

# City of Boca Raton – Police Services

## Employee Engagement Survey Comments

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# What is one thing you would recommend to make the City a better place to work?

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1. Increase Activities for Employees and Their Families      Inspiration from Coral Springs: Look at the programs and events Coral Springs organizes for its city employees and their families. Consider implementing similar activities such as family picnics, sports leagues, holiday parties, and time for volunteer opportunities.      Regular Events: Plan regular social events and activities to foster a sense of community and work-life balance among employees.      Effective Communication Platform: Establish a communication platform (such as an intranet or a mobile app) to notify employees about policy changes, important updates, and other relevant information.      Education and Training: Use the communication platform to provide ongoing education and training. This can include online courses, webinars, and informational resources to help employees stay informed and develop their skills.      Simplified Paycheck Structure: Simplify the paycheck format to make it easier for employees to understand and verify their earnings. This could involve reducing the number of line items and providing clear explanations for each entry.
2. The Police Department needs a complete revamping from the [REDACTED] ( [REDACTED] ) down to very least the [REDACTED] position. This police department requires individuals taking promotional exams to read certain Leadership books. The content in all these books describe an ideal management style with servant leadership characteristics/skills. This department has the Exact opposite of ideal and servant leadership. In fact, most books describe this department's style as poor/failure. [REDACTED] are held to a "certain standard" but anyone above that rank is not held to the same. Where is the accountability? The [REDACTED] do not respect the [REDACTED], their lack of knowledge and experience in actual police work shows in their leadership. Their egos make most decisions instead of a true servant leadership style. It is apparent that they are threaten by the people under them, that have the experience, sound tactics, and raise questions about their decisions. Those individuals have that spoken up have historically been targeted and "blacklisted". The "right people" are not in the right positions to run a police department that has this type of mission statement. The [REDACTED] is afraid to address the "pink elephants" in the room and true problem employees. Moral is a huge problem, and this department is not equipped with leaders that could handle a crisis or large incident. Fortunately, there are a few good [REDACTED] that still have a respectable work ethic and know what it means to do the right thing even when no one is looking or if the department is not willing to do so.
3. 1. Provide training (discussed below). 2. Re-evaluate salaries of employees who have been with the City a long time (discussed below).
4. A 4/10 work week or a flexible work schedule with some days in office and some work from home days. Also, make the day after Thanksgiving a permanent day off as part of the holiday.
5. A City Medical clinic, city cafeteria
6. Ability to have hybrid schedules
7. Adding a work from home day.

8. Allow police officers to have tattoos showing at work as long as they are deemed appropriate.
9. Allow productive ideas to come about and be enforced.
10. Allowing use of unmarked vehicles for drop off pick up of children
11. Better communication at all levels of management
12. Better communication through all of the different departments.
13. Better communication within agencies and more efficient ways to solve problems from the city offices
14. Better equipping command for leadership rather than supervision
15. Better pay and benefits for non union employees
16. Better pay and better benefits.
17. better pay better training for supervisors on how to manage employees fairly
18. Better schedules to create a fair work/ life balance.
19. Better utilize employees with specialized training and expertise in certain areas to actually benefit their department and the City as a whole.
20. Better work/life balance
21. Better/more communication between management and employees and being better about recognizing and rewarding hard work.
22. BRING CHIEFS FROM OUTSIDE THE CITY OF BOCA RATON. ONLY THEN WILL THINGS CHANGE.
23. Build Trust. This is directed at [REDACTED]. Our culture has spiraled into one of procedural safeguards to ensure performance as opposed to investing in the development of those same people. The culture has become "give me numbers, or we won't give you the specialties and positions that you want." Instead of inspiring people and developing trust, which would have the ultimate effect of increasing performance, we demand performance under the threat of sanctions. Mistakes are hidden for fear of reprisal, or damaging one's career (reasonable mistakes), should be looked on as opportunities for growth and opportunities to nurture trust. Until we start putting people FIRST, then the culture will continue to flounder.
24. Communication
25. Compensate the current employees that did not receive any raises for 5 years during the 2008 economic difficulties. Many employees, including myself, lost years of wages but are still employed, ending up on the lower pay scale. Lower years to vest, especially for those employees that started part-time. Pro-rate longevity checks. Some employees, including myself, didn't get their first longevity check for almost 2 years.
26. Complete overhaul of promotional process. Career pathing.
27. Cross training with other sections within the department, and a better transfer of responsibilities when replacing another employee/supervisor.
28. Demonstrate your appreciation for employees by providing fair compensation.
29. diversity
30. End Legacy Leadership. Just because you parent was someone special doesnt mean your entitled to special treatment and promotions.
31. Evaluations that equals to raises.

32. First thing is we need to be viewed and classified as a first responder by the city. We are essential employees and we should be compensated as such. Our pay raises, retirement all fall under general employees and are completely different from police and fire. the garbage men are not expected to leave their families and come to work through hurricanes like we are. General employees are not susceptible to 16 hour shifts like we are.
33. flexible hours.
34. Four day work weeks.
35. Friday after Thanksgiving off.
36. Higher Salary
37. Higher wage
38. Hire more Officers - change tattoo policy
39. I am a member of the Police Department. We are a small organization compared to where I have worked in the past. Information flow from the [REDACTED] to the Officers is terrible. Decisions seemingly get made in a bubble, and decisions that affect officer's daily lives take weeks to be made and often include none of their input, leaving them in limbo for long periods of time. To be honest, I don't think I've even seen the [REDACTED] in almost a year. So in summary, communication from the top down needs to be improved.
40. I believe that communication is a hinderance in every workplace. Any improvements in communication would be a benefit to the organization.
41. I have enjoyed working for the City of Boca Raton and don't feel like there is something that can be done specifically to make it a better place to work. The envionrment I work in is enjoyable and productive. I do appreciate the employee days where we are given special treats (ice cream, cookout, etc.). I think that it is good for overall moral and shows that the City thinks about the employees.
42. I love to work for the city of Boca Raton, very happy!
43. I think the agency as a whole could do a better job communicating as it pertains to mentoring and planning for supervisors.
44. I think the city could take care of the lower level employees better.
45. I think the City would benefit from increasing the visibility of its commitment to valuing diversity, equity, respect,- and inclusion within its workforce and to the community that we serve. Aligning policies, communications, and training with these values would support recruitment efforts and better defining what it means to 'belong' here as a City employee.
46. I think this City is a great Employer. I enjoy working here. I would like to see us improve on training and more appreciation from our direct leadership.
47. Identify employees and the various departments that are overworked due to low manpower and hire more people. Drop the restrictions that are minor (such as tattoos) so that more people apply and get hired. Stop building high rise condos. The city is so congested with people.
48. Improve morale. The morale in my department is the lowest I have seen in the 20+ years working here. It is reflective in employees leaving and unable to retain Jr. employees. Doing more with less is wearing down the department.

49. Improve pay and benefits. Stop asking everyone to do more and take on extra roles when we are short staffed City-wide but not offering compensation or flexibility when taking on extra work.
50. Improved plan for succession as employees vacate management positions. Newly promoted supervisors/managers/directors often lack a mentor or a comprehensive training plan for their specific role, and they are not provided clear expectations.
51. Improving civilian/non-union employee benefits and pay.
52. Incentivize long-term employment/retention by allowing step-plans for all civilian positions. There is no growth for employees; they make the same money no matter if they are here 1 year or 10 years.
53. Increase compensation for Civilian PD City employees (non-bargaining) who have to go through a lot more background processes than other City employees in the same classification (polygraph, psychological testing). These are harder positions to attain.
54. Install a security fence around the 6500 Congress Police/Fire building.
55. Instead of sick leave, annual leave, floating holidays and Administrative leave, etc., instead go to PTO (Personal Time Off). It would streamline the leave process.
56. Investing in health/wellness programs for employees with actual incentives. To unite employees through community, improve overall health and achieve personal growth.
57. Keep fair and impartial punishment for all [REDACTED] regardless of their friendship, ethnicity, or personal issues. The punishment should be a standard for all and not on a case-by-case bases. There have been times where an [REDACTED] commits a serious offense and it gets covered up, while another makes a mistake and must endure years of punishment. Staff should listen to the concerns of [REDACTED] to see what can be done to make a safe environment. Allow us to do more work to reduce crime in the city. We constantly get punish if we successfully apprehend a burglar or violent felon because the cameras are only used to find policy violations instead of a job well done. This has created a fear in the workplace and the message is, do not catch any criminals just let them go. Stop promoting people just because they are friends of have a relative in law enforcement. Promote people based on their work performance and have an overall picture of them, not just concentrate on their punishment. See when a supervisor is failing at leading others. There have been multiple cases where a single supervisor has made a hostile work environment, where multiple employees quit the job due to stress, feel undervalued and bullied. [REDACTED] had knowledge of these issues and instead of addressing the problem, they promote the individuals and give them a reward for making employees miserable. Value employees who are giving 100% constantly instead of finding ways to ruin their evaluations and career and not allow them to move to other units. Stop forcing employees to seek work elsewhere since there no way to promote here. Hard work is constantly overlooked, while laziness is constantly rewarded. Leader do not lead by example. They made demands and watch a map instead of going out there with the troops. Do not make demands, lead us by showing us what needs to be done. Ideas need to be value and we need to run the agency with support from everyone like a democracy. This agency is run as a dictatorship. If a leader makes a decision and a higher up does not agree, that leader will get punished and an example would be made out of [REDACTED].

