City of Kansas City, Missouri Internal Services Survey

Final Report

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2015

Submitted to the City of Kansas City, Missouri by:
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2015 Kansas City, Missouri Internal Services Survey

Executive Summary

Purpose and Methodology

ETC Institute administered its third Internal Services Survey for the City of Kansas City, Missouri during the fall of 2015. The survey was designed to objectively assess overall satisfaction with employment at the city and to gather input from employees about a wide range of issues, including:

- Accounts/AP/Payroll
- Budget Office
- Corporate Safety/Risk Management
- Facility Services
- Fleet Maintenance
- Human Relations
- Human Resources
- Information Technology
- Law Department
- Procurement
- Treasury Division
- 311 Call Center
- Communication
- Building Condition and Security
- Leadership

Participation in the survey was voluntary and employees were allowed to complete the survey online or by hard copy during work hours or at home. Respondents who completed a hard copy of the survey were provided a postage paid return envelope where they could mail their survey directly back to ETC Institute. In order to maintain confidentiality, employees were not asked to leave their name or any other personal information that would reveal their identity.

The survey was six pages long and took an average of 15-20 minutes to complete. A total of 662 of the City's employees completed the survey. The overall results have a 95% level of confidence with a precision of at least +/- 3.5%.

Overall Findings

- **Overall Satisfaction with City Employment**. Fifty-eight percent (58%) of the employee surveyed, who had an opinion, were "very satisfied" or "satisfied" with how happy they are in their job.

- **Satisfaction with Internal Services**. The Internal services that employees were most satisfied with, based upon the combined percentage of employees who were "very satisfied" or "satisfied," were: Accounts/AP/Payroll (76%), Information Technology (65%), Corporate Safety/Risk Management (59%) and 311 Call Center (58%).

- **Internal Service Priorities**. The Internal services that employees felt should be the City's top priorities for improvement were: 1) Human Resources, 2) Information Technology and 3) Facility Services.

Major Findings by Area

Human Resources

- **Satisfaction.** The Human Resources services that employees were most satisfied with, based upon the combined percentage of employees who were "very satisfied" and "satisfied" were:
    - Assistance provided by City Hall Benefits staff in electing or modifying benefits (70%)
    - Management of wellness programs (70%)
    - Courtesy & professionalism of HR staff (64%)

  The Human Resource services that employees were least satisfied with were:

    - Timeliness of receiving eligibility lists for hiring (35%)
    - Quality of candidates contained on eligible lists for hire (32%)

- **Priorities.** The Human Resource services that employees felt were most important for the City to emphasize over the next two years to help employees do their jobs better were:

    1) Ease of application process for new or promotional positions
    2) Timeliness of receiving eligibility lists for hiring

Human Relations

- **Satisfaction.** The Human Relations services that employees were most satisfied with, based upon the combined percentage of employees who were "very satisfied" and "satisfied" were:
    - Courtesy & professionalism of HRD staff (51%)
    - Understanding of roles & responsibilities in HRD process (39%)

  The Human Relation services that employees were least satisfied with were:

    - Timeliness of MBE/WBE Goal Evaluations (34%)
    - Effectiveness of HRD programs at promoting small business growth in the city (34%)
    - Timeliness of HRD's prevailing wage reviews (27%)

- **Priorities.** The Human Relation services that employees felt were most important for the City to emphasize over the next two years to help employees do their jobs better were:

    1) Understanding of roles & responsibilities in HRD process
    2) Timeliness of MBE/WBE Goal Evaluations

Information Technology

- **Satisfaction.** The Information Technology services that employees were most satisfied with, based upon the combined percentage of employees who were "very satisfied" and "satisfied" were:
    - Courtesy & professionalism of IT staff (80%)
    - Troubleshooting & communication from Helpdesk staff (74%)
    - Overall repair & troubleshooting services from Desktop Support/PC Support (72%)
    - Repair/troubleshooting services provided by other IT technicians (71%)

  The Information Technology services that employees were least satisfied with were:

    - Timeliness of resolution to your IT requests (63%)
    - Support in implementation of new software systems (47%)
    - Assistance in developing requirements for new technology (47%)

- **Priorities.** The Information Technology services that employees felt were most important for the City to emphasize over the next two years to help employees do their jobs better were:
    1) Support in implementation of new software systems
    2) Assistance in developing requirements for new technology

Facility Services

- **Satisfaction.** The Facility Services that employees were most satisfied with, based upon the combined percentage of employees who were "very satisfied" and "satisfied" were:

    - Courtesy & professionalism of Facility Services staff (66%)
    - Ease of making a facilities maintenance request (55%)
    - Resolution to your facility maintenance requests (53%)

  The Facility Services that employees were least satisfied with were:

    - Timeliness of resolution to your maintenance requests (43%)

- **Priorities.** The Facility Services that employees felt were most important for the City to emphasize over the next two years to help employees do their job better were:

    1) Timeliness of resolution to your maintenance requests
    2) Resolution to your facility maintenance requests

Fleet Maintenance

- **Satisfaction.** The Fleet Maintenance services that employees were most satisfied with, based upon the combined percentage of employees who were "very satisfied" and "satisfied" were:

    - Ease of access to fueling location (69%)
    - Ease of access to fleet maintenance location (69%)
    - Courtesy & professionalism of Fleet Maintenance staff (62%)

  The Fleet Maintenance services that employees were least satisfied with were:

    - Training you receive on your equipment/vehicle (34%)
    - Information you receive about preventive maintenance of your city equipment/vehicle

- **Priorities.** The Fleet Maintenance services that employees felt were most important for the City to emphasize over the next two years to help employees do their job better were:

    1) Repairs on city equipment/vehicle
    2) Time it takes for a repair to be done

Budget Office

- **Satisfaction.** The Budget Office services that employees were most satisfied with, based upon the combined percentage of employees who were "very satisfied" and "satisfied" were:
    - Courtesy & professionalism of staff (61%)
    - Timeliness of responses to your inquiries or requests (48%)

Treasury

- **Satisfaction.** The Treasury services that employees were most satisfied with, based upon the combined percentage of employees who were "very satisfied" and "satisfied" were:
    - Courtesy & professionalism of Treasury staff (78%)
    - Timeliness of responses to your inquiries or requests (72%)

Procurement

- **Satisfaction.** The Procurement services that employees were most satisfied with, based upon the combined percentage of employees who were "very satisfied" and "satisfied" were:
    - Courtesy & professionalism of Procurement staff (62%)
    - Products & services purchased by Procurement for your department/division (52%)

  The Procurement service that employees were least satisfied with was:

    - Timeliness of issuing solicitations from start to contract award (37%)

- **Priorities.** The Procurement services that employees felt were most important for the City to emphasize over the next two years to help employees do their job better were:

    1) Timeliness from requisition to issuance of purchase order
    2) Understanding of Procurement policies, processes & procedures

Accounts/AP/Payroll

- **Satisfaction.** The Accounts/AP/Payroll services that employees were most satisfied with, based upon the combined percentage of employees who were "very satisfied" and "satisfied" were:
    - Timeliness & accuracy of payroll (81%)
    - Courtesy & professionalism of payroll staff (73%)
    - Timeliness & accuracy of accounts payable (71%)

The Accounts/AP/Payroll service that employees were least satisfied with was:

- Adequacy of training provided on PeopleSoft Financial Management System (FMS) (42%)

- **Priorities.** The Accounts/AP/Payroll services that employees felt were most important for the City to emphasize over the next two years to help employees do their job better were:

    1) Adequacy of training provided on PeopleSoft Financial Management System (FMS)
    2) Ease of payroll process

Law Department

- **Satisfaction.** The Law Department services that employees were most satisfied with, based upon the combined percentage of employees who were "very satisfied" and "satisfied" were:

    - Courtesy & professionalism of Law Department staff (73%)
    - Explanations you receive on legal opinions (68%)

311 Call Center

- **Satisfaction.** The 311 Call Center service that employees were most satisfied with, based upon the combined percentage of employees who were "very satisfied" and "satisfied" was:

    - Courtesy & professionalism of 311 staff (69%)

  The 311 Call Center service that employees were least satisfied with was:

    - Level of knowledge 311 employees have about your department's services & programs (41%)

Building Condition and Security

- **Satisfaction.** The Building Condition and Security services that employees were most satisfied with, based upon the combined percentage of employees who were "very satisfied" and "satisfied" were:
    - Security of your personal belongings while at work (58%)
    - Accessibility of facilities for employees with disabilities (52%)

  The Building Condition and Security service that employees were least satisfied with was:

    - Overall maintenance of facilities where you work (42%)

Corporate Safety/Risk Management

- **Satisfaction.** The Corporate Safety/Risk Management services that employees were most satisfied with, based upon the combined percentage of employees who were "very satisfied" and "satisfied" were:
    - Courtesy & professionalism of staff (74%)
    - How prepared you feel to respond to an emergency at work (72%)
    - Understanding of how to deal with a workplace injury (63%)

  The Corporate Safety/Risk Management service that employees were least satisfied with was:

    - Timeliness of services provided by Corporate Safety/Risk Management

Communication

- **Satisfaction.** The Communication services that employees were most satisfied with, based upon the combined percentage of employees who were "very satisfied" and "satisfied" were:
    - Content in monthly newsletter (59%)
    - How informed you are about what is happening in City as an organization/workplace (58%)

  The Communication service that employees were least satisfied with was:

    - Efforts to tell City's story to public

Leadership

- **Satisfaction.** The Leadership area that employees were most satisfied with, based upon the combined percentage of employees who were "very satisfied" and "satisfied" was:
    - Overall leadership provided by my immediate supervisor (65%)

  The Leadership area that employees were least satisfied with was:

    - Overall leadership provided by top city management & elected officials (46%)

Other Findings

- 64% of the employees surveyed were "very satisfied" or "satisfied" with the level of internal and external customer service provided by their work unit/division/department.
- 73% of employees felt they would be working for the City of Kansas City, Missouri five years from now and 27% did not.

Trends in Satisfaction

ETC Institute looked at changes in satisfaction for employees, who had an opinion, from the major satisfaction-related questions on the survey from 2012 and 2013 to 2015. The results are presented in the table below and continue on the following page. Significant differences are changes of +/-3.5%.

Trends: Changes in Satisfaction from 2012 and 2013 to 2015 (Combined "Very Satisfied" and "Satisfied" Responses)

Note: Significant increases in satisfaction are highlighted in green, significant decreases are highlighted in red.

Rated Item	2012	2013	2015	Category	Difference between 2015 and 2013
Timeliness of MBE/WBE Goal Evaluations	23.7	24.6	34.5	Human Relations	9.9
Your understanding of your roles & responsibilities in HRD process	31.9	30.6	38.8	Human Relations	8.2
Courtesy & professionalism of HRD staff	41.5	42.4	50.5	Human Relations	8.1
Information provided on Contract Central regarding HRD forms	30.3	28.6	36.2	Human Relations	7.6
Quality of candidates contained on eligible lists for hire	22.2	24.8	32.0	Human Resources	7.2
Timeliness of HRD's prevailing wage reviews	22.0	21.0	27.5	Human Relations	6.5
Timeliness of receiving eligibility lists for hiring	26.2	29.2	35.1	Human Resources	5.9
How informed you are about what is happening in City as an organization/workplace	45.9	52.0	57.7	Communication	5.7
Courtesy & professionalism of HR staff	55.8	58.1	63.7	Human Resources	5.6
Assistance provided by City Hall Benefits staff in electing or modifying your benefits	67.9	66.1	70.0	Human Resources	3.9
Ease of application process for new or promotional positions	28.9	33.1	36.9	Human Resources	3.8
Products & services purchased by Procurement for your department/division	47.9	49.1	52.0	Procurement	2.9
Pricing of products/services purchased by Procurement	38.1	40.0	42.9	Procurement	2.9
Adequacy of information provided in 311 service requests	48.4	53.7	56.3	311 Call Center	2.6
Your understanding of Procurement policies, processes & procedures	33.0	39.2	41.8	Procurement	2.6
Troubleshooting & communication from Helpdesk staff	71.5	72.1	74.5	Information Technology	2.4
Timeliness of resolution to your IT requests	59.2	61.4	63.2	Information Technology	1.8
Overall leadership provided by top city management & elected officials	40.2	44.7	46.5	Leadership	1.8
Information provided on Contract Central regarding procurement/contracting	34.2	37.2	39.0	Procurement	1.8
Timeliness and accuracy of payroll	78.7	80.0	81.7	Accounts/AP/Payroll	1.7
Cooperation between my work unit/division & work units/divisions outside my department	42.1	47.9	49.0	Other Issues	1.1
Overall repair & troubleshooting services from Desktop Support/PC Support	70.3	70.9	72.0	Information Technology	1.1
How ethically City conducts business	42.7	44.6	45.6	Other Issues	1
Courtesy/professionalism of Procurement staff	56.9	61.4	62.1	Procurement	0.7
Your opportunity for promotion	22.6	24.9	25.4	Other Issues	0.5
Cooperation between my work unit/division & other work units/divisions inside my department	45.7	50.3	50.5	Other Issues	0.2

Trends in Satisfaction (Continued)

Trends: Changes in Satisfaction from 2012 and 2013 to 2015 (Combined "Very Satisfied" and "Satisfied" Responses)

Note: Significant increases in satisfaction are highlighted in green, significant decreases are highlighted in red.

Rated Item	2012	2013	2015	Category	Difference between 2015 and 2013
Explanations you receive on legal opinions	62.4	67.3	67.8	Law Department	0.5
Overall leadership provided by my immediate supervisor	60.9	64.4	64.6	Leadership	0.2
Timeliness and accuracy of accounts payable	67.3	71.1	71.2	Accounts/AP/Payroll	0.1
Ease of access to a fueling location	66.4	68.9	69.0	Fleet Maintenance	0.1
Level of knowledge 311 employees have about your department's services & programs	33.9	41.0	41.0	311 Call Center	0
Repair/troubleshooting services provided by other IT technicians	69.5	71.3	71.0	Information Technology	-0.3
Peoplesoft CRM ease of use	38.1	42.4	42.0	311 Call Center	-0.4
Timeliness & accuracy of posting general ledger journals by FMS Support staff	54.6	57.8	57.4	Accounts/AP/Payroll	-0.4
Ease of making a facilities maintenance request	50.0	55.7	55.3	Facility Services	-0.4
Courtesy & professionalism of IT staff	76.9	80.1	79.5	Information Technology	-0.6
Timeliness from requisition to issuance of purchase order	42.4	43.1	42.5	Procurement	-0.6
Ease of payroll process	69.7	71.3	70.2	Accounts/AP/Payroll	-1.1
Usefulness of the City's internal website	54.0	54.6	53.4	Communication	-1.2
Resolution to your facility maintenance requests	50.2	54.0	52.6	Facility Services	-1.4
Training received on your equipment/vehicle	35.4	35.5	34.1	Fleet Maintenance	-1.4
Courtesy & professionalism of 311 staff	62.9	70.5	68.9	311 Call Center	-1.6
Overall leadership provided by my department's management	52.0	58.0	56.2	Leadership	-1.8
Level of understanding your Law Department attorneys have of your department's activities	63.7	68.5	66.4	Law Department	-2.1
How well technology in your department/division meets your needs	41.8	46.1	43.8	Other Issues	-2.3
Courtesy & professionalism of Facility Services staff	62.9	68.7	66.3	Facility Services	-2.4
Ease of access to fleet maintenance location	68.0	70.9	68.4	Fleet Maintenance	-2.5
Your understanding of how to deal with a workplace injury	64.1	65.7	63.0	Corporate Safety/Risk Management	-2.7
Timeliness of resolution to maintenance requests	41.8	45.5	42.5	Facility Services	-3
Level of recognition given to employees who perform well	24.4	30.5	27.2	Other Issues	-3.3
Content in monthly newsletter	61.2	62.6	59.0	Communication	-3.6
Courtesy & professionalism of Law Department staff	71.5	76.9	73.1	Law Department	-3.8
Adequacy of training provided on PeopleSoft Financial Management System (FMS)	44.5	46.8	42.7	Accounts/AP/Payroll	-4.1
How happy you are in your job	57.1	63.3	58.0	Other Issues	-5.3
Information you receive about preventive maintenance of your city equipment/vehicle	32.6	37.0	31.7	Fleet Maintenance	-5.3
Timeliness of responses from Law Department attorneys to your inquiries	59.8	64.9	59.6	Law Department	-5.3
Courtesy & professionalism of Fleet Maintenance staff	61.6	68.1	62.0	Fleet Maintenance	-6.1
Hours that vehicle maintenance is open	54.7	57.8	51.7	Fleet Maintenance	-6.1
Time it takes for a repair to be done	38.6	41.1	34.9	Fleet Maintenance	-6.2
Courtesy/professionalism of payroll staff	73.7	79.4	72.7	Accounts/AP/Payroll	-6.7
Level of internal & external customer service provided by your work	67.4	71.3	64.2	Other Issues	-7.1
Repairs on my city equipment/vehicle	48.8	56.0	47.2	Fleet Maintenance	-8.8
Usefulness of the City's external website	59.1	60.6	50.9	Communication	-9.7

Recommended Areas of Emphasis for the Next Two Years

In order to help the City identify areas to emphasize over the next two years, ETC Institute conducted an Importance-Satisfaction (I-S) analysis. This analysis examined the importance that employees placed on each internal service and the level of satisfaction with each service. By identifying services of high importance and low satisfaction, the analysis identified which services will have the most impact on overall satisfaction with employment at the City.

Based on the results of the Importance-Satisfaction (I-S) Analysis, ETC Institute recommends the following:

- **Overall Internal Services to Emphasize:** To increase the overall satisfaction with employment, the City should emphasize the following internal services: Human Resources, Facility Services and the Budget Office.
- **Departmental/Divisional Services to Emphasize:** To increase satisfaction within Departments or Divisions, the following are the top two recommended areas of emphasis, based upon the importance and satisfaction levels reported by employees in each of these areas:
    - **Human Resources:** The ease of the application process for new or promotional positions, and the timeliness of receiving eligibility lists for hiring.
    - **Human Relations:** Understanding of roles/responsibilities in the HRD process and the timeliness of HRD's prevailing wage reviews.
    - **Information Technology:** The support in the implementation of new software systems, and assistance in developing requirements for new technology.
    - **Facility Services:** The timeliness of resolution to maintenance requests, and resolution to facility maintenance requests.
    - **Fleet Maintenance:** Time it takes for a repair to be done, and repairs on city equipment/vehicle.
    - **Procurement:** The timeliness from requisition to issuance of purchase order, and employee understanding of Procurement policies, processes & procedures.
    - **Accounts/AP/Payroll:** The adequacy of training provided on PeopleSoft Financial Management System (FMS) and the ease of the payroll process.
    - **Budget Office:** The communication on new budget issues and modified processes, and providing tools/information to help employees be successful in budget responsibilities for their job.
    - **Corporate Safety/Risk Management:** Understanding how to deal with a workplace injury, and preparing employees to respond to an emergency at work.
    - **Law Department:** The timeliness of responses from Law Department attorneys to inquiries, and the level of understanding employee's Law Department attorneys have of their department's activities.

- **Treasury Division:** The quality of training for cash handling, and the willingness of Treasury Division staff to resolve issues & provide solutions to issues related to capital project financing.
- **311 Call Center:** Level of knowledge 311 employees have about department services & programs, and the adequacy of information provided in 311 service requests.

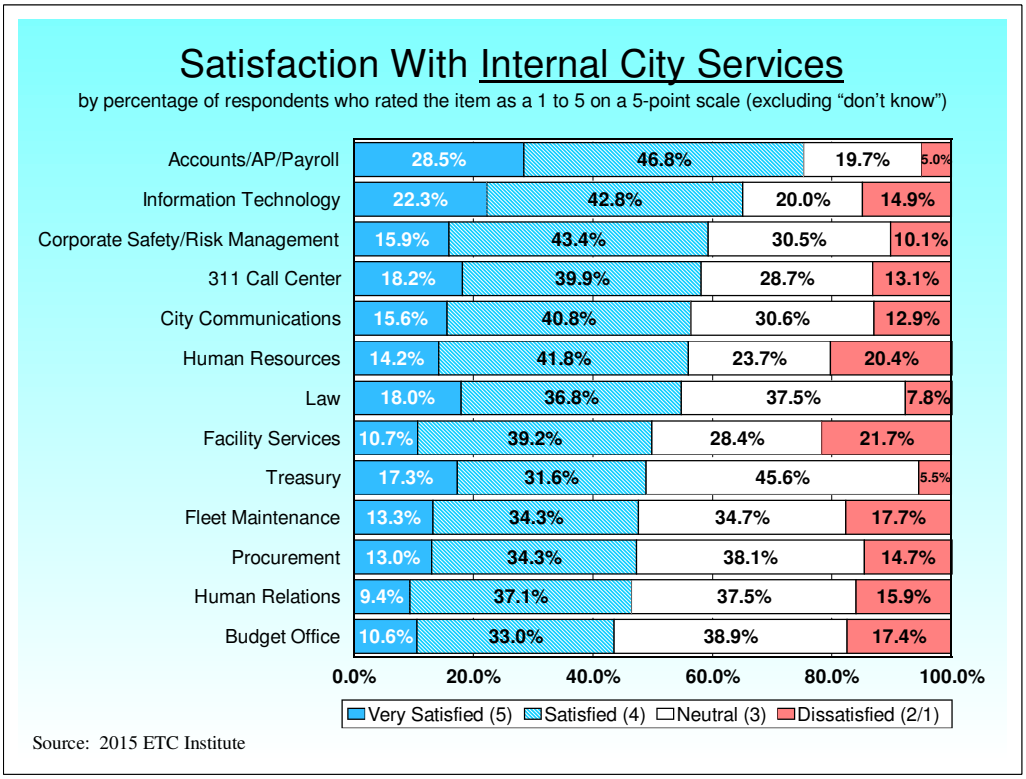
By emphasizing the areas listed above, the City of Kansas City, Missouri should be able to sustain high levels of employee satisfaction in future years and increase satisfaction in areas where improvements are needed.

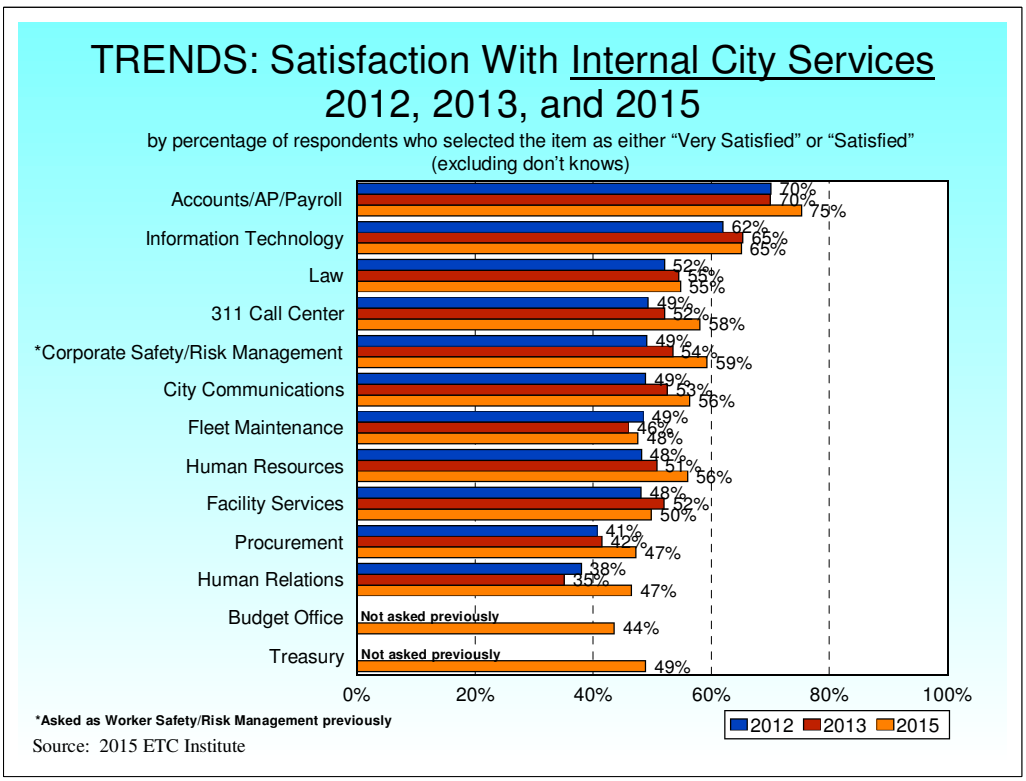
Contents of This Report

In addition to the Executive Summary, this summary report contains the following:

- Charts depicting overall results for most questions on the survey (Section 1)
- Importance-Satisfaction Analysis (Section 2)
- Tabular Data (Section 3)
- Copy of the survey instrument (Section 4)

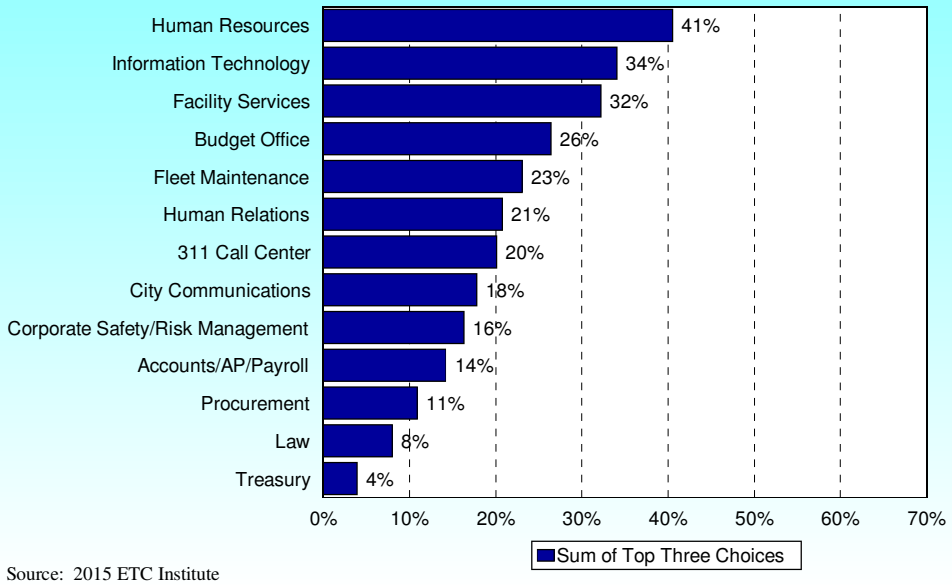
Section 1:
Charts and Graphs


Satisfaction With Internal City Services
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "don't know")
Accounts/AP/Payroll 28.5% 46.8% 19.7% 5.0%
Information Technology 22.3% 42.8% 20.0% 14.9%
Corporate Safety/Risk Management 15.9% 43.4% 30.5% 10.1%
311 Call Center 18.2% 39.9% 28.7% 13.1%
City Communications 15.6% 40.8% 30.6% 12.9%
Human Resources 14.2% 41.8% 23.7% 20.4%
Law 18.0% 36.8% 37.5% 7.8%
Facility Services 10.7% 39.2% 28.4% 21.7%
Treasury 17.3% 31.6% 45.6% 5.5%
Fleet Maintenance 13.3% 34.3% 34.7% 17.7%
Procurement 13.0% 34.3% 38.1% 14.7%
Human Relations 9.4% 37.1% 37.5% 15.9%
Budget Office 10.6% 33.0% 38.9% 17.4%
0.0% 20.0% 40.0% 60.0% 80.0% 100.0%
Very Satisfied (5) Satisfied (4) Neutral (3) Dissatisfied (2/1)
Source: 2015 ETC Institute


TRENDS: Satisfaction With Internal City Services
2012, 2013, and 2015
by percentage of respondents who selected the item as either "Very Satisfied" or "Satisfied"
(excluding don't knows)
Accounts/AP/Payroll 70% 70% 75%
Information Technology 62% 65% 65%
Law 52% 55% 55%
311 Call Center 49% 52% 58%
*Corporate Safety/Risk Management 49% 54% 59%
City Communications 49% 53% 55%
Fleet Maintenance 49% 46% 48%
Human Resources 48% 51% 56%
Facility Services 48% 52% 50%
Procurement 41% 42% 47%
Human Relations 38% 35% 47%
Budget Office Not asked previously 44%
Treasury Not asked previously 49%
0% 20% 40% 60% 80% 100%
2012 2013 2015
*Asked as Worker Safety/Risk Management previously
Source: 2015 ETC Institute

Internal City Services Employees Felt Should be the City's Top Priorities for Improvement

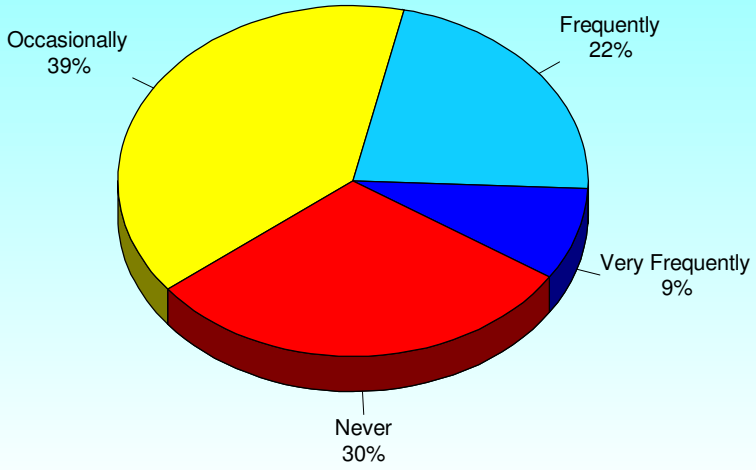
by percentage of respondents who selected the item as one of their top three choices



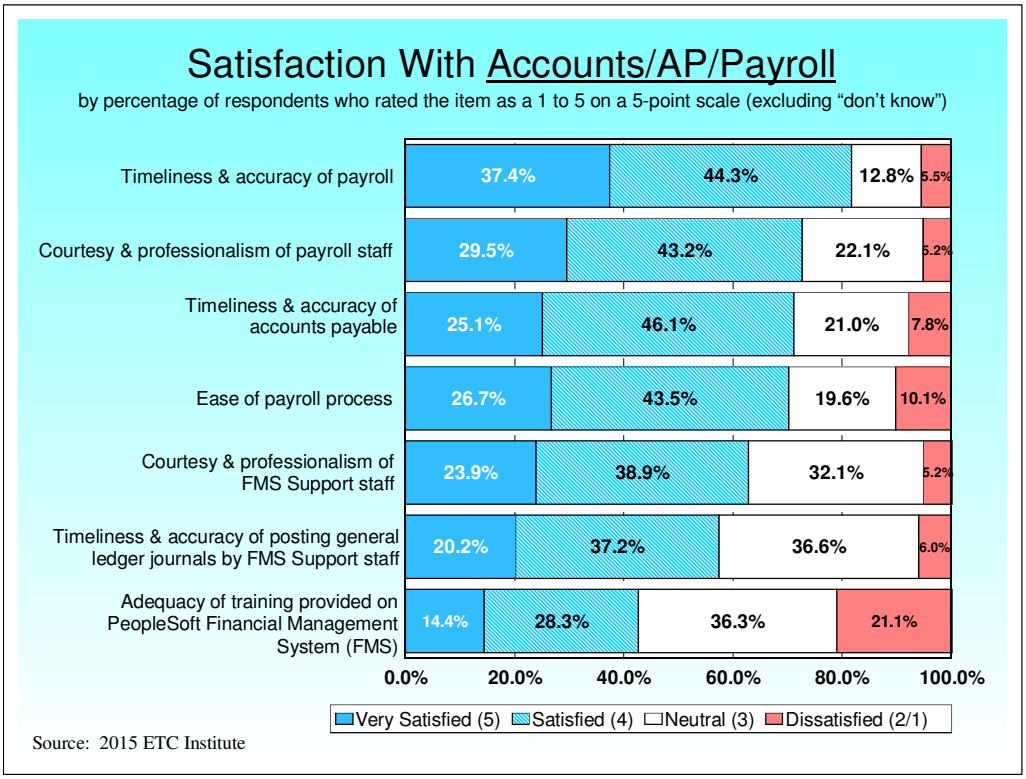
Source: 2015 ETC Institute

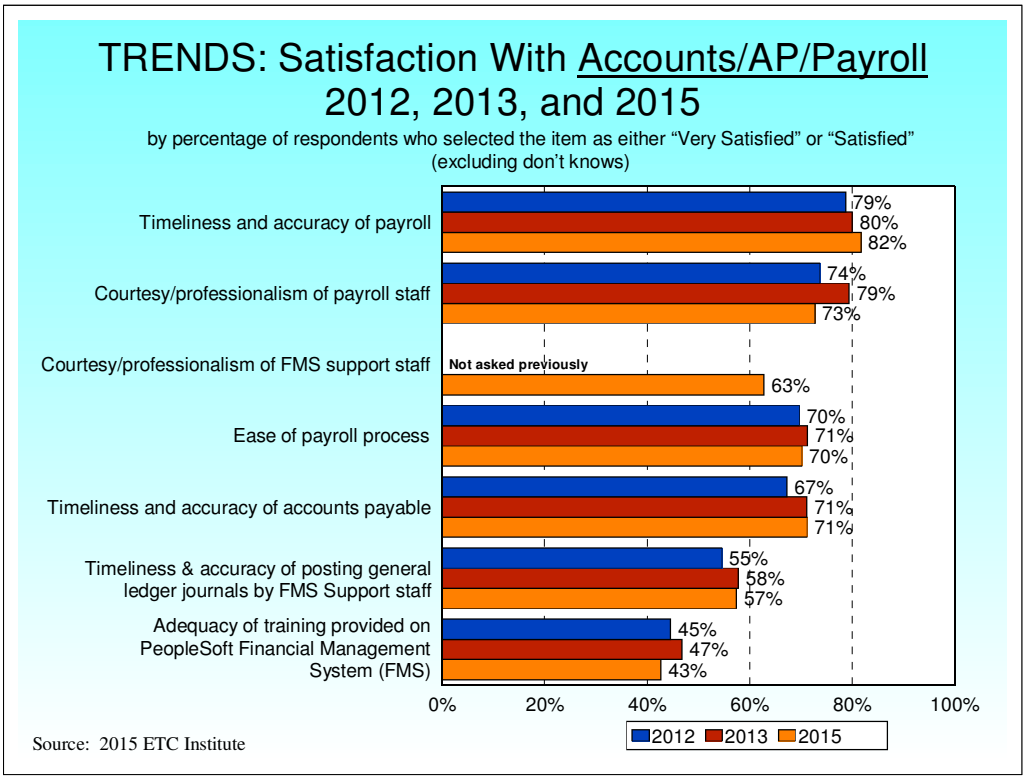
How often do you use the services of Accounts/AP/Payroll in your current position?

by percentage of respondents (excluding "not provided")



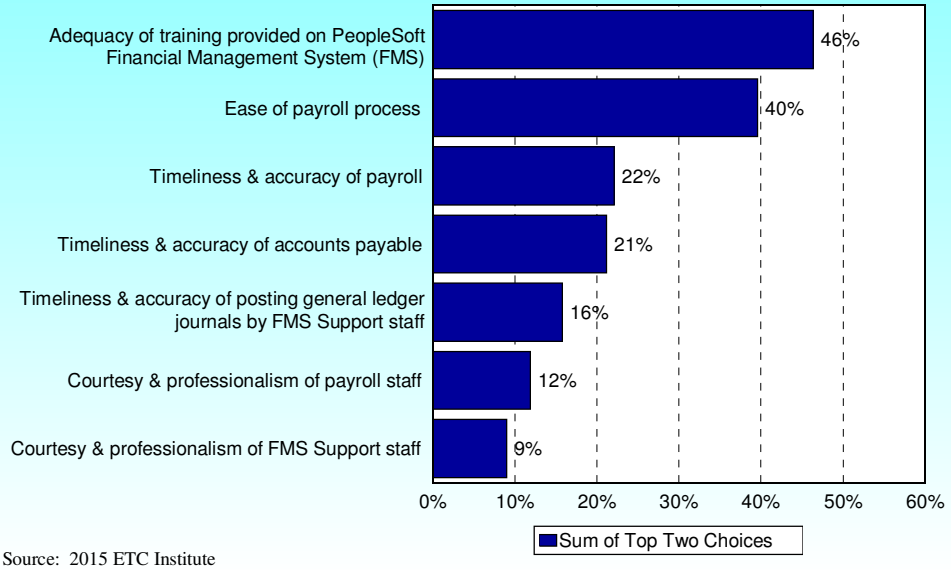
Source: 2015 ETC Institute


Satisfaction With Accounts/AP/Payroll
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "don't know")
Timeliness & accuracy of payroll
37.4%
44.3%
12.8%
5.5%
Courtesy & professionalism of payroll staff
29.5%
43.2%
22.1%
5.2%
Timeliness & accuracy of accounts payable
25.1%
46.1%
21.0%
7.8%
Ease of payroll process
26.7%
43.5%
19.6%
10.1%
Courtesy & professionalism of FMS Support staff
23.9%
38.9%
32.1%
5.2%
Timeliness & accuracy of posting general ledger journals by FMS Support staff
20.2%
37.2%
36.6%
6.0%
Adequacy of training provided on PeopleSoft Financial Management System (FMS)
14.4%
28.3%
36.3%
21.1%
0.0%
20.0%
40.0%
60.0%
80.0%
100.0%
Very Satisfied (5)
Satisfied (4)
Neutral (3)
Dissatisfied (2/1)
Source: 2015 ETC Institute


TRENDS: Satisfaction With Accounts/AP/Payroll
2012, 2013, and 2015
by percentage of respondents who selected the item as either "Very Satisfied" or "Satisfied"
(excluding don't knows)
Timeliness and accuracy of payroll
79%
80%
82%
Courtesy/professionalism of payroll staff
74%
79%
73%
Courtesy/professionalism of FMS support staff
Not asked previously
63%
Ease of payroll process
70%
71%
70%
Timeliness and accuracy of accounts payable
67%
71%
71%
Timeliness & accuracy of posting general ledger journals by FMS Support staff
55%
58%
57%
Adequacy of training provided on PeopleSoft Financial Management System (FMS)
45%
47%
43%
0%
20%
40%
60%
80%
100%
2012
2013
2015
Source: 2015 ETC Institute

Which TWO Accounts/AP/Payroll services do you think should be emphasized most over the next two years to help you do your job better?

