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MEMORANDUM

To: *Ron Whitlatch, City Manager* Date: *November 30, 2025*
From: *Angela Solesbee, HR Director*
Subject: *Department Update for City Manager Report*

- Recruitment:
 - Communications Specialist – See PD City Manager Report for detail.
 - Police Officer – See PD City Manager Report for detail.
 - LINX Driver PT – Position re-posted. Open until filled.
 - Library Assistant I PT – Position filled. Employee started on 11/18
 - Community Development Director – Position filled. Employee started on 11/2
 - Development Services Technician – Position filled. Employee started on 10/27
- Benefits:
 - Open Enrollment closed with 76% of employees actively engaging in review or changes. Year-end benefit entry/updates under way for calendar year 2026.
- Classification and Compensation:
 - Business as usual.
- Training and Development:
 - November All Employee training – Mental Health & Wellbeing-Work Related Anxiety
 - December All Employee training – Phishing Tips: Suspicious Links
 - November Safety training – Blood Borne Pathogens (BBP)
 - December Safety training – Slips, Trips and Falls
- Performance Management:
 - Ongoing project of evaluation of current performance evaluation process/structure.
 - 65 evaluations are past due as of 11/30/2025 (50% overall)
 - 6 in Finance (oldest is over 3 years past due)
 - 8 in City Manager's Office (Director Evals)
 - 1 in Development Services (over 1 year past due)
 - 14 in Public Works (oldest is over 3 years past due)
 - 8 in SC/LINX (oldest is over 1 year past due)
 - 28 in Police Department (oldest is over 7 years past due)

City of Lebanon – Public Communications Survey Summary

Purpose of the Survey

- This survey was conducted as part of the City's strategic communication plan to better understand:
 - How residents currently receive City information
 - Satisfaction with communication effectiveness
 - Barriers to access
 - Preferences for future outreach
 - Opportunities to strengthen engagement

We received 94 responses through both online and paper formats. While this represents a small portion of our population, it is consistent with typical public engagement levels for voluntary municipal surveys. Respondents generally find City information easy to access and express moderate to positive satisfaction with communication. The feedback we received focuses on enhancing current tools—such as adding reminders, improving website clarity, and including updates in utility bills. These insights will help us refine our communication strategies to better serve residents.

Specific Data Detail:

- Survey Period: August/September/October 2025
- Survey Method: Online via SurveyMonkey + paper copies at City facilities
- Total Responses: 94 (72 online + 22 paper)
- Population Context: Lebanon has approximately 20,000 residents, producing a survey participation rate of 0.47% — consistent with voluntary municipal engagement patterns statewide.

Key Findings

- Most respondents rely on existing digital channels.
 - City website is the most common source of information.
 - City social media is used by many respondents.
 - Email notifications are valued by those who subscribe.
 - Word of mouth appears frequently.

This indicates that current communication channels are known and used, though visibility can still be improved.

- Information is generally considered accessible. The majority of respondents selected:
 - “Somewhat Easy,”
 - “Easy,” or
 - “Neutral.”

Very few selected “Difficult”. There is no indication of systemic barriers preventing residents from accessing City information.

- Satisfaction levels lean positive.
 - “Neutral,” “Satisfied,” and “Very Satisfied” were the most common.
 - Only a small number reported dissatisfaction.

This suggests the City's overall communication efforts are functioning adequately, with room for targeted improvements.

- Few barriers were identified—mostly individual, not systemic. Examples include:
 - Not using social media
 - Not having consistent internet
 - Difficulty knowing where to look
 - Occasional confusion about departments
 - But by volume, the most common answer was “None.”

This reinforces that most respondents are able to access City information when they choose to.

- Suggestions focused on enhancing—not replacing—current tools. Example comments:
 - “Include updates in utility bills.”
 - “More reminders about events.”
 - “More website updates.”
 - “A regular email newsletter.”
 - “Clearer posting of meeting info.”

These suggestions show that respondents want more push-style communication, not brand-new systems.

- Demographic Overview: Age Range
 - Majority appear to be 55+
 - Some respondents are 35–54
 - A few are 18–34
- Length of Residency: The majority reported 10+ years in Lebanon.