58. Lead by example - Administration has to do this first before it can ask its employees to do the same. Value your employees - People are leaving because they no longer feel appreciated/valued. They are not retiring to retire, they are leaving lots of money on the table, to leave and get another job elsewhere. Supervisors have no decision making ability and input is rarely followed.
59. Leadership
60. Leadership Development Program - train for replacement.
61. Less gossip
62. Listen to lower level staff and hear their concerns. More mentorship with direction and guidance. Not make everything feel like a punishment.
63. Merit increase.
64. More activities for employees to participate during or after hours. More workspace in our department. More Raises
65. More communication and transparency between supervisors and employees. Equal treatment for all employees no matter who supervises you.
66. More competitive salaries to attract and retain quality employees.
67. More competitive salary. Earn vacation time sooner and more of it after 2 years, then 5, then 8, then 10 etc
68. More connectivity and increase employee morale.
69. more days off around holidays
70. More family event for the employees.
71. More input up and down for first line supervisors in order to disseminate proper information to employees. First line supervisors are always the last to know and rumors/ leaks are received first.
72. More public appearances from City(Mayors office, City Manager, etc.) not just for residence but for City employees. It doesn't have to be every week or month however, showing faces to employees to let them know you are here and you care.
73. More support for employees
74. More support from command staff
75. My department needs leadership. I feel as though, we spend a lot of time worrying about the little things, when we should be paying more attention to developing relationships and growing the people around us.
76. new facilities to ease mold fear/concern and provide a healthy work environment
77. NIGHT SHIFT DIFFERENTIAL
78. Option to work remotely or a combination of office/home schedule.
79. Our downtown city buildings are old and outdated. There are reported issues with leaks in the roof which leads to mold and other illnesses. Lets move forward on the "downtown campus" or new buildings. They have been discussed for years but planning seemingly continues to get shelved. Give the employees an update on the plan. That will give them something to look forward to and facilities to take pride in. That will attract even more applicants.
80. Our police department is currently facing a significant shortage of personnel, being 60 officers below our required strength. This figure is often understated by the [REDACTED], who include

individuals still in the recruitment process, even before their first interviews. Despite being the highest-paying agency in the area for starting salaries, we struggle to attract new hires, as other agencies offer superior benefits and bonuses. Our department's reputation has suffered, becoming a point of ridicule in Southeast Florida. It's widely recognized that those seeking to engage in meaningful police work are better off joining other agencies. The environment here is stifling for proactive [REDACTED], who face criticism for taking initiative and making arrests. The [REDACTED] overemphasis on liability has inadvertently created more hazardous situations, undermining the effectiveness of our operations. [REDACTED] from the rank of [REDACTED] and above is notably lacking. It is crucial to bring in a new [REDACTED] from outside the department, someone who can restore integrity, morale, and effectiveness to our force. Fresh leadership can provide the necessary perspective and drive to address these issues, making our department a respected and proactive force in the community once more.

81. Overall leadership from [REDACTED]. There is no inspiration coming from anyone within [REDACTED].
82. Paying employees rates of pay where they can survive in today's economy.
83. Perhaps provide measurables and how they impact the city's goals. Provide a related incentive program based on this measures.
84. Place more trust in employees by giving them more freedom and less micromanaging. Employees are kept on too tight of a leash which diminishes trust.
85. Police Department Administration fairness and equality. There is nepotism between admin and supervisors in relationships and unfair punishments if you are not like by certain admins or their husbands or wives. You cannot fight or dispute small things in your day to day work because you are told to "choose your battles". If you make waves they target you and strip you of everything you work for in your career instead of trying to make your work environment better. The promote who they want, and skip people despite earning high rankings on promo exams or transfer boards. The Police Admin is a "good old boys" system where if you think like them they will promote you. Favoritisms is brutal here. If you have any type of opposing ideas or suggestions you are shunned and targeted. The Police department does not want to progress, they want to ignore the crime we have and not dig too deep into the bigger issues because it makes them look bad. Pay is a whole other issue. Officers starting here cannot afford basic housing in the city they swear to serve and protect.
86. Positive reinforcement
87. Promote leaders and not supervisors or company men. Give people opportunities based on their work product and professional abilities rather than using personal opinions against them or favoring certain people.
88. Promotions based on work performance, not one's ability to pass a written test or oral board.
89. Provide health insurance for part-time employees.
90. Provide proper training for the position a person is hired for.
91. Raise. Able to bank more comp hours since we have to work so much mandated overtime.



92. Require each department within the city to engage in a survey like this so the results can be analyzed, and changes implemented, at a more micro level. This citywide survey is too broad and no meaningful change will happen at each individual department level.
93. Reward the people that deserve to be placed in positions. Stop putting people in places they don't want to be. Start using the resources properly and stop punishing and picking and choosing how long you stay in the penalty box.
94. Salary for dedicated employees that have been with the city for years. The new hires getting better salaries when hired and if someone is hired in August or early September they are getting the same percent of an increase in the base salary . New hires shouldn't get the one Lum sum till after completing their one year of employment What happen to being on probation for one year.
95. Stop building so many condos without planning for traffic!! The city is out of control with too many people.
96. Testing for promotion, with no oral board required
97. The city as a whole needs to stop believing that it is great simply because they say it is. Greatness is achieved through working at it every day. Comments such as "we have the best equipment" should not be made unless they can be fully backed up. The city also needs to stop overcomplicating basic functions. Every time something is suggested that is easily done somewhere else, an elaborate answer of "why that wont work here" is always given. There is a fear of change and no belief that any changes need to be made because, "we're Boca, we're the best". Senior management must also not be afraid to promote those who are true leaders instead of "yes me/women".
98. The City has been good to me thus far in my career. As a citizen and an employee of the city I really enjoy working here.
99. The city should allow you to request Human Resources to do evaluations on job titles without going through the chain of command. For example, records personnel at the police dept get paid less than records personnel a the City Hall even though they do more work.
100. The organization demonstrates empathy in its actions. The organization consistently acts in line with its mission. The organization not only states its mission but also embodies it in everyday practices. 360 evaluations for supervisors and senior leadership should be implemented.
101. The Police Department needs to hire outside captains and chiefs. The senior leadership is extremely hostile toward the employees and lower level supervisors. Promotions need to be conducted by an outside agency so the process can be fair and impartial.
102. There are many, but our communication top down needs immediate and dire improvement.
103. There is no morale within the departments
104. There needs to be a focus on leadership rather than simple supervision. Anyone can be a supervisor and tell people what to do. Supervisors aren't someone that people will follow anywhere. Leaders, on the other hand, are motivating forces. A good leader successfully motivates their subordinates to do and be better. Currently, it seems as though employees are promoted based on their ability to know rules and supervise, and that much less weight is given to an employees ability to be a good leader. If you're a good leader, supervision will come naturally. I don't believe it works the other way around.