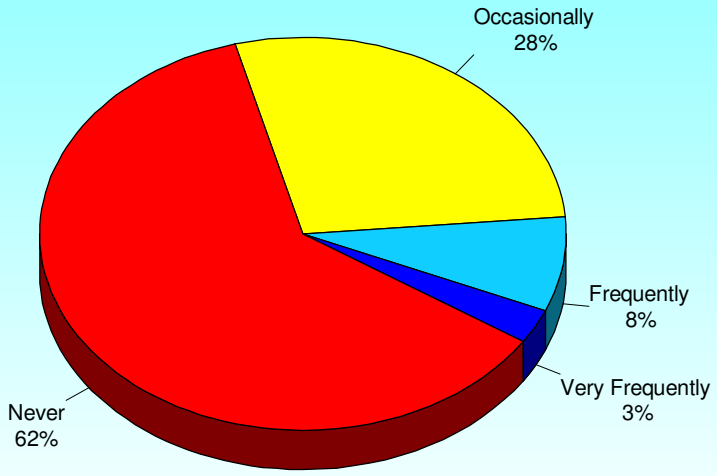
by percentage of respondents who selected the item as one of their top two choices



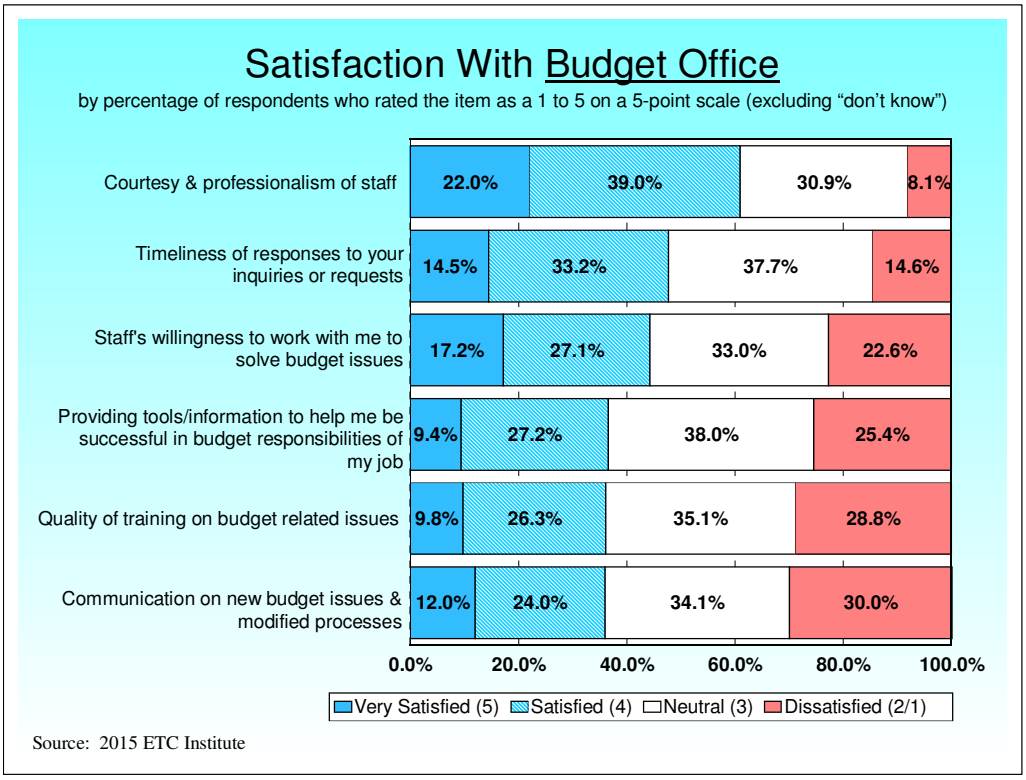
Source: 2015 ETC Institute

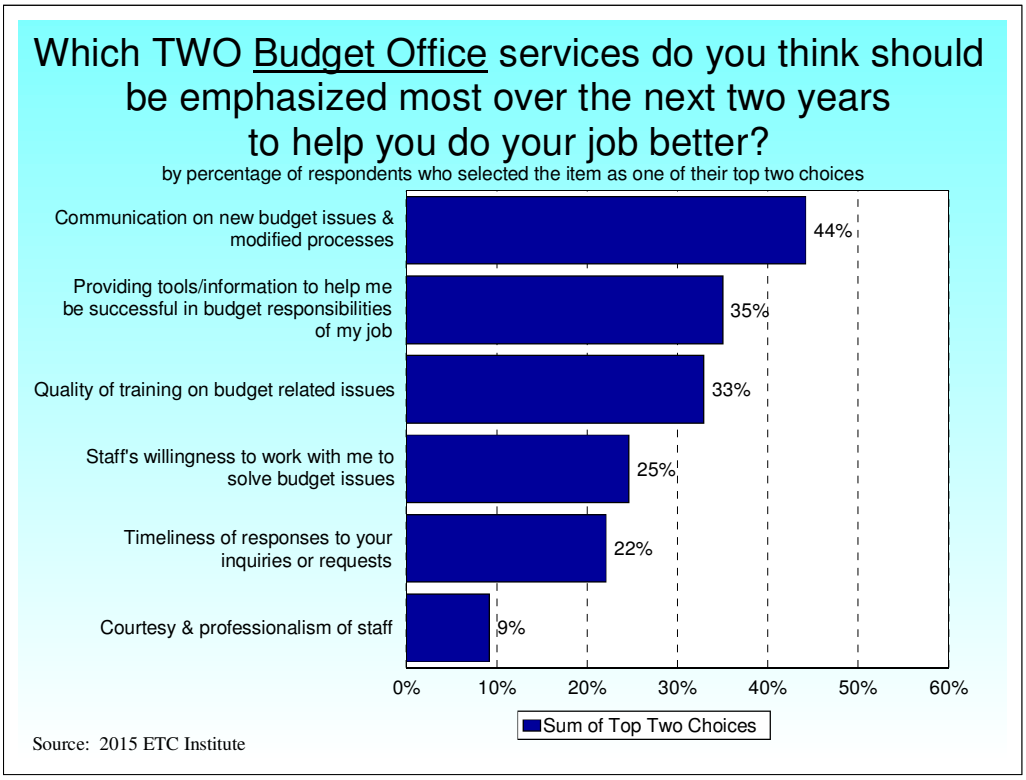
How often do you use the services of Budget Office in your current position?

by percentage of respondents (excluding "not provided". Does not equal 100% due to rounding)



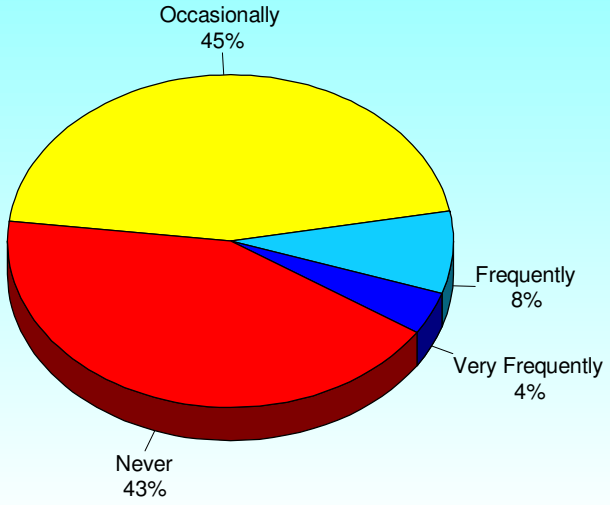
Source: 2015 ETC Institute


Satisfaction With Budget Office
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "don't know")
Courtesy & professionalism of staff
22.0%
39.0%
30.9%
8.1%
Timeliness of responses to your inquiries or requests
14.5%
33.2%
37.7%
14.6%
Staff's willingness to work with me to solve budget issues
17.2%
27.1%
33.0%
22.6%
Providing tools/information to help me be successful in budget responsibilities of my job
9.4%
27.2%
38.0%
25.4%
Quality of training on budget related issues
9.8%
26.3%
35.1%
28.8%
Communication on new budget issues & modified processes
12.0%
24.0%
34.1%
30.0%
0.0%
20.0%
40.0%
60.0%
80.0%
100.0%
Very Satisfied (5)
Satisfied (4)
Neutral (3)
Dissatisfied (2/1)
Source: 2015 ETC Institute


Which TWO Budget Office services do you think should be emphasized most over the next two years to help you do your job better?
by percentage of respondents who selected the item as one of their top two choices
Communication on new budget issues & modified processes
44%
Providing tools/information to help me be successful in budget responsibilities of my job
35%
Quality of training on budget related issues
33%
Staff's willingness to work with me to solve budget issues
25%
Timeliness of responses to your inquiries or requests
22%
Courtesy & professionalism of staff
9%
0%
10%
20%
30%
40%
50%
60%
Sum of Top Two Choices
Source: 2015 ETC Institute

How often do you use the services of Corporate Safety/Risk Management in your current position?

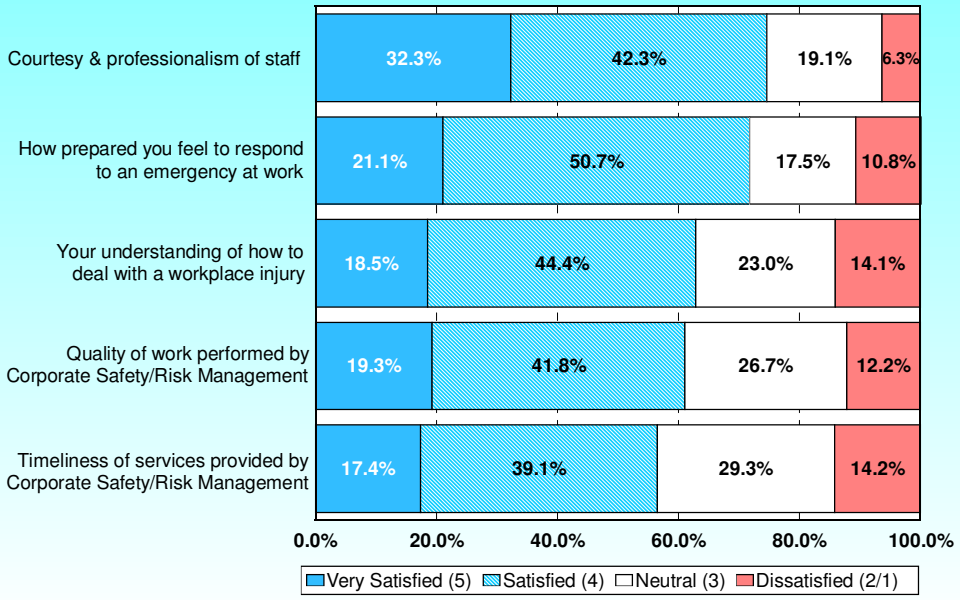
by percentage of respondents (exlcuding "not privided")



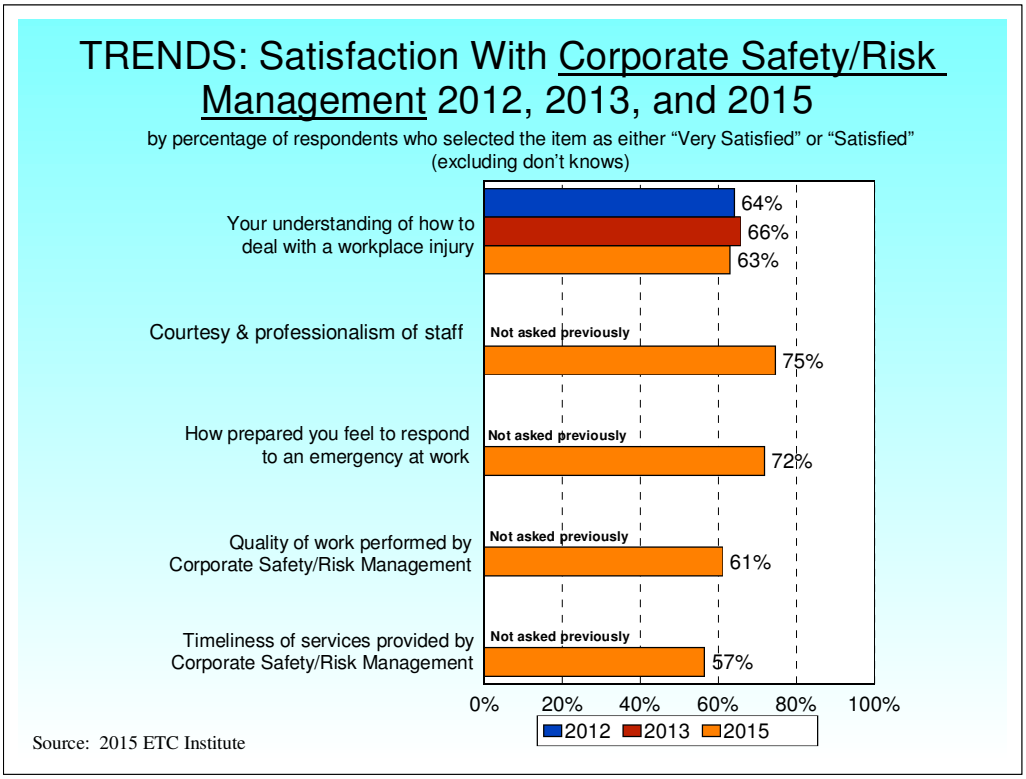
Source: 2015 ETC Institute

Satisfaction With Corporate Safety/Risk Management

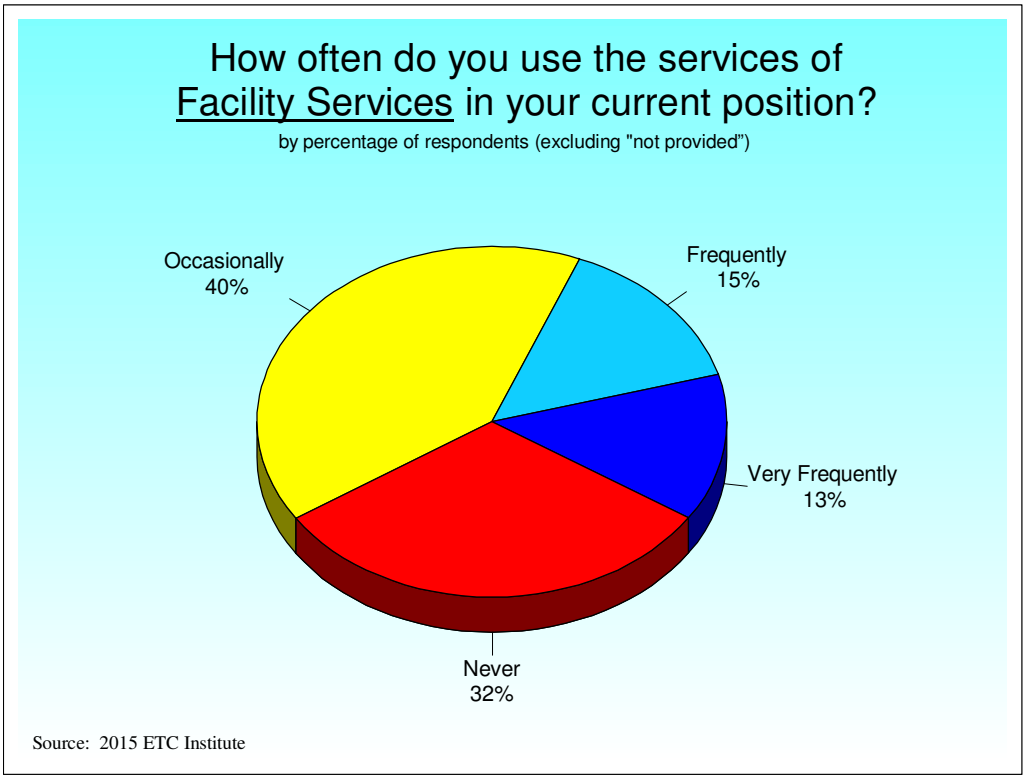
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "don't know")

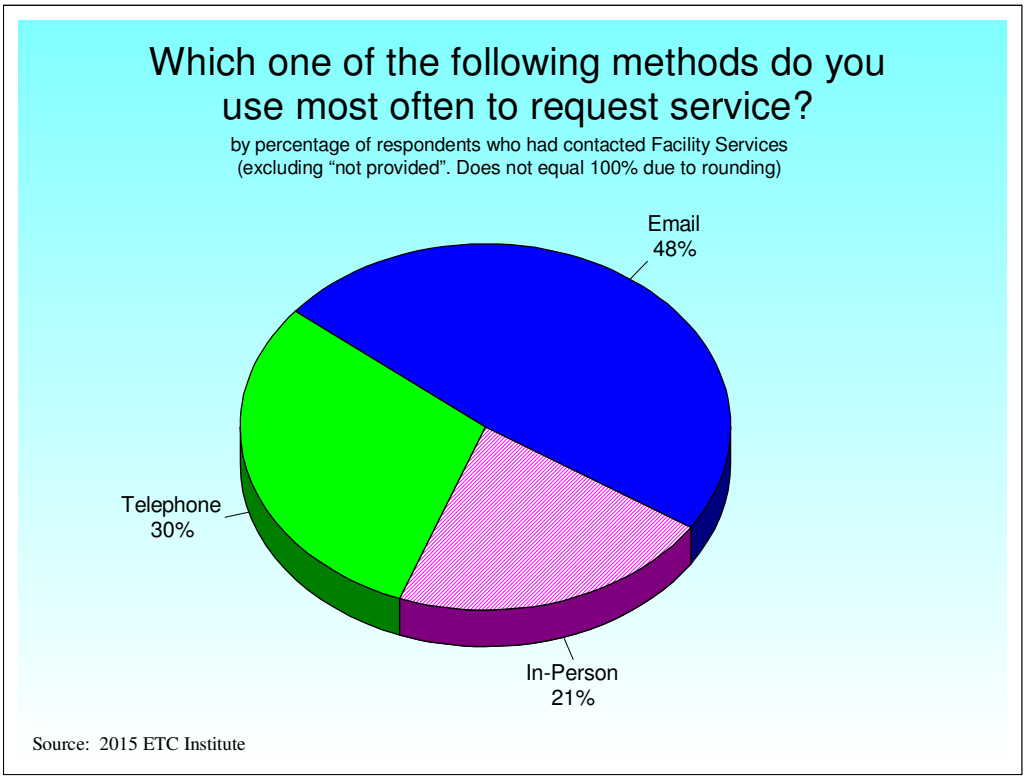


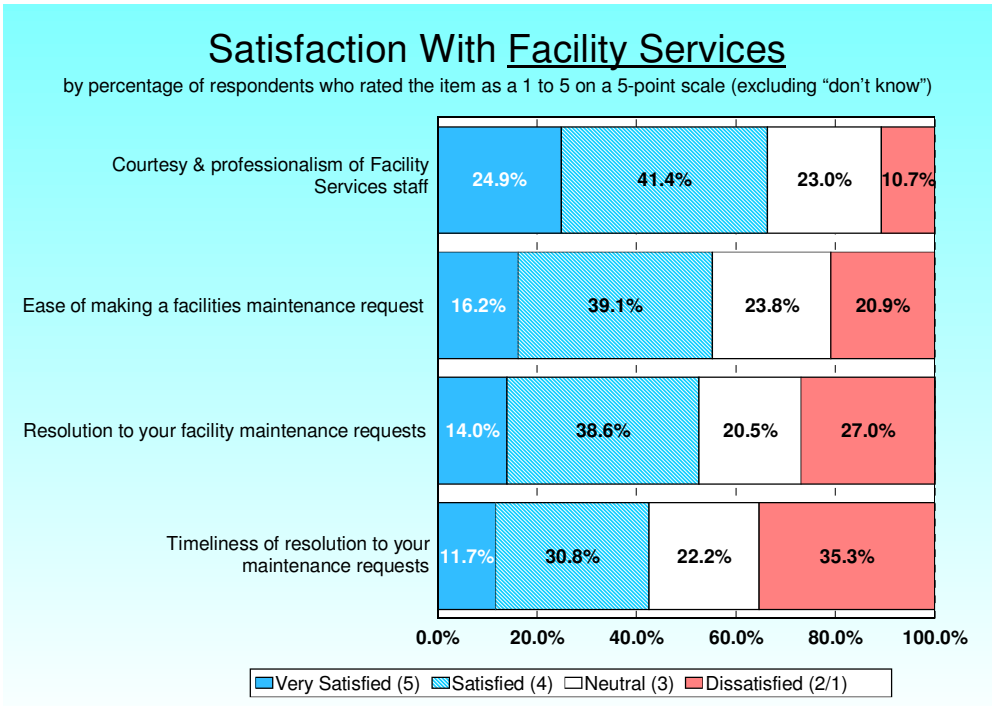
Source: 2015 ETC Institute

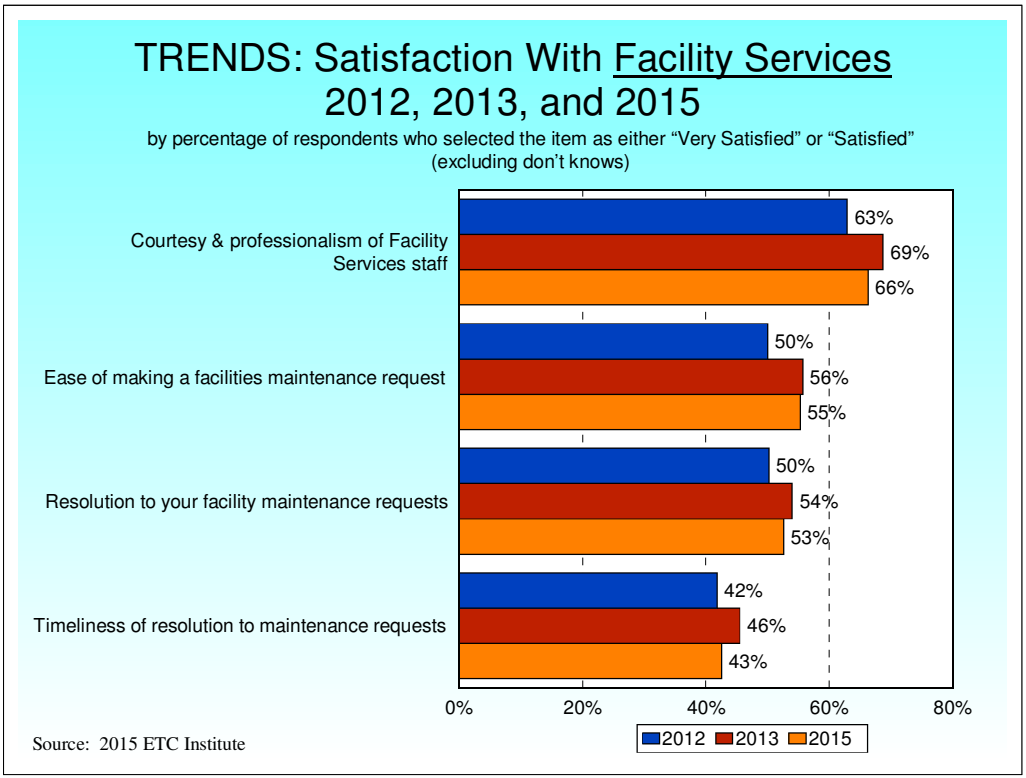

TRENDS: Satisfaction With Corporate Safety/Risk Management 2012, 2013, and 2015
by percentage of respondents who selected the item as either "Very Satisfied" or "Satisfied" (excluding don't knows)
Your understanding of how to deal with a workplace injury
64%
66%
63%
Courtesy & professionalism of staff
Not asked previously
75%
How prepared you feel to respond to an emergency at work
Not asked previously
72%
Quality of work performed by Corporate Safety/Risk Management
Not asked previously
61%
Timeliness of services provided by Corporate Safety/Risk Management
Not asked previously
57%
0%
20%
40%
60%
80%
100%
2012
2013
2015
Source: 2015 ETC Institute

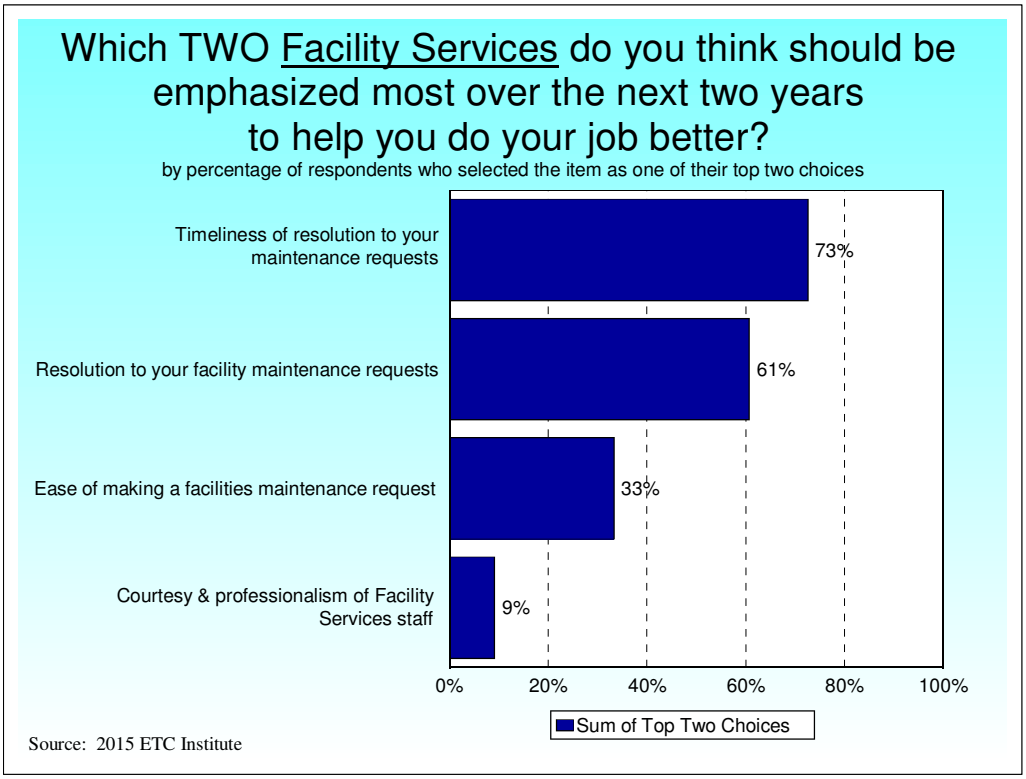
Which TWO Corporate Safety/Risk Management services do you think should be emphasized most over the next two years to help you do your job better?
by percentage of respondents who selected the item as one of their top two choices
How prepared you feel to respond to an emergency at work
54%
Your understanding of how to deal with a workplace injury
54%
Timeliness of services provided by Corporate Safety/Risk Management
34%
Quality of work performed by Corporate Safety/Risk Management
27%
Courtesy & professionalism of staff
7%
0%
10%
20%
30%
40%
50%
60%
Sum of Top Two Choices
Source: 2015 ETC Institute

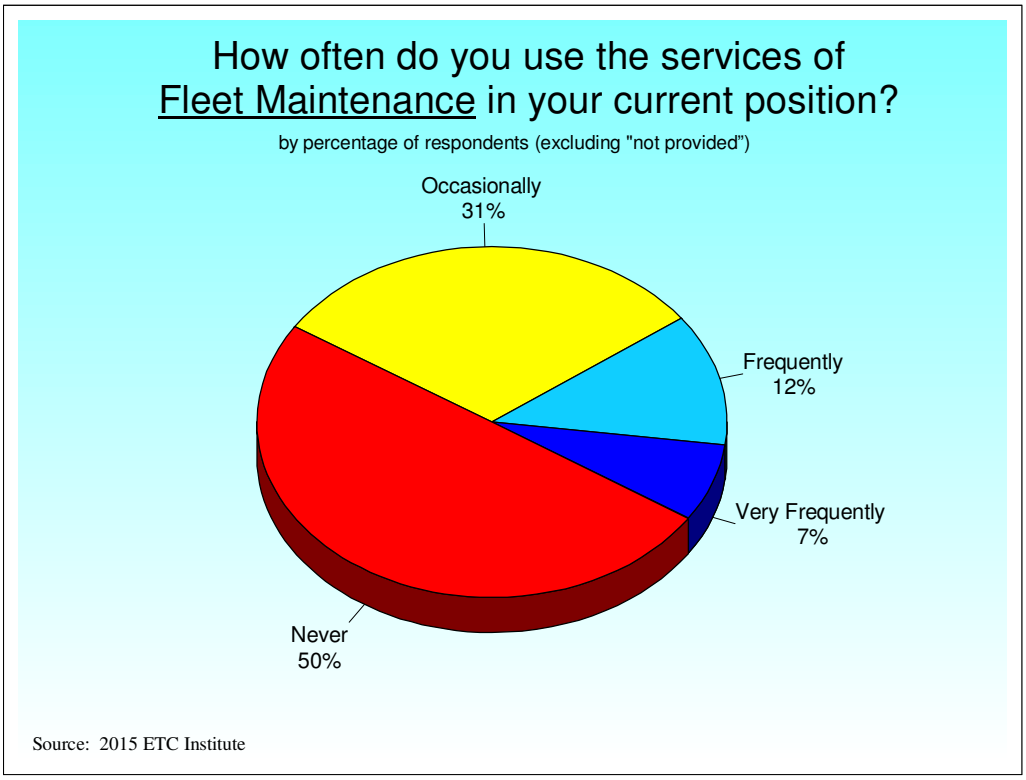

How often do you use the services of
Facility Services in your current position?
by percentage of respondents (excluding "not provided")
Occasionally
40%
Frequently
15%
Very Frequently
13%
Never
32%
Source: 2015 ETC Institute

