



Coconut Creek

BUTTERFLY CAPITAL OF THE WORLD®

City of Coconut Creek Employee Survey Results

Presented by ETC Institute

August 28, 2025



Who We Are

ETC Institute is the Nation's leading provider of market research for local governments

Since 2012, ETC Institute has surveyed more than 4,000,000 people in more than 1,200 communities around the world

Our Mission

For more than 40 years, our mission has been to help local governments gather and use survey data to make better decisions

Our Goal

To provide an objective assessment that community leaders can depend on to make data-driven decisions to improve the lives of residents



2025 Employee Survey Purpose and Methodology

Purpose

- To objectively assess employee sentiment
- To determine which factors will enhance overall employee satisfaction
- To gather input on the seven major topic areas
- To compare the 2023 results with results from 2025

Methodology

- Similar survey to 2023 with some expanded topic areas
- Seven major areas were assessed in the survey
- Survey was administered online by email to all employees in the City
- 340 completed surveys were collected with an overall response rate of 70%
- The overall results for the sample of 340 employees has a margin of error of at least +/-2.9% at the 95% level of confidence

The following sections contain statements about your employment with the City of Coconit Creek. Using a scale of 4-1, where 4 means "Strongly Agree" and 1 means "Strongly Disagree," please circle the number that corresponds to your level of agreement with each statement based on your experience in your current position. If a statement is not applicable to your situation, or you do not know how to rate the item, please circle "9". You may use a pen or pencil to complete this survey.

1. Communication – Part 1: Select the response that corresponds to your opinion on the following:

Rate the Volume/Frequency of Communication...	Not Enough	About Right	Too Much
1. Within your department	3	2	1
2. The City as a whole	3	2	1
Does Communication Meet Your Needs...			
	Meets Needs	Does Not Meet Needs	
3. Within your department	2	1	
4. The City as a whole	2	1	

2. Communication – Part 2

	Strongly Agree	Generally Agree	Generally Disagree	Strongly Disagree	N/A
1. I have access to the information I need to do my job	4	3	2	1	9
2. Communication from my direct/immediate supervisor (the person I directly report to if applicable – if not applicable select "9") is effective	4	3	2	1	9
3. Communication from my department leadership (includes my department director, assistant director, and managers) is effective	4	3	2	1	9
4. Communication from the City as a whole (including City Manager's Office, Human Resources, and other sources of communication not limited to my department) is effective	4	3	2	1	9
5. I feel comfortable providing feedback about work related activities	4	3	2	1	9
6. Overall, I am satisfied with communication from the City as a whole (including within my department, as well as the City Manager's Office, Human Resources, and other sources of communication within the City)	4	3	2	1	9

3. Equipment and Resources

	Strongly Agree	Generally Agree	Generally Disagree	Strongly Disagree	N/A
1. I have the materials and equipment needed to do my job	4	3	2	1	9
2. I have the administrative and personnel support I need to do my job	4	3	2	1	9
3. I have received adequate training to do my job effectively	4	3	2	1	9
4. My daily workload is manageable	4	3	2	1	9
5. My physical workspace meets my needs	4	3	2	1	9
6. The protective equipment I need to do my job safely is provided	4	3	2	1	9
7. The technology in my work unit supports the needs of my job	4	3	2	1	9
8. Overall, I have the equipment and resources needed to effectively do my job	4	3	2	1	9

4. Compensation and Benefits

	Strongly Agree	Generally Agree	Generally Disagree	Strongly Disagree	N/A
1. I feel I am paid fairly and am satisfied with the City's compensation practices (pay-for-performance, across-the-board wage, adjustments/COLA, etc.)	4	3	2	1	9
2. I am satisfied with the City's retirement benefits options	4	3	2	1	9
3. I am satisfied with the City's health insurance benefits (cost)	4	3	2	1	9
4. I am satisfied with the City's health insurance benefits (coverage, selection of providers, etc.)	4	3	2	1	9
5. I am satisfied with the City's paid time off benefits (vacation leave, sick leave, etc.)	4	3	2	1	9
6. The City does a good job informing and educating me about my benefits	4	3	2	1	9
7. I am satisfied with the City's wellness program	4	3	2	1	9
8. Overall, I am satisfied with the City's compensation and benefits programs	4	3	2	1	9

What to Know



Satisfaction with Employment is High

Benchmarking

89.4% of employees indicated they are satisfied with their job. This is significantly higher than the national average of 67.8% or the Florida average of 71.4%. The City performed significantly above the national average in 10 of 11 areas and above the state average in 9 of 11 areas.