105. To have a fair salary for the people that have been here a while and compensate for the compression in wages.
106. We need a stronger Union that supports its officers like many of the other Unions throughout the country. The consensus here is that the current Union does not truly fight for us, and I believe there is merit to that. I.E. Contract negotiations
107. When situations are brought to the attention of the city, the city should take action knowing the situation does not align with their values instead of deferring to department heads, who often just want to cover their own positions by letting others fail.
108. Willing to try other/new things
109. Yearly raises based upon job performance and annual reviews

# What could be done to improve training in the City?

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1. We need more practical training and scenarios and less power point presentations.
2. 1) get better equipment; computers fail too often 2) get better/more reliable vehicles; always breaking down
3. ALLOW EMPLOYEES WITH PROPER TRAINING TO TRAIN OTHER EMPLOYEES
4. Allow for more training hours and invest in those that care about the line of work to train those below them. Roll call training shouldn't be just PowerPoint, more practical exercises
5. Allow more external training.
6. Allow the training department to make decisions they feel necessary without interference.
7. Before an employee leaves the City, make sure the next person taking over the position is trained well.
8. better HR presentation
9. Better use of time and equipment. We are trained on procedures but are discouraged to use them based on liability
10. Bring in more outside and progressive training from larger agencies with successful positive moral. Servant leadership training for command staff.
11. bring in professional people do to onsite training.
12. Command staff should be following up on how personnel are doing while in training/probation period.
13. Consistency in offering training courses. Maybe quarterly or so offering a couple of relevant topics for employees to voluntarily attend. The recent trainings have been very beneficial. in topics covered, engaging presenter and incentive. Clear Employee exit procedure and better communication between departments.
14. Continue to welcome outside instruction and trainers who are experts in their respective fields to come on site and train employees so that City employees may develop and grow their skills.
15. During in service training, more practical scenarios and less classroom PowerPoint presentations. Many of the presentations can be reviewed and signed off in PowerDMS prior to the training.
16. Easy access to online or in person training classes
17. Encourage departments to find training that is relevant to their positions.
18. Expand training budgets and opportunities for those that are considered not part of the in network. Older employees need to be given opportunities and not written off.
19. Expand training hours. Ex: Offer evening training for night shift workers.
20. Get additional training personnel.
21. Great training and have plenty of opportunity to do so.
22. Having passionate trainers who love what they do.
23. Hire a professional group to come in and present training. Present staff have become complacent within the City. We need to keep up with the times.

24. Hire more employees so that we can go to training, but this goes back to getting a new [REDACTED] so that we get more/better applicants. We are currently too short staffed to go to training.
25. I am satisfied with my training opportunities
26. I am satisfied with the training that is being provided.
27. I do not have anything negative to say for training. My supervisor approves any training I wish to attend.
28. I feel like our staffing problem impacts training. We are told we can't attend training due to low staffing to cover job essentials.
29. I feel that training is adequate. Obviously, more training would always be nice. But, I believe we are well trained given budget and schedule issues.
30. I have always believed that the training at my agency is superior. I would like to see more, but I think we are the standard when it comes to training.
31. I have been able to do any training I felt like was necessary for my job. I don't think anything could be done to improve as I have had more training with BRPD than I have done at previous agencies.
32. I think the police department could benefit from an up to date and modern shooting range. Palm beach gardens and BSO have built some very impressive facilities that greatly improve capabilities. Also a shoot house to work on room clearing tactics.
33. I understand that staffing is always an issue in my department, however we are often denied out of center training. I have been here almost 9 years and have requested to go to conferences and always been denied due to "staffing concerns." However people that have gone before have been approved for a second conference. These conferences gives us the opportunity to not only learn and improve our skill set, they also give us the chance to meet people in our field.
34. Improve the training facility at 6500 bldg, and provide more training tools
35. In person on site training would be helpful.
36. Inform the employees as to what is available and encourage discussion as to what courses should be made available.
37. Look for officers that are willing to help and are eager to teach. Use officers skills and seek actual leaders. Start listening to what officers need to do the job better. We need to stop allowing people that sit behind a desk to make decisions for the officers that are actually handling calls without listening to their input.
38. Make training opportunities more readily available to ALL employees including those who do not work "bankers hours". The city historically makes decisions, implements new processes, or rolls out new programs (Oracle) that do not work as efficiently for employees who are not Monday-Friday employees. There are many non-union employees throughout the city that work afterhours and weekends and the training is not readily available to them.
39. Mandatory leadership training at all levels of supervision - including command staff. Some sort of reciprocal command staff performance evaluation system.
40. More budget money for training
41. More employee development training. More resources for educational programs for employees. Increase annual leave time.
42. More employees in an attempt to get days off to go to training.

43. More external training in specific areas. I think we can provide more internal training opportunities as well.
44. More funding and flexibility to attend outside training courses even if scheduled for work that day.
45. More insight on how to do things. Check with other agencies to see how they do things.
46. More manpower to be able to send employees to training, but overall we are provided with some of the best training out there.
47. More practical exercises vs classroom training
48. more supervisor trainings
49. More time training
50. MORE TRAINING OFFICERS
51. More training with the tools we have been given.
52. More/consistent. See what training employees/managers feel they need.
53. My department's supervisor presents new opportunities for training and offers the chance to attend but also respects your decision if you choose not to. I think other supervisor's should seek training opportunities and present them to their employees.
54. New Officers coming out on the road are not being properly trained. They are very unsafe. The training program and field training sequence is not rigorous enough and new officers and old, are in danger with these new soft hires. Policing is a dangerous profession and because we are low on officers they are pushing though cadets that are not ready. It is a very big issue that needs to be addressed. I do not feel safe around the young officers as I used to 10 years ago.
55. New supervisor training academy would be very beneficial to make sure supervisors know and understand current policies, procedures, and resources. As an incoming new supervisor, I had a hard time finding those resources. I was fortunate that my supervisor devoted a lot of time to helping me with that, but a formal training/onboarding from HR would be a positive addition. My unit has received ample support, resources, and encouragement for continuing education pertinent to our current roles and responsibilities.
56. Offer a variety with more time slots for training for all city employees. For instance internal training such as the Excel classes or Word classes etc. Having more dates available through out the year and posting it in different places whether on Oracle, City Intranet, via email etc. Allowing people to be notified in many different ways.
57. Offer more training and encourage attending training to further advance knowledge and proficiency in this specific field
58. Offer more training for the employees.
59. Offer quality training that actual means something. Have outside personnel come in and teach.
60. Offering more training on dealing with the public and interpersonal skills. Team building training would also be great.
61. Open discussions.
62. Our department already hold too much training and most all of it is redundant, uninteresting, and irrelevant. It's a waste of time and resources.

63. Participate and promote in more external training with other departments. Sharing ideas and experiences with neighboring departments creates better working relationships and helps create positive change.
64. Pay employees who are doing the training. I have been designated several times in the past to train new employees and have never been compensated the 5% increase. Let's be real...the supervisors are not doing the training.
65. Paying every employee who volunteers to train a proper salary incentive.
66. Perhaps offer classroom classes with a live teacher instead of zoom all the time.
67. Provide a leadership development class. Bring more training to 6500 building Create more virtual training
68. Regular in service training.
69. Routine training sessions specific to job roles offered in various formats and time frames that accommodate all workers, to include shift workers. Host instructors from outside entities to provide fresh perspectives and unbiased information.
70. Stop gossiping to others about trainee issues.
71. There was a time when the city provided in-person training. I understand that COVID changed that a bit and so virtual training was the best option; however, most of us are back to work in person. In my opinion training should be hands-on (in person) especially if the program/new process is complex.
72. This is an area that is above average.
73. Time constraints and manpower issues are always a challenge. The Legal Eagles on PowerDMS are a benefit to the officers in regards to updated court decisions. A continuation of up-to-date court decisions and possible tactical breakdowns from videos would be beneficial.
74. Training has been improving.
75. Training is excellent.
76. Training is great here! Thank you!
77. Training is more than adequate.
78. Training manuals that are job specific.
79. Training needs to be realistic. There should be consequences for failing practical exercises just as there are real life consequences for failing at our job.
80. Training should be catered to your role not a generic catch all.
81. We have undefined standards that need to start at the top and be disseminated down. Our training unit is superb, but we are hindered by manpower and facility limitations.
82. We receive excellent training for the job we do.
83. When you have a senior employee training new employees they should be compensated for it.
84. Yearly meeting between City Attorneys and Records regarding laws, updates, questions, etc.