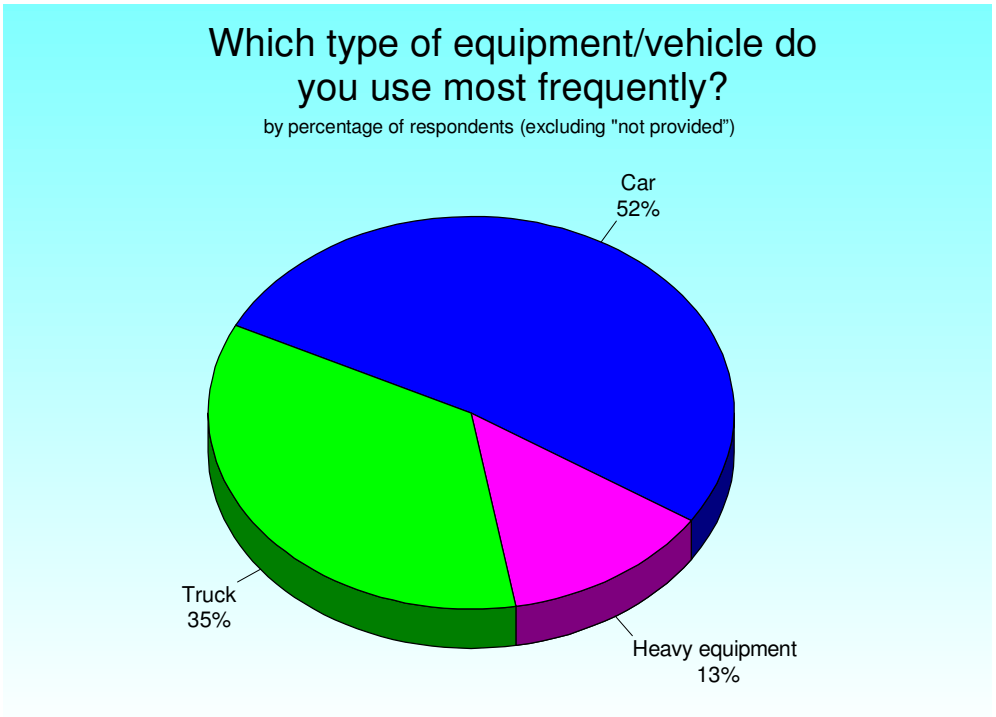

Which one of the following methods do you
use most often to request service?
by percentage of respondents who had contacted Facility Services
(excluding "not provided". Does not equal 100% due to rounding)
Email
48%
Telephone
30%
In-Person
21%
Source: 2015 ETC Institute


Satisfaction With Facility Services
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "don't know")
Courtesy & professionalism of Facility Services staff
24.9%
41.4%
23.0%
10.7%
Ease of making a facilities maintenance request
16.2%
39.1%
23.8%
20.9%
Resolution to your facility maintenance requests
14.0%
38.6%
20.5%
27.0%
Timeliness of resolution to your maintenance requests
11.7%
30.8%
22.2%
35.3%
0.0%
20.0%
40.0%
60.0%
80.0%
100.0%
Very Satisfied (5)
Satisfied (4)
Neutral (3)
Dissatisfied (2/1)
Source: 2015 ETC Institute

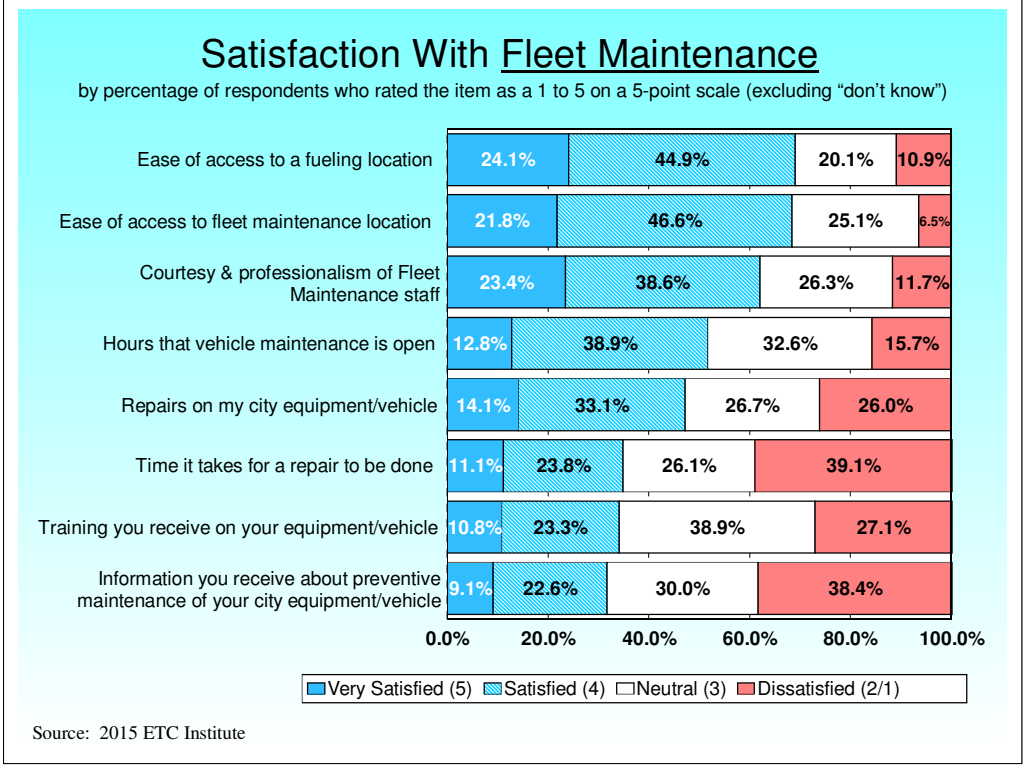

TRENDS: Satisfaction With Facility Services
2012, 2013, and 2015
by percentage of respondents who selected the item as either "Very Satisfied" or "Satisfied"
(excluding don't knows)
Courtesy & professionalism of Facility Services staff
63%
69%
66%
Ease of making a facilities maintenance request
50%
56%
55%
Resolution to your facility maintenance requests
50%
54%
53%
Timeliness of resolution to maintenance requests
42%
46%
43%
0%
20%
40%
60%
80%
2012
2013
2015
Source: 2015 ETC Institute


Which TWO Facility Services do you think should be emphasized most over the next two years to help you do your job better?
by percentage of respondents who selected the item as one of their top two choices
Timeliness of resolution to your maintenance requests
73%
Resolution to your facility maintenance requests
61%
Ease of making a facilities maintenance request
33%
Courtesy & professionalism of Facility Services staff
9%
0%
20%
40%
60%
80%
100%
Sum of Top Two Choices
Source: 2015 ETC Institute

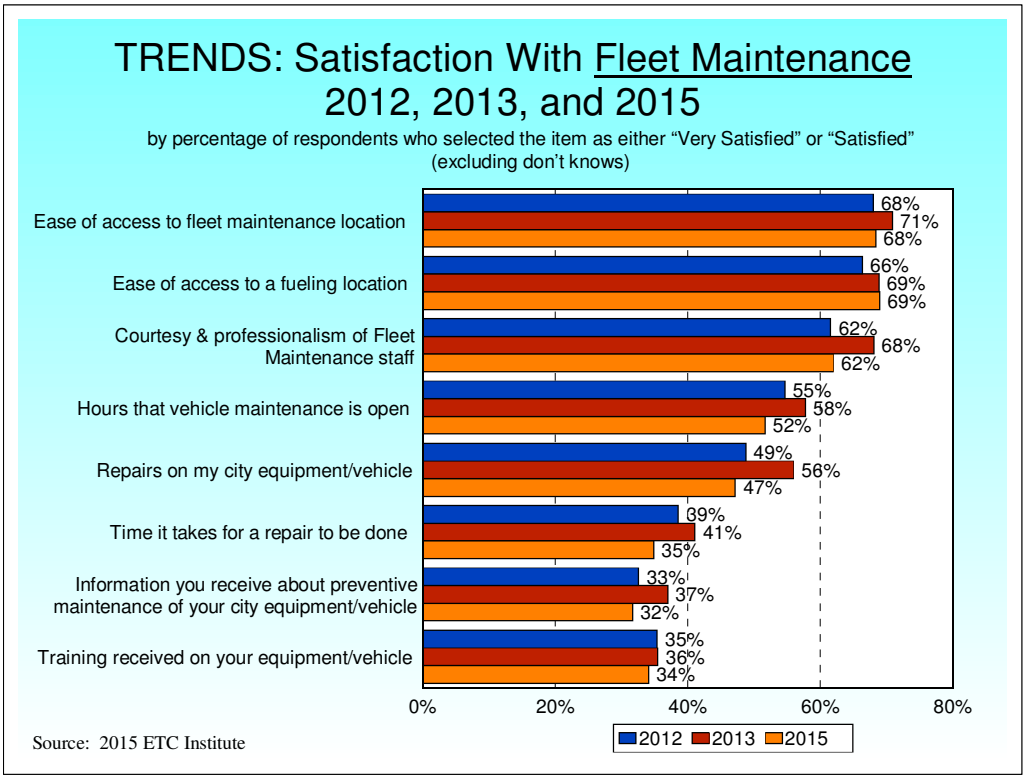

How often do you use the services of Fleet Maintenance in your current position?
by percentage of respondents (excluding "not provided")
Occasionally 31%
Frequently 12%
Very Frequently 7%
Never 50%
Source: 2015 ETC Institute

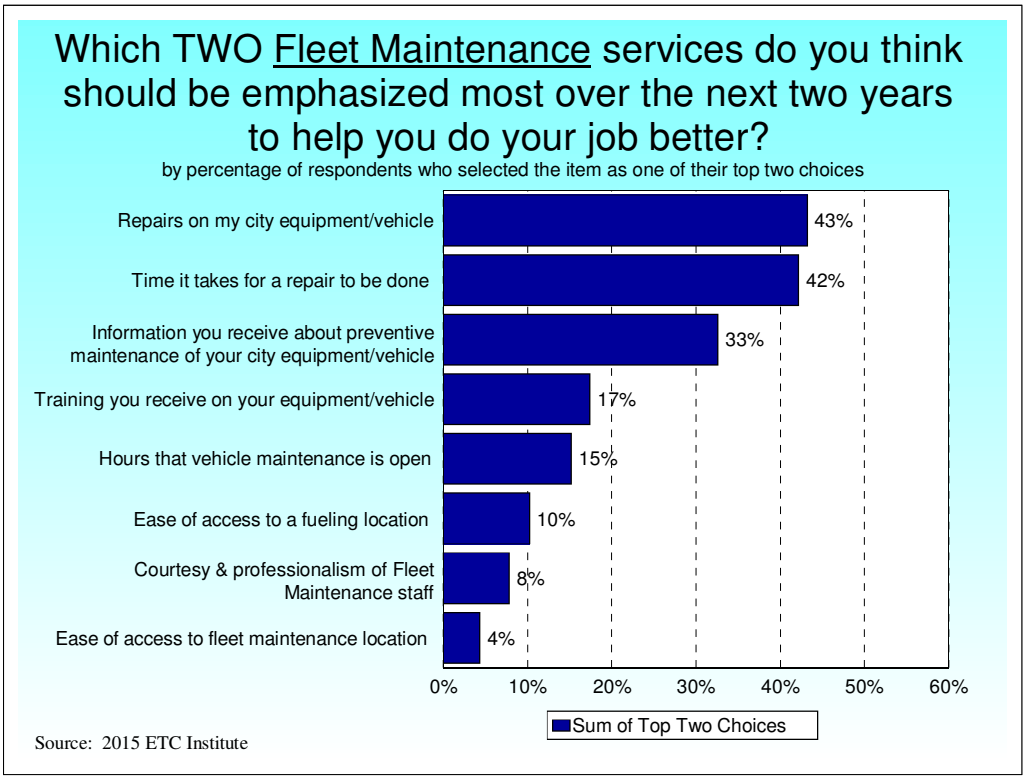


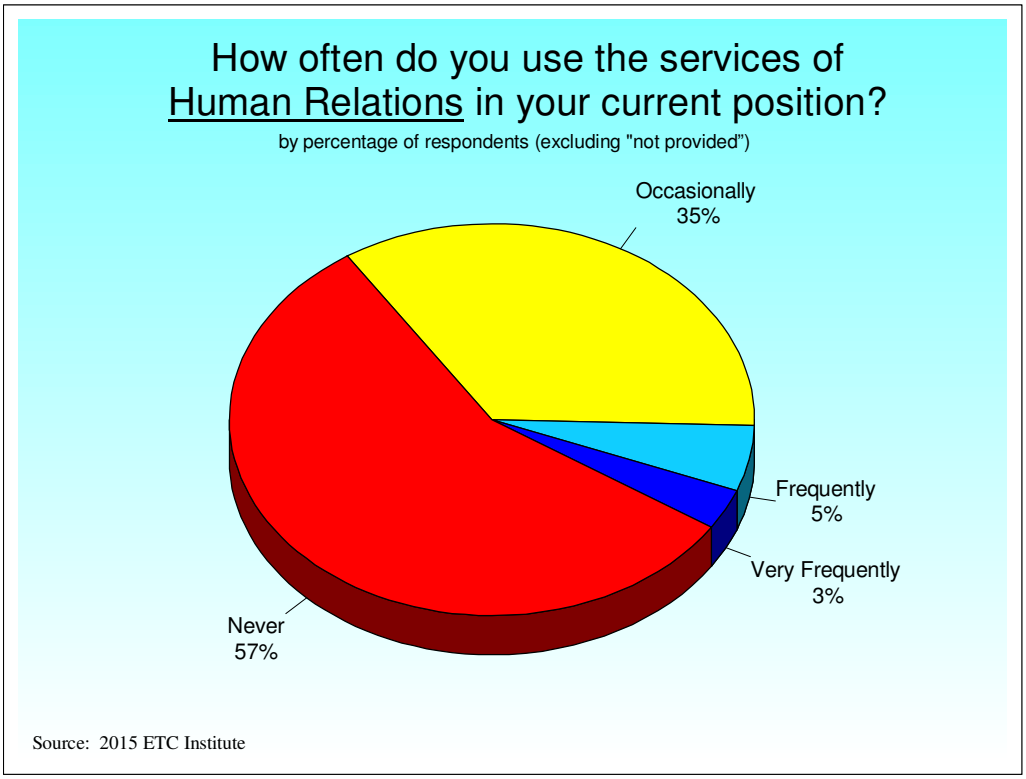
Source: 2015 ETC Institute

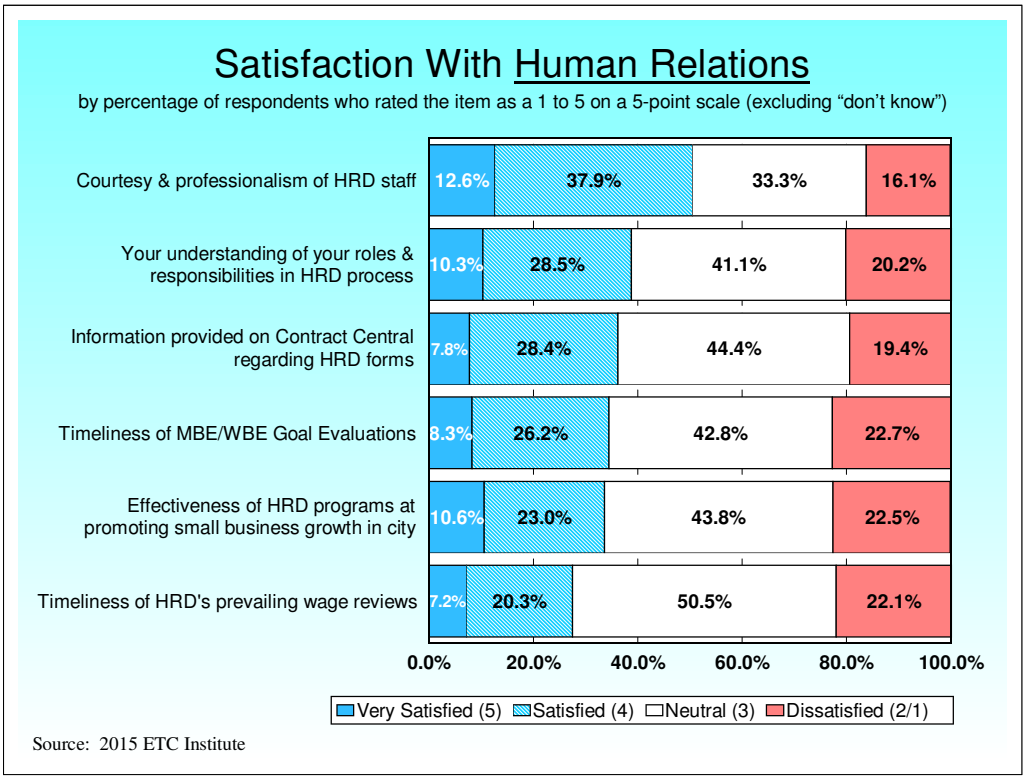


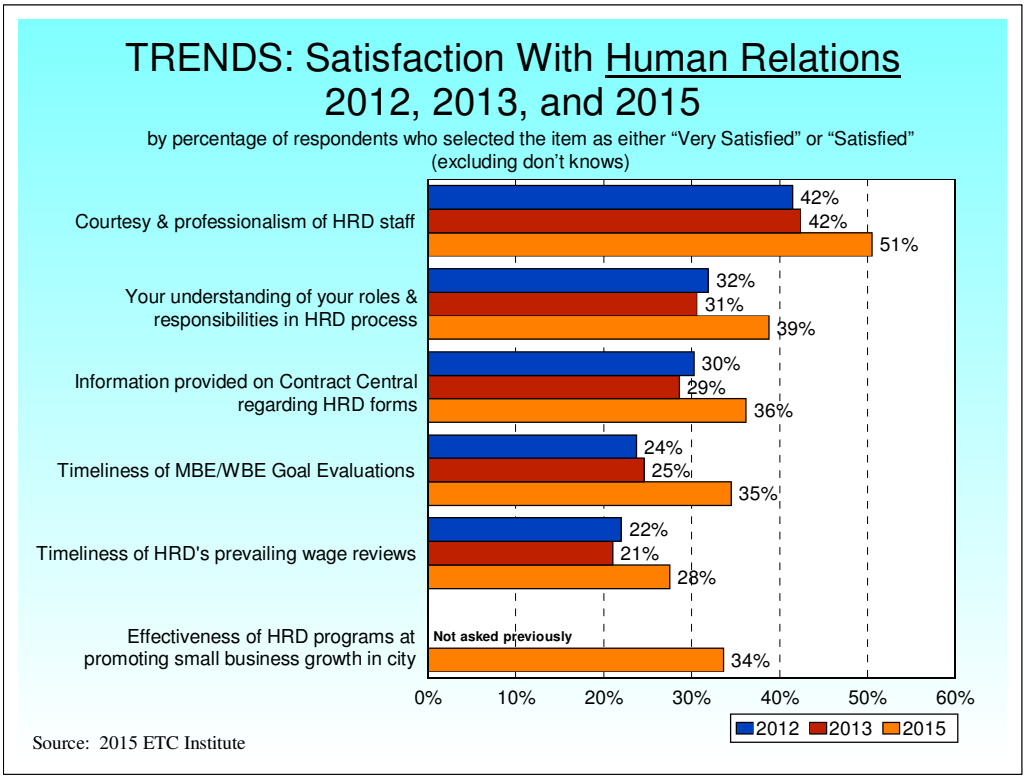
Source: 2015 ETC Institute

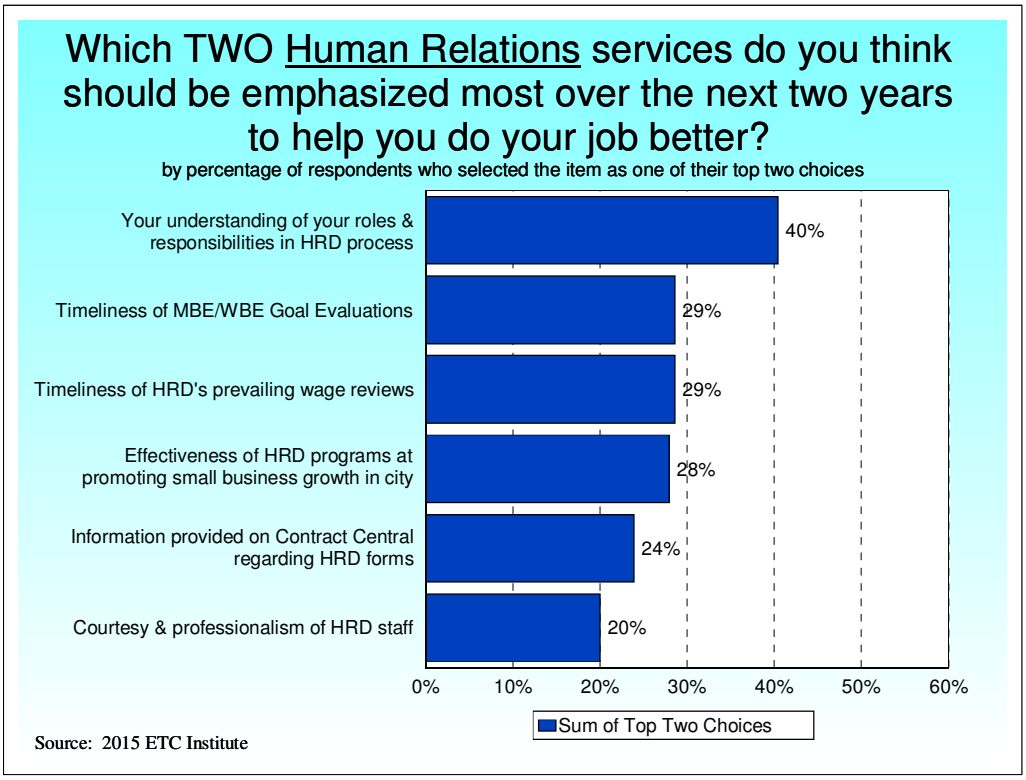

TRENDS: Satisfaction With Fleet Maintenance
2012, 2013, and 2015
by percentage of respondents who selected the item as either "Very Satisfied" or "Satisfied"
(excluding don't knows)
Ease of access to fleet maintenance location
68%
71%
68%
Ease of access to a fueling location
66%
69%
69%
Courtesy & professionalism of Fleet Maintenance staff
62%
68%
62%
Hours that vehicle maintenance is open
55%
58%
52%
Repairs on my city equipment/vehicle
49%
56%
47%
Time it takes for a repair to be done
39%
41%
35%
Information you receive about preventive maintenance of your city equipment/vehicle
33%
37%
32%
Training received on your equipment/vehicle
35%
36%
34%
0%
20%
40%
60%
80%
2012
2013
2015
Source: 2015 ETC Institute


Which TWO Fleet Maintenance services do you think should be emphasized most over the next two years to help you do your job better?
by percentage of respondents who selected the item as one of their top two choices
Repairs on my city equipment/vehicle
43%
Time it takes for a repair to be done
42%
Information you receive about preventive maintenance of your city equipment/vehicle
33%
Training you receive on your equipment/vehicle
17%
Hours that vehicle maintenance is open
15%
Ease of access to a fueling location
10%
Courtesy & professionalism of Fleet Maintenance staff
8%
Ease of access to fleet maintenance location
4%
0%
10%
20%
30%
40%
50%
60%
Sum of Top Two Choices
Source: 2015 ETC Institute


How often do you use the services of
Human Relations in your current position?
by percentage of respondents (excluding "not provided")
Occasionally
35%
Frequently
5%
Very Frequently
3%
Never
57%
Source: 2015 ETC Institute

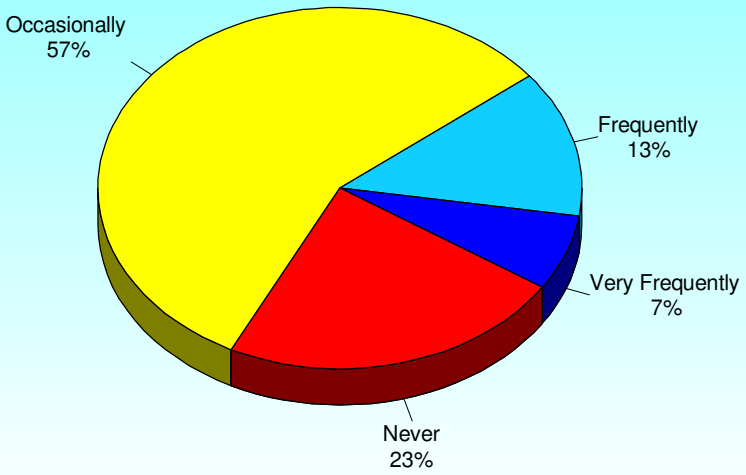

Satisfaction With Human Relations
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "don't know")
Courtesy & professionalism of HRD staff
12.6%
37.9%
33.3%
16.1%
Your understanding of your roles & responsibilities in HRD process
10.3%
28.5%
41.1%
20.2%
Information provided on Contract Central regarding HRD forms
7.8%
28.4%
44.4%
19.4%
Timeliness of MBE/WBE Goal Evaluations
8.3%
26.2%
42.8%
22.7%
Effectiveness of HRD programs at promoting small business growth in city
10.6%
23.0%
43.8%
22.5%
Timeliness of HRD's prevailing wage reviews
7.2%
20.3%
50.5%
22.1%
0.0%
20.0%
40.0%
60.0%
80.0%
100.0%
Very Satisfied (5)
Satisfied (4)
Neutral (3)
Dissatisfied (2/1)
Source: 2015 ETC Institute


TRENDS: Satisfaction With Human Relations
2012, 2013, and 2015
by percentage of respondents who selected the item as either "Very Satisfied" or "Satisfied"
(excluding don't knows)
Courtesy & professionalism of HRD staff
42%
42%
51%
Your understanding of your roles & responsibilities in HRD process
32%
31%
39%
Information provided on Contract Central regarding HRD forms
30%
29%
36%
Timeliness of MBE/WBE Goal Evaluations
24%
25%
35%
Timeliness of HRD's prevailing wage reviews
22%
21%
28%
Effectiveness of HRD programs at promoting small business growth in city
Not asked previously
34%
0%
10%
20%
30%
40%
50%
60%
2012
2013
2015
Source: 2015 ETC Institute


Which TWO Human Relations services do you think should be emphasized most over the next two years to help you do your job better?
by percentage of respondents who selected the item as one of their top two choices
Your understanding of your roles & responsibilities in HRD process
40%
Timeliness of MBE/WBE Goal Evaluations
29%
Timeliness of HRD's prevailing wage reviews
29%
Effectiveness of HRD programs at promoting small business growth in city
28%
Information provided on Contract Central regarding HRD forms
24%
Courtesy & professionalism of HRD staff
20%
0%
10%
20%
30%
40%
50%
60%
Sum of Top Two Choices
Source: 2015 ETC Institute

How often do you use the services of Human Resources in your current position?

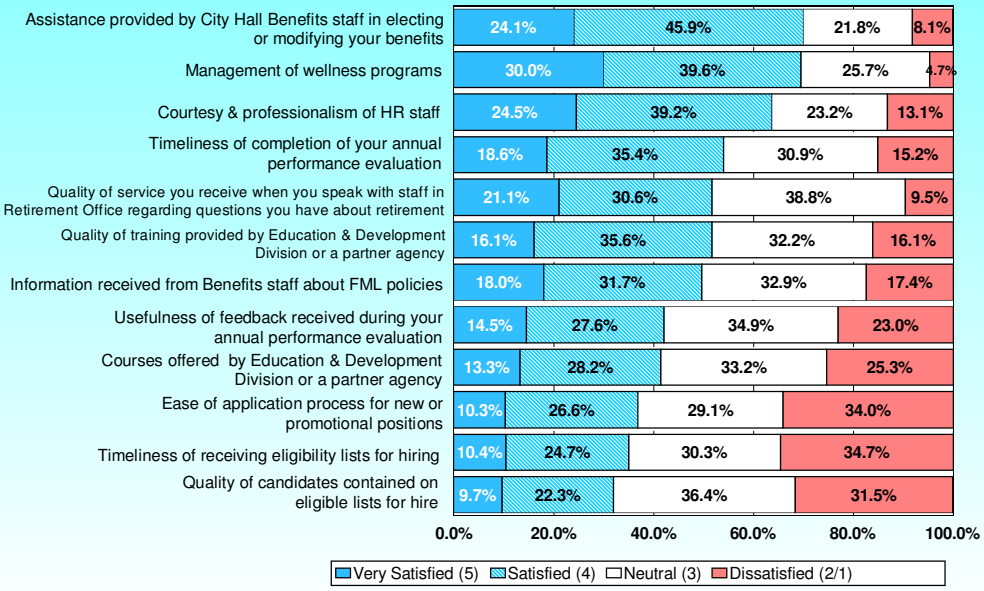
by percentage of respondents (excluding "not provided")



