused.
35	Technology
37	Proper repair and replacement of faulty and out dated equipment.
38	That the job that I do is actually recognized and classified as a job within the City. My job is an important one. I take it very seriously. I do the job well. It would be nice to see the position recognized and listed.
39	A little more communication..
44	Create more opportunities Recognize/award the exemplary employees Evenly distribute punishment Higher more personnel
45	Need more employees
48	offer better compensation and benefits packages to attract and retain good employees.
51	Added personal for the work load. Adjust pay based on qualifications, back ground and experience.
52	You need to figure out a way to keep employees long term. You will spend money on all the cities projects. A lot of them but you cant keep employees. Maybe cut back on one project and raise the pay to keep employees.
54	provide more full-time jobs for our department and a higher pay.
55	See question 12.
64	Continue to provide the resources to improve our infrastructure and provide competitive employee salaries.
66	Communication issue really needs to be addressed and outdated old-minded management style needs to change. Managers who like to hover and micromanage everything are toxic for the work environment, which is a direct reason for our alarming turnover. We need leaders not managers. Also we need a company culture. Culture is nonexistent.

95	A lot is currently being done to improve my Department as far as needed improvements. The last improvement we need that's outstanding is to increase staffing.
101	If financially feasible increase staffing.
102	Put our retirement back how it was before the City messed with it for no reason.
104	Create a long range plan and budget.
107	Provide us with dedicated I.T. personnel for just our Department, even if they are part time just dedicate one full day a week to our department.
109	Increase pay.
110	Raise pay for competent employees
115	Staff appropriately.
116	Provide more updated equipment
119	Bring up to at least be comparable with surrounding cities with same demographics.
123	You could improve my department by letting us know things such as the eventual direction people in charge would like to see the city headed, and creating methods for departments to communicate with each other effectively. There seem to be many idiotic communicational logjams where people simply have too much on their plate to effectively respond to the dozens of people consistently reaching out to them.
124	Strongly consider evaluating the Department Head. A fair and true assessment and/or evaluation is needed without bias. I believe it is time for a change in power and the passing of the torch to someone who will truly invest in their personnel and provide clear and concise direction. For the past couple of years there have been numerous projects, ideas, promises and goals that have been missed due to procrastination and lack of interest. It is difficult to stay on task when the next day is a re-do of the day before.
126	Start featuring the officers and dispatchers in social media posts. The police department is getting a bad reputation due to outside protesters that have baseless claims. YOU NEED TO START POSTING ALL ASPECTS OF WHAT YOU POLICE DISPATCH , VICTIM ADVOCATE, CRIME SCENE, CODE ENFORCEMENT, AND OTHERS DO. We also need a criminal analyst to assist Patrol and CID. The Sheriffs dept has about 15 people doing this type of job to our zero

149	My individual department needs resources and support, to be uplifted and promoted. As a whole, the entity of the library needs that as well - we provide services well beyond our scope or abilities but still accomplish it, because we are needed by the community and are the only resources they have.
152	You could address the issues above.
155	Get rid of the Chief. Chief Bogart is paid \$96,000 per year and is rarely here. He is robbing the city. BAD FOR BUSINESS! He does not complete tasks. He has over 6,000 emails that have not been read. He is more interested in committing ADULTERY with his girlfriend "Angel" than he is knowing his 45 officers. He can not identify his staff by names or photos. He creates a hostile work environment with degrading of personnel. His comments are disrespectful, harassing, judgmental, uncalled for and down right wrong. He fails to lead by example. He is delusional, forgetful and a liability. Almost 70 years of age with health issues. There should be a fitness for duty conducted, not only on his physical ability but on his mental state. There needs to be a change in leadership. Needs to be a restructure of hierarchy. Chief, Deputy Chief, 2 Captains, Administrative Lieutenant, Sergeants, Corporals, Detectives, Officers.
158	increase staffing
159	1. Hire more staff 2. Provide staff with training 3. fair pay (this includes on call pay as currently we are not receiving any)
161	N/a
162	Upgrade technology. Higher starting pay would increase recruitment.
163	Increase the pay scale to attract qualified applicants, this is even more important now that the minimum wage will be increasing to \$15.00 by 2026. Other surrounding counties and cities have dedicated maintenance, information & communications departments which we do not have. The closest team we have access to that fulfills that role is located in another department and is being utilized by multiple other departments which creates delays in accomplishing tasks.
170	Fix pay
171	My department is great.
172	Dedicate IT members to specific departments in the city. A minimum of one person for Public Works, one (or more) for Fire, one (or more) for Police, one (or more) for the Rec Center, one (definitely more) for City Hall etc. They will become acquainted with what we do and what our specific department needs are. Have that/those person(s) work out of their assigned building and be available to address issues in a timely

LIBRARY

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