# What could be done to improve compensation and benefits in the City?

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1. 1) increase the salary 2) stop changing the retirement percentage every year
2. 1. Employees who opt-out of the health insurance benefit because they are covered elsewhere, should receive an opt-out stipend. These employees are saving the City lots of money. See other City's that offer this benefit (City of Coconut Creek for example) 2. A couple of years ago, the pension multiplier was increased, but nothing was changed (no increase) for employees that chose the 401A for retirement. I would like opportunity to pay an additional percentage towards my 401A. I did not choose the pension because of the low multiplier. If I knew the multiplier was going to increase, I would of chose it. Be fair and give employees with the 401A the opportunity to contribute more to their retirement. 3. There needs to be a STEP PLAN in place for Civilian City employees. There needs to be a wage compression for employees who have been consistently working for the City for years. (I was here in 2008 and years after when raises were put on hold for several years.) Our experience and dedication should mean something? There are new employees in my same classification making more than me...HOW...when I've been here for over 20 years. Bringing a new employee onboard in my same classification making 20% more (now making way more than me- a 20 year employee) makes no sense and quite honestly, is just not fair. There has to be more consistency with salaries. I feel like the amounts are all over the place. 4. STOP giving new employees that are still on probation the \$4000 bonus and a salary increase. This makes no sense! 5. Bring back the evaluations and let us earn our pay increases. 6. Sworn personnel and personnel at the Executive level should not be the only employees receiving great pay. The cost of living is affecting everyone! Let us be able to convert our unused Sick leave earned per year to Annual leave and get a payout. 7. When being promoted, the number of jumps from one classification to another should be considered. (ex. going from N19 to N25). This should be more than a 5% increase. Going from N19 to N20 (yes, a 5% increase). 8. Give employees the opportunity to speak about their concerns one-on-one with Human Resources regarding these concerns mentioned above.
3. A compensation study is a start, however when new employees are brought in at a salary that is close to a 5-7 year employee, it causes issues. If something is to be done with the compensation, it needs to be done in a timely manner and not dragged out indefinitely.
4. A different salary promotion for long-term employees should be utilized for those who increase job duties. It would also be beneficial to have flexible scheduling options.
5. A health center for employees just like, or similar to, PBSO's Health And Wellness Center for current and retired employees. Take home vehicle to allow family members. This could save people a lot of money in vehicle payments, insurance, etc.
6. A need to assess salaries for employees during the time there were no salary increases. (2009-2011) during 2012 -2% one lump sum, 2013 5% lump sum. New employees are making above or close to what the employees from the time period above that did not receive salary increases.

Also new employees on probation for one year are receiving one lump sum at start of fiscal period (Oct. 1) instead of receiving the following year after probation.

7. A pay bump would be great. Even if it is a dollar. The inflation is ridiculous. Living pay check to pay check is no fun. I think the max comp time should be a little higher and have you all thought of contracting with Avmed instead of Florida Blue? just a thought.
8. Add an annual volunteer day so employees can engage in a good cause/connect more with community
9. Additional pay for employees that have additional duties and responsibilities that are paid the same as those that don't have the additional duties and responsibilities. For example being paid more for special qualifications and/or assignments and/or duties. Also have a full benefits package that covers readily available weight loss drugs for employees and families that are highly successful like Wegovy, etc that can improve someone's health dramatically and save their life.
10. ALLOWING EMPLOYEES TO ACCRUE MORE THAN 80 HOUR OF COMP TIME
11. Allowing non-union employees to comp up to 120 hrs instead of the 80 hours we are allowed now.
12. As a [REDACTED], I believe we should be categorized as a High Risk civilian employee, because of the extreme work environments that we deal with on a every day basis. As someone who is out in the field in those hazardous conditions, I believe we should be compensated higher than someone who stays inside of the police department everyday in a safe environment. I believe the pension multiplier should be higher for civilian employees, especially those who are/should be considered high risk and not just the police officers. I believe the salary for [REDACTED] should increase due to the extreme hazardous, difficult and traumatic work conditions we deal with everyday. Though we are categorized as civilian employees, we work in the field with officers and detectives side by side in the same environments as them. I feel as if we are paid the same as civilian employees who work inside of the department in less dangerous and strenuous environments. Also, I would like to voice that with the economy and all the inflation, I struggle every month having enough money to pay all my skyrocketing bills and have nothing to set aside for any type of savings. I STRONGLY request that there should be a STEP PLAN based on years of experience due to the fact that there is less opportunity for promotions with higher salaries and incentives in the [REDACTED]. I also STRONGLY DISAGREE with the fact that I have been employed for almost 10 years with the department and someone who may start tomorrow with the same job title as myself will start with the same amount of pay. I have DEDICATED my skill sets and passion for my career to the city of Boca Raton for the last 10 years and plan on staying for 2 more decades, and no recognition for years of service, I feel as if its a slap in the face.
13. As a part time employee I feel that if a holiday falls on a scheduled work day and our office is closed for that day (Such as July 4th), that part timers should be paid as well. We're not receiving any other benefits such as, Health, Insurance, Sick or Vacation Time. Thanks
14. Benefits are great! Extremely grateful! The only thing I would say if I had to say something to improve on would be higher salary for [REDACTED] and to have a step plan, so you are paid based on your experience. Thank you!



15. Better annual and sick time for employees. Also the ability to freely donate time not used as well as received need time whether it is annual or sick time. The ability to make changes to retirement plans if something comes up. Better health insurance, dental this year is better than before.
16. better health insurance benefits.
17. Better healthcare during retirement.
18. Better insurance options while employed and after retirement
19. Better medical benefits
20. Better retirement to entice people to not only join but to stay longer.
21. better salaries and insurance.
22. better ways to implement some sort of health insurance benefits post retirement
23. Bigger raises for the employees.
24. Bring back the 300 hours of pensionable over time to the police employees that do not have it. Allow extra details to be pensionable (the Palm Beach County Sheriff Office). Give specialty pay to officers who voluntarily train more and gain specialty skills in order to provide a better service.
25. Citywide 4 day work week, 9 hours per day for a 36 hour work week, keeping current payrate would increase the hourly rate on a yearly basis.
26. Civilian Pay Raise that is better than other cities
27. Compare health insurance plans/benefits with other cities and counties.
28. compensation and benefits are excellent
29. Compensation for certain positions should be looked at. I do wish that I moved up within my pay scale instead of the salary range moving up. How it is done now, I stay at the bottom of my salary as time continues. My position tends to be highly underpaid due to the lack of knowledge of what my position actually does (lack of knowledge both outside and inside of my department). I appreciate the choice of retirement plans and I also think the insurance offering is good although I would like a life insurance offering but overall it isn't a deal breaker.
30. Compensation is adequate and generous
31. Compensation is not in line with private industry.
32. Competitive pay or at the least adjust to cost of living. Have the ability to move through position pay range. New employees come in getting paid the same as those with more years working in the department.
33. Consider rising costs of living as well as compare health plan options to offer more affordable options with better coverage. Offer better maternity leave benefits.
34. Contract negotiations are a joke.
35. Create salary step-plan for all civilian positions similar to records I / II / III. Also, increase salary compensation for positions that require more background investigation to receive the position (i.e. background v. polygraph + psych evaluation additions).
36. Current policy does not allow annual leave to be taken in the first year of employment. That was very difficult to navigate as a new employee. I would recommend revisiting or removing that portion of the leave policy as it was a significant consideration for me when considering the job offer I received. As a supervisor, I feel that my compensation was fairly negotiated, but is below market rate for similar positions in the region. However, pay for the employees on my team is not

commensurate with their skills and experience. Similar work in state (public entities and private sector) and out of state pays significantly higher. I worry about long-term recruitment and retention if salary is not increased for my team members. Additionally, long-term employees have voiced frustration to me that there is limited movement within the salary range. Introducing promotional grades/levels with associated pay increases would be very beneficial in supporting employee career development, pay, and retention, in my opinion. Flexible scheduling and hybrid work options would be very beneficial as recruitment and retention tools, in my opinion. One suggestion for the benefits package to reflect the city's commitment to respect for diversity that I have is to allow employees to use holiday leave more flexibly so that they may observe days that align with their cultural and religious traditions.