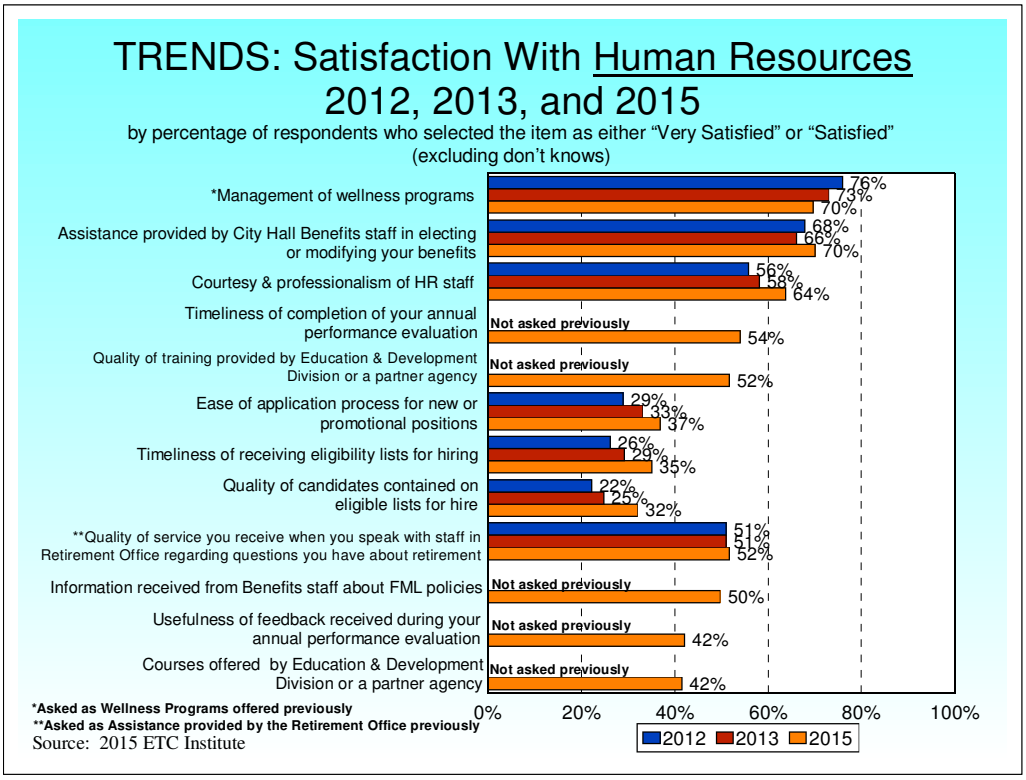
Source: 2015 ETC Institute

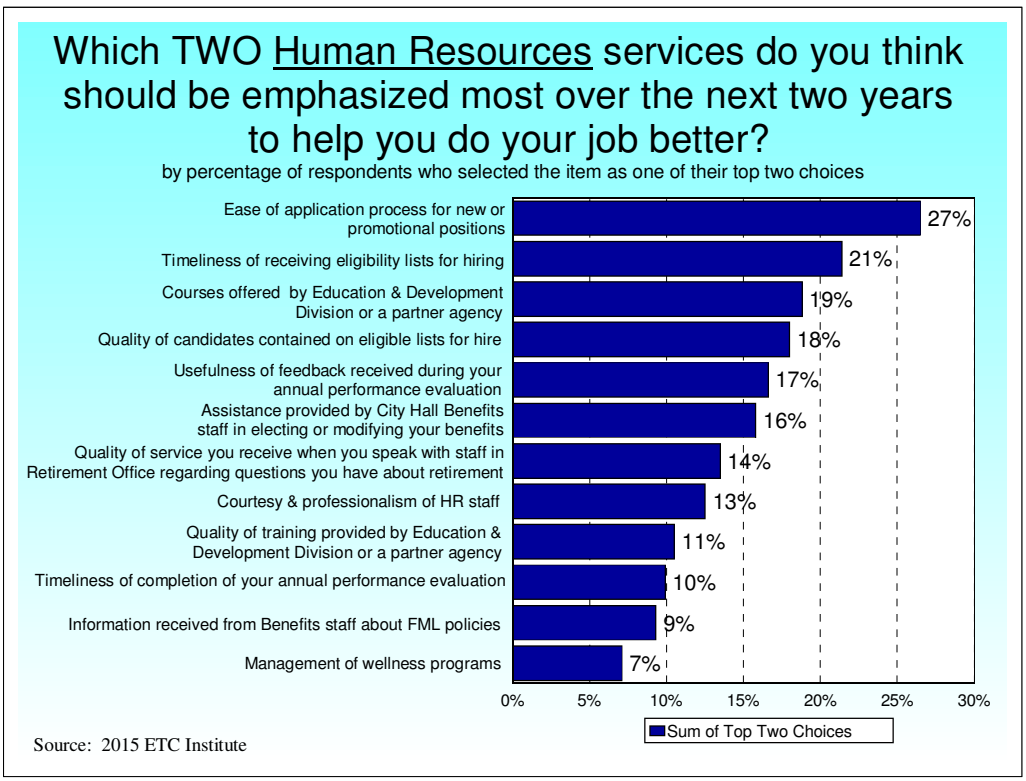
Satisfaction With Human Resources

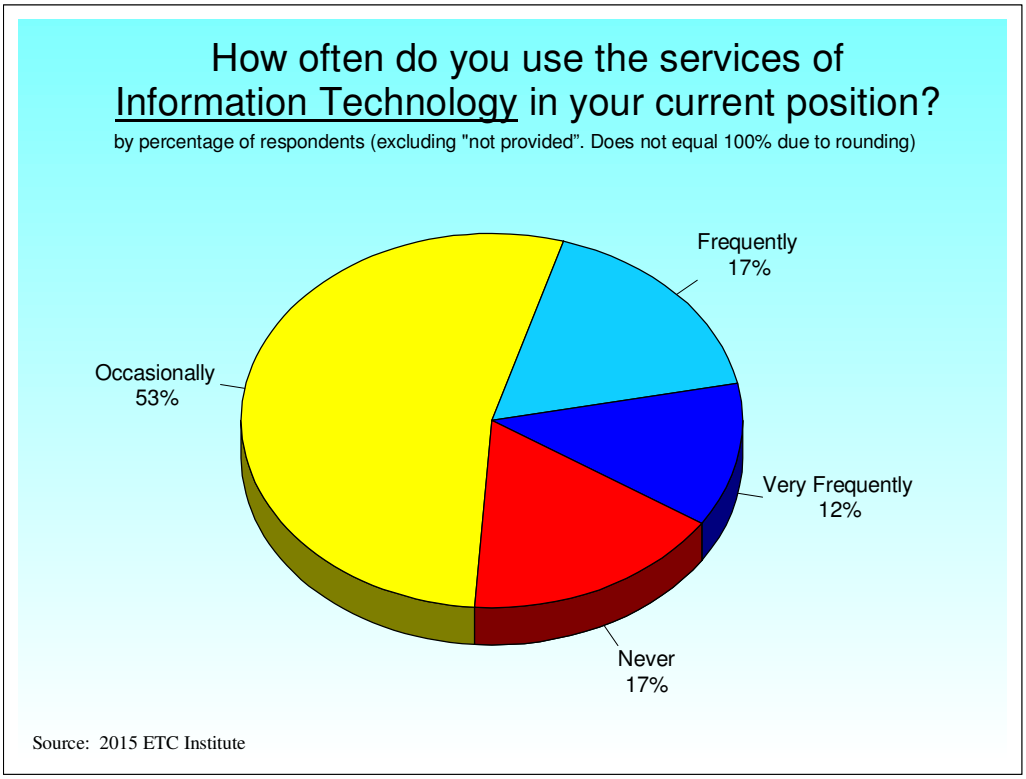
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "don't know")

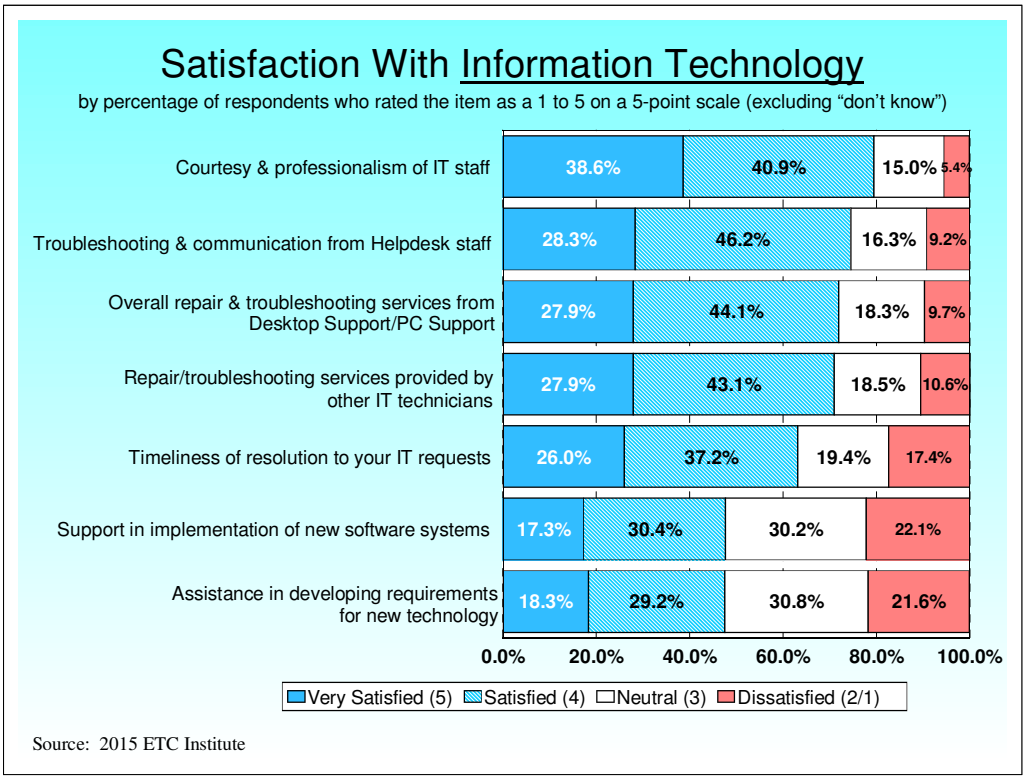


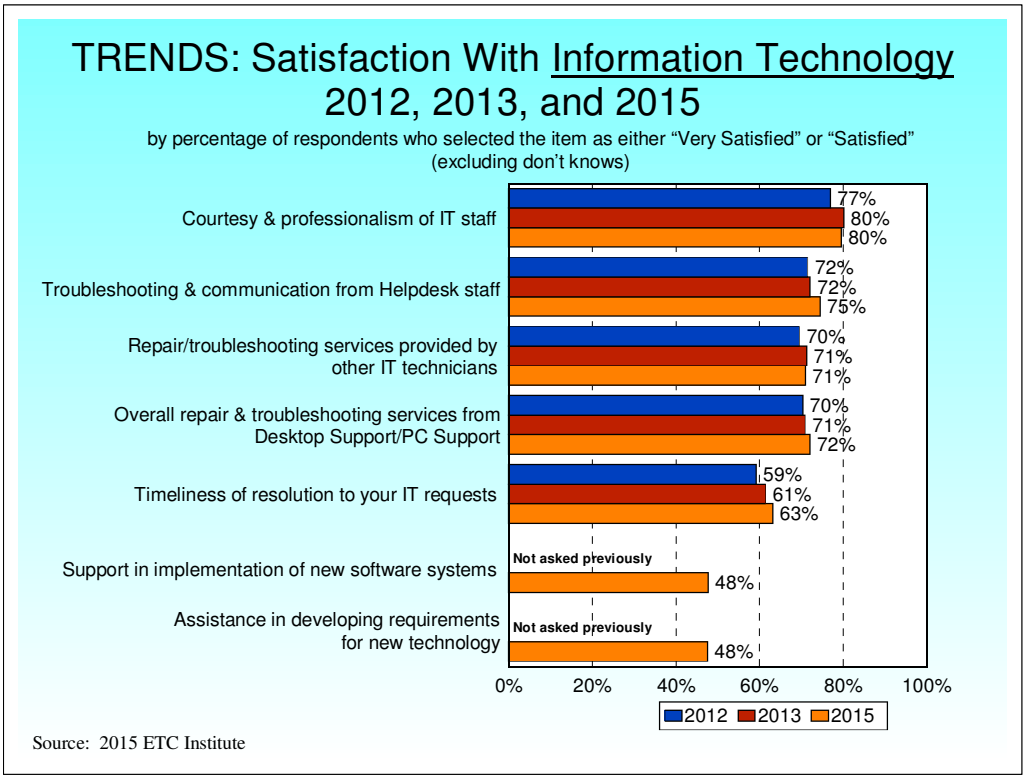
Source: 2015 ETC Institute

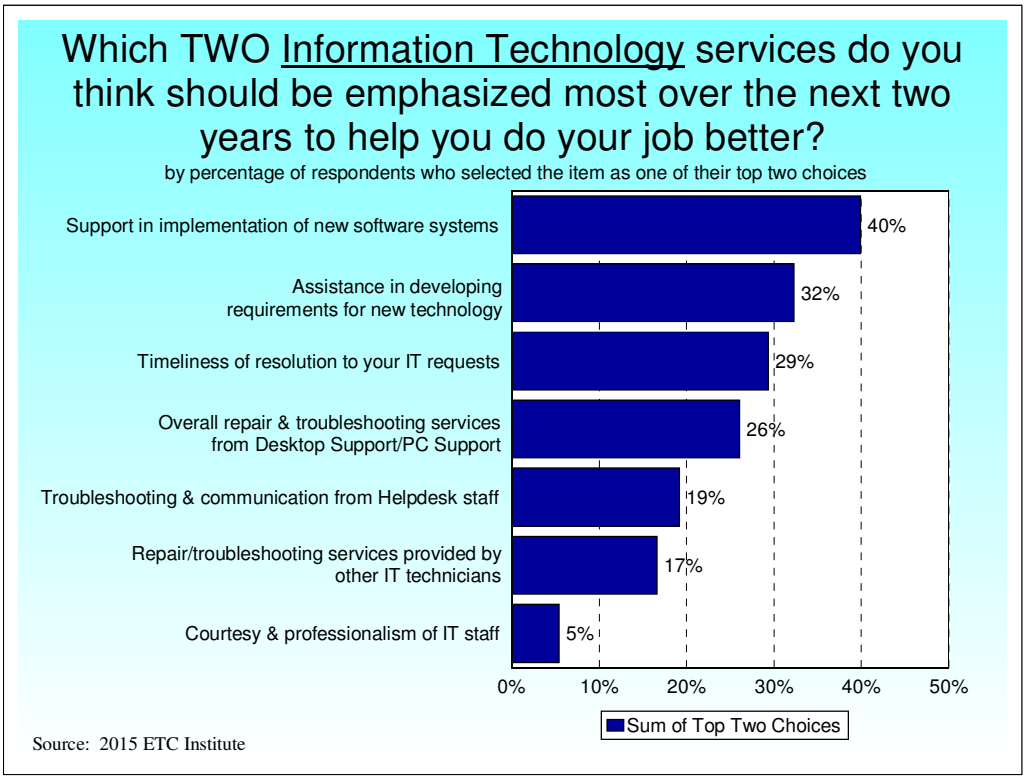

TRENDS: Satisfaction With Human Resources
2012, 2013, and 2015
by percentage of respondents who selected the item as either "Very Satisfied" or "Satisfied"
(excluding don't knows)
*Management of wellness programs
76%
73%
70%
Assistance provided by City Hall Benefits staff in electing or modifying your benefits
68%
66%
70%
Courtesy & professionalism of HR staff
56%
58%
64%
Timeliness of completion of your annual performance evaluation
Not asked previously
54%
Quality of training provided by Education & Development Division or a partner agency
Not asked previously
52%
Ease of application process for new or promotional positions
29%
33%
37%
Timeliness of receiving eligibility lists for hiring
26%
29%
35%
Quality of candidates contained on eligible lists for hire
22%
25%
32%
**Quality of service you receive when you speak with staff in Retirement Office regarding questions you have about retirement
51%
51%
52%
Information received from Benefits staff about FML policies
Not asked previously
50%
Usefulness of feedback received during your annual performance evaluation
Not asked previously
42%
Courses offered by Education & Development Division or a partner agency
Not asked previously
42%
0%
20%
40%
60%
80%
100%
2012
2013
2015
*Asked as Wellness Programs offered previously
**Asked as Assistance provided by the Retirement Office previously
Source: 2015 ETC Institute


Which TWO Human Resources services do you think should be emphasized most over the next two years to help you do your job better?
by percentage of respondents who selected the item as one of their top two choices
Ease of application process for new or promotional positions
27%
Timeliness of receiving eligibility lists for hiring
21%
Courses offered by Education & Development Division or a partner agency
19%
Quality of candidates contained on eligible lists for hire
18%
Usefulness of feedback received during your annual performance evaluation
17%
Assistance provided by City Hall Benefits staff in electing or modifying your benefits
16%
Quality of service you receive when you speak with staff in Retirement Office regarding questions you have about retirement
14%
Courtesy & professionalism of HR staff
13%
Quality of training provided by Education & Development Division or a partner agency
11%
Timeliness of completion of your annual performance evaluation
10%
Information received from Benefits staff about FML policies
9%
Management of wellness programs
7%
0%
5%
10%
15%
20%
25%
30%
Sum of Top Two Choices
Source: 2015 ETC Institute


How often do you use the services of Information Technology in your current position?
by percentage of respondents (excluding "not provided". Does not equal 100% due to rounding)
Frequently 17%
Very Frequently 12%
Never 17%
Occasionally 53%
Source: 2015 ETC Institute

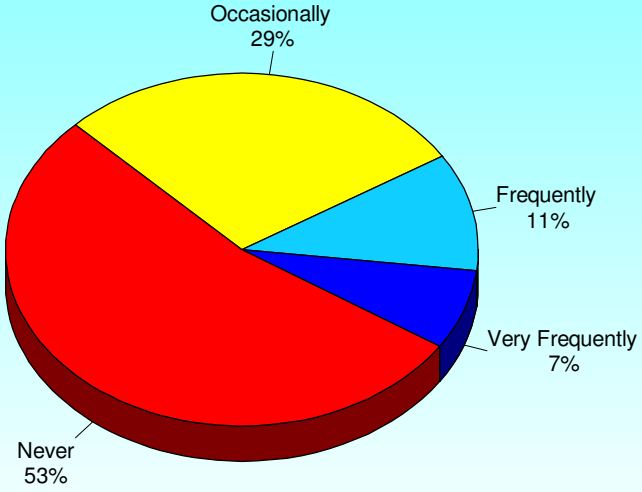

Satisfaction With Information Technology
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "don't know")
Courtesy & professionalism of IT staff
38.6%
40.9%
15.0%
5.4%
Troubleshooting & communication from Helpdesk staff
28.3%
46.2%
16.3%
9.2%
Overall repair & troubleshooting services from Desktop Support/PC Support
27.9%
44.1%
18.3%
9.7%
Repair/troubleshooting services provided by other IT technicians
27.9%
43.1%
18.5%
10.6%
Timeliness of resolution to your IT requests
26.0%
37.2%
19.4%
17.4%
Support in implementation of new software systems
17.3%
30.4%
30.2%
22.1%
Assistance in developing requirements for new technology
18.3%
29.2%
30.8%
21.6%
0.0%
20.0%
40.0%
60.0%
80.0%
100.0%
Very Satisfied (5)
Satisfied (4)
Neutral (3)
Dissatisfied (2/1)
Source: 2015 ETC Institute


TRENDS: Satisfaction With Information Technology
2012, 2013, and 2015
by percentage of respondents who selected the item as either "Very Satisfied" or "Satisfied"
(excluding don't knows)
Courtesy & professionalism of IT staff
77%
80%
80%
Troubleshooting & communication from Helpdesk staff
72%
72%
75%
Repair/troubleshooting services provided by other IT technicians
70%
71%
71%
Overall repair & troubleshooting services from Desktop Support/PC Support
70%
71%
72%
Timeliness of resolution to your IT requests
59%
61%
63%
Support in implementation of new software systems
Not asked previously
48%
Assistance in developing requirements for new technology
Not asked previously
48%
0%
20%
40%
60%
80%
100%
2012
2013
2015
Source: 2015 ETC Institute


Which TWO Information Technology services do you think should be emphasized most over the next two years to help you do your job better?
by percentage of respondents who selected the item as one of their top two choices
Support in implementation of new software systems
40%
Assistance in developing requirements for new technology
32%
Timeliness of resolution to your IT requests
29%
Overall repair & troubleshooting services from Desktop Support/PC Support
26%
Troubleshooting & communication from Helpdesk staff
19%
Repair/troubleshooting services provided by other IT technicians
17%
Courtesy & professionalism of IT staff
5%
0%
10%
20%
30%
40%
50%
Sum of Top Two Choices
Source: 2015 ETC Institute

How often do you use the services of Law Department in your current position?

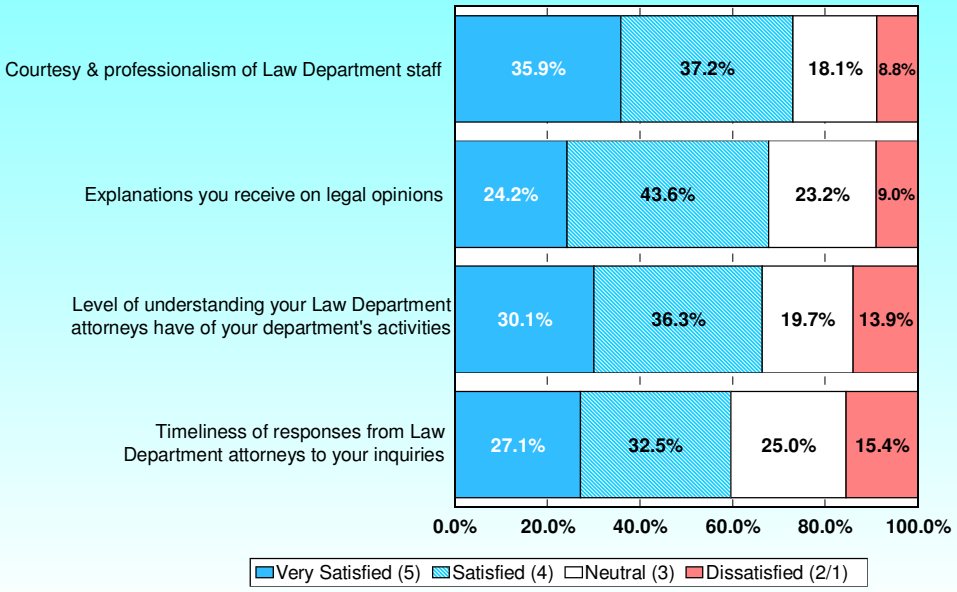
by percentage of respondents (excluding "not provided")



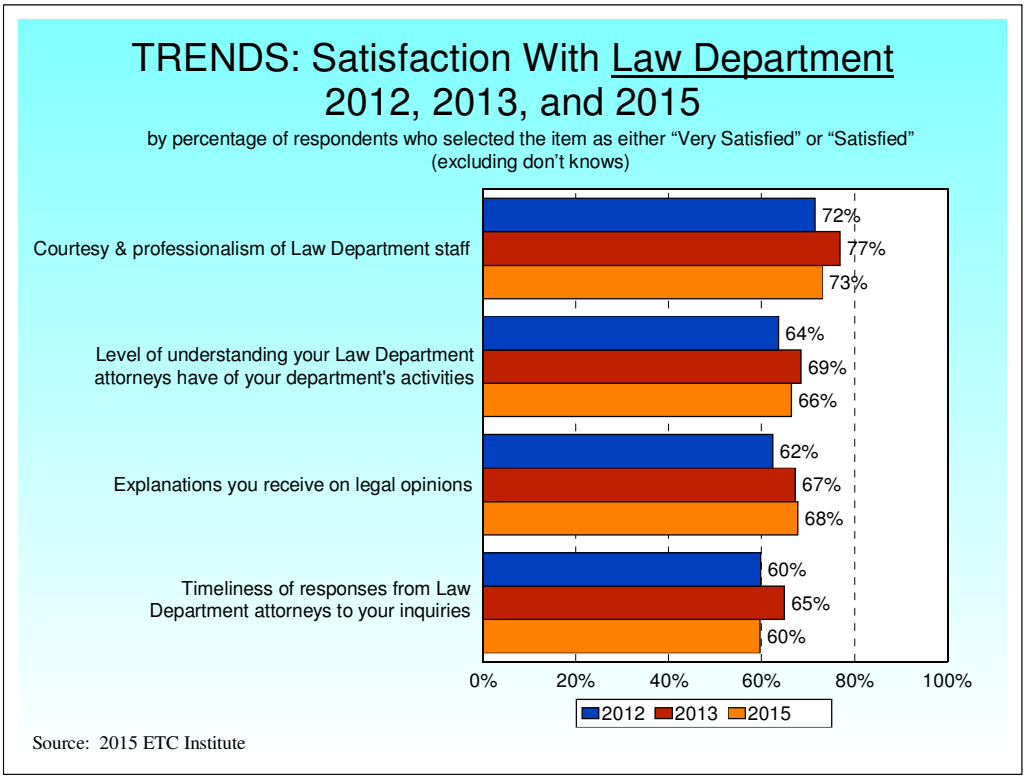
Source: 2015 ETC Institute

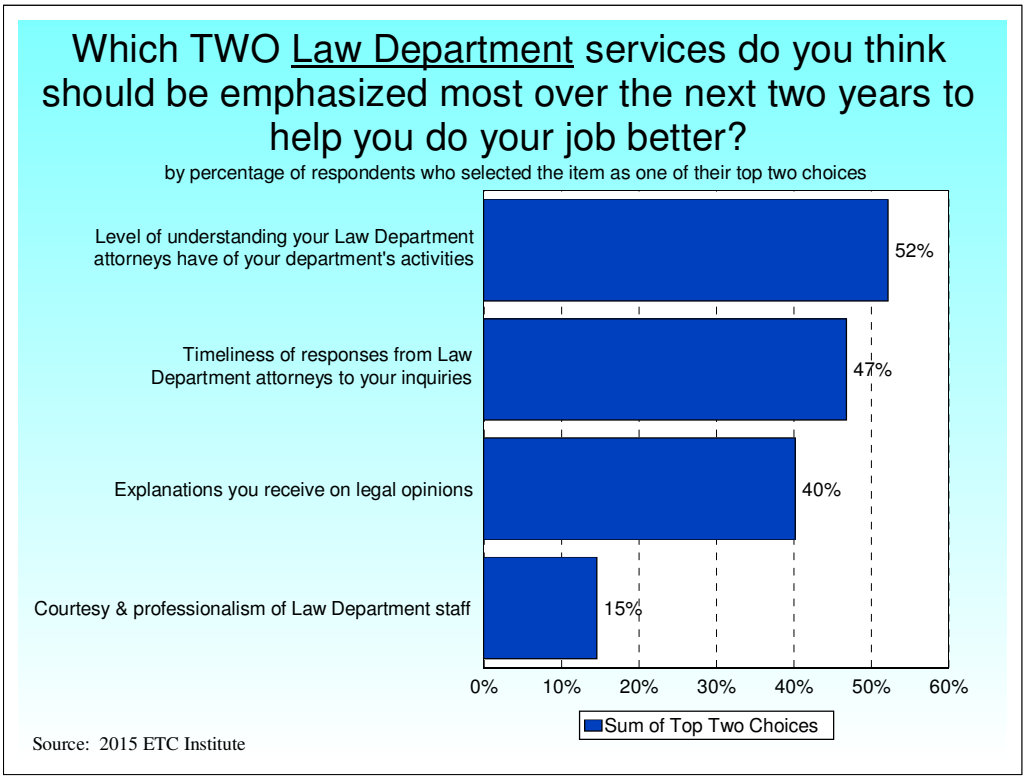
Satisfaction With the Law Department

by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "don't know")



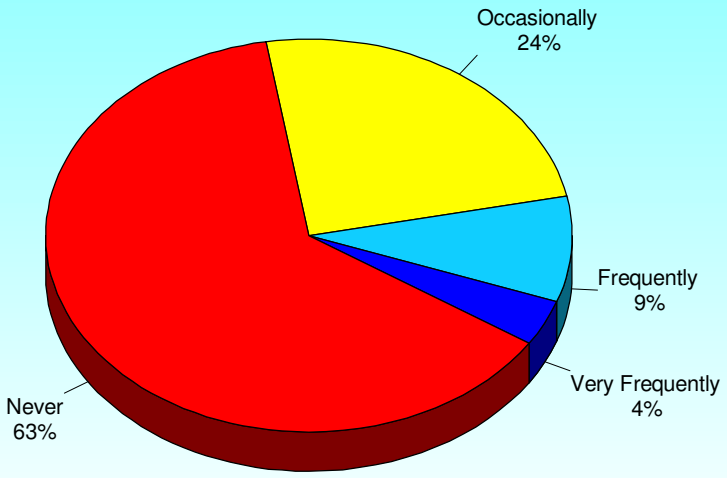
Source: 2015 ETC Institute


TRENDS: Satisfaction With Law Department
2012, 2013, and 2015
by percentage of respondents who selected the item as either "Very Satisfied" or "Satisfied"
(excluding don't knows)
Courtesy & professionalism of Law Department staff
72%
77%
73%
Level of understanding your Law Department attorneys have of your department's activities
64%
69%
66%
Explanations you receive on legal opinions
62%
67%
68%
Timeliness of responses from Law Department attorneys to your inquiries
60%
65%
60%
0%
20%
40%
60%
80%
100%
2012
2013
2015
Source: 2015 ETC Institute


Which TWO Law Department services do you think should be emphasized most over the next two years to help you do your job better?
by percentage of respondents who selected the item as one of their top two choices
Level of understanding your Law Department attorneys have of your department's activities
52%
Timeliness of responses from Law Department attorneys to your inquiries
47%
Explanations you receive on legal opinions
40%
Courtesy & professionalism of Law Department staff
15%
0%
10%
20%
30%
40%
50%
60%
Sum of Top Two Choices
Source: 2015 ETC Institute

How often do you use the services of the Procurement in your current position?

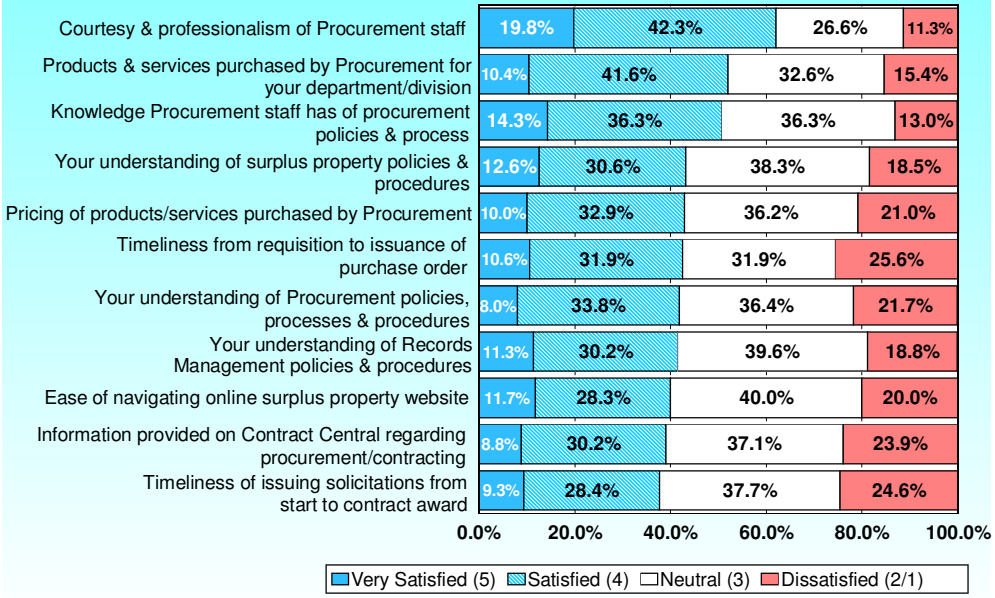
by percentage of respondents (excluding "not provided")



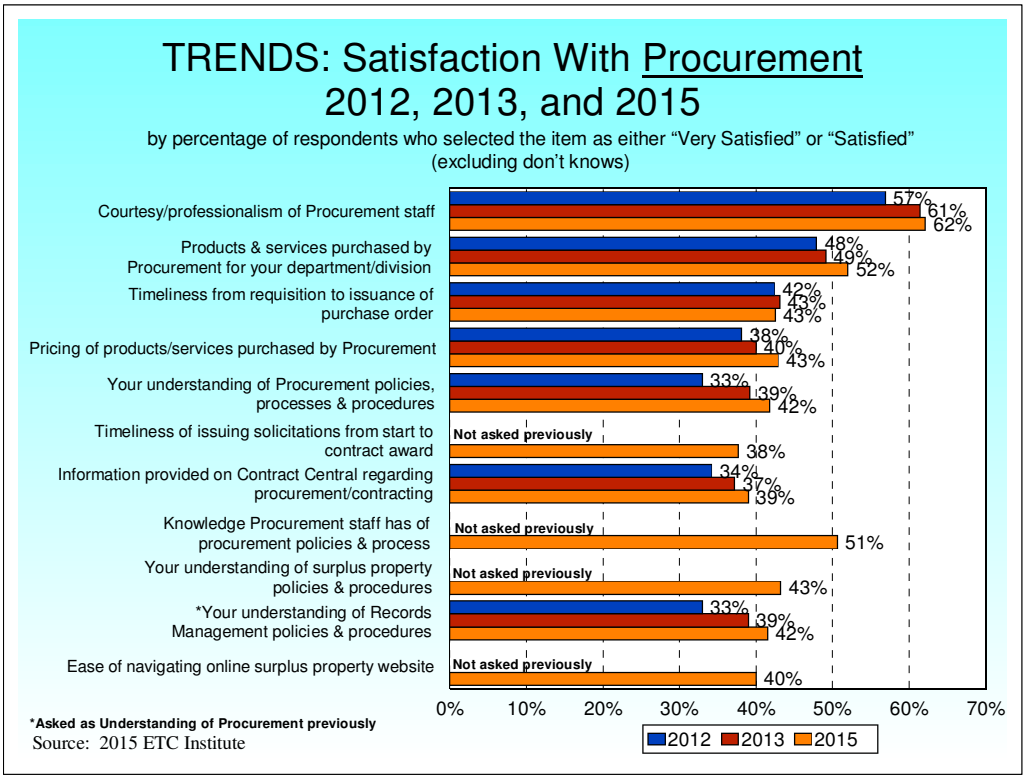
Source: 2015 ETC Institute

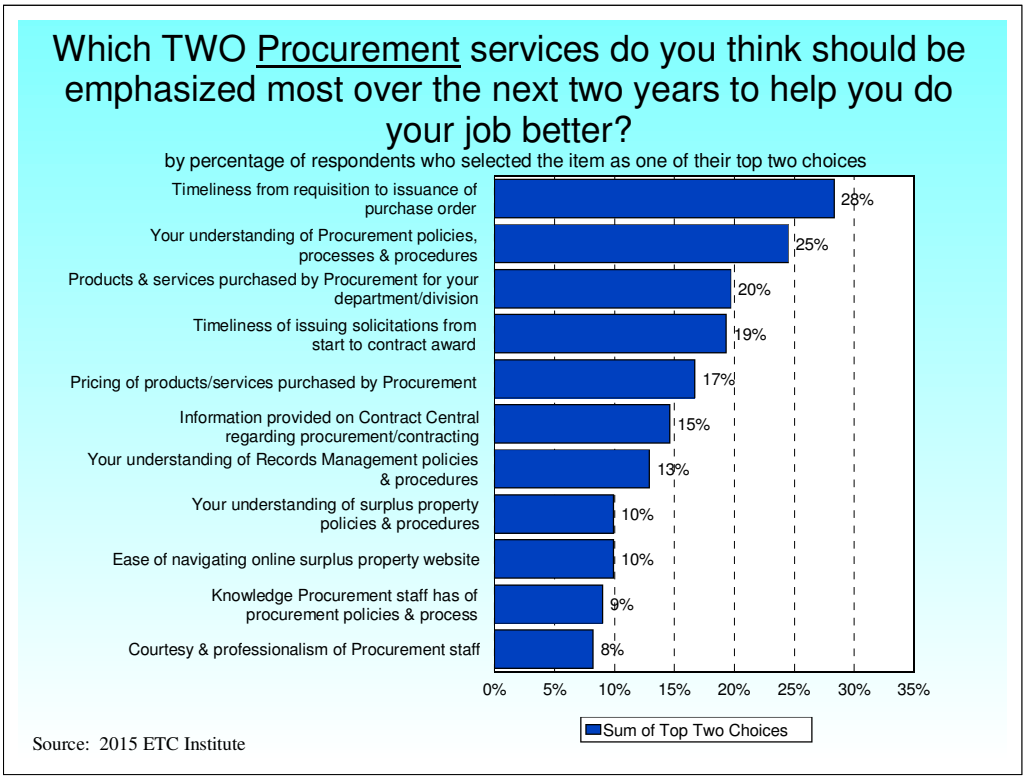
Satisfaction With the Procurement

by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "don't know")



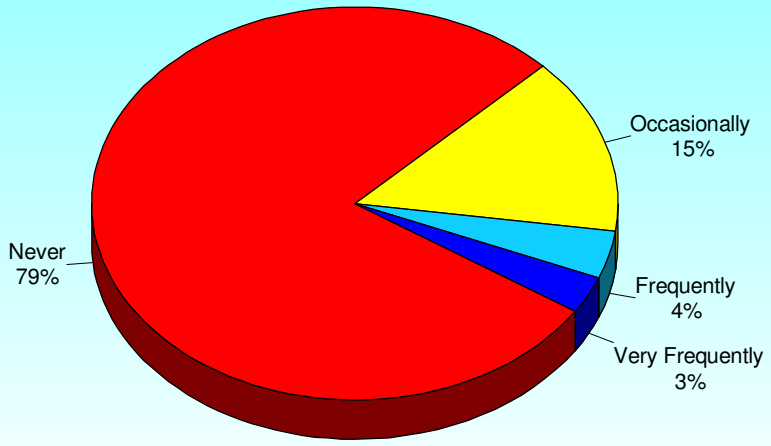
Source: 2015 ETC Institute


TRENDS: Satisfaction With Procurement
2012, 2013, and 2015
by percentage of respondents who selected the item as either "Very Satisfied" or "Satisfied"
(excluding don't knows)
Courtesy/professionalism of Procurement staff
57%
61%
62%
Products & services purchased by Procurement for your department/division
48%
49%
52%
Timeliness from requisition to issuance of purchase order
42%
43%
43%
Pricing of products/services purchased by Procurement
38%
40%
43%
Your understanding of Procurement policies, processes & procedures
33%
39%
42%
Timeliness of issuing solicitations from start to contract award
Not asked previously
38%
Information provided on Contract Central regarding procurement/contracting
34%
37%
39%
Knowledge Procurement staff has of procurement policies & process
Not asked previously
51%
Your understanding of surplus property policies & procedures
Not asked previously
43%
*Your understanding of Records Management policies & procedures
33%
39%
42%
Ease of navigating online surplus property website
Not asked previously
40%
0%
10%
20%
30%
40%
50%
60%
70%
2012
2013
2015
*Asked as Understanding of Procurement previously
Source: 2015 ETC Institute


Which TWO Procurement services do you think should be emphasized most over the next two years to help you do your job better?
by percentage of respondents who selected the item as one of their top two choices
Timeliness from requisition to issuance of purchase order
28%
Your understanding of Procurement policies, processes & procedures
25%
Products & services purchased by Procurement for your department/division
20%
Timeliness of issuing solicitations from start to contract award
19%
Pricing of products/services purchased by Procurement
17%
Information provided on Contract Central regarding procurement/contracting
15%
Your understanding of Records Management policies & procedures
13%
Your understanding of surplus property policies & procedures
10%
Ease of navigating online surplus property website
10%
Knowledge Procurement staff has of procurement policies & process
9%
Courtesy & professionalism of Procurement staff
8%
0%
5%
10%
15%
20%
25%
30%
35%
Sum of Top Two Choices
Source: 2015 ETC Institute

How often do you use the services of the Treasury in your current position?

