



# Pathfinder

"The best way to find out if you can trust somebody is to trust them."  
- Ernest Hemingway

## Teamwork Matters

A message from  
the City Manager



JASON STILWELL

**Thank you for participating in the Employee Engagement Survey, which ran from January 7<sup>th</sup> to the 25<sup>th</sup>. This survey is to further the conversation among us. It is important we are engaged in our work. Engaged employees have more satisfaction working, and are more productive. Our customers benefit from employees who enjoy what they do and understand the importance of their work.**

We will use results from the survey to further align our efforts to the City's mission and vision and seek to improve how we work together to communicate effectively and uphold the City's values.

The survey is a key part of making sure the City provides employees with the tools and training necessary to do their tasks, and produce meaningful results for the community.

The survey was done by a third-party vendor to maintain confidentiality. While general results will be shared, no City staff will have any access to any individual survey responses, only the collective results. Be on the lookout for more information soon.

When employees feel more a part of something greater than themselves (the vision) and feel that they are contributing to it (the mission) – and the values of the City match their own – they feel truly engaged.

An excellent example of employee engagement is our effort to revitalize and beautify downtown Santa Maria. The efforts required engaged employees to resiliently

translate community desires through a complex process.

The City Council's goal is to revitalize downtown. Staff secured a grant for a study that engaged the public and other stakeholders, including Caltrans. Some 781 respondents completed the survey.

There were many complex issues, including Caltrans initially saying no to our work, and staff persevered, working with Caltrans to accept the plan. That led to the Downtown Multimodal Streetscape Concept Plan being approved by the Planning Commission, and then on January 15<sup>th</sup> receiving City Council approval. Now, we have a framework to improve the downtown streetscape, making it more walkable and inviting as a vibrant core of civic life.

Speaking of employees, this month we are hosting our 56<sup>th</sup> Annual Employee Service Awards Dinner. The event honors our fellow employees who achieved significant service milestones, or who have retired from City service, during 2018. This year, the dinner will be held on Thursday, February 28<sup>th</sup> at the Veterans' Memorial Community Center.

I say thank you, to all employees and retirees being recognized. I, and the City Council, thank you for all your hard work, dedication, and commitment to the City and its residents and businesses. You are what makes this City, this organization, a responsive, can-do place.

I hope to see many of you at the Employee Service Awards Dinner to support your colleagues who are being honored. It would be very meaningful to them to see their co-workers in attendance to show support. As a team, we come to rely on each other.

*Jason*