Overall, Results Have Remained High

Trends

There were 27 questions that were comparable between the 2023 and 2025 surveys. Six of the areas saw a significant increase in positive responses with slight increases in 17 additional areas. While four areas saw a decrease in positive responses, no changes were significant.



Opportunities for Improvement

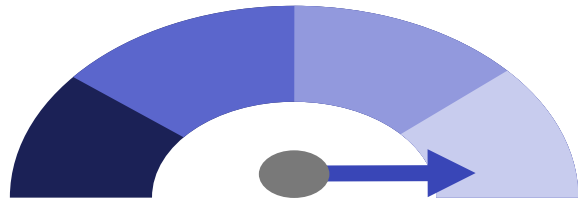
Employee Priorities

The survey is designed in a way that helps us develop opportunities for improvement. In 2025, the two primary areas identified by employees as areas of emphasis included Compensation and Benefits (paid time off benefits/health insurance) and Career Growth and Development (professional development opportunities, promotions within the City).

Perceptions

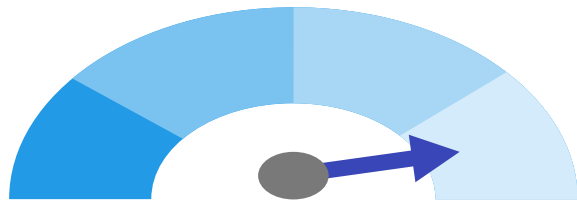
Overall Perceptions of the City are high

Would you Recommend
Employment at the City to
Family and Friends?



91%

Would you Recommend
Employment in Your Department
to Family and Friends?

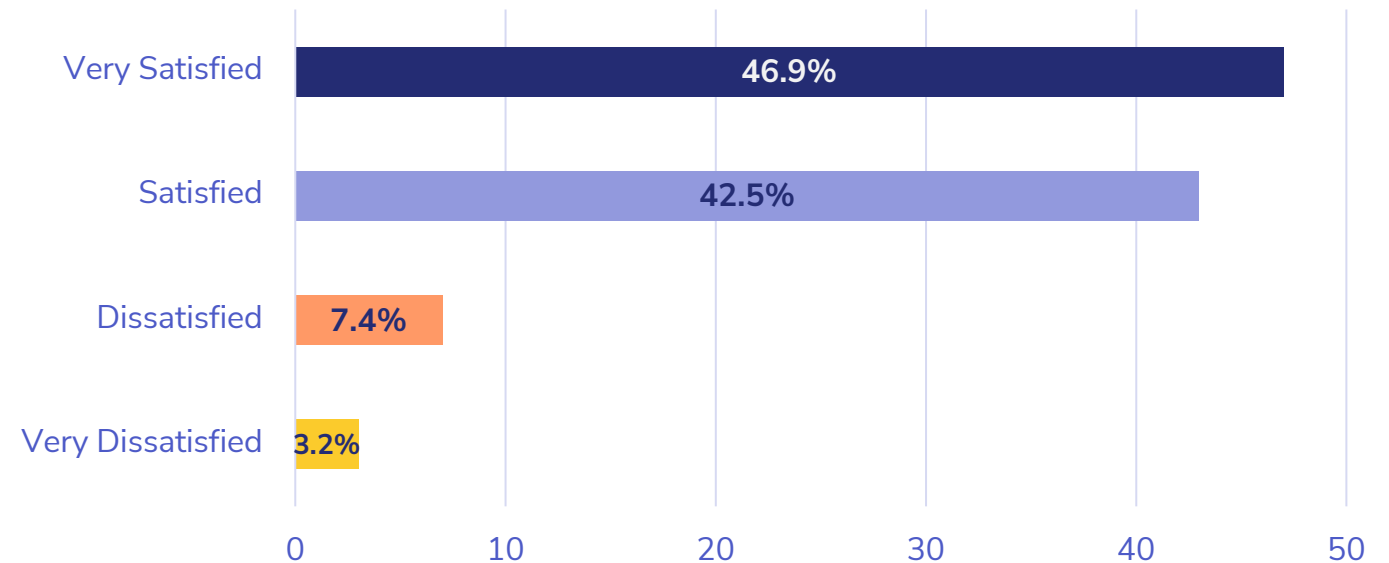


80%

Overall Perceptions are Strong

Most employees would recommend employment at the City of Coconut Creek to their family and friends. Overall satisfaction is extremely high with 89.4% of respondents indicating they are satisfied with their current job at the City.