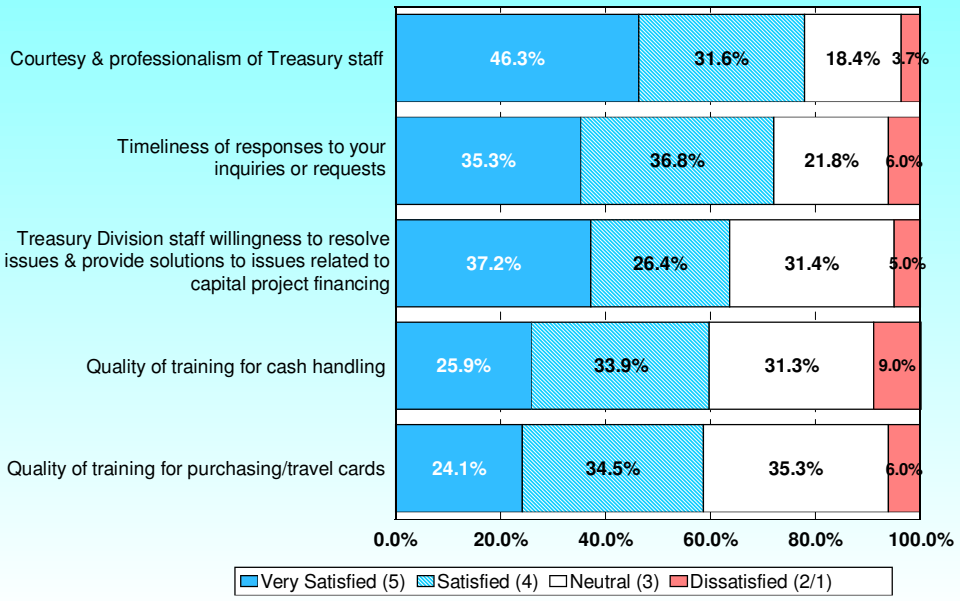
by percentage of respondents (excluding "not provided". Does not equal 100% due to rounding)



Source: 2015 ETC Institute

Satisfaction With Treasury

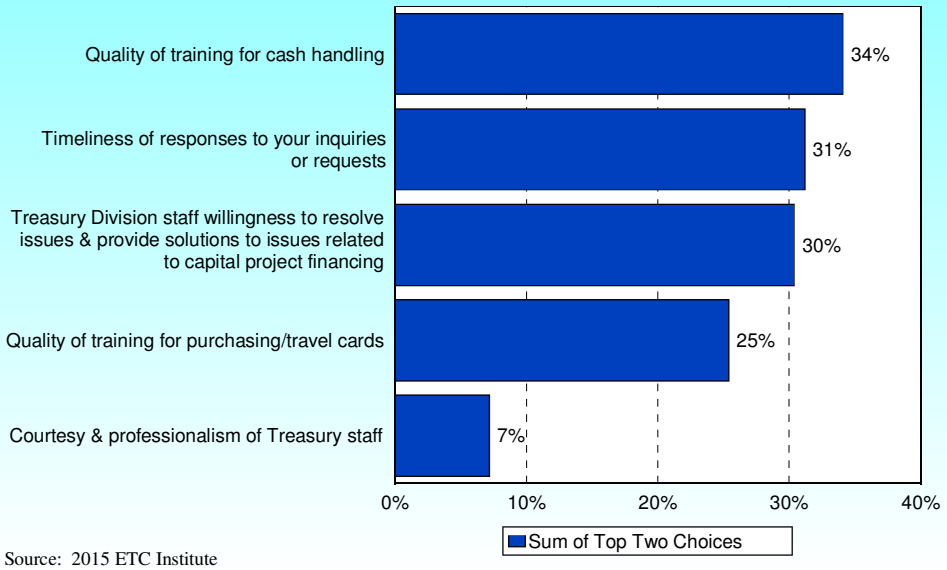
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "don't know")



Source: 2015 ETC Institute

Which TWO Treasury services do you think should be emphasized most over the next two years to help you do your job better?

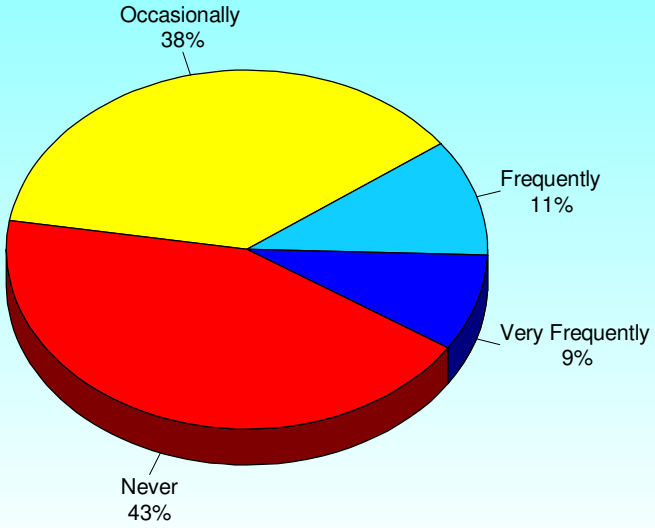
by percentage of respondents who selected the item as one of their top two choices



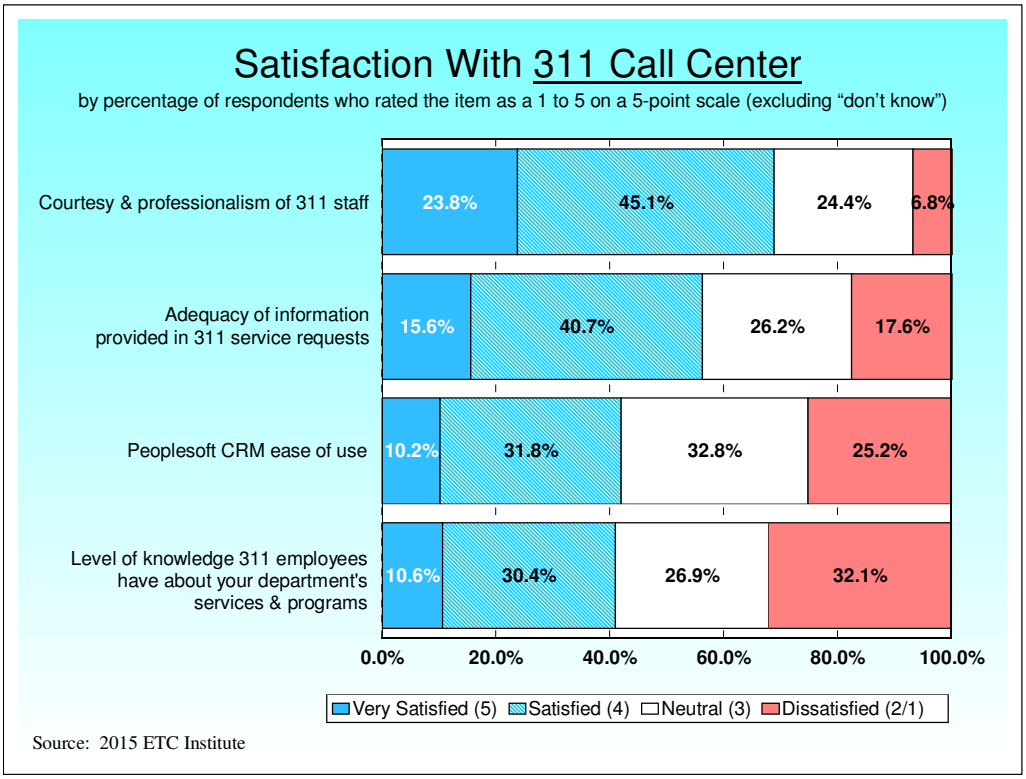
Source: 2015 ETC Institute

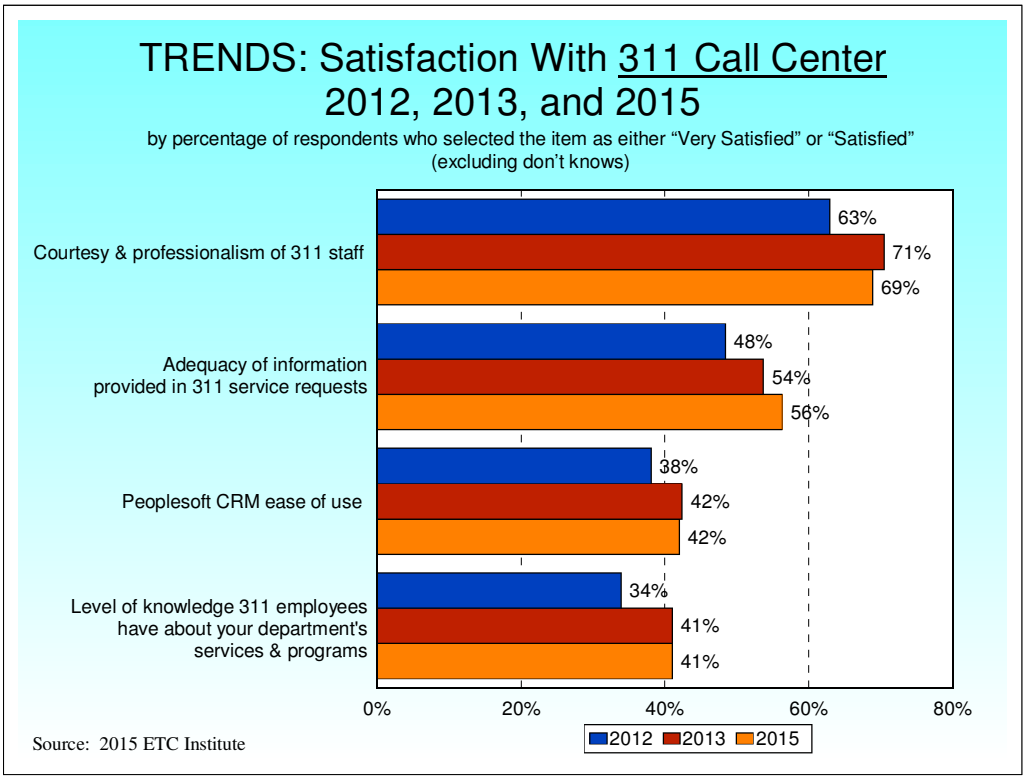
How often do you use the services of the 311 Call Center in your current position?

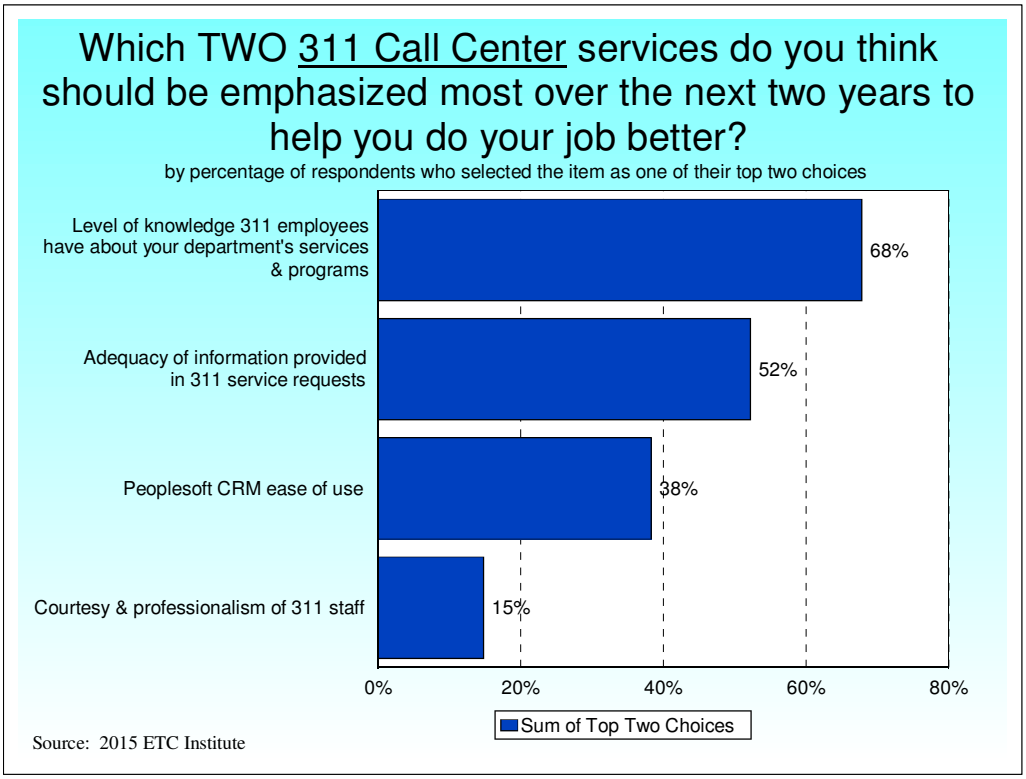
by percentage of respondents (excluding "not provided". Does not equal 100% due to rounding)

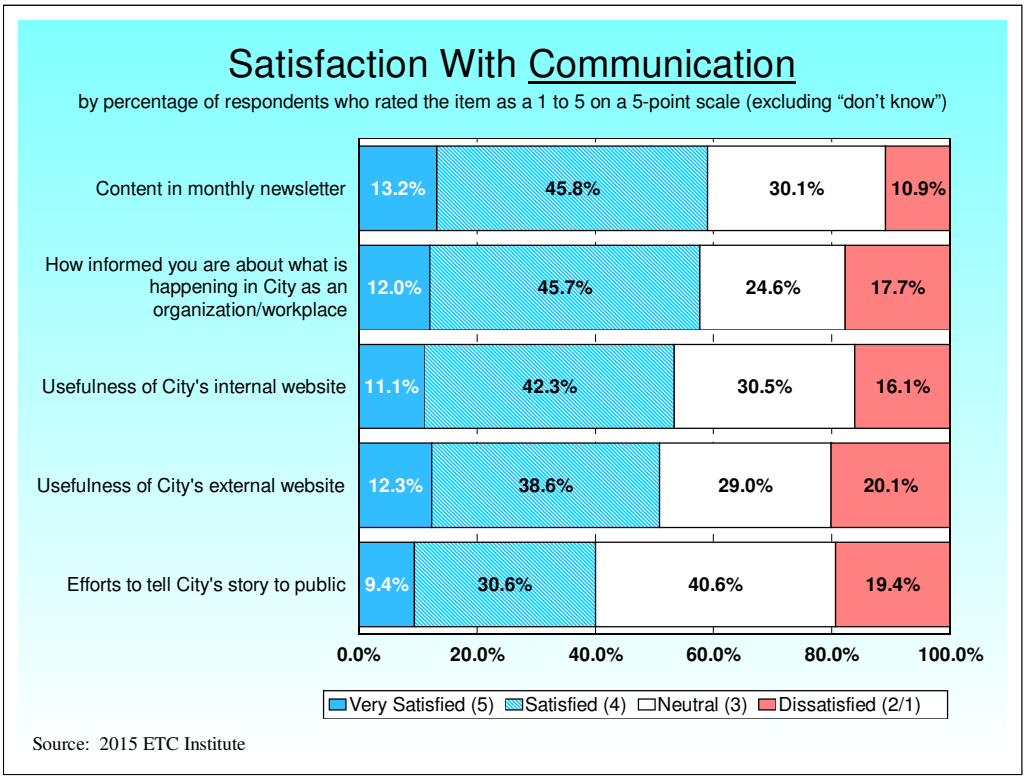


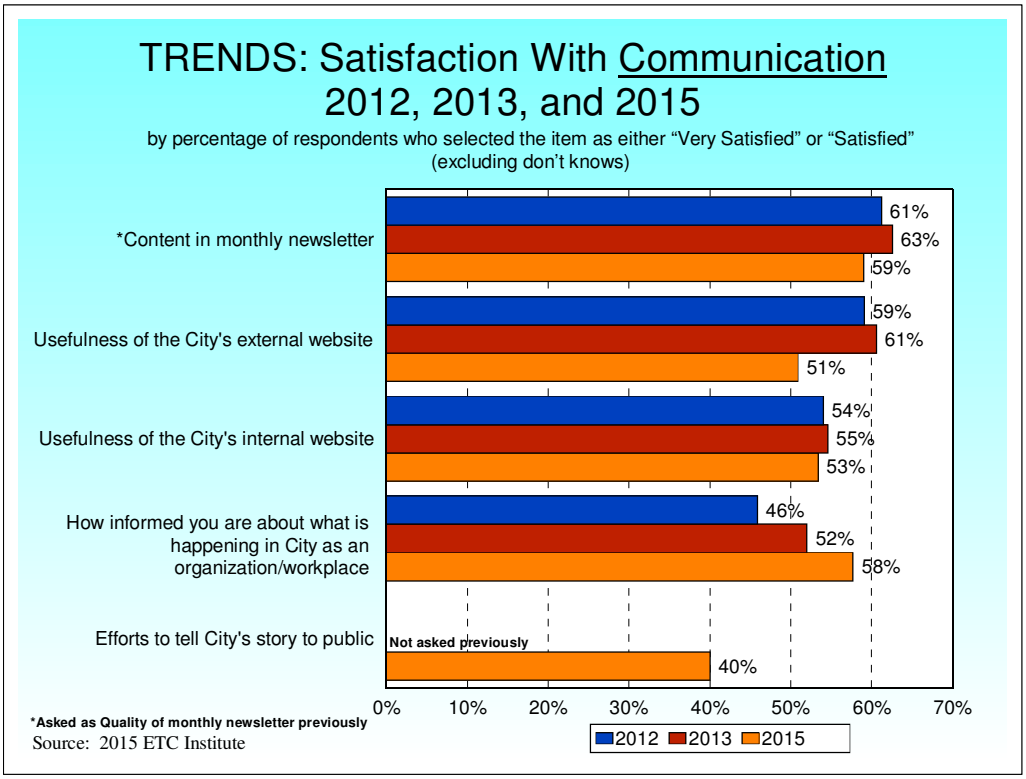
Source: 2015 ETC Institute

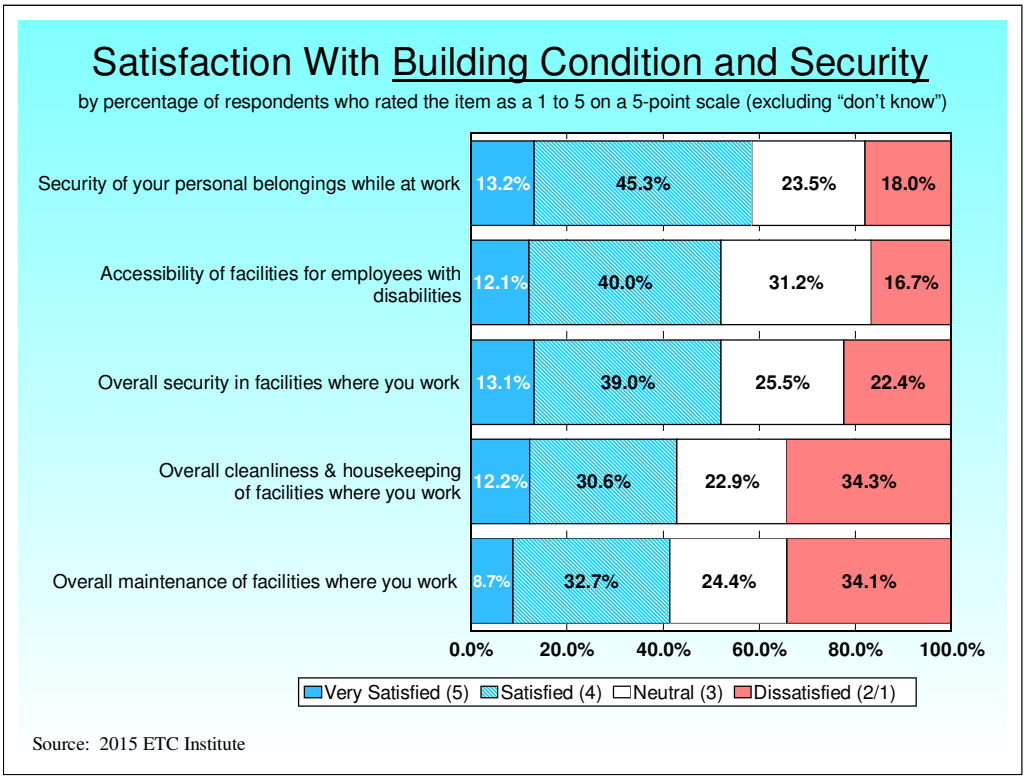

Satisfaction With 311 Call Center
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "don't know")
Courtesy & professionalism of 311 staff
23.8%
45.1%
24.4%
6.8%
Adequacy of information provided in 311 service requests
15.6%
40.7%
26.2%
17.6%
Peoplesoft CRM ease of use
10.2%
31.8%
32.8%
25.2%
Level of knowledge 311 employees have about your department's services & programs
10.6%
30.4%
26.9%
32.1%
0.0%
20.0%
40.0%
60.0%
80.0%
100.0%
Very Satisfied (5)
Satisfied (4)
Neutral (3)
Dissatisfied (2/1)
Source: 2015 ETC Institute

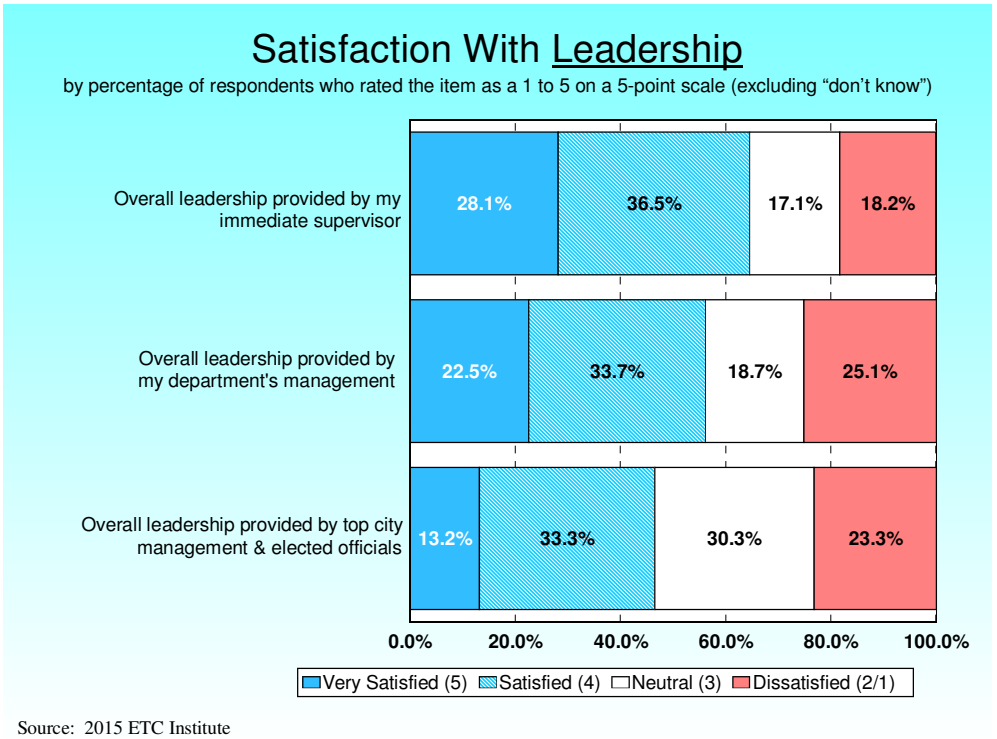

TRENDS: Satisfaction With 311 Call Center
2012, 2013, and 2015
by percentage of respondents who selected the item as either "Very Satisfied" or "Satisfied"
(excluding don't knows)
Courtesy & professionalism of 311 staff
63%
71%
69%
Adequacy of information provided in 311 service requests
48%
54%
56%
Peoplesoft CRM ease of use
38%
42%
42%
Level of knowledge 311 employees have about your department's services & programs
34%
41%
41%
0%
20%
40%
60%
80%
2012
2013
2015
Source: 2015 ETC Institute


Which TWO 311 Call Center services do you think should be emphasized most over the next two years to help you do your job better?
by percentage of respondents who selected the item as one of their top two choices
Level of knowledge 311 employees have about your department's services & programs
68%
Adequacy of information provided in 311 service requests
52%
Peoplesoft CRM ease of use
38%
Courtesy & professionalism of 311 staff
15%
0%
20%
40%
60%
80%
Sum of Top Two Choices
Source: 2015 ETC Institute

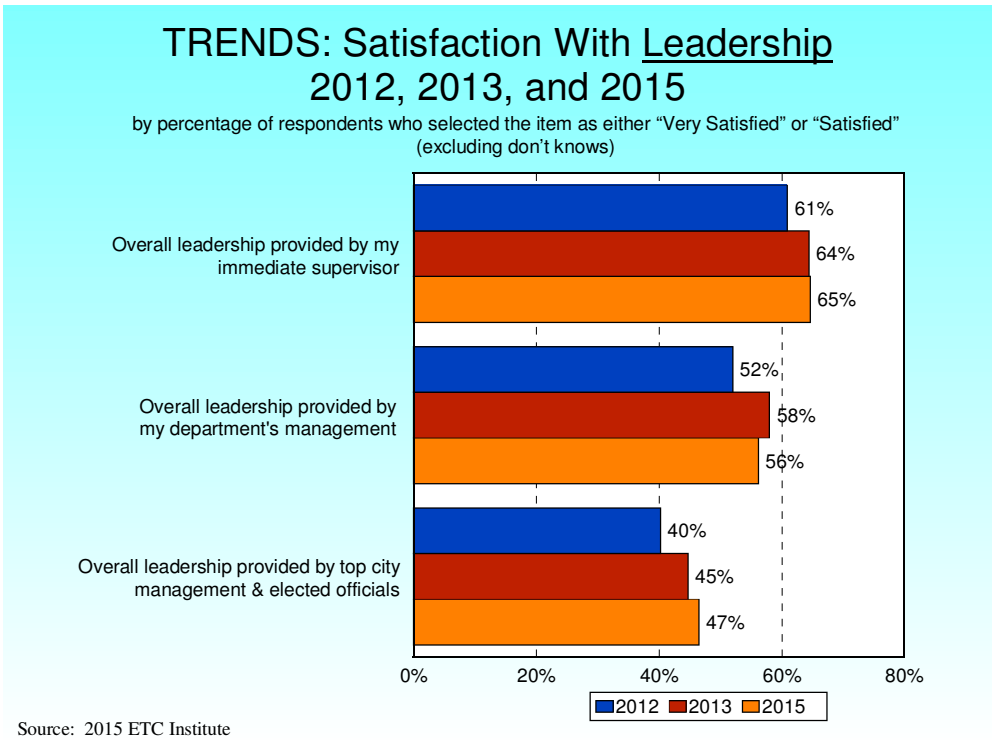

Satisfaction With Communication
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "don't know")
Content in monthly newsletter
13.2%
45.8%
30.1%
10.9%
How informed you are about what is happening in City as an organization/workplace
12.0%
45.7%
24.6%
17.7%
Usefulness of City's internal website
11.1%
42.3%
30.5%
16.1%
Usefulness of City's external website
12.3%
38.6%
29.0%
20.1%
Efforts to tell City's story to public
9.4%
30.6%
40.6%
19.4%
0.0%
20.0%
40.0%
60.0%
80.0%
100.0%
Very Satisfied (5)
Satisfied (4)
Neutral (3)
Dissatisfied (2/1)
Source: 2015 ETC Institute


TRENDS: Satisfaction With Communication
2012, 2013, and 2015
by percentage of respondents who selected the item as either "Very Satisfied" or "Satisfied"
(excluding don't knows)
*Content in monthly newsletter
61%
63%
59%
Usefulness of the City's external website
59%
61%
51%
Usefulness of the City's internal website
54%
55%
53%
How informed you are about what is happening in City as an organization/workplace
46%
52%
58%
Efforts to tell City's story to public
Not asked previously
40%
0%
10%
20%
30%
40%
50%
60%
70%
2012
2013
2015
*Asked as Quality of monthly newsletter previously
Source: 2015 ETC Institute

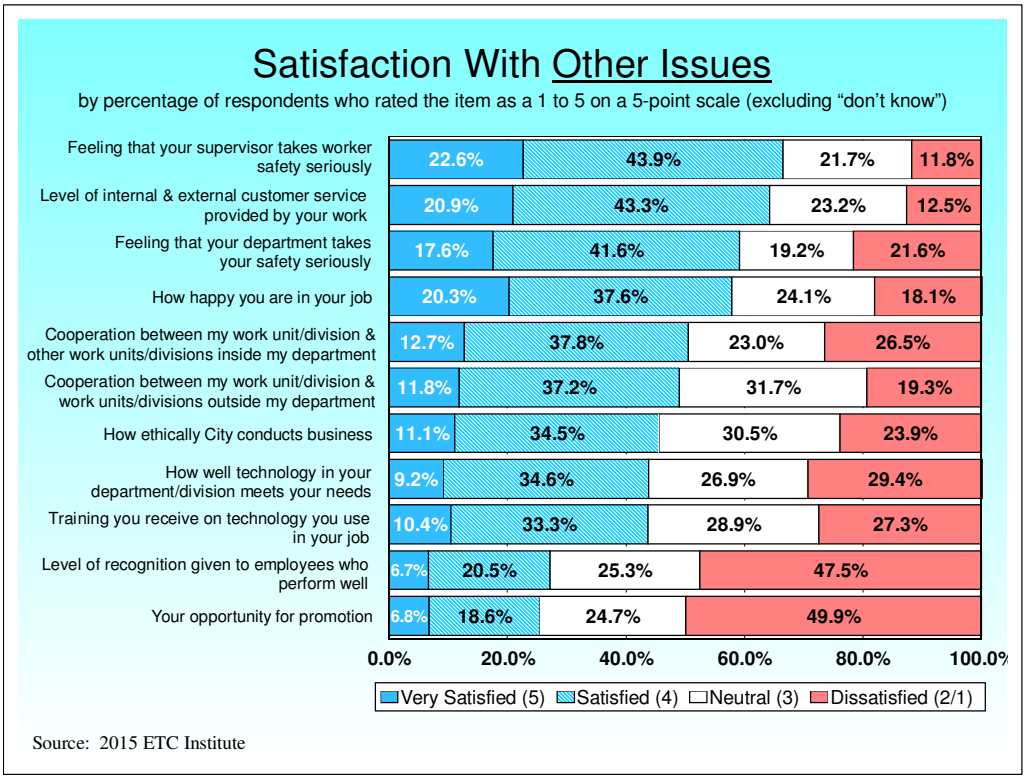

Satisfaction With Building Condition and Security
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "don't know")
Security of your personal belongings while at work
13.2%
45.3%
23.5%
18.0%
Accessibility of facilities for employees with disabilities
12.1%
40.0%
31.2%
16.7%
Overall security in facilities where you work
13.1%
39.0%
25.5%
22.4%
Overall cleanliness & housekeeping of facilities where you work
12.2%
30.6%
22.9%
34.3%
Overall maintenance of facilities where you work
8.7%
32.7%
24.4%
34.1%
0.0%
20.0%
40.0%
60.0%
80.0%
100.0%
Very Satisfied (5)
Satisfied (4)
Neutral (3)
Dissatisfied (2/1)
Source: 2015 ETC Institute

