



**New Brighton City Council  
Work Session Agenda  
New Brighton City Hall | City Conference Room  
803 Old Hwy 8 NW, New Brighton , MN 55112  
5:00 PM June 2, 2026**

Members of the City Council will attend the meeting in person unless eligible to attend remotely per MN Stat. 13D.02

To participate in this meeting, members of the public may:

- **Attend the meeting in person.**
- **Watch the meeting electronically.** Tune into CTV Channel 8023 (CenturyLink) or Channel 16 (Comcast). To observe the meeting as a livestream or a webcast, visit [NBMN.info/View-A-Meeting](http://NBMN.info/View-A-Meeting)
- **Join the meeting electronically.** Members of the public who need to interact with our public officials about agenda items, City Administration, and matters that are otherwise of public concern to the City Council but are unable to or not comfortable attending the meeting in person, may join the meeting electronically at: <https://newbrightonmn.gov/zoom> (no app needed), by scanning the QR Code on the right, or by using their Zoom app to join and entering: Meeting ID 898 6240 2361, Passcode 867530



**I. Work Session Item**

1. 2026 Employee Engagement Survey Results



<b>Agenda Section:</b>	<b>Work Session Item</b>
<b>Meeting Date:</b>	<b>June 2, 2026</b>

**REQUEST FOR COUNCIL CONSIDERATION – EXECUTIVE SUMMARY**

**ITEM DESCRIPTION: 2026 Employee Engagement Survey Results**

**Action Requested: Informational**

**Form of Action: N/A or Other**

**Votes Needed: N/A**

<p><b>Summary Statement:</b></p>	<ul style="list-style-type: none"> <li>• This spring, the City of New Brighton engaged Beyond Feedback to administer an employee engagement survey. The survey provides an anonymous way for staff to provide feedback about their employment experience, including what is going well and areas of improvement. This is the City's second survey effort with Beyond Feedback and we appreciate their ability to customize survey questions, offer comparisons to national benchmarks, provide robust analytics, and present results with added context.</li> <li>• The survey is administered electronically through direct emails to the City's full-time &amp; permanent-part-time staff. A total of 93 responses were collected this year.</li> <li>• The survey is structured with 40 questions and results are grouped into three main metrics: participation, employee engagement, and supervisory effectiveness.</li> <li>• One Strategic Priority target is directly related to results from the employee engagement survey. Under the priority of "Optimize Staff Capabilities," there is a target of maintaining an employee engagement survey score of 85%. The 2026 results exceed this target with a score of 88.5%.</li> <li>• See attached presentation slides with a summary of results.</li> </ul>
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<b>Recommendations:</b>	Questions and discussion are encouraged.
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<b>Applicable Deadlines:</b>	None.
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<b>Community Impact:</b>	An engaged workforce is critical to workplace morale, culture, and retention. By checking the pulse of our staff, being transparent about results, and taking action on relevant feedback, leadership is committed to the overall wellbeing of staff. Employers with high employee engagement typically have high trust, effectiveness, are seen as an attractive place to work, and, for the City of New Brighton, the services provided to the community are strengthened.
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<b>Legislative History:</b>	No previous Council action.
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<b>Strategic Priority:</b>	<u>Staff Capabilities</u>
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<b>Fiscal Impact:</b>	<b>Financial Consideration?</b>	<u>No</u> Yes
	Revenue/Expenditure Amount:	NA
	Financing Source:	<u>N/A</u>
	Notes:	Survey administration was included in the 2026 Adopted Budget

<b>Attachments:</b>	1. Presentation
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**2026**

# Employee Engagement Survey Results

June 2, 2026  
City Council Work Session

Jen Lehmann, Assistant City Manager & Administrative Services Director



# Overview

- Strategic Priorities
- Survey History
- Method
- Results
- Next Steps
- Discussion