37. Earned Time Off: Increase the amount of earned time off for employees. Review and update policies that haven't changed since 1970 to better align with current standards and employee needs. Enhanced Health Plans: Work on improving the health insurance options available to employees, ensuring comprehensive coverage and more affordable premiums. City Vehicle Use: Allow family members to be in city vehicles for up to 90 minutes before and after work to facilitate drop-offs. Ensure that non-owner liability insurance is in place. This is a benefit that the City of Coral Springs offers and can be beneficial for employees with families.
38. every year I get an increase of less than 1 dollar; how is that supposed to motivate me??? those who do a poor job get the same thing, no matter what. I appreciate not having performance reviews.
39. Fix salary compression and provide cost of living raises to improve retention for existing employees. Make reasonable job offers to new employees that keep up with area cost of living as well as the high expectations of the City. Allow for more flexible work schedules where possible.
40. For my position, the national average is \$20,000 to \$40,000 more per year. What is the plan to retain highly skilled employees that are not being compensated appropriately? There is no advantage for them to stay.
41. Health benefits for life after retirement.
42. Health care benefits have gotten worse and out of pocket costs. Additional floating holidays per years of service would encourage more to stay
43. Help reduce the compensation amount that we contribute as it takes away a lot of our paycheck. We need better health insurance.
44. Higher Pay and more days off. There is no work life balance when you work at a police department. Most people have to work so much over time and off duty details to pay for daily life. Between inflation and how much we contribute to our pension, its impossible to save. Let along if you have kids to feed. I believe raises that keep up with inflation, and having days off that cannot be canceled by Admin or Supervisors would help provide a better work/life balance. We are so short on officers, we cannot hire because we have a terrible reputation in the law enforcement community because of our awful unsupportive admin, that we need to increase pay and benefits to acquire good new officers. Cheaper insurance, insurance when we retire, fair specialty pay for things like swat, bomb, drone, dive, that require more responsibility. Imagine operating a Bearcat swat vehicle for free? Despite training on it and the liability that goes with it. Increase leave bank

would be great, for example we only get 8 hours of sick leave a month but our shift is 12 hours.... that makes no sense.

45. higher pay to compete with inflation. More annual leave days.
46. Higher starting salaries for civilian employees. Also to keep existing benefits when leaving the police union to become a member of command staff. Currently members take a significant loss to their pension and salary when leaving the police union and promote to Captain and above.
47. I am well compensated by the city, and very fortunate to receive the pay that I do. Insurance cost and benefits could vastly improve.
48. I do believe that the City's benefits package is very competitive; however, the number of unfilled positions makes me question if we are competitive or not. I am aware that PBSO received a very nice pay package recently and the City of Ft. Lauderdale went to a 10 year step program. I do know that, through speaking with their new employees, PBSO's health care is more attractive.
49. I feel blessed to have the salary and benefits I receive. A little increase in leave bank accrual would go a long way. My agency is experiencing a substantial shortage in personnel and I believe it is causing some unneeded burnout with the employees. More time off could help. But I am very happy with the benefits I have gotten over my career thus far.
50. I feel like the compensation is too low for the work we do. I think employees should have a chance to reevaluate their Retirement packages at least once if they would like to.
51. I feel that I am compensated fairly for the job that I do, and hope that I continue to be valued during the remaining years of my employment with the City.
52. I mentioned compensation for those current employees that lost wages during the years following 2008. Most of those employees are still employed but are behind on the pay scale. Consider compensating the current employees that started part-time and are working full-time now. 19 years of total service but only the full-time hours are considered for pension, service awards, etc. Restructure the percentage of pay out of accrued but unused sick time when an employee leaves the City but didn't use their time.
53. I think officers could benefit from increasing how much annual time they earn per month. right now it takes a road patrol officer 10 years to take 1 shift off of work.
54. Improve all civilian pay across the city. Other cities are paying more for the same work.
55. In my position, we should be paid in line with other cities. The city hasn't caught up to inflation and the years we had small raises.
56. Increase benefits. Better benefits will retain talented employees and attracted talented future employees. It will also help to give current employees more of a sense of happiness and comfort in their positions and with the city.
57. Increase COLA and give other monetary benefits, ex-call out pay
58. Increase in salary. Florida has had the highest inflation rate and record increases in housing prices making cost of living borderline unaffordable. The city could increase salary to stay ahead of the rising inflation and home costs.
59. Increase salary based on years of experience (when starting the job) and merit increases based on performance.

60. Increase salary or create better benefits for the cost of living. It is difficult to have affordable housing in the area we work.
61. increase salary, or provide raises, merit raises, cost of living and decrease vested time (years to get vested).
62. Increase the number of hours allowed in the Comp Time bank, conduct salary surveys to ensure City of Boca Raton remains competitive with surrounding municipalities, offer pay that allows folks to live in the city they work for, improve scheduling options for employees who do not work the typical Monday - Friday business hours or offer additional compensation for their sacrifice.
63. Increased compensation packages
64. Increasing annual accrual from 8 hours to 12 hours monthly.
65. It would be appreciated if PT employees could have paid holidays and maybe some sick time.
66. Job evaluation and reclassification if it has not been done in the past two years for any given position.
67. Leave time is a problem due to our officer vacancies that are not filled. It brings morale down.
68. Let there be an option to earn more than 14hrs per month for civilian employees based on years of service and/or an option to buy weeks of vacation.
69. Lifetime medical insurance More sick leave and annual leave per month Salary increase to keep up w/ inflation
70. Listen to employees when they are trying to negotiate salaries when they currently work for the city. I feel they rather let the institutional knowledge of a season employee leave, but then their replacement they end up negotiating salaries for. Better incentives also, a coffee cart couple times of year does not make it a great and create valued employees. And stupid gimmick promotions (a hat) does not work either. Use those resources for better pay and meaningful experiences.
71. Listen to the employees please. We need better pay and better benefits since cost of life had triple.
72. Look at salary issues and pension more beneficial to civilians, not just sworn.
73. Lower contributions, better dental insurance, and allow more sick leave accrual.
74. Lower the amount of years it takes to vest in the retirement program. Please revisit increase in compensation to cover cost of living. New hires coming in with the new rate of pay often make more than the employees who have been here longer. Restructure the percentages of payout for employees Accrued but unused sick leave. The max allotment is only 30% for 10 full years or more.
75. Making the fully vested retirement less than 10 years.
76. Medical clinic for city employees and their families, assistance with childcare. Additional compensation when more departmental responsibilities are taken. Gas cards for employees assigned a vehicle.
77. MEDICAL INSURANCE BARELY COVERS ANYTHING. IT SHOULD DEFINITELY BE LOOKED INTO.
78. Medical insurance covered for employee after retirement.
79. More benefits; higher salary.
80. More competitive salaries. Better dental plan.

81. Our compensation needs to not only keep up with cost of living and inflation but also to beat surrounding agencies pay scale to stay competitive. Our insurance could be so much better, we should offer IVF benefits. They are insanely expensive and having to pay out of pocket can prevent employees from adding to their families.
82. Our pay is nothing to boast about! I know plumbers and electricians that make more per hour without putting their lives on the line. After close to 20 years of service I still live paycheck to paycheck. Our insurance has deteriorated over the years with less coverage for more fees. Our retirement doesn't come close to the leading agencies (which this city claims to be).
83. Our staff needs to be paid more. If the City wants to hire and retain the best of the best, you need to pay them accordingly. We cannot survive this economy and staff will continue to look outside for better opportunities.
84. Pay and Compensation are excellent.
85. Pay increase.
86. Pay: Boca wants to say they are the best. To be the best you need to pay your employees better. I make \$1 less than my coworker who has been at the PD for 20 years. The pay compression is horrible for civilians. Boca keep increasing starting pay but the people who have dedicated their career to the city -it really seems that they do not matter. HR took away training pay, lead workers for civilians.
87. Please look around at the counties and adjust salaries. Most employees who work here live in one the highest counties in Florida for rent and food.
88. Please make salary adjustments to the employees that didn't received increases in their base salary from 2009-2013. 2009 received nothing 2010 received nothing 2011 received nothing 2012 only received 2 % one lum sum 2013 only received 5% one lum sum We need a special increase for just these employees that didn't receive increases for 2009-2013. We have new employees getting the same increase each year as an employee that was hired before 2009. The one or even 10 year employee not making much less than a long term employee. The city made an adjustment to the Pension plan C. What about Plan B? Health insurance - very good but the PPO plan for singles should be free More than 15 years annual accrual should increase especially after 20 years
89. provide 12 hours of sick time, as opposed to the current 8 hours
90. Provide better wages for civilian staff. Increase command staff wages to avoid lower ranking officers earning more than their bosses. This should spur interest in promotions. Increase leave, compensation and sick banks. Offer lower insurance rates upon retirement.
91. Provide health insurance for part-time employees, even if the cost is higher then the full-time employees.
92. Really, this is question that has been asked and not answered by the city for decades. They have shown over and over again even with other cities paying more they do not care.
93. Reduce costs for health insurance benefits for retirees.
94. Retirement insurance