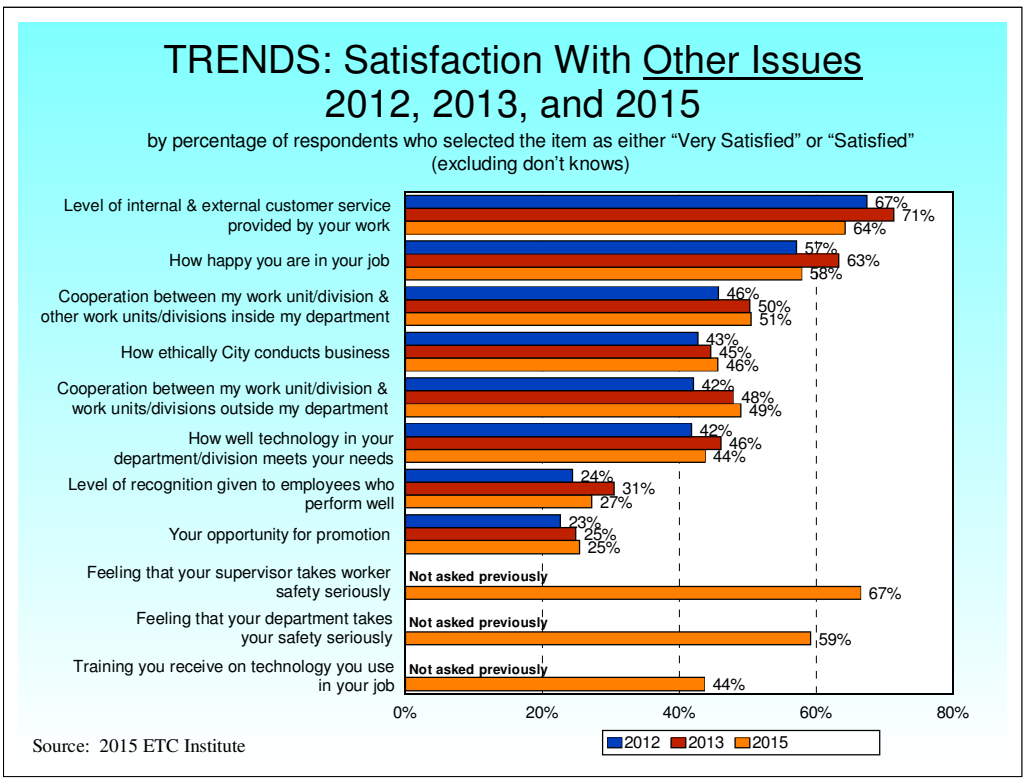


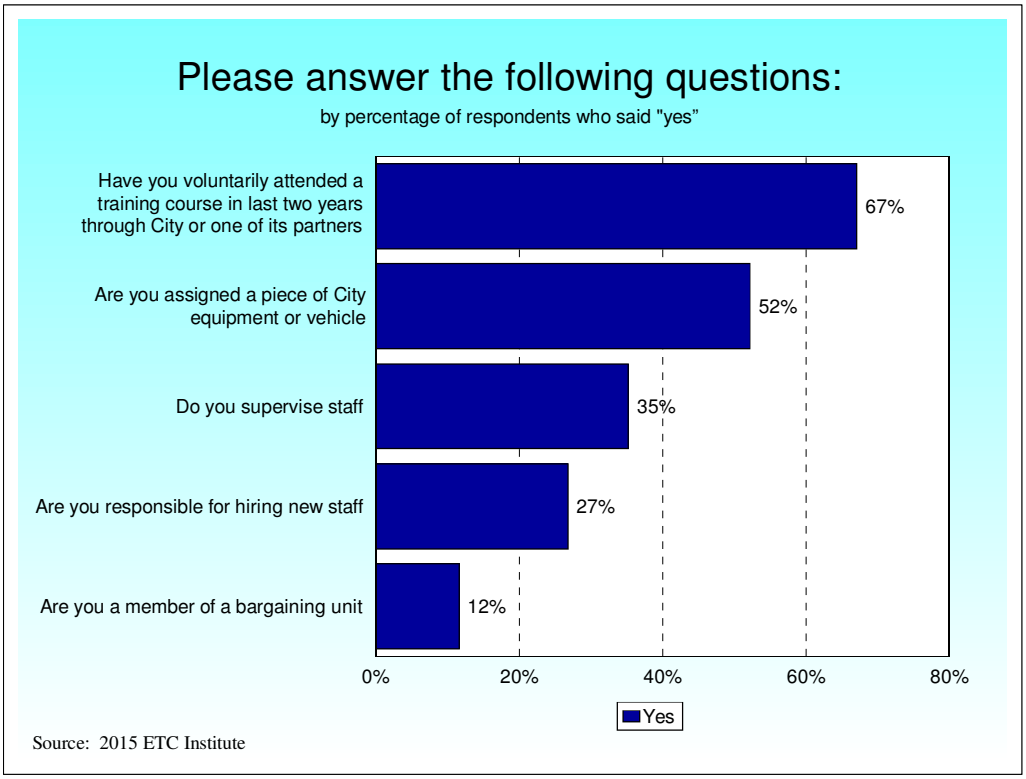
Source: 2015 ETC Institute

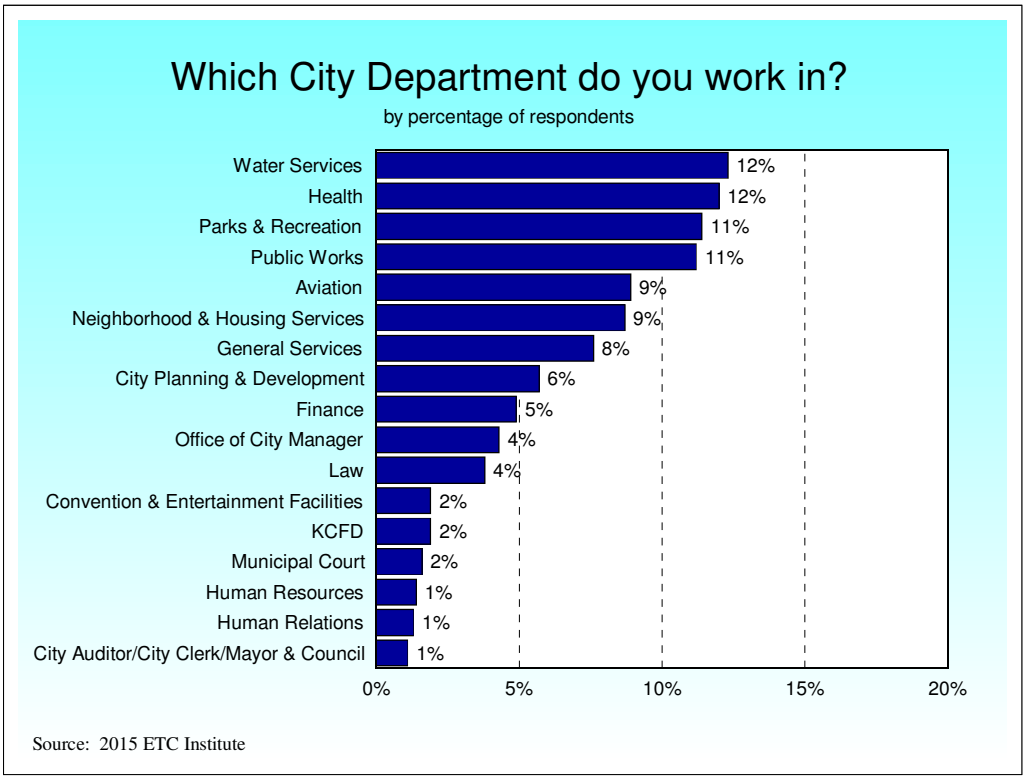


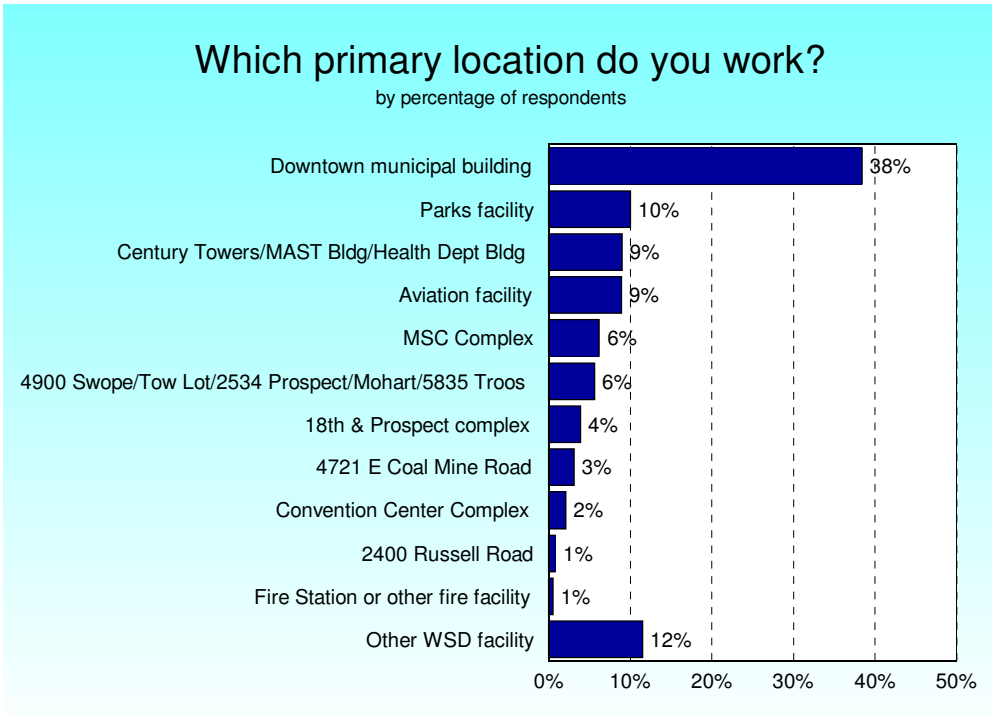
Source: 2015 ETC Institute

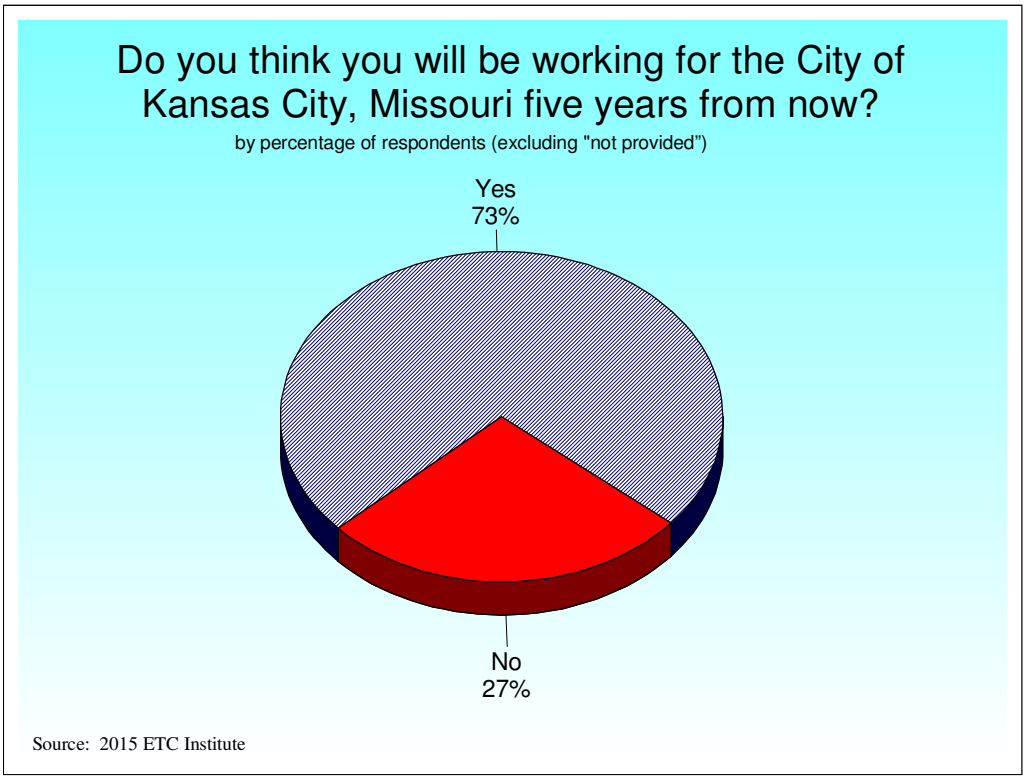

Satisfaction With Other Issues
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "don't know")
Feeling that your supervisor takes worker safety seriously
22.6%
43.9%
21.7%
11.8%
Level of internal & external customer service provided by your work
20.9%
43.3%
23.2%
12.5%
Feeling that your department takes your safety seriously
17.6%
41.6%
19.2%
21.6%
How happy you are in your job
20.3%
37.6%
24.1%
18.1%
Cooperation between my work unit/division & other work units/divisions inside my department
12.7%
37.8%
23.0%
26.5%
Cooperation between my work unit/division & work units/divisions outside my department
11.8%
37.2%
31.7%
19.3%
How ethically City conducts business
11.1%
34.5%
30.5%
23.9%
How well technology in your department/division meets your needs
9.2%
34.6%
26.9%
29.4%
Training you receive on technology you use in your job
10.4%
33.3%
28.9%
27.3%
Level of recognition given to employees who perform well
6.7%
20.5%
25.3%
47.5%
Your opportunity for promotion
6.8%
18.6%
24.7%
49.9%
0.0%
20.0%
40.0%
60.0%
80.0%
100.0%
Very Satisfied (5)
Satisfied (4)
Neutral (3)
Dissatisfied (2/1)
Source: 2015 ETC Institute

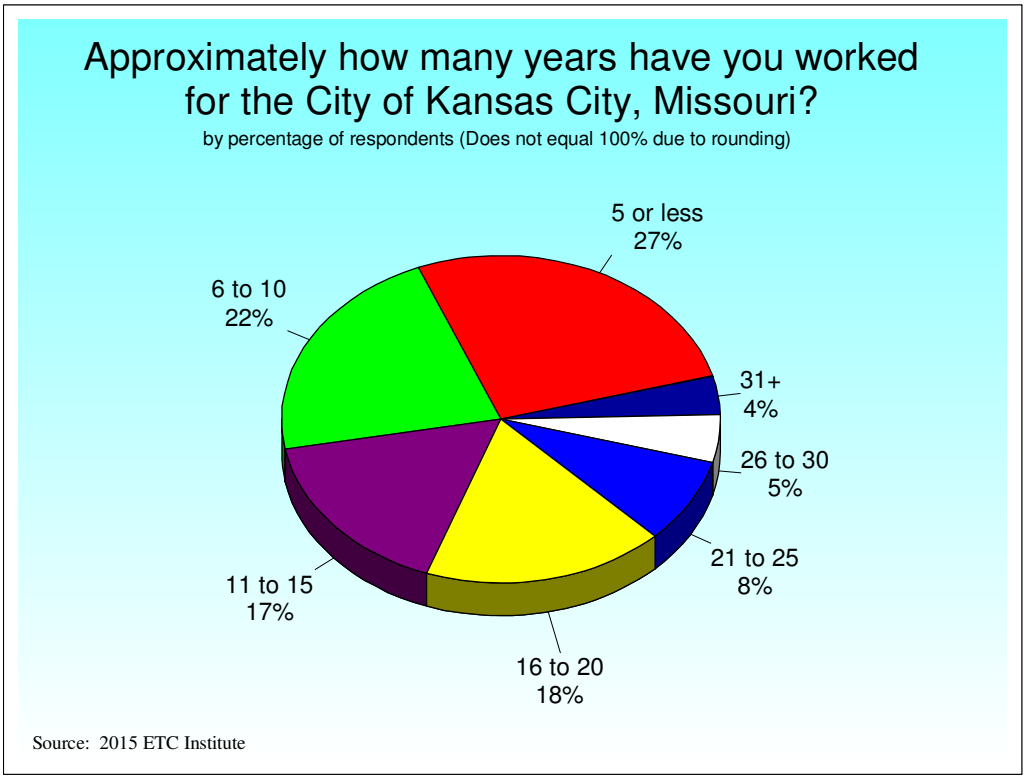

TRENDS: Satisfaction With Other Issues
2012, 2013, and 2015
by percentage of respondents who selected the item as either "Very Satisfied" or "Satisfied"
(excluding don't knows)
Level of internal & external customer service provided by your work
67%
71%
64%
How happy you are in your job
57%
63%
58%
Cooperation between my work unit/division & other work units/divisions inside my department
46%
50%
51%
How ethically City conducts business
43%
45%
46%
Cooperation between my work unit/division & work units/divisions outside my department
42%
48%
49%
How well technology in your department/division meets your needs
42%
46%
44%
Level of recognition given to employees who perform well
24%
31%
27%
Your opportunity for promotion
23%
25%
25%
Feeling that your supervisor takes worker safety seriously
Not asked previously
67%
Feeling that your department takes your safety seriously
Not asked previously
59%
Training you receive on technology you use in your job
Not asked previously
44%
0%
20%
40%
60%
80%
2012
2013
2015
Source: 2015 ETC Institute

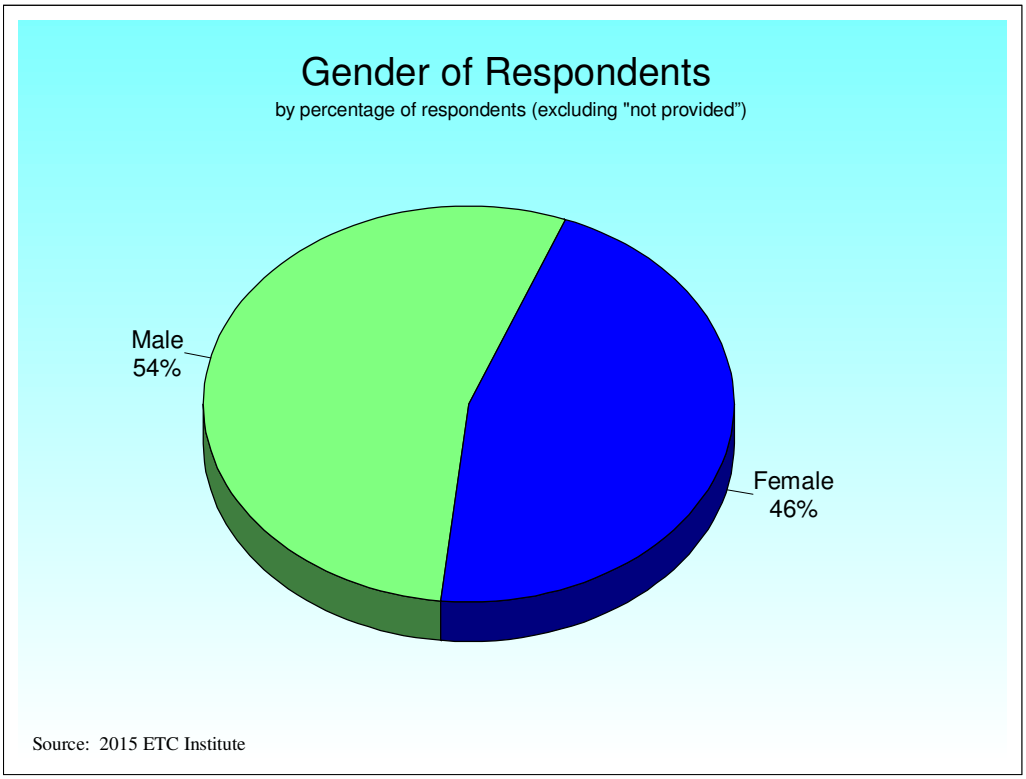

Please answer the following questions:
by percentage of respondents who said "yes"
Have you voluntarily attended a training course in last two years through City or one of its partners
67%
Are you assigned a piece of City equipment or vehicle
52%
Do you supervise staff
35%
Are you responsible for hiring new staff
27%
Are you a member of a bargaining unit
12%
0%
20%
40%
60%
80%
Yes
Source: 2015 ETC Institute


Which City Department do you work in?
by percentage of respondents
Water Services
12%
Health
12%
Parks & Recreation
11%
Public Works
11%
Aviation
9%
Neighborhood & Housing Services
9%
General Services
8%
City Planning & Development
6%
Finance
5%
Office of City Manager
4%
Law
4%
Convention & Entertainment Facilities
2%
KCFD
2%
Municipal Court
2%
Human Resources
1%
Human Relations
1%
City Auditor/City Clerk/Mayor & Council
1%
0%
5%
10%
15%
20%
Source: 2015 ETC Institute


Which primary location do you work?
by percentage of respondents
Downtown municipal building
38%
Parks facility
10%
Century Towers/MAST Bldg/Health Dept Bldg
9%
Aviation facility
9%
MSC Complex
6%
4900 Swope/Tow Lot/2534 Prospect/Mohart/5835 Troos
6%
18th & Prospect complex
4%
4721 E Coal Mine Road
3%
Convention Center Complex
2%
2400 Russell Road
1%
Fire Station or other fire facility
1%
Other WSD facility
12%
0%
10%
20%
30%
40%
50%
Source: 2015 ETC Institute


Do you think you will be working for the City of Kansas City, Missouri five years from now?
by percentage of respondents (excluding "not provided")
Yes
73%
No
27%
Source: 2015 ETC Institute


Approximately how many years have you worked for the City of Kansas City, Missouri?
by percentage of respondents (Does not equal 100% due to rounding)
5 or less 27%
31+ 4%
26 to 30 5%
21 to 25 8%
16 to 20 18%
11 to 15 17%
6 to 10 22%
Source: 2015 ETC Institute


Gender of Respondents
by percentage of respondents (excluding "not provided")
Male 54%
Female 46%
Source: 2015 ETC Institute

Section 2:
Importance-Satisfaction Analysis

Importance-Satisfaction Analysis
City of Kansas City, Missouri Internal Services Survey

Overview

Today, city officials have limited resources which need to be targeted to activities that are of the most benefit to their employees. Two of the most important criteria for decision making are (1) to target resources toward services of the highest importance to employees; and (2) to target resources toward those services where employees are the least satisfied.

The Importance-Satisfaction (IS) rating is a unique tool that allows public officials to better understand both of these highly important decision making criteria for each of the services they are providing. The Importance-Satisfaction rating is based on the concept that cities will maximize overall employee satisfaction by emphasizing improvements in those service categories where the level of satisfaction is relatively low and the perceived importance of the service is relatively high.

Methodology

The rating is calculated by summing the percentage of responses for items selected as the most important services for the City to emphasize over the next two years. This sum is then multiplied by 1 minus the percentage of employees that indicated they were positively satisfied with the City's performance in the related area (the sum of the ratings of 4 and 5 on a 5-point scale excluding “don't know” responses). “Don't know” responses are excluded from the calculation to ensure that the satisfaction ratings among service categories are comparable. [IS=Importance x (1-Satisfaction)].

Example of the Calculation. Employees were asked to identify the Internal Services they thought should be the City’s top priority for improvement. Approximately forty-one percent (40.5%) of employees selected “Human Resources” as one of the most important Internal Service for the City to improve.

With regard to satisfaction, fifty-six percent (56.0%) of the employees surveyed rated their overall satisfaction with Human Resources as a "4" or a "5" on a 5-point scale (where "5" means "very satisfied"). The I-S rating for Human Resources was calculated by multiplying the sum of the most important percentages by 1 minus the sum of the satisfaction percentages. In this example, 40.5% was multiplied by 44.0% (1-0.56). This calculation yielded an I-S rating of 0.1782, which ranked first out of the thirteen Internal Services rated.

The maximum rating is 1.00 and would be achieved when 100% of the respondents select an item as one of their top three choices to emphasize over the next two years and 0% indicate that they are positively satisfied with the delivery of the service.

The lowest rating is 0.00 and could be achieved under either one of the following two situations:

- if 100% of the respondents were positively satisfied with the delivery of the service
- if none (0%) of the respondents selected the service as one of the three most important areas for the City to emphasize over the next two years.

Interpreting the Ratings

Ratings that are greater than or equal to 0.20 identify areas that should receive significantly more emphasis over the next two years. Ratings from .10 to .20 identify service areas that should receive increased emphasis. Ratings less than .10 should continue to receive the current level of emphasis.

- Definitely Increase Emphasis (IS>=0.20)
- Increase Current Emphasis (0.10<=IS<0.20)
- Maintain Current Emphasis (IS<0.10)

The results for the City of Kansas City, Missouri are provided on the following page.

Importance-Satisfaction Rating

City of Kansas City, Missouri Internal Services Survey

Overall Internal Services

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
Very High Priority (IS >.20)						
None						
High Priority (IS .10-.20)						
Human Resources	**40.5%**	1	**56.0%**	6	0.1782	**1**
Facility Services	**32.2%**	3	**49.9%**	8	0.1613	**2**
Budget Office	**26.4%**	4	**43.6%**	13	0.1489	**3**
Fleet Maintenance	**23.1%**	5	**47.6%**	10	0.1210	**4**
Information Technology	**34.1%**	2	**65.1%**	2	0.1190	**5**
Human Relations	**20.8%**	6	**46.5%**	12	0.1113	**6**
Medium Priority (IS <.10)						
311 Call Center	**20.1%**	7	**58.1%**	4	0.0842	**7**
City Communications	**17.8%**	8	**56.4%**	5	0.0776	**8**
Corporate Safety/Risk Management	**16.3%**	9	**59.3%**	3	0.0663	**9**
Procurement	**10.9%**	11	**47.3%**	11	0.0574	**10**
Law	**8.0%**	12	**54.8%**	7	0.0362	**11**
Accounts/AP/Payroll	**14.2%**	10	**75.3%**	1	0.0351	**12**
Treasury	**3.9%**	13	**48.9%**	9	0.0199	**13**

Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

Most Important %: The "Most Important" percentage represents the sum of the first, second, and third most important responses for each item. Respondents were asked to identify the items they thought should receive the most emphasis over the next two years.

Satisfaction %: The "Satisfaction" percentage represents the sum of the ratings "4" and "5" excluding 'don't knows.' Respondents ranked their level of satisfaction with the each of the items on a scale of 1 to 5 with "5" being very satisfied and "1" being very dissatisfied.

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Importance-Satisfaction Rating

City of Kansas City, Missouri Internal Services Survey

Accounts/AP/Payroll

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
Very High Priority (IS >.20)						
Adequacy of training provided on PeopleSoft Financial Management System (FMS)	**46.4%**	1	**42.7%**	7	0.2659	**1**
High Priority (IS .10-.20)						
Ease of payroll process	**39.6%**	2	**70.2%**	4	0.1180	**2**
Medium Priority (IS <.10)						
Timeliness & accuracy of posting general ledger journals by FMS Support staff	**15.8%**	5	**57.4%**	6	0.0673	**3**
Timeliness & accuracy of accounts payable	**21.2%**	4	**71.2%**	3	0.0611	**4**
Timeliness & accuracy of payroll	**22.1%**	3	**81.7%**	1	0.0404	**5**
Courtesy & professionalism of FMS Support staff	**9.0%**	7	**62.8%**	5	0.0335	**6**
Courtesy & professionalism of payroll staff	**11.9%**	6	**72.7%**	2	0.0325	**7**

Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

Most Important %: The "Most Important" percentage represents the sum of the first and second most important responses for each item. Respondents were asked to identify the items they thought should receive the most emphasis over the next two years.

Satisfaction %: The "Satisfaction" percentage represents the sum of the ratings "4" and "5" excluding 'don't knows.' Respondents ranked their level of satisfaction with the each of the items on a scale of 1 to 5 with "5" being very satisfied and "1" being very dissatisfied.

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Importance-Satisfaction Rating
City of Kansas City, Missouri Internal Services Survey
Budget Office

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
Very High Priority (IS >.20)						
Communication on new budget issues & modified processes	**44.2%**	1	**36.0%**	6	0.2829	**1**
Providing tools/information to help me be successful in budget responsibilities of my job	**35.0%**	2	**36.6%**	4	0.2219	**2**
Quality of training on budget related issues	**32.9%**	3	**36.1%**	5	0.2102	**3**
High Priority (IS .10-.20)						
Staff's willingness to work with me to solve budget issues	**24.6%**	4	**44.3%**	3	0.1370	**4**
Timeliness of responses to your inquiries or requests	**22.1%**	5	**47.7%**	2	0.1156	**5**
Medium Priority (IS <.10)						
Courtesy & professionalism of staff	**9.2%**	6	**61.0%**	1	0.0359	**6**

Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

Most Important %: The "Most Important" percentage represents the sum of the first and second most important responses for each item. Respondents were asked to identify the items they thought should receive the most emphasis over the next two years.

Satisfaction %: The "Satisfaction" percentage represents the sum of the ratings "4" and "5" excluding 'don't knows.' Respondents ranked their level of satisfaction with the each of the items on a scale of 1 to 5 with "5" being very satisfied and "1" being very dissatisfied.

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Importance-Satisfaction Rating
City of Kansas City, Missouri Internal Services Survey
Corporate Safety/Risk Management

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
Very High Priority (IS >.20)						
None						
High Priority (IS .10-.20)						
Your understanding of how to deal with a workplace injury	**53.6%**	2	**62.9%**	3	0.1989	**1**
How prepared you feel to respond to an emergency at work	**53.6%**	1	**71.8%**	2	0.1512	**2**
Timeliness of services provided by Corporate Safety/Risk Management	**33.6%**	3	**56.5%**	5	0.1462	**3**
Quality of work performed by Corporate Safety/Risk Management	**27.0%**	4	**61.1%**	4	0.1050	**4**
Medium Priority (IS <.10)						
Courtesy & professionalism of staff	**7.4%**	5	**74.6%**	1	0.0188	**5**

Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

Most Important %: The "Most Important" percentage represents the sum of the first and second most important responses for each item. Respondents were asked to identify the items they thought should receive the most emphasis over the next two years.

Satisfaction %: The "Satisfaction" percentage represents the sum of the ratings "4" and "5" excluding 'don't knows.' Respondents ranked their level of satisfaction with the each of the items on a scale of 1 to 5 with "5" being very satisfied and "1" being very dissatisfied.

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Importance-Satisfaction Rating

City of Kansas City, Missouri Internal Services Survey

Facility Services

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
Very High Priority (IS >.20)						
Timeliness of resolution to your maintenance requests	**72.6%**	1	**42.5%**	4	0.4175	**1**
Resolution to your facility maintenance requests	**60.7%**	2	**52.6%**	3	0.2877	**2**
High Priority (IS .10-.20)						
Ease of making a facilities maintenance request	**33.3%**	3	**55.3%**	2	0.1489	**3**
Medium Priority (IS <.10)						
Courtesy & professionalism of Facility Services staff	**9.1%**	4	**66.3%**	1	0.0307	**4**

Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

Most Important %: The "Most Important" percentage represents the sum of the first and second most important responses for each item. Respondents were asked to identify the items they thought should receive the most emphasis over the next two years.

Satisfaction %: The "Satisfaction" percentage represents the sum of the ratings "4" and "5" excluding 'don't knows.' Respondents ranked their level of satisfaction with the each of the items on a scale of 1 to 5 with "5" being very satisfied and "1" being very dissatisfied.

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Importance-Satisfaction Rating

City of Kansas City, Missouri Internal Services Survey

Fleet Maintenance

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
Very High Priority (IS >.20)						
Time it takes for a repair to be done	**42.2%**	2	**34.9%**	6	0.2747	**1**
Repairs on my city equipment/vehicle	**43.2%**	1	**47.2%**	5	0.2281	**2**
Information you receive about preventive maintenance of your city equipment/vehicle	**32.6%**	3	**31.7%**	8	0.2227	**3**
High Priority (IS .10-.20)						
Training you receive on your equipment/vehicle	**17.4%**	4	**34.1%**	7	0.1147	**4**
Medium Priority (IS <.10)						
Hours that vehicle maintenance is open	**15.2%**	5	**51.7%**	4	0.0734	**5**
Ease of access to a fueling location	**10.2%**	6	**69.0%**	1	0.0316	**6**
Courtesy & professionalism of Fleet Maintenance staff	**7.8%**	7	**62.0%**	3	0.0296	**7**
Ease of access to fleet maintenance location	**4.3%**	8	**68.4%**	2	0.0136	**8**

Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

Most Important %: The "Most Important" percentage represents the sum of the first and second most important responses for each item. Respondents were asked to identify the items they thought should receive the most emphasis over the next two years.