# Strategic Priorities

## STRATEGIC PRIORITIES



**Enhance Financial Sustainability**  
"Secure long-term fiscal health"



**Accelerate Economic Development**  
"Attract development, drive growth"



**Strengthen City Assets**  
"Build resilient infrastructure"



**Optimize Staff Capabilities**  
"Capabilities and capacity to meet community needs"



**Foster Community Engagement & Belonging**  
"Cultivate engagement, inclusion, and pride"

## OUTCOMES

- A workforce that reflects diverse life experiences
- A fully trained & capable workforce
- Safe, healthy, & **engaged** workforce
- Demonstrated quality in service delivery

**TARGET**  
**Maintain 85%**  
**employee**  
**engagement**  
**survey score**

# New Brighton Engagement Survey History

2020  
Peak Engagement (USA)

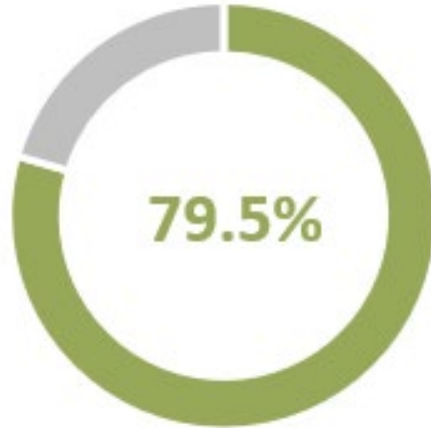
	2015	2021	2026
Administration	Lynn & Associates	Beyond Feedback	Beyond Feedback
Response Rate	71% (87 of 122)	83.2% (89 of 107)	79.5% (93 of 117)
What we do well	<p>Employees believe in work the city does</p> <p>Supervisors are approachable</p> <p>Employees are responsive &amp; provide quality service</p>	<p>Safe facilities</p> <p>Independence in work assignments &amp; good teamwork</p> <p>Supervisors are fair &amp; care for employees</p>	<p>High job satisfaction, likely to stay &amp; recommend to family/friend</p> <p>Good collaboration &amp; morale</p> <p>High leadership satisfaction</p>

# Method

- **Administration**
  - Contracted with Beyond Feedback for employee confidentiality & data analysis expertise
  - Direct emails to full-time & permanent part-time staff in February & March 2026
  - 40 questions over 6 sections (Overall, Role, Team, Supervisor, Compensation, Organization)
  - 5 response options: Strongly disagree / Somewhat disagree / Neither / Somewhat agree / Strongly agree
- **Analysis**
  - Three main metrics: **Participation / Employee Engagement / Supervisor Effectiveness**
  - Benchmark scores reflect nationwide data from government industries over past 12 months
  - Scores of **75%+** favorable are considered “high”
- **Sharing of Results**
  - April 2026: Executive summary presentation to Senior Leadership Team by Beyond Feedback
  - May 2026: Departmental presentations by City Manager
  - June 2026: City Council update

# Results Overview

## Participation



*Participation Rate*

**Benchmark: 71.2%**

- 79.5% of permanent employees responded (8.3 points above national benchmark)
- Lower participation rate can be sign of mistrust in organizational leadership
- Higher participation rate typically shows strong leadership and employee engagement
- Results are considered statistically significant in regards to organizational feedback

# Overall Engagement Score

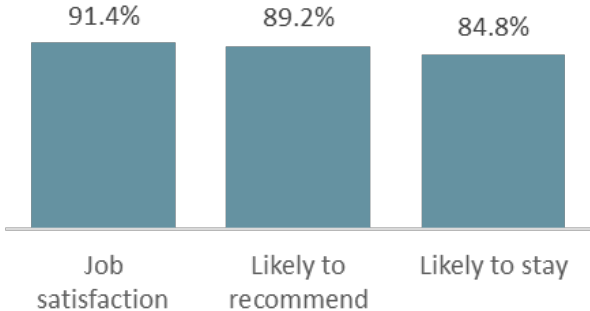


## Employee Engagement Score

- Job satisfaction
- Likely to recommend
- Likely to stay

**Benchmark: 80.3%**

- 2026 Employee Engagement score is 88.5% (8.2 points above benchmark)
  - 2021 Benchmark was 82.5%, dropped to 80.3%
  - New Brighton Engagement **increased** 0.2 points
  - Exceeds 85% Strategic Priority target
- Most indicative metric for overall employee morale and engagement
- Employee Engagement measures the % of employees responding favorably to the 3 listed questions:



# Supervisor Effectiveness Score



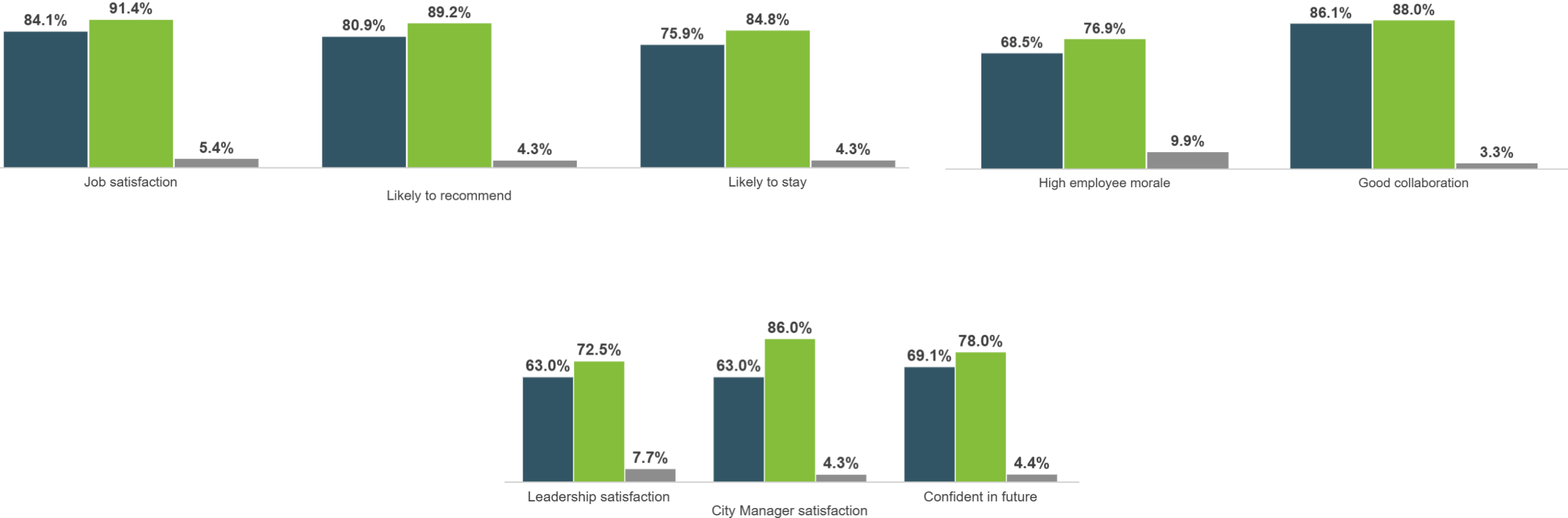
**Supervisor Effectiveness Score**

**Benchmark: 78.8%**

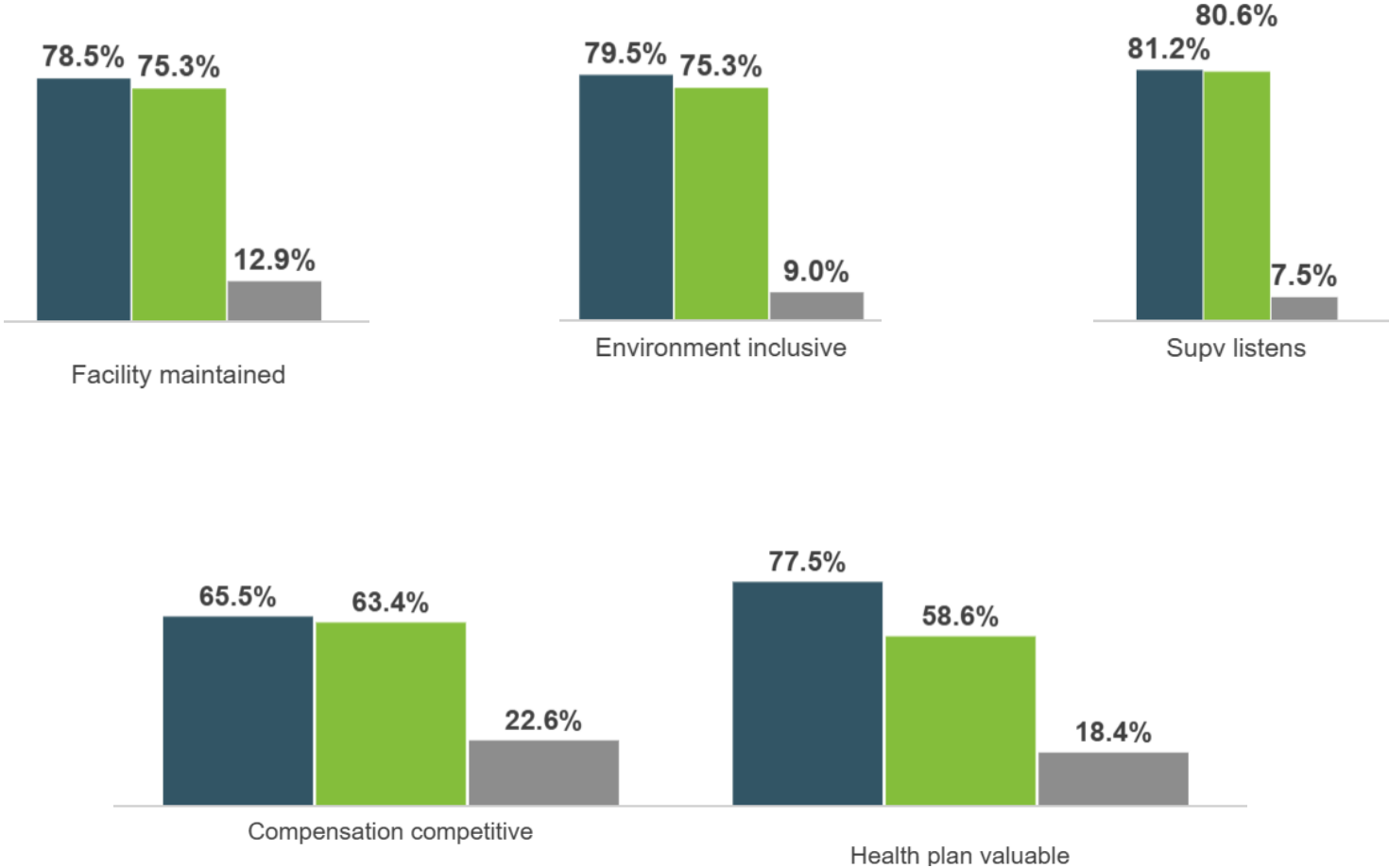
Supv recognition	84.9%	+3.1
Regular reviews	84.8%	-8.5
Supv communication	79.3%	-5.0
Supv fair	83.3%	-7.6
Supv support	83.9%	-3.6
Supv feedback	79.3%	-9.2
<b>Supv listens</b>	<b>80.6%</b>	<b>-10.3</b>

- Measures supervisor performance based on the 7 listed questions
- Helps us understand where we can focus supervisor training
- Overall decrease from 2021, yet still above the benchmark

# What's Going Well



# Areas for Consideration



# Next Steps

- **Spring 2026**
  - City Manager survey results presentations to each department
  - Identify ways to ensure most affordable **health insurance** for employees
  - Successful recruitment of new Maintenance Operations Coordinator for **facility cleaning/maintenance**
  - Continue LeadingNB and other **supervisor training opportunities**
- **Summer 2026**
  - Follow through on new employee review forms & process
- **Fall 2026**
  - All-staff training focused on **cultural identities in New Brighton**
- **Ongoing**
  - Further conversations about Areas for Consideration
  - Discuss opportunities for formal feedback loops with supervisors

# Questions & Discussion