95. Salaries should be commensurate with the work performed and the position held. The City ought to consider pay and benefits in terms of fairness within the organization and also be open to comparisons with external employers.
96. Salaries that could match the inflation. It is almost impossible to live and work in this city (as a city employee) The insurance premiums are too high for employees and retirees. The city needs to investigate what other cities are doing for their employees and families... i.e. City run camps at discounted rates, aftercare for children of employees (shift work specifically). One suggestion would be to elimination either the Captains or Lieutenant position, which could open money to be spent on actual leadership training for those in the position. There is not enough work for both positions. Choose one or the other no need for both positions.
97. SALARY: Some years back, employees did not receive pay increases. What this did was create a shortcoming for us by placing us slightly behind, and in some cases in line with, incoming employee salaries. New employees coming in with a degree, receive a higher salary even though they may not have government experience. In the meantime, employees who are loyal, committed, and experienced, who do their jobs well and do not create concerns for their supervisor or the city, in my opinion are forgotten. Additionally, employees who are hired later in the year (after August but before October) receive bonuses even though they have not completed probation, so they not only come in making a higher salary thanks to a degree, but they also get the increases everyone else waited a year to receive. It seems unfair and I think that if the city wants to be fair in this area, a pro-rated bonus for new employees is the way to go.
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED].
98. Salary-to have a step level for those who have been here longer. To also have a better cost of living increase. Retirement should be as fair and equivalent to all those that work for the City, being able to retire for the years of service and not have an age limit on it. Need better health insurance.
99. Solutions for affordable/reduced health care for retirees
100. Stay at the top. Pay the most. It reflects in the quality of employee and work.
101. Supervisors should not be paid less or have a pension that is less than their subordinates which is currently the case.
102. Take a look at current classification and perhaps reclassify the Park Rangers from Park and Rec to Public Safety with a requirement Rangers hold a class C security certificate.
103. The Boca Raton Police Department has typically always been the highest paid agency in the City, if not the State. The quid pro quo for the longest time was deal with the politics of Boca, but in exchange, you will be compensated well. Today, other agencies either get paid the same, or beat Boca in pay, opportunities, and retirement. Accordingly, people are looking elsewhere. Further, people who would otherwise apply to Boca are dissuaded by rumor and innuendo. The opportunities for advancement are only available for the few and those who are "loyal."

Accordingly, more and more people are going to agencies such as PBSO, where one can advance their careers, get off night shift in a reasonable time, and enjoy better benefits.

104. The city offsetting insurance costs for retired city employees.
105. The city should continuously keep up to date with surrounding cities who are comparable to ensure we are competitive. Cities such as Coral Springs and Parkland offer higher wages and better benefits - such as 40 hours leave for mental health each year. In addition, I feel the city should independently evaluate each job in the city to determine which are "high risk/essential/first responder" and compensate them accordingly when evaluating pay and benefits such as retirement. Individuals who are working overnights and weekends and more than 40 hours per week should be compensated as such and should be in a different retirement package.
106. The health insurance (blue cross) is horrible, the deductibles are too high. Offer a different insurance like united health care.
107. To have a step level for the people that have been here a while and to offer better health insurance. To have the civilian employees be able to retire at 20 years not to include the age as well.
108. We are well compensated compared to other agencies, however, after pension, taxes, and insurance slices through,, that big number becomes much smaller. Potential room for improvement there.
109. When it comes to yearly raises and bonuses, a new employee with less than a year of employment and still within their probation period should not be given the raise/bonus that employees who worked an entire year receive. When they do, their salaries have become very close to the salaries of employees who have worked for the city for years.
110. While are paid well, other departments in the South Florida area are now much closer to our salary. For many years, Boca set the standard for pay and was hard to match, but this is no longer the case. This is especially true given the percentage deducted toward our pension. It is significantly higher than most other departments, which makes our pay no longer feel like a huge benefit over other cities or the county.
111. With the rise in inflation and overall cost of living in South Florida, increased pay and benefits would help greatly.
112. Yearly raise with acceptable annual review.
113. You shouldn't have to wait an entire year to use annual leave.

# Please share any additional feedback about working for the City:

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1. This survey was based on my previous position with the city.
2. An employee who started as a part-timer and went full-time, to have those years of service as a part-timer be considered to include the years of service to the City.
3. Discussing the recruitment of top talent and offering premier services is essential, but it's equally important to offer compensation to new and existing employees that exceeds the industry average. Without a willingness to offer competitive salaries and benefits, we cannot hope to attract and keep skilled individuals.
4. Everything is give and take and every organization has it's benefits and drawbacks. Overall, I think that the City is a great place to work.
5. Great city to work for. I am thankful for my career.
6. Great city! Great agency! Love what I do and love that I can give input on a survey and be honest. Best place to work!
7. Hold people accountable!!!!
8. I absolutely love working for the city and have spent 23 years here. I think with minor fixes, it could be the best place to work. These fixes would help retain current employees and attract new ones through positive word of mouth.
9. I agree that we are paid well, but if we are to continue to attract only the best, our disparity in pay needs to be higher than local agencies.
10. I am proud to work for the city but am discouraged by the vast separation of the needs/wants of the employees versus the needs/wants of the supervisors. There is no set standard for how the employees are evaluated or moved within the department to specialties.
11. I am proud to work for this city. I have been very fortunate in my career and that is never lost on me. Overall, we lack purpose, direction, consistency, and motivation.
12. I am thankful for the opportunity to be employed by the City Of Boca Raton. And I do feel it is a great place to work.
13. I don't have an issue working for the city of Boca Raton. The City/Department does, however, micromanage their employees. If a mistake is made discipline is immediately implemented varying on the supervisor, instead of constructive criticism.
14. I enjoy working for the City of Boca Raton, nice environment, good salary, would like more benefits for part-time employees.
15. I have been with the City for 25 yrs. and went through the time when we did not receive a raise for about 5 years. That created a compression for the new people starting at the same salary as I am.
16. I have worked for the City for many years. I have been through many changes. I enjoy working for the City of Boca. I hope you review these surveys and acknowledge the financial impact that the current pay structure has on its employees. You have long term employees that have been loyal to the City.



17. I love my profession and I am very grateful for this City and the agency giving me the opportunity to work here. However, we definitely have some glaring problems and it is my belief that it stems directly from a lack of leadership. I think the biggest reason why leadership is lacking, is because there is a trust issue between different ranks/positions. I believe everyone is capable to lead, but some lose sight of how to do it.
18. I love this city and am so proud to work for it. I also feel that what I do daily makes a difference. That being said, this city boasts about resources and quality of living for its residents. What about for its employees?
19. I love this city and I am very proud to work for this agency; however, I feel like we can do so much better. I believe we once were the top police department that everyone wanted to work for. Now we have too many vacancies and a retention issue. We hardly see our upper command staff which I think is important for good leadership and morale. I think with some minor changes we can get back to being a wonderful place to work.
20. I love working for the City and have thoroughly enjoyed my experience here so far.
21. I love working for the City of Boca Raton and I love learning and helping anyone and everyone, but I feel that long-time/loyal employees are taken advantage of (and not necessarily by their departments) by adding more responsibilities (new programs, new procedures - that sometimes aren't consistent, and given tasks that they never thought they would be responsible for or weren't trained on). I hope that the city will review all recommendations and opinions and I hope that something can be done.
22. I love working for the city of Boca Raton. The work culture is very different from my previous agency. It is definitely a plus. Keep up the great work.
23. I think the promotional process for the agency should be more skill, value and leadership based. Right now it measures the ability to take a test and memorize policy. Testing the actual job knowledge and the ability to practically apply it.
24. I think the training needs to be improved - pay definitely needs to be increased; especially for those employees who are producing and have the City's best interest in their work. It's discouraging to work so hard and realize you must live paycheck to paycheck.....
25. I thoroughly enjoy my work for the City Of Boca Raton and take great pride in everything that we do.
26. I value my time at Boca.
27. If you go to Human Resources to speak to someone, it should remain confidential. You should not be afraid to ask questions and fear that your conversation will get back to your Department. I am proud to have been working for the City of Boca Raton for several years.
28. I'm proud to work for the City and for my department, specifically.
29. In the police department, it would be helpful if there were CSO's (Community Service Officers) who worked later into the evening or overnight and on weekends to assist patrol officers with crashes so that police officers were always available for calls for service. Better communication between management and employees so that everyone is on the same page and it promotes more of a team environment. More appreciation and recognition for hard work and good efforts would go a long way in motivating employees and lifting morale. More civilian staff to assist

police officers with streamlining the process for their work, whether that be in records, evidence, CSO's, etc.