Satisfaction %: The "Satisfaction" percentage represents the sum of the ratings "4" and "5" excluding 'don't knows.' Respondents ranked their level of satisfaction with the each of the items on a scale of 1 to 5 with "5" being very satisfied and "1" being very dissatisfied.

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Importance-Satisfaction Rating

City of Kansas City, Missouri Internal Services Survey

Human Relations

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
Very High Priority (IS >.20)						
Your understanding of your roles & responsibilities in HRD process	**40.4%**	1	**38.8%**	2	0.2472	**1**
Timeliness of HRD's prevailing wage reviews	**28.6%**	3	**27.5%**	6	0.2074	**2**
High Priority (IS .10-.20)						
Timeliness of MBE/WBE Goal Evaluations	**28.6%**	2	**34.5%**	4	0.1873	**3**
Effectiveness of HRD programs at promoting small business growth in city	**27.9%**	4	**33.6%**	5	0.1853	**4**
Information provided on Contract Central regarding HRD forms	**23.9%**	5	**36.2%**	3	0.1525	**5**
Medium Priority (IS <.10)						
Courtesy & professionalism of HRD staff	**20.0%**	6	**50.5%**	1	0.0990	**6**

Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

Most Important %: The "Most Important" percentage represents the sum of the first and second most important responses for each item. Respondents were asked to identify the items they thought should receive the most emphasis over the next two years.

Satisfaction %: The "Satisfaction" percentage represents the sum of the ratings "4" and "5" excluding 'don't knows.' Respondents ranked their level of satisfaction with the each of the items on a scale of 1 to 5 with "5" being very satisfied and "1" being very dissatisfied.

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Importance-Satisfaction Rating

City of Kansas City, Missouri Internal Services Survey

Human Resources

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
High Priority (IS .10-.20)						
Ease of application process for new or promotional positions	**26.5%**	1	**36.9%**	10	0.1672	**1**
Timeliness of receiving eligibility lists for hiring	**21.4%**	2	**35.1%**	11	0.1389	**2**
Quality of candidates contained on eligible lists for hire	**18.0%**	4	**32.0%**	12	0.1224	**3**
Courses offered by Education & Development Division or a partner agency	**18.8%**	3	**41.5%**	9	0.1100	**4**
Medium Priority (IS <.10)						
Usefulness of feedback received during your annual performance evaluation	**16.6%**	5	**42.1%**	8	0.0961	**5**
Quality of service you receive when you speak with staff in Retirement Office regarding questions you have about retirement	**13.5%**	7	**51.7%**	5	0.0652	**6**
Quality of training provided by Education & Development Division or a partner agency	**10.5%**	9	**51.7%**	6	0.0507	**7**
Assistance provided by City Hall Benefits staff in electing or modifying your benefits	**15.8%**	6	**70.0%**	1	0.0474	**8**
Information received from Benefits staff about FML policies	**9.3%**	11	**49.7%**	7	0.0468	**9**
Timeliness of completion of your annual performance evaluation	**9.9%**	10	**54.0%**	4	0.0455	**10**
Courtesy & professionalism of HR staff	**12.5%**	8	**63.7%**	3	0.0454	**11**
Management of wellness programs	**7.1%**	12	**69.6%**	2	0.0216	**12**

Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

Most Important %: The "Most Important" percentage represents the sum of the first and second most important responses for each item. Respondents were asked to identify the items they thought should receive the most emphasis over the next two years.

Satisfaction %: The "Satisfaction" percentage represents the sum of the ratings "4" and "5" excluding 'don't knows.' Respondents ranked their level of satisfaction with the each of the items on a scale of 1 to 5 with "5" being very satisfied and "1" being very dissatisfied.

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Importance-Satisfaction Rating
City of Kansas City, Missouri Internal Services Survey
Information Technology

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
Very High Priority (IS >.20)						
Support in implementation of new software systems	**39.9%**	1	**47.7%**	6	0.2087	**1**
High Priority (IS .10-.20)						
Assistance in developing requirements for new technology	**32.3%**	2	**47.5%**	7	0.1696	**2**
Timeliness of resolution to your IT requests	**29.4%**	3	**63.2%**	5	0.1082	**3**
Medium Priority (IS <.10)						
Overall repair & troubleshooting services from Desktop Support/PC Support	**26.1%**	4	**72.0%**	3	0.0731	**4**
Troubleshooting & communication from Helpdesk staff	**19.2%**	5	**74.5%**	2	0.0490	**5**
Repair/troubleshooting services provided by other IT technicians	**16.6%**	6	**71.0%**	4	0.0481	**6**
Courtesy & professionalism of IT staff	**5.4%**	7	**79.5%**	1	0.0111	**7**

Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

Most Important %: The "Most Important" percentage represents the sum of the first and second most important responses for each item. Respondents were asked to identify the items they thought should receive the most emphasis over the next two years.

Satisfaction %: The "Satisfaction" percentage represents the sum of the ratings "4" and "5" excluding 'don't knows.' Respondents ranked their level of satisfaction with the each of the items on a scale of 1 to 5 with "5" being very satisfied and "1" being very dissatisfied.

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Importance-Satisfaction Rating

City of Kansas City, Missouri Internal Services Survey

Law Deparmtnet

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
Very High Priority (IS >.20)						
None						
High Priority (IS .10-.20)						
Timeliness of responses from Law Department attorneys to your inquiries	**46.8%**	2	**59.6%**	4	0.1891	**1**
Level of understanding your Law Department attorneys have of your department's activities	**52.2%**	1	**66.4%**	3	0.1754	**2**
Explanations you receive on legal opinions	**40.2%**	3	**67.8%**	2	0.1294	**3**
Medium Priority (IS <.10)						
Courtesy & professionalism of Law Department staff	**14.6%**	4	**73.1%**	1	0.0393	**4**

Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

Most Important %: The "Most Important" percentage represents the sum of the first and second most important responses for each item. Respondents were asked to identify the items they thought should receive the most emphasis over the next two years.

Satisfaction %: The "Satisfaction" percentage represents the sum of the ratings "4" and "5" excluding 'don't knows.' Respondents ranked their level of satisfaction with the each of the items on a scale of 1 to 5 with "5" being very satisfied and "1" being very dissatisfied.

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Importance-Satisfaction Rating

City of Kansas City, Missouri Internal Services Survey

Procurement

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
Very High Priority (IS >.20)						
None						
High Priority (IS .10-.20)						
Timeliness from requisition to issuance of purchase order	**28.3%**	1	**42.5%**	6	0.1627	**1**
Your understanding of Procurement policies, processes & procedures	**24.5%**	2	**41.8%**	7	0.1426	**2**
Timeliness of issuing solicitations from start to contract award	**19.3%**	4	**37.7%**	11	0.1202	**3**
Medium Priority (IS <.10)						
Pricing of products/services purchased by Procurement	**16.7%**	5	**42.9%**	5	0.0954	**4**
Products & services purchased by Procurement for your department/division	**19.7%**	3	**52.0%**	2	0.0946	**5**
Information provided on Contract Central regarding procurement/contracting	**14.6%**	6	**39.0%**	10	0.0891	**6**
Your understanding of Records Management policies & procedures	**12.9%**	7	**41.5%**	8	0.0755	**7**
Ease of navigating online surplus property website	**9.9%**	9	**40.0%**	9	0.0594	**8**
Your understanding of surplus property policies & procedures	**9.9%**	8	**43.2%**	4	0.0562	**9**
Knowledge Procurement staff has of procurement policies & process	**9.0%**	10	**50.6%**	3	0.0445	**10**
Courtesy & professionalism of Procurement staff	**8.2%**	11	**62.1%**	1	0.0311	**11**

Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

Most Important %: The "Most Important" percentage represents the sum of the first and second most important responses for each item. Respondents were asked to identify the items they thought should receive the most emphasis over the next two years.

Satisfaction %: The "Satisfaction" percentage represents the sum of the ratings "4" and "5" excluding 'don't knows.' Respondents ranked their level of satisfaction with the each of the items on a scale of 1 to 5 with "5" being very satisfied and "1" being very dissatisfied.

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Importance-Satisfaction Rating
City of Kansas City, Missouri Internal Services Survey
Treasury Division

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
Very High Priority (IS >.20)						
None						
High Priority (IS .10-.20)						
Quality of training for cash handling	**34.1%**	1	**59.8%**	4	0.1371	**1**
Treasury Division staff willingness to resolve issues & provide solutions to issues related to capital project financing	**30.4%**	3	**63.6%**	3	0.1107	**2**
Quality of training for purchasing/travel cards	**25.4%**	4	**58.6%**	5	0.1052	**3**
Medium Priority (IS <.10)						
Timeliness of responses to your inquiries o requests	**31.2%**	2	**72.1%**	2	0.0870	**4**
Courtesy & professionalism of Treasury staff	**7.2%**	5	**77.9%**	1	0.0159	**5**

Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

Most Important %: The "Most Important" percentage represents the sum of the first and second most important responses for each item. Respondents were asked to identify the items they thought should receive the most emphasis over the next two years.

Satisfaction %: The "Satisfaction" percentage represents the sum of the ratings "4" and "5" excluding 'don't knows.' Respondents ranked their level of satisfaction with the each of the items on a scale of 1 to 5 with "5" being very satisfied and "1" being very dissatisfied.

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Importance-Satisfaction Rating

City of Kansas City, Missouri Internal Services Survey

311 Call Center

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
Very High Priority (IS >.20)						
Level of knowledge 311 employees have about your department's services & programs	**67.8%**	1	**41.0%**	4	0.4000	**1**
Adequacy of information provided in 311 service requests	**52.2%**	2	**56.3%**	2	0.2281	**2**
Peoplesoft CRM ease of use	**38.3%**	3	**42.0%**	3	0.2221	**3**
High Priority (IS .10-.20)						
None						
Medium Priority (IS <.10)						
Courtesy & professionalism of 311 staff	**14.8%**	4	**68.9%**	1	0.0460	**4**

Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

Most Important %: The "Most Important" percentage represents the sum of the first and second most important responses for each item. Respondents were asked to identify the items they thought should receive the most emphasis over the next two years.

Satisfaction %: The "Satisfaction" percentage represents the sum of the ratings "4" and "5" excluding 'don't knows.' Respondents ranked their level of satisfaction with the each of the items on a scale of 1 to 5 with "5" being very satisfied and "1" being very dissatisfied.

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Importance-Satisfaction Matrix Analysis.

The Importance-Satisfaction rating is based on the concept that public agencies will maximize overall employee satisfaction by emphasizing improvements in those areas where the level of satisfaction is relatively low and the perceived importance of the service is relatively high. ETC Institute developed an Importance-Satisfaction Matrix to display the perceived importance of major services that were assessed on the survey against the perceived quality of service delivery. The two axes on the matrix represent Satisfaction (vertical) and relative Importance (horizontal).

The I-S (Importance-Satisfaction) matrix should be interpreted as follows.

- **Continued Emphasis (above average importance and above average satisfaction).** This area shows where the City is meeting employee expectations. Items in this area have a significant impact on the employee's overall level of satisfaction. The City should maintain (or slightly increase) emphasis on items in this area.

- **Exceeding Expectations (below average importance and above average satisfaction).** This area shows where the City is performing significantly better than employees expect the City to perform. Items in this area do not significantly affect the overall level of satisfaction that employees have with City services. The City should maintain (or slightly decrease) emphasis on items in this area.

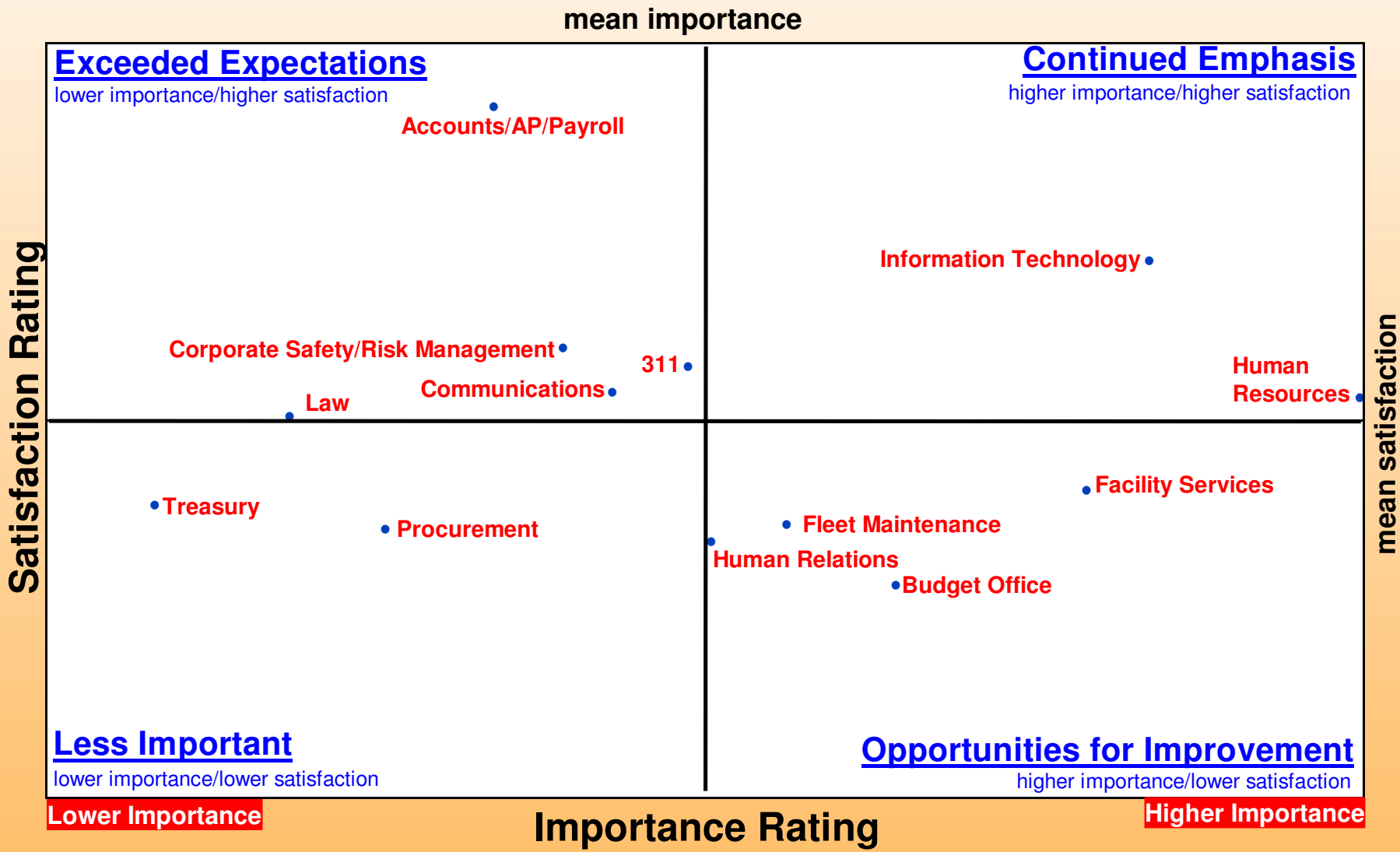
- **Opportunities for Improvement (above average importance and below average satisfaction).** This area shows where the City is not performing as well as employees expect the City to perform. This area has a significant impact on employee satisfaction, and the City should DEFINITELY increase emphasis on items in this area.

- **Less Important (below average importance and below average satisfaction).** This area shows where the City is not performing well relative to the City's performance in other areas; however, this area is generally considered to be less important to employees. This area does not significantly affect overall satisfaction with City services because the items are less important to employees. The agency should maintain current levels of emphasis on items in this area.

Matrices showing the results for the City are provided on the following pages.

City of Kansas City, Missouri Internal Services Survey
Importance-Satisfaction Assessment Matrix
-Overall Internal Services-

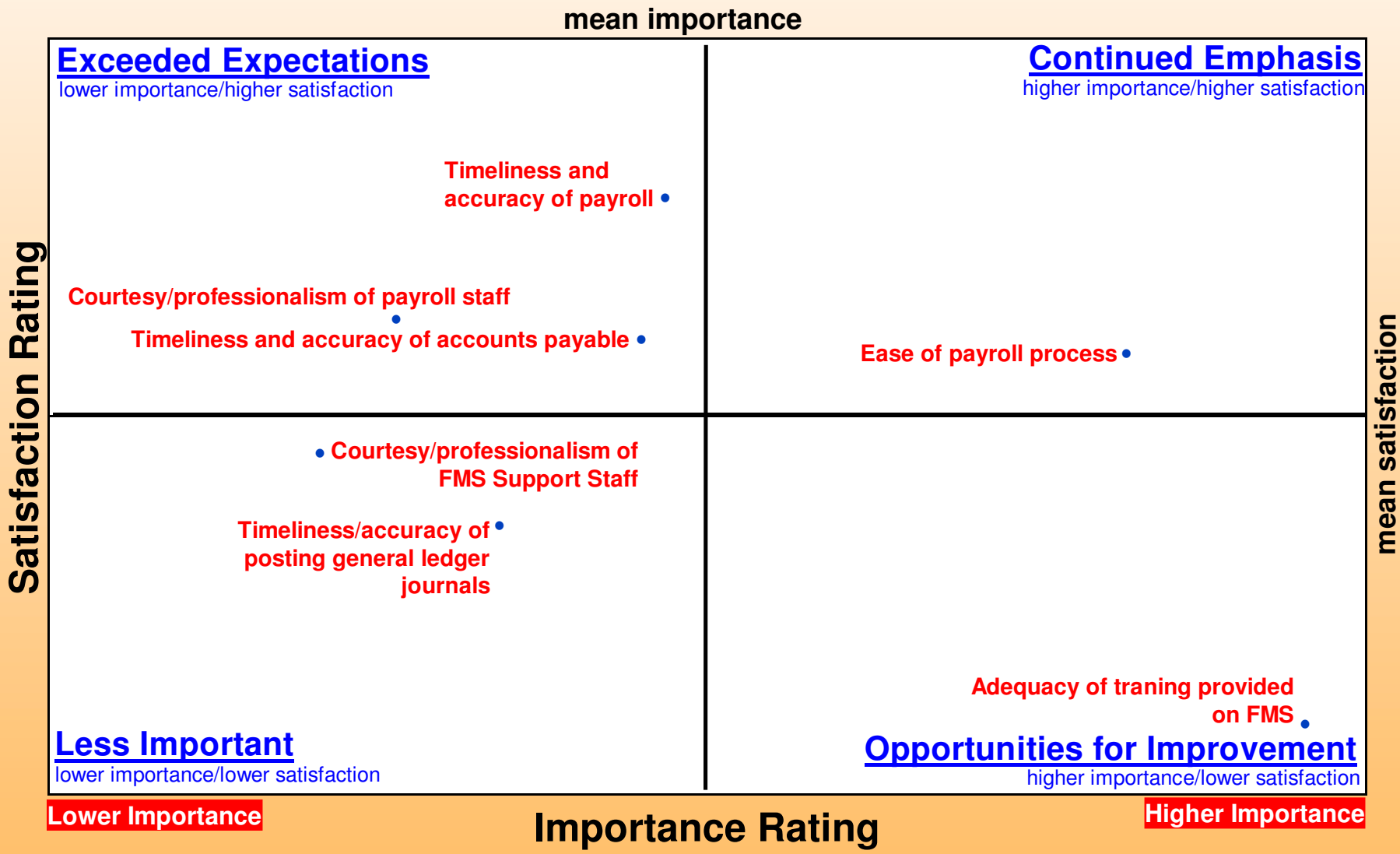
(points on the graph show deviations from the mean importance and satisfaction ratings given by respondents to the survey)



Source: ETC Institute (2015)

City of Kansas City, Missouri Internal Services Survey
Importance-Satisfaction Assessment Matrix
-Accounts/AP/Payroll-

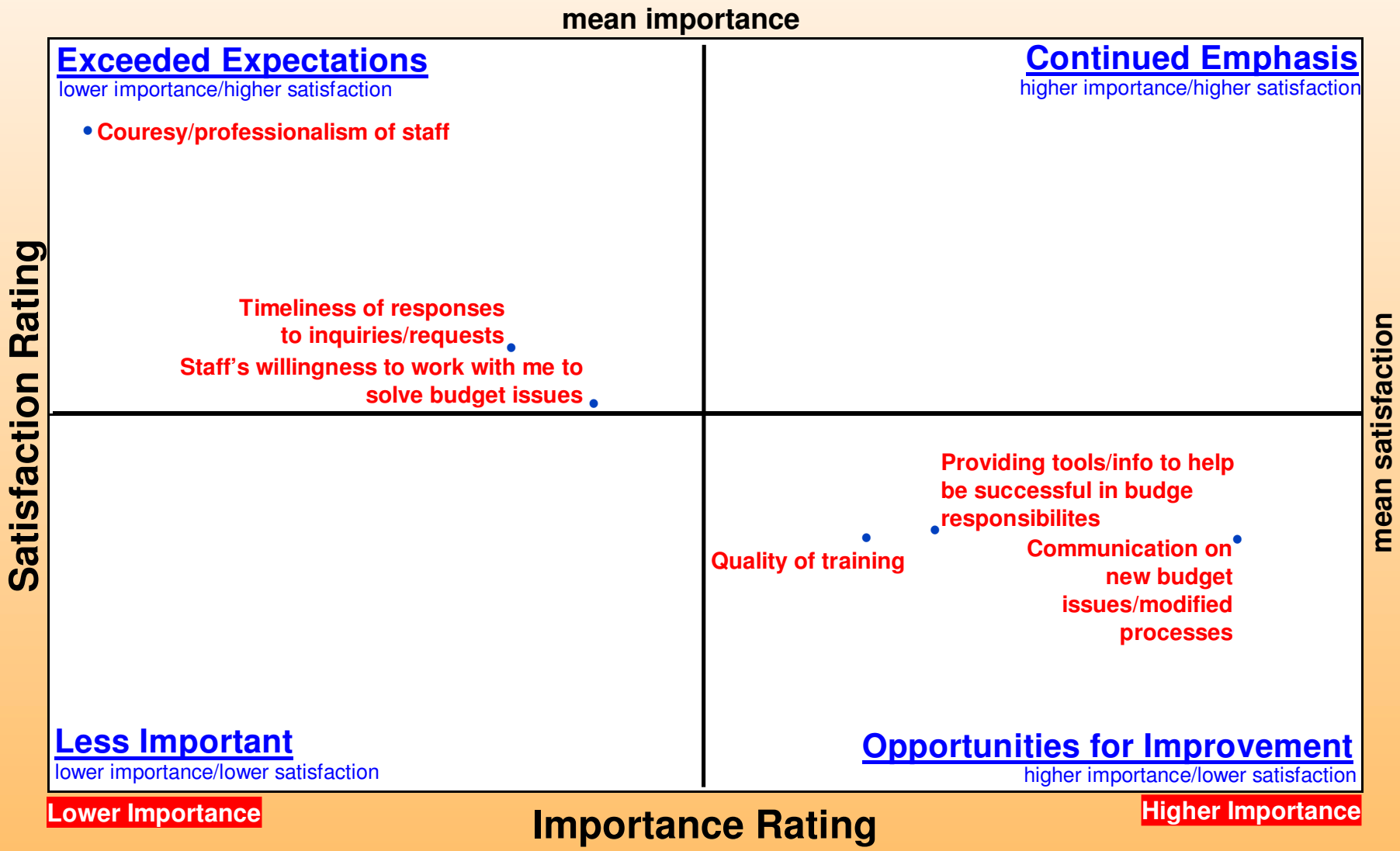
(points on the graph show deviations from the mean importance and satisfaction ratings given by respondents to the survey)



Source: ETC Institute (2015)

City of Kansas City, Missouri Internal Services Survey
Importance-Satisfaction Assessment Matrix
-Budget Office-

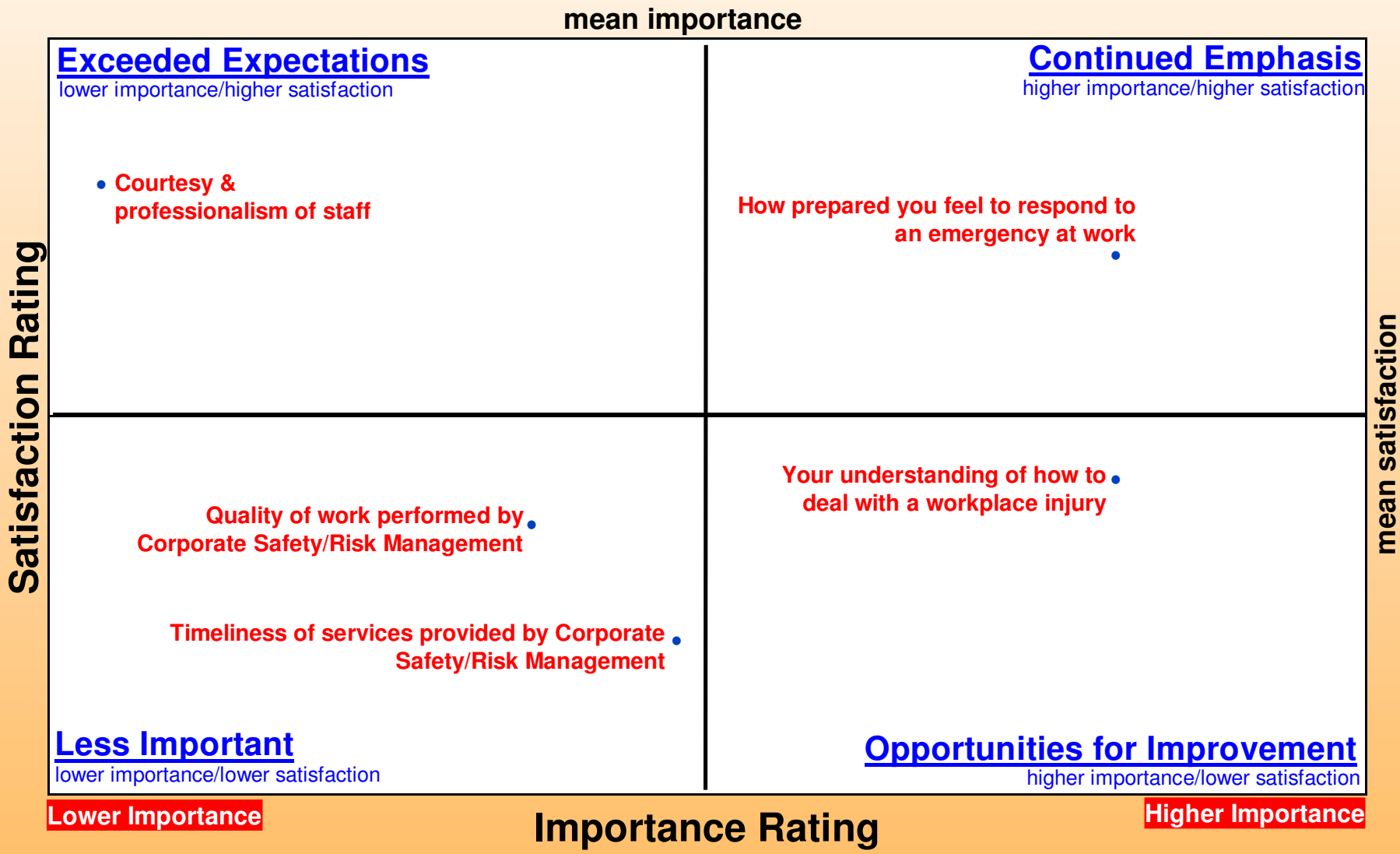
(points on the graph show deviations from the mean importance and satisfaction ratings given by respondents to the survey)



Source: ETC Institute (2015)

City of Kansas City, Missouri Internal Services Survey
Importance-Satisfaction Assessment Matrix
-Corporate Safety/Risk Management-

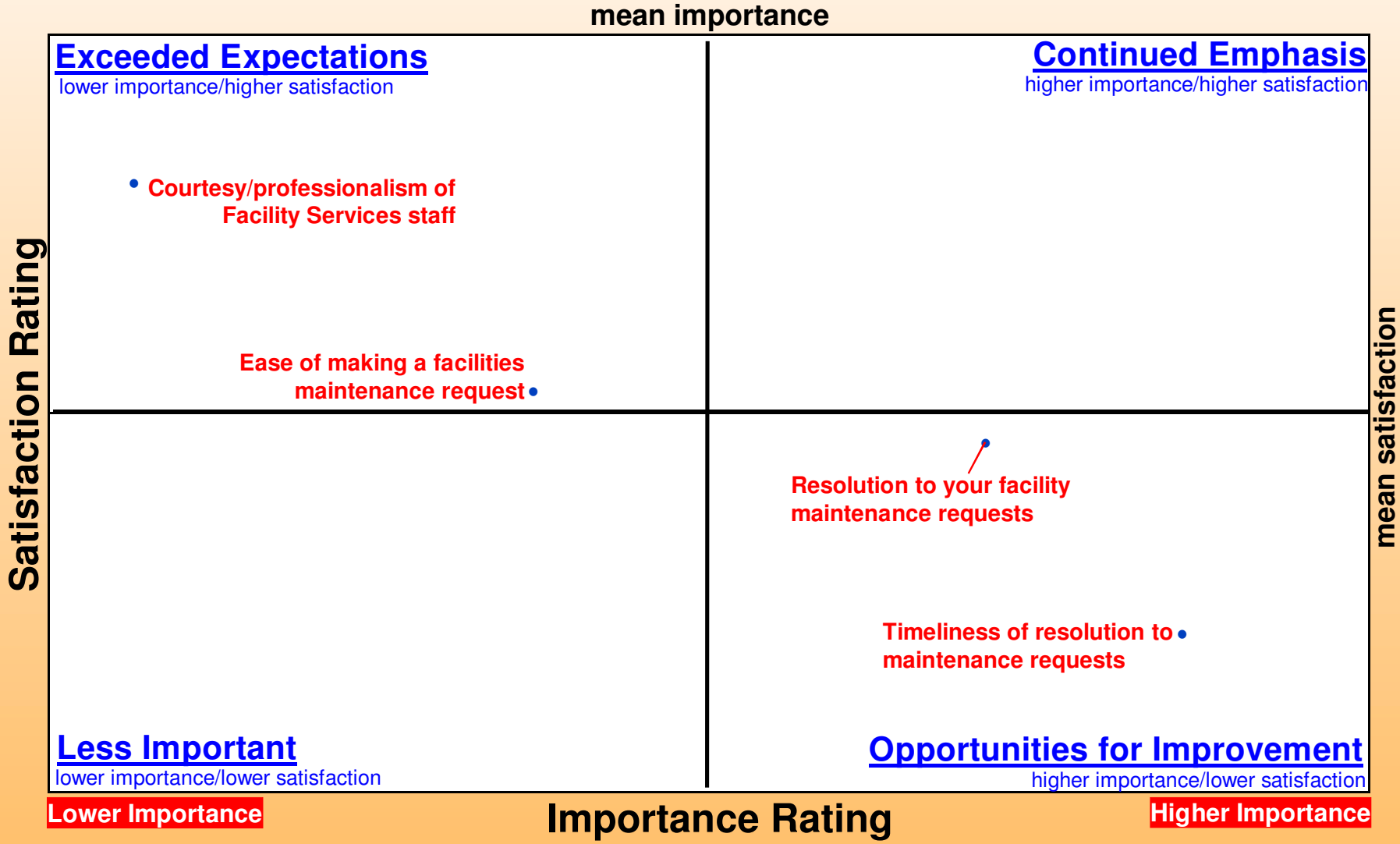
(points on the graph show deviations from the mean importance and satisfaction ratings given by respondents to the survey)



Source: ETC Institute (2015)

City of Kansas City, Missouri Internal Services Survey
Importance-Satisfaction Assessment Matrix
-Facility Services-