Overall, How Satisfied Are You With Your Current Job?



Trends

How the 2023 Results Compare to 2025 Results



Trends

2023 vs. 2025

2025 Survey Increases

85% (23)

Percentage of areas the City saw increases in between 2023 and 2025

Change in Positivity

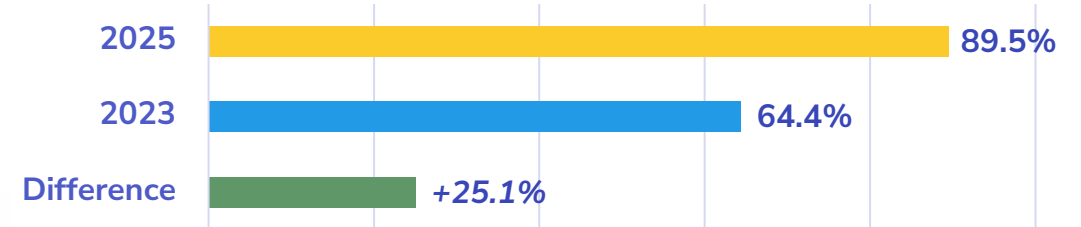


23 of 27 Areas

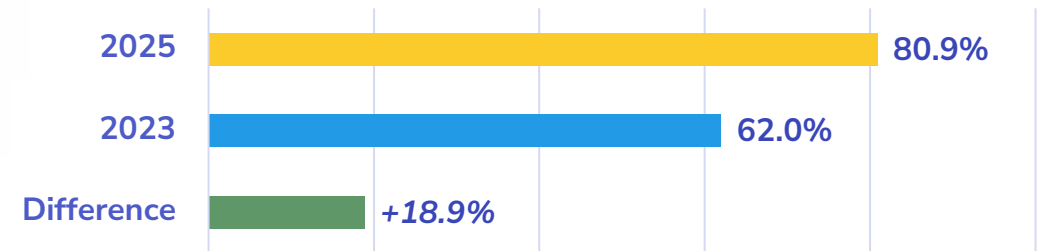
SIX WERE
SIGNIFICANTLY HIGHER

A total of 27 areas were comparable between the 2023 and 2025 surveys. Six areas saw a significant increase in positive ratings (a 10%-point change or more), 17 areas saw an increase in positive ratings, and only 4 areas saw a decrease and none of the decreases were significant.

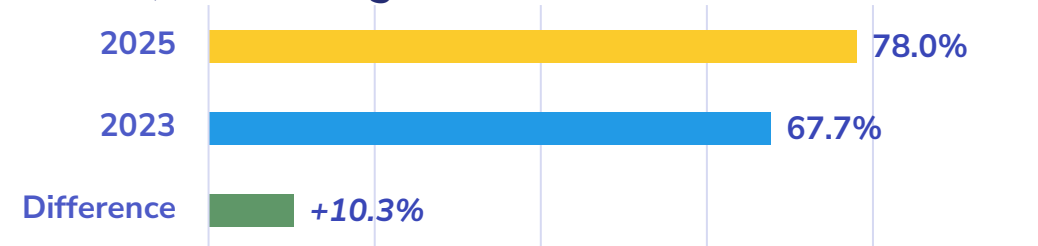
I feel my supervisor cares about my personal and professional development