30. Incredible place to work, I enjoy going to work every day!

31. ISSUES AT THE POLICE DEPARTMENT Can someone explain why [REDACTED] . [REDACTED] [REDACTED] is still being paid 7.5 % as an FTO when [REDACTED] was moved out of the [REDACTED] a year ago? Traditionally, the [REDACTED] has had an FTO for [REDACTED] and a FTO for [REDACTED] [REDACTED] was moved to [REDACTED] a year ago but is still getting paid for his FTO from [REDACTED] spot. [REDACTED] . A complaint can't be made to the [REDACTED] as [REDACTED] and benefits from the money. It's not fair. Officers are subjected to "random" drugs tests per the FOP agreement. However, the tests are nowhere near "random" and have not been for years. It's too much of a coincidence that when officers come back from long vacations, trips out of country, or light duty, they are "randomly" tested. There should be an FOP member present with the command staff when the "random" selection occurs. Additionally, do the command staff get random drug tests? The are subjected to the same standards and policies for the city aren't they? Who monitors the command staff for policy and procedures? Why does the command staff at the PD have separate training and qualification sessions, away from the rank and file of officers? Are they attending the classes completely or being written off as completed as they are command? The command staff has a history of minimizing or not telling City Hall of internal issues at the PD for fear of having the perception of lack of control. For example, is the city aware that [REDACTED] . [REDACTED] [REDACTED] was moved from [REDACTED] after being found lying and stealing city overtime? [REDACTED] was then moved from [REDACTED] to [REDACTED] when [REDACTED] was caught again stealing city time? AND THEN PROMOTED to [REDACTED] ! [REDACTED] only retired with a full pension after [REDACTED] was caught a 3rd time lying on overtime forms. How does the command staff allow this to happen? The PD command staff is not above sweeping issues under the rug to give the perception of control. Is the city aware that during the last hurricane where Boca PD assisted the [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] Was anything done with this situation? [REDACTED] has taken a lot of time off for [REDACTED] and is on the promotional list! Is this a good idea? PD command staff knows this, does the city? Why can any supervisor review any officers body cam footage even if that supervisor doesn't have that officer in their unit? There are supervisors (Captains and below) that are vindictively going after officers with footage they are not in direct command of. Why cant there be accountability on who is allowed to view and documents on who viewed footage? Command staff is in the habit of finding issues with officers in order to look good and move up the chain of command. It's not the right way to get promoted. There is a severe disconnect between the chiefs and the rank and file. [REDACTED] hasn't been on the road or been at an active scene in decades. They are out of touch. Just the fact they have all their offices on the 2nd floor, separated from the rest of the rank and file shows their detachment from the day to day issues and police life. There are officers who have said they never see command staff around, never see them show up at scenes, and never do ride alongs at night to see what current policing is like. There is a pattern and history of promoting/protecting certain employees with the right family names. It's not a coincidence that the [REDACTED] , [REDACTED] , [REDACTED] , [REDACTED] are all

promoted quicker than others and given (unofficial) preferential treatment. [REDACTED] is a weak supervisor but [REDACTED] What does [REDACTED] actually do? [REDACTED] Every two years, [REDACTED] is part of in service training where [REDACTED] regurgitates case law and new laws in a redundant manner as we already have to read the policies, legal updates, and PowerDMS memos/updates on the same topics [REDACTED] covers. Everyone knows [REDACTED] was hired as a "favor" by [REDACTED] and serves no purpose. Even the "legal" advise [REDACTED] gives has to be checked again by the Palm Beach State Attorney's Office as they have jurisdiction and power to prosecute. [REDACTED] position is a waste of city resources. Police officers have no true outlet to make complaints or concerns against command staff and supervisors. There is no such thing as anonymous where there isn't a threat of revenge or retaliation. As officers are evaluated every year, and higher supervisors evaluate lower supervisors ( LT evaluate SGTs, ect..), why isn't there a survey for officers to evaluate superiors? Yes, there will be outliers of useless complaints and ramblings, but it would paint an overall picture of the job being done. Why can't unmarked officers be allowed to take kids/family members in their cars when off duty? Many agencies allow it and we pay extra insurance that other agencies do not. It's a small benefit that would have large moral impacts. The facial hair policy recently changed (for the better). Why do we still have the antiquated tattoo policy? It's 2024, millions of people have tattoos and it's not considered a gang/biker/criminal look as it has been perceived 20 years ago. Many police candidates out of the military that have tattoos can't even apply as officers here due to tattoos. We are losing great potential cops because of an ancient rule. Change the rule.

32. Its a great city to work for! Thank you!

33. I've been here for over 25 years and really don't have any complaints.

34. I've been with the City for over 9 yrs now and I am proud to be apart of it. Again, more public appearances would show that you care and you know we are here. Every Department for the City has awesome employees. When we have gatherings that include all City employees, I make it a point to get to know people and become acquainted. It feels good to know there is a togetherness starting from the Head on down. That reflects all City workers and encourages them to have a better attitude in overall work.

35. Leadership is horrible, spineless, unsupportive, arrogant, and filled with corruption. Hire a new [REDACTED] and wipe out ALL [REDACTED] to hire from outside only and maybe your employees will recommend this job to others instead of dissuading them from any of the abundantly available positions. This is the only shot at saving this department. P.S. No one believes this in ANONYMOUS and they know nothing will change.

36. love this city and proud to work here. thank you for a wonderful career.

37. My overall personal experience has been that I have been treated fair. However, it is clear that quite a few people have been been approached and groomed to "earn" positions and promotions. Some of these people are inept at handling basic road patrol duties and it feels like they are provided an alternative position that may be sought after by deserving people. Some of these people lack basic communication skills, lack the ability to critically think, lack the ability to

take advice, lack perspective-taking, etc., yet they promote to supervisor roles. Why are these people selected?

38. Not all Civilian employees have the same needs. There are some divisions that are essential and work 24/7 that should have extra support and consideration regarding pay/benefits etc. These departments are more closely associated with Unionized employees but have benefits of regular civilian employees that work a Monday to Friday weekends and holidays off . Very large discrepancy in needs of these departments.
39. Nothing additional.
40. Nothing is consistent and nothing is done fairly. They promote people based on controlling them. If you have thoughts that don't align then you are shunned and not given chances.
41. One of the biggest things that would help employees feel appreciated is allowing them to share their sick time with fellow employees who need a leave bank due to illness. Why must we donate annual time to an Employee who needs sick time? Other agencies allow donation of sick time. If this were instituted many more employees would get the hours they need. Please consider changing this.
42. Over all it has been a great experience working for the City of Boca Raton.
43. Overall, Boca is a great place to work. It's not perfect but there's no place that is.
44. Quality leadership is lacking. Management is out of touch with employee concerns and often absent from day to day activity. Staffing shortages are causing burnout and apathy. Continuous turnover in [REDACTED] and the complicated nature of the NEOgov platform negatively affect the hiring process; it takes entirely too long.
45. Senior leaders need to be more visible.
46. Succession planning needs to be drastically improved throughout the city. As new employees are promoted, they receive minimal training and are handed a new list of responsibilities with minimal if any instruction. This is partly due to the cities refusal to hire or promote an employee for a position that is currently filled. For example, if there is a 20 year employee who has provided their retirement date the city should hire/promote someone with enough time (if possible) to train with the retiring employee or designee. Currently, the city will not hire/promote until that current employee vacates the position. That leaves a tremendous amount of institutional knowledge that is lost with that outgoing employee. In addition, the turnover in [REDACTED] is also having a negative impact on the ability to hire new employees. [REDACTED] employees do not understand the skill set needed to perform the job and disqualify viable candidates, further exacerbating the staffing crisis.
47. Thank you for the opportunity to be an ambassador for the City of Boca Raton. I truly believe in upholding the highest respect and representation of the city.
48. Thank you for the opportunity.
49. The city is a good place to work / live and reported to be one of the best in the region - so why are employees leaving for better pay in lesser cities for the same role? My job satisfaction has much to do with the the people I work closely with rather than city management and policy (perhaps despite city policy?). If my understanding is incorrect, city management may have to do a better job of communicating how their plans, efforts, strategy, etc.... have directly or indirectly

contributed to my level of job satisfaction. The city is enjoying incredible success on so many levels - the mix of govt and private / corp investment only ensures continued growth - i assume the employees wish to feel as if they've not only contributed to this growth but can have the chance to benefit from it (not just absorb the additional workload).