I have trust in my department leadership



When I contribute to my Department's or the City's success, I feel recognized



Results based on the sum of "Strongly Agree" and "Agree" Responses

Benchmarks

How the City compares to National and Florida Averages



2025 City of Coconut Creek Employee Survey Benchmark Comparisons to the National Average				
Level of Agreement with Various Statements	Coconut Creek (% Strongly Agree + Agree, Excluding D/K)	National Average (% Strongly Agree + Agree, Excluding D/K)	Difference	
Overall, I am satisfied with the professional development opportunities that are available to me at the City	81.2%	50.1%	↑	31.1%
Overall, I am satisfied with the City’s compensation and benefits programs	78.9%	49.4%	↑	29.5%
I am encouraged to provide ideas for new ways of doing things	82.4%	53.9%	↑	28.5%
Overall, I am satisfied are you with my current job	89.4%	67.8%	↑	21.6%
When I contribute to my Department’s or the City’s success, I feel recognized	78.0%	57.8%	↑	20.2%
Overall, I have the equipment and resources needed to effectively do my job	90.4%	71.2%	↑	19.2%
I feel my direct/immediate supervisor cares about me as a person	90.2%	71.2%	↑	19.0%
I have access to the information I need to do my job	90.8%	74.6%	↑	16.2%
The City does a good job offering programs aimed at developing internal talent and preparing employees for advancement	80.7%	67.4%	↑	13.3%
I would you recommend employment with the City to a friend or family member	91.4%	78.2%	↑	13.2%
I am satisfied with the City’s health insurance benefits (coverage, selection of providers, etc.)*	44.7%	65.4%	↓	-20.7%
I am satisfied with the City’s health insurance benefits (Cost)*	43.6%	65.4%	↓	-21.8%
*ETC Institute only maintains a single benchmark related to the satisfaction of an organization’s health insurance benefits				

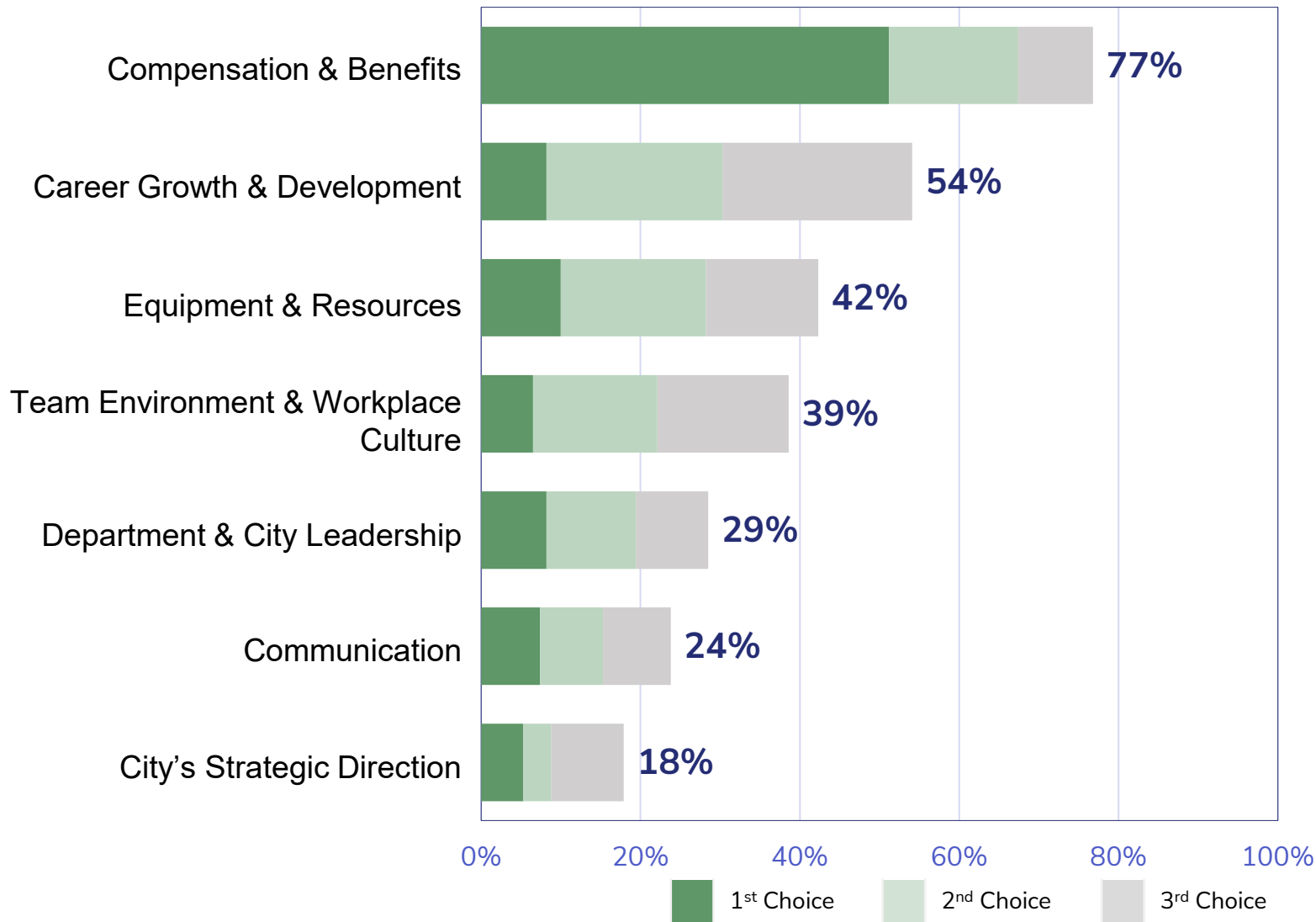
2025 City of Coconut Creek Employee Survey Benchmark Comparisons to the Florida Average				
Level of Agreement with Various Statements	Coconut Creek (% Strongly Agree + Agree, Excluding D/K)	Florida Average (% Strongly Agree + Agree, Excluding D/K)	Difference	
Overall, I am satisfied with the City’s compensation and benefits programs	78.9%	47.8%	↑	31.1%
I am encouraged to provide ideas for new ways of doing things	82.4%	55.4%	↑	27.0%
The City does a good job offering programs aimed at developing internal talent and preparing employees for advancement	80.7%	61.1%	↑	19.6%
I feel my direct/immediate supervisor cares about me as a person	90.2%	72.2%	↑	18.0%
Overall, I am satisfied are you with my current job	89.4%	71.4%	↑	18.0%
When I contribute to my Department’s or the City’s success, I feel recognized	78.0%	61.2%	↑	16.8%
I have access to the information I need to do my job	90.8%	77.1%	↑	13.7%
Overall, I am satisfied with the professional development opportunities that are available to me at the City	81.2%	68.2%	↑	13.0%
Overall, I have the equipment and resources needed to effectively do my job	90.4%	79.4%	↑	11.0%
I would you recommend employment with the City to a friend or family member	91.4%	82.4%	↑	9.0%
I am satisfied with the City’s health insurance benefits (coverage, selection of providers, etc.)	44.7%	66.3%	↓	-21.6%
I am satisfied with the City’s health insurance benefits (Cost)*	43.6%	66.3%	↓	-22.7%
*ETC Institute only maintains a single benchmark related to the satisfaction of an organization’s health insurance benefits				