50. The City is a great place to work.
51. The city needs to enhance personal skills and eliminate the toxic culture stemming from past practices. It should adopt an open-minded approach to new ideas and methods. Clear and consistent communication is essential. There is currently a lack of transparency regarding the overall goals. A significant divide exists between senior leadership and supervisors. Additionally, the expectation of delivering top-notch services despite severe staff shortages in every department is problematic. The culture needs to change.
52. The city should implement 360 degree evaluations, so that not just the immediate supervisor is the one having evaluation input. A supervisor's boss should have insight as to how that supervisor's subordinates evaluate his/her performance as a supervisor. Additionally, each employee's performance should be evaluated by their direct peers, as they are the ones having direct, continuous day-to-day interactions at the ground level.
53. The City would benefit from learning from past instances that have occurred (good and bad) rather than seemingly "reinventing the wheel" unnecessarily time and time again.
54. The [REDACTED] at the police department needs to be replaced. The leadership qualities displayed by the entire staff does not fall in line with the mission and values of the department. Poor leadership has impacted recruitment and retention. Officers are being overworked and it's no secret the shortages are requiring mandatory overtime to fulfill basic mission requirements. Officers want leaders who show up. They want a leader who genuinely cares about them, not signing off every email with "take care of each other". It has also been made very clear that the leadership at this agency doesn't take the time to communicate with the team, making the officers feel more vulnerable and uncertain in their daily work environment.
55. The evaluation system is complicated and confusing. The system should be redone and simplified (bullet points) and should be specific to your role in the city.
56. The hiring process takes way too long, some employees have been in the process for 4-6 months, they are not waiting and are receiving job offers from other employers.
57. The overall work environment within the police department is deplorable. The [REDACTED] has severe disconnect with the body. Zero trust or credibility within the [REDACTED] ranks. [REDACTED] decision making is not rooted in policy and procedure, but in an unknown agenda not supported by policy and procedure. When questioned on such decisions, the employee is typically looked at as being negative and argumentative.
58. There is an extreme disconnect between the senior leadership and the employees. I haven't seen the [REDACTED] in months. The [REDACTED] never work the road, they never talk directly to officers, never attend briefings etc. .. How can you generate policy if you don't know the job? The favoritism is out of control. Promotions are based on who is liked the most not who is suitable for the position. There is no progressive punishment, unless you are well liked. There should be a survey of the senior leadership, by the officers, that affects the job position of said leadership.

This job is too dangerous on the road to have to worry about the disconnects from command. Very disappointed in the leadership here.

59. This city does not care about their employees; there is no incentive to work or to achieve greatness; morale is so low because of lack of leadership in many departments; we have to fight real hard for a raise and they beat us down but yet the city manager and councilmen give themselves very handsome raises every year; in certain departments, there is major favoritism; if you golf with the leaders or hang out with them you get away with any wrong doing and some even will get rewarded by moving up the ladder; it's pure insanity; check the police department. There should be more money going out to several departments; the landscapers for example should get higher pay for being out there in the HOT sun baking while sweating and fear of dehydration taking care of city property; any department who has to stand out in the sun for a period of time or direct traffic in the sun should be getting higher pay and/or hazard pay versus the employees who get to sit in their cushiony air conditioned office. The pay does not equal the rise in prices that we are facing now; I don't want to hear from city council members how lucky we are that we got a raise at all and that we have a job; they are out of touch because they are getting paid REALLY well, as we struggle; some of us are working 2-3 jobs just to make ends meet..... how is that lucky? Changes need to be made and it needs to start from the top!! And because of this, the morale for working for the city is very low; that is why many employees are leaving; we used to be amongst the top cities to work for, not anymore..... shameful that the city has gotten so greedy that it is now affecting the work environment. I could say more but not sure if anything will change; unless change starts from the city manager downward and departments are all scrutinized; word on the street is that the police department is short so many officers... why? Why are people leaving that department as well as other departments well before they complete their drop time? We need to put honest people who put their city employees' needs first then their residents before greed, in office. There needs to be some major change for this city to thrive; unfortunately I don't plan on staying here too much longer because I need better pay and a better retirement for my future.... I need to think what's best for my future and the city does not and will not provide that. I love my job, but unfortunately that's not enough to survive and I need to be happy where I work. Right now this is not the place; back in the day it was the best place to work; there was a sense of pride to work for the City of Boca Raton, not anymore. Big changes need to be made immediately; before everyone leaves.
60. This city has all of the right ingredients to be the absolute best place to work. We are fortunate to work for the citizens here, and I know they appreciate us. I also love my job and I thoroughly enjoy doing it. Having said that, over the last 3-4 years there has been a major culture change that has created an issue with morale. These issues cannot be fixed with money alone. The current culture of documentation, micromanaging, and lack of trust has had a negative impact on daily life and has made what should be the best place to work feel much less enticing.
61. This is a beautiful city (aesthetically), but it has become overcrowded specifically downtown development. The roadways are not able to handle the amount of traffic. This city resembles a lot of the people that reside in it, fake, they have a lot of money to throw around to make it look pretty (like Botox) but it's still a mess within. Get down to core values, invest in quality

management hold themselves accountable and to the servant leadership standard. The city needs to move forward with innovative ideas and quality rather than continuing to put makeup on an old mess

62. This will sound like a small and probably trivial thing but years ago when you were here for a certain amount of years (5, 10, 15, 20 etc) you got a plaque with your name on it celebrating this accomplishment. Now employees receive a piece of paper/certificate that looks cheap and doesn't inspire pride in the workplace. The plaques were something to hang in your office or cubicle. The piece of paper goes in a drawer. I would bring back the plaques. I'm sure it is a cost thing but I am sure it can be worked out
63. Upper management does not take recommendations from experts in their field. It makes for poor moral. The moral is the lowest I have seen in many years.
64. Value your employees - People are leaving because they no longer feel appreciated/valued. They are not retiring to retire, they are leaving lots of money on the table, to leave and get another job elsewhere. They are no longer considered to be part of the "plan". Supervisors have no decision making ability and input is rarely followed. Trust the people you have placed in positions. They know their people best.
65. We are one of the highest paid agencies in Florida, with low crime, a 20-year-retirement, and a citizenry that generally supports us. We should be having to turn people away at the door, as opposed to begging people to join. Yes, hiring is down for policing across the country. If we want to be different, if we want to be "the finest people providing the best police services," then we need the finest leaders. Unfortunately, those who have promoted to command staff positions have done so out of self-gain, and have propped themselves up on the backs of those they are in charge of. We NEED leaders - those who understand concepts of trust, vulnerability and selflessness. Until we get there, our culture will continue to erode. "A ship in a harbour is safe but that is not what ships are built for" In other words - our command staff have been administrators for so long, they've forgotten how to sail (lead). Right now, the winds are strong and we need strong leaders to guide us through. Note: None of this applies to Captain [REDACTED] - he is an exceptional leader.
66. We have a lot of potential as a City and it is important to be service oriented, however, being too service oriented can eventually create a toxic culture for both the public and our employees. Telling people "no" is sometimes more important than telling them "yes" as people will have unreasonable expectations at times.
67. When folks tell you that they are struggling, overworked etc. don't tell them that everyone's in the same boat with the sentiment that it just needs to be sucked up and worked through. "We're working on it" can only be said for so long before it's no longer believable.
68. Yes, we know as employees our top priority is to our citizens, but we need to feel that we have department heads, human resources, city manager etc that back us up and actually want to look after the employees not just their own "butts" and pockets.