Opportunities

Recommendations to Increase Employee Satisfaction

Q9. Priorities for Improvement Over the Next Two Years

by percentage of respondents who selected the item as one of their top three choices



Recommendations to Increase Satisfaction

To help the City identify actions that could be taken to increase satisfaction, ETC Institute conducted an Importance-Agreement Analysis and a Gap Analysis. Based on these analyses, two areas that would provide the most opportunity for increasing satisfaction among employees are:

Compensation and Benefits
Career Growth and Development

Next Steps

Summary and What Comes Next

Summary

- The results continue to prove that Coconut Creek is a great place to work
 - Benchmarking and trends suggest that the City is on the right track and continues to perform at the top of our benchmarking comparisons
 - The City also compared very well to 2023 results showing that leaders have listened and taken action to improve satisfaction with employment
- The survey was designed to develop improvements, and the City is well positioned to address both areas:
 - Compensation and Benefits:
 - Paid time off benefits (vacation leave, sick leave, etc.)
 - City's health insurance benefits (cost, coverage, selection of providers, etc.)
 - Career Growth and Development
 - Opportunities for professional development, growth, and/or advancement
 - Promoting from within the City

Next Steps

- Share the survey results openly with employees. There should be no penalties or repercussions from the survey
- Develop strategies to address the issues that are most important to employees
- Continually remind employees how the results will be used by leadership
- Commit to conducting follow-up surveys to hold managers and employees accountable for improvement

Questions?

Thank you!

Get In Touch



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