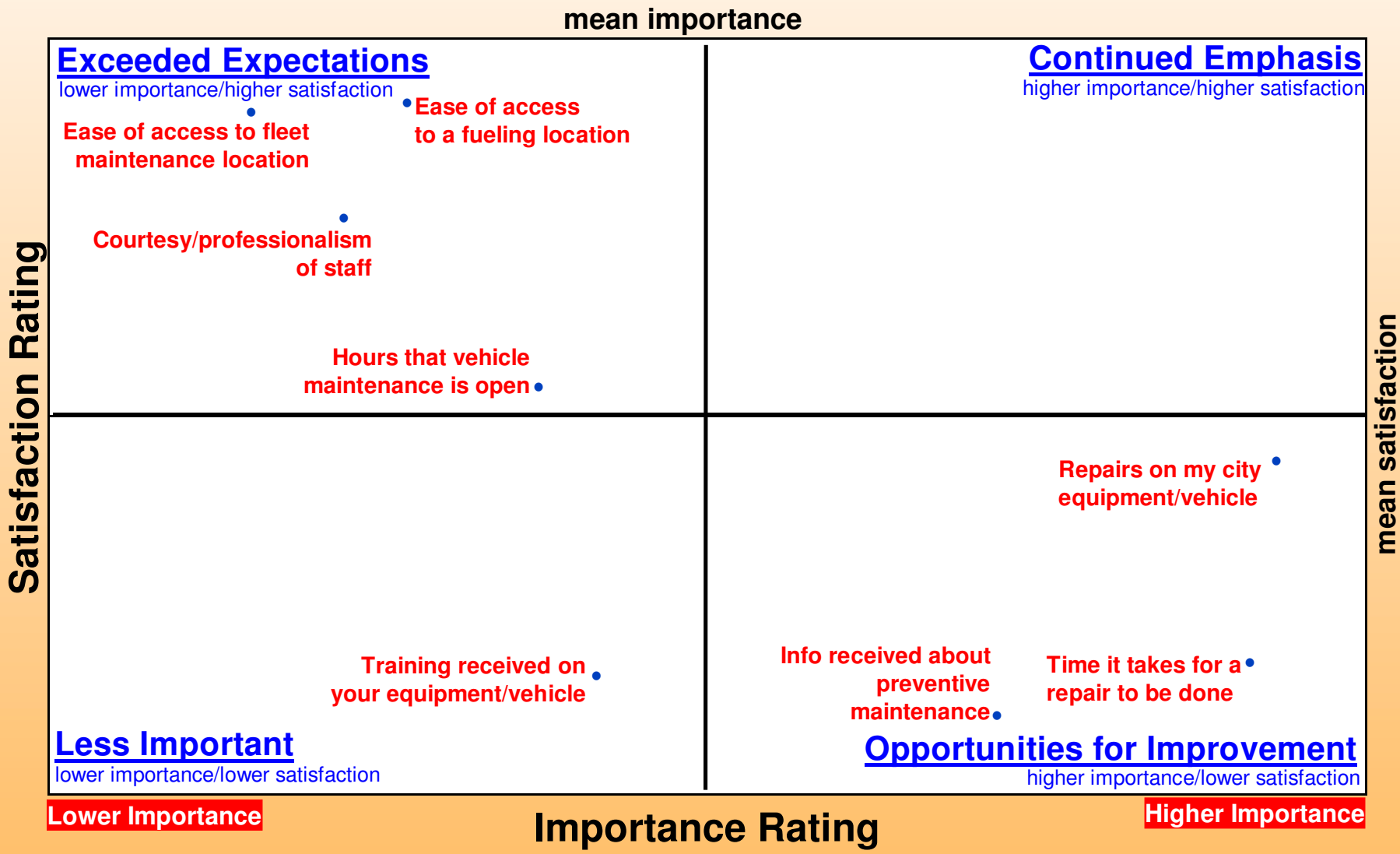
(points on the graph show deviations from the mean importance and satisfaction ratings given by respondents to the survey)



Source: ETC Institute (2015)

City of Kansas City, Missouri Internal Services Survey
Importance-Satisfaction Assessment Matrix
-Fleet Maintenance-

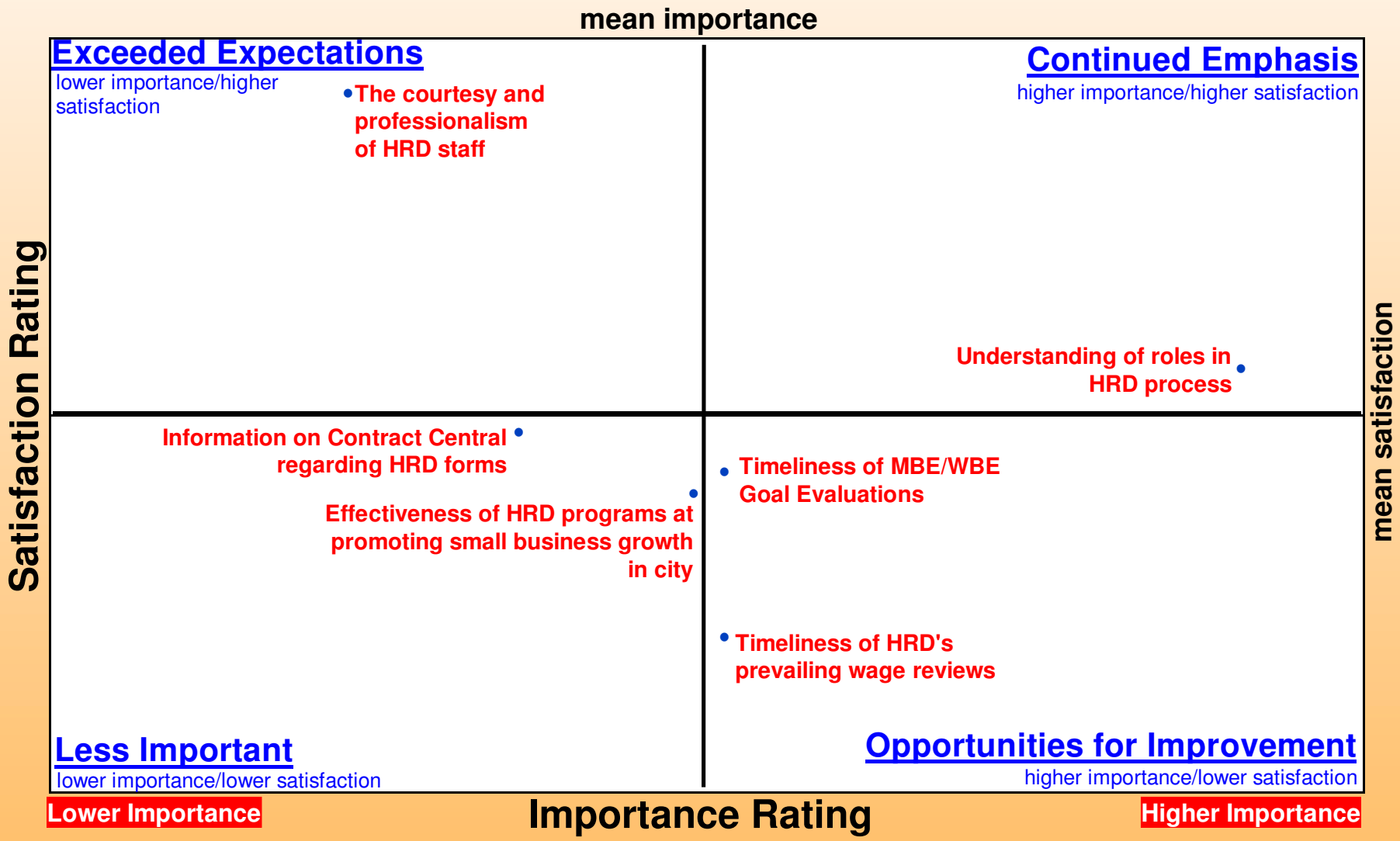
(points on the graph show deviations from the mean importance and satisfaction ratings given by respondents to the survey)



Source: ETC Institute (2015)

City of Kansas City, Missouri Internal Services Survey
Importance-Satisfaction Assessment Matrix
-Human Relations-

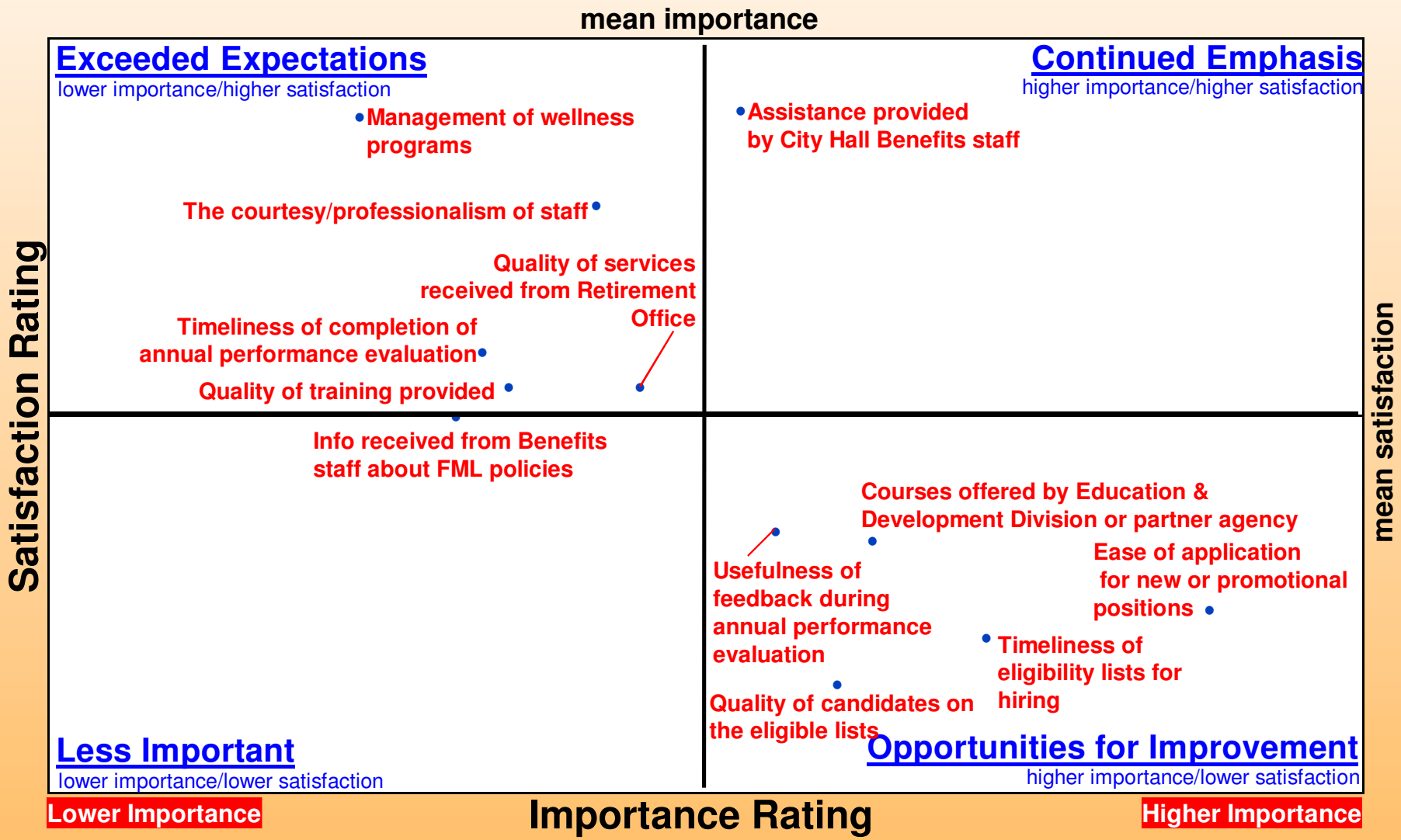
(points on the graph show deviations from the mean importance and satisfaction ratings given by respondents to the survey)



Source: ETC Institute (2015)

City of Kansas City, Missouri Internal Services Survey
Importance-Satisfaction Assessment Matrix
-Human Resources-

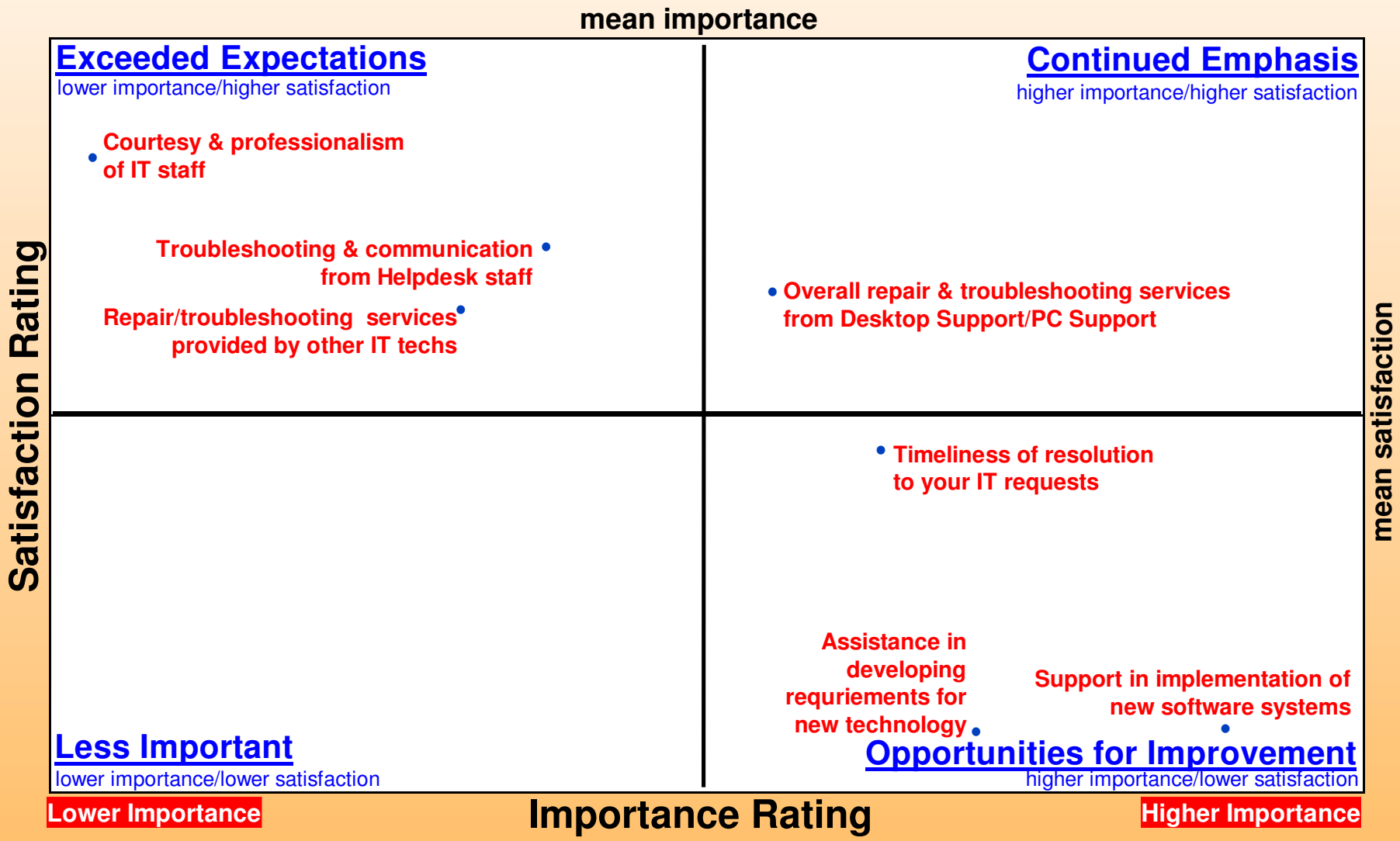
(points on the graph show deviations from the mean importance and satisfaction ratings given by respondents to the survey)



Source: ETC Institute (2015)

City of Kansas City, Missouri Internal Services Survey
Importance-Satisfaction Assessment Matrix
-Information Technology-

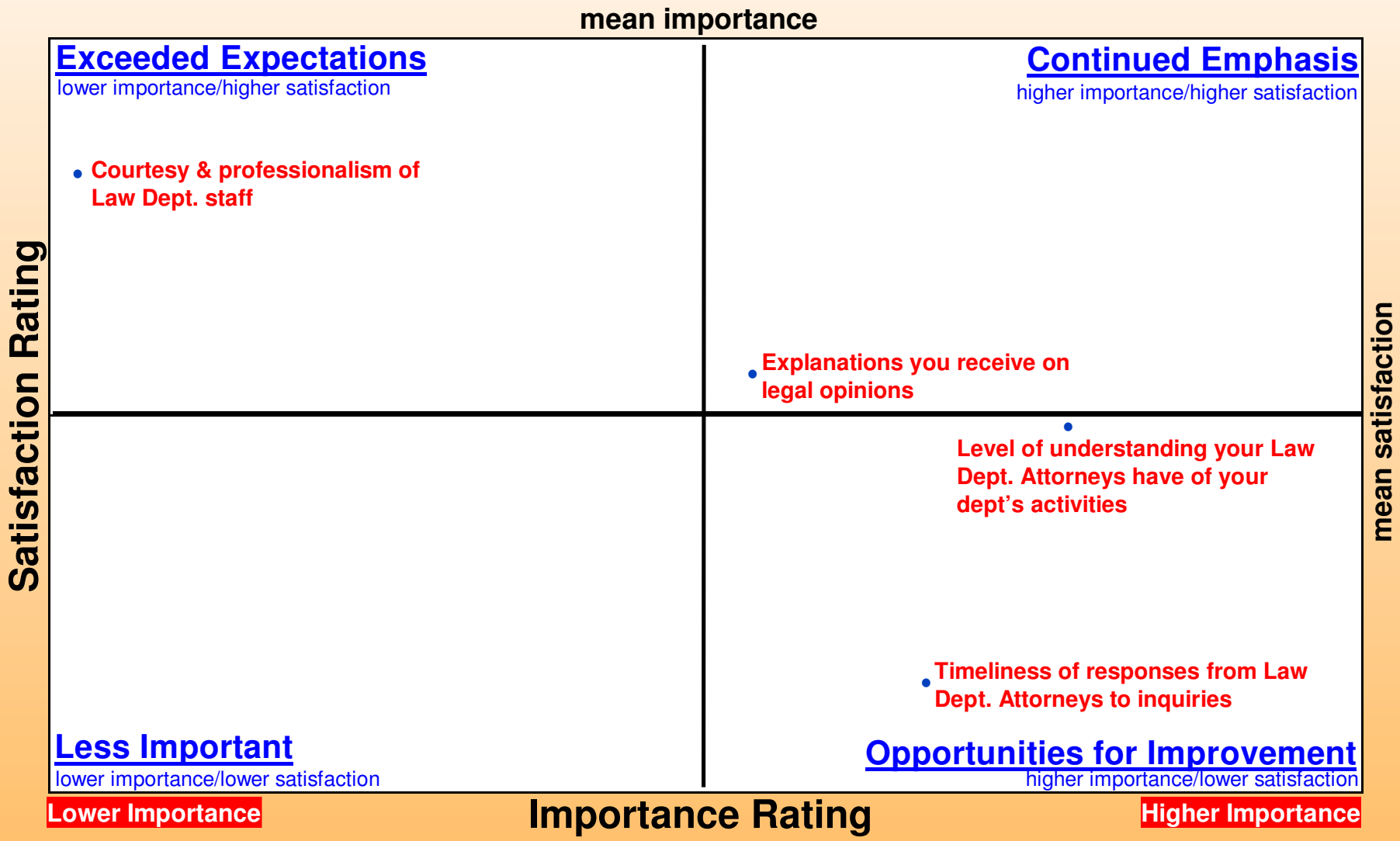
(points on the graph show deviations from the mean importance and satisfaction ratings given by respondents to the survey)



Source: ETC Institute (2015)

City of Kansas City, Missouri Internal Services Survey
Importance-Satisfaction Assessment Matrix
-Law Department-

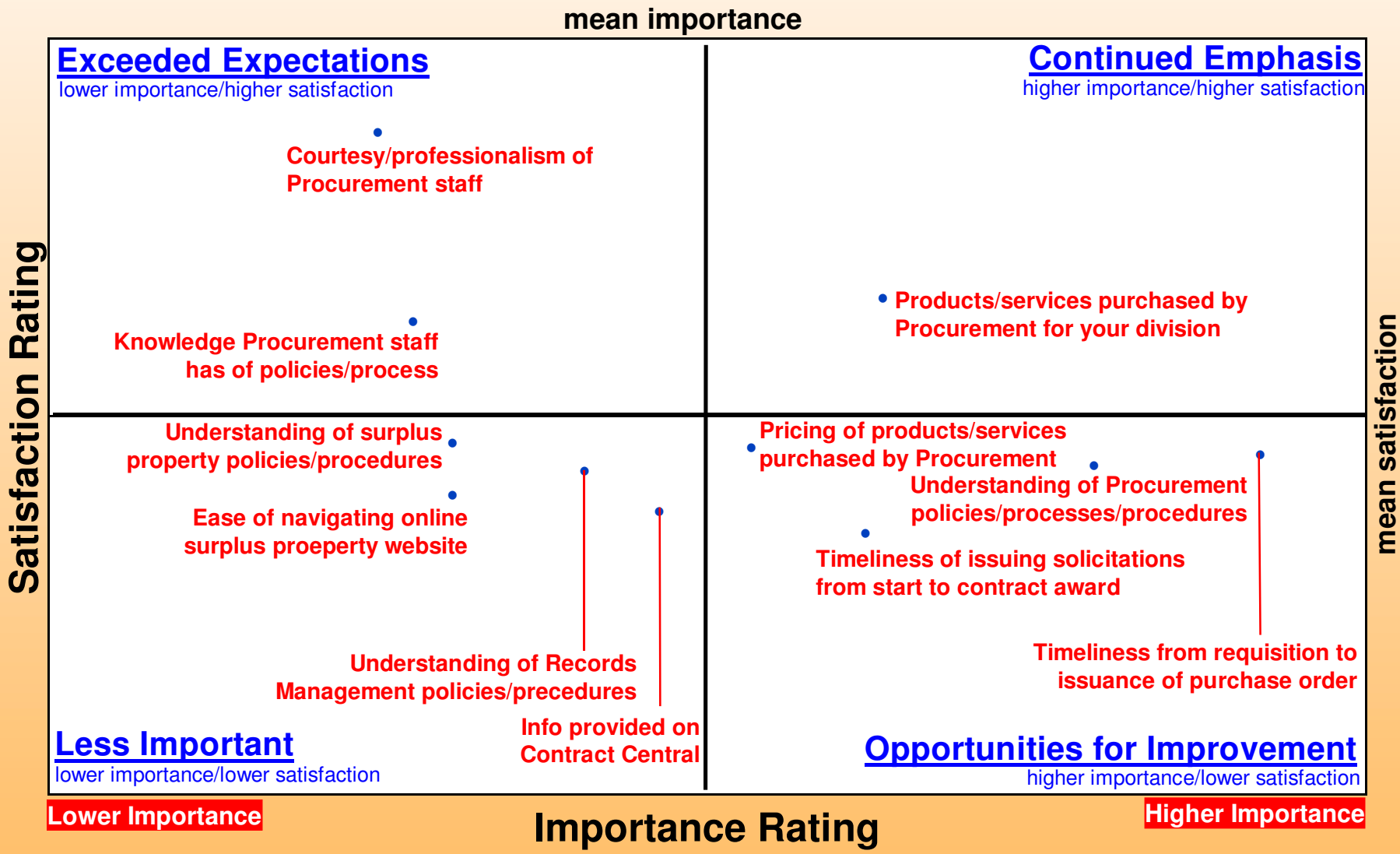
(points on the graph show deviations from the mean importance and satisfaction ratings given by respondents to the survey)



Source: ETC Institute (2015)

City of Kansas City, Missouri Internal Services Survey
Importance-Satisfaction Assessment Matrix
-Procurement-

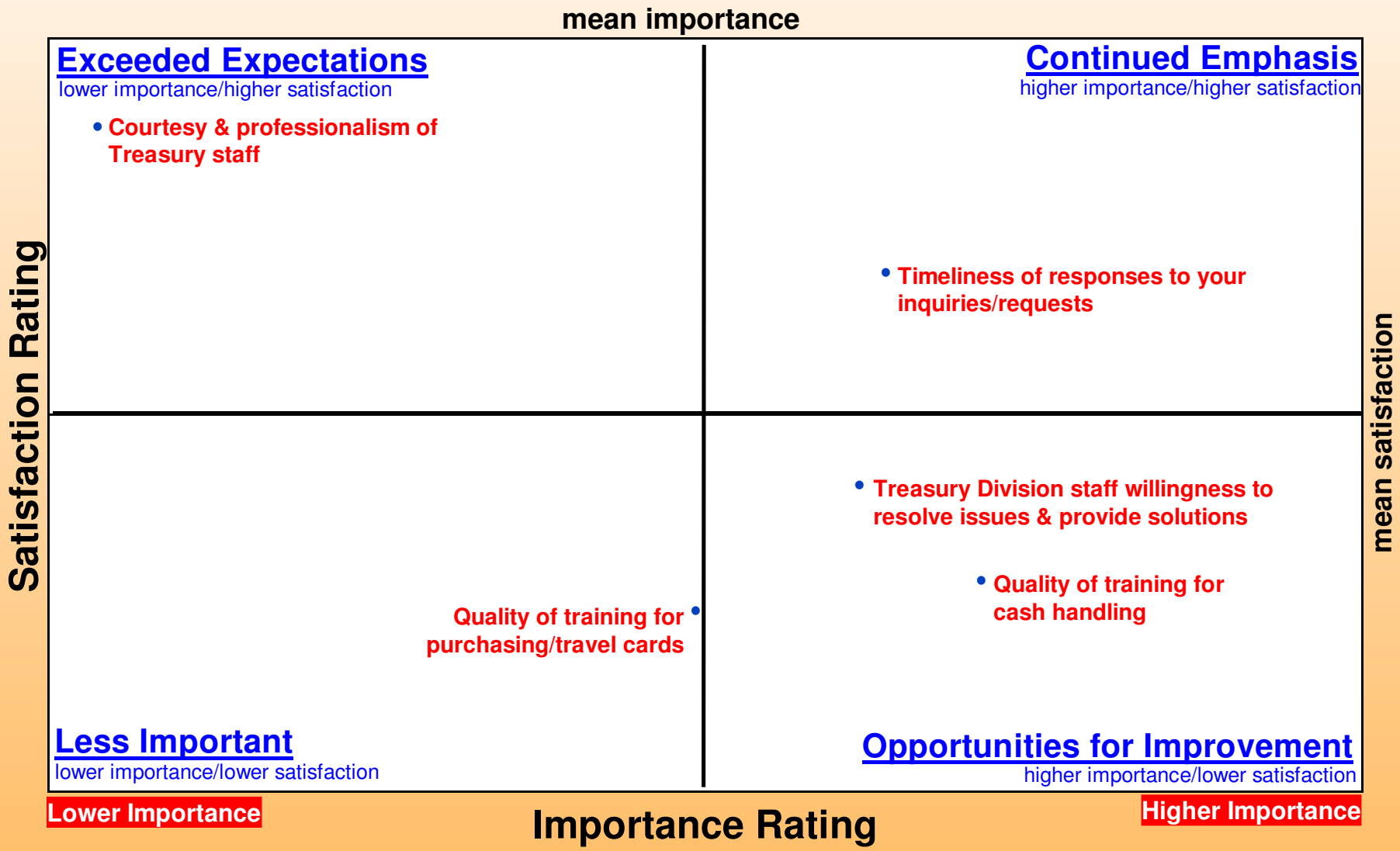
(points on the graph show deviations from the mean importance and satisfaction ratings given by respondents to the survey)



Source: ETC Institute (2015)

City of Kansas City, Missouri Internal Services Survey
Importance-Satisfaction Assessment Matrix
-Treasury Division-

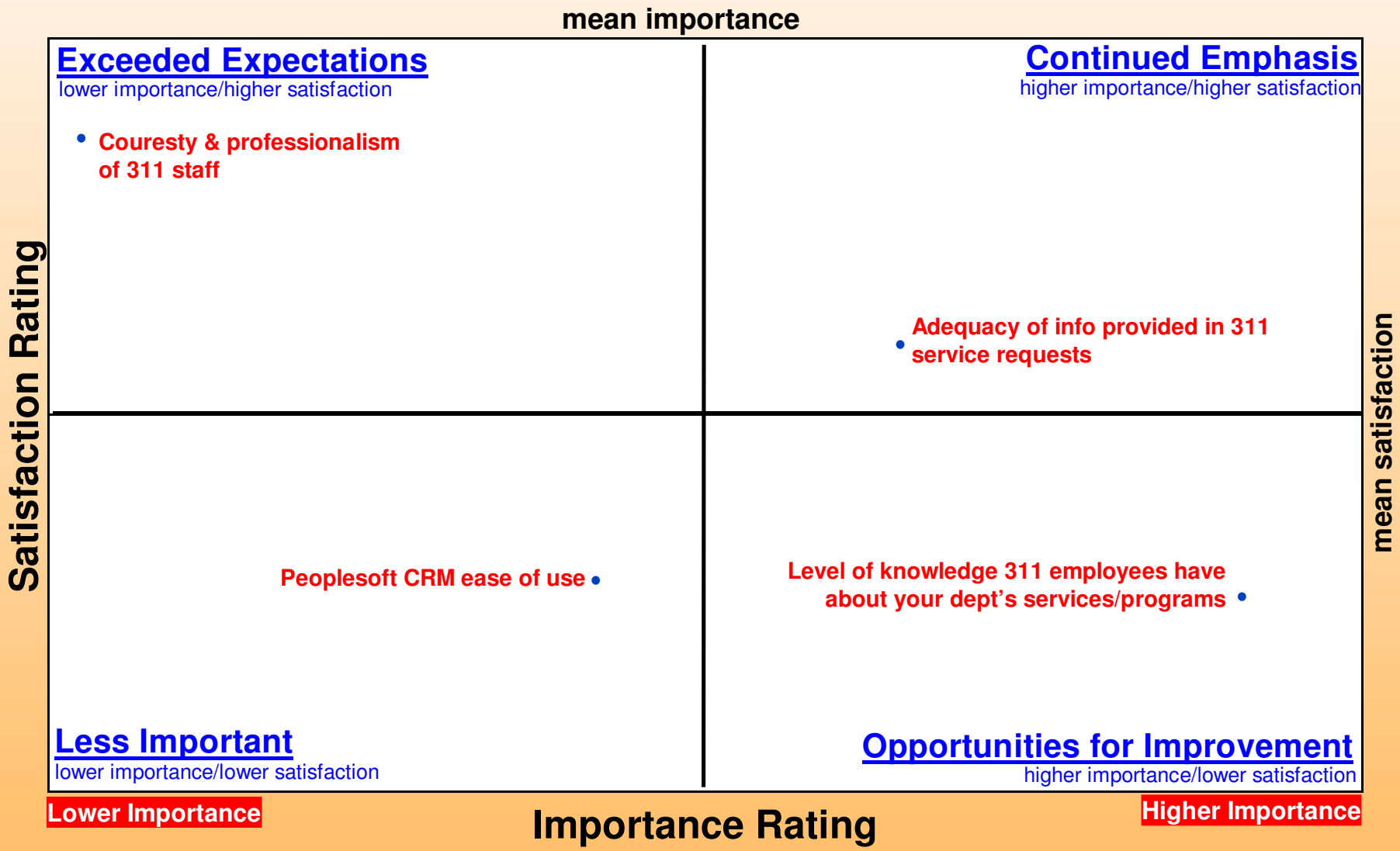
(points on the graph show deviations from the mean importance and satisfaction ratings given by respondents to the survey)



Source: ETC Institute (2015)

City of Kansas City, Missouri Internal Services Survey
Importance-Satisfaction Assessment Matrix
-311 Call Center-

(points on the graph show deviations from the mean importance and satisfaction ratings given by respondents to the survey)



Source: ETC Institute (2015)

Section 3:
Tabular Data

Q1. Using a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied", please rate your satisfaction with the overall level of service provided by the following Internal City Services.

(N=662)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q1a. Accounts/AP/Payroll	26.6%	43.7%	18.4%	3.2%	1.5%	6.6%
Q1b. Budget Office	8.8%	27.2%	32.0%	9.2%	5.1%	17.7%
Q1c. Corporate Safety/Risk Management	13.9%	38.1%	26.7%	5.9%	3.0%	12.4%
Q1d. Facility Services	9.5%	34.9%	25.2%	11.9%	7.4%	11.0%
Q1e. Fleet Maintenance	10.3%	26.4%	26.7%	9.5%	4.1%	23.0%
Q1f. Human Relations	7.6%	29.9%	30.2%	8.0%	4.8%	19.5%
Q1g. Human Resources	13.3%	39.1%	22.2%	10.7%	8.3%	6.3%
Q1h. Information Technology	21.3%	40.8%	19.0%	10.1%	4.1%	4.7%
Q1i. Law	14.8%	30.2%	30.8%	3.2%	3.2%	17.8%
Q1j. Procurement	10.3%	27.2%	30.2%	8.0%	3.6%	20.7%
Q1k. Treasury	12.8%	23.4%	33.8%	2.6%	1.5%	25.8%
Q1l. 311 Call Center	16.0%	35.0%	25.2%	7.6%	3.9%	12.2%
Q1m. City Communications	13.9%	36.3%	27.2%	7.1%	4.4%	11.2%

Excluding Don't Know

Q1. Using a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied", please rate your satisfaction with the overall level of service provided by the following Internal City Services. (Excluding "don't know")

(N=662)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q1a. Accounts/AP/Payroll	28.5%	46.8%	19.7%	3.4%	1.6%
Q1b. Budget Office	10.6%	33.0%	38.9%	11.2%	6.2%
Q1c. Corporate Safety/Risk Management	15.9%	43.4%	30.5%	6.7%	3.4%
Q1d. Facility Services	10.7%	39.2%	28.4%	13.4%	8.3%
Q1e. Fleet Maintenance	13.3%	34.3%	34.7%	12.4%	5.3%
Q1f. Human Relations	9.4%	37.1%	37.5%	9.9%	6.0%
Q1g. Human Resources	14.2%	41.8%	23.7%	11.5%	8.9%
Q1h. Information Technology	22.3%	42.8%	20.0%	10.6%	4.3%
Q1i. Law	18.0%	36.8%	37.5%	3.9%	3.9%
Q1j. Procurement	13.0%	34.3%	38.1%	10.1%	4.6%
Q1k. Treasury	17.3%	31.6%	45.6%	3.5%	2.0%
Q1l. 311 Call Center	18.2%	39.9%	28.7%	8.6%	4.5%
Q1m. City Communications	15.6%	40.8%	30.6%	8.0%	4.9%

First Choice

Q2. Which THREE of the INTERNAL SERVICES listed in Question 1 do you think should be the City's top priorities for improvement?

Q2. 1st choice	Number	Percent
Accounts/AP/Payroll	34	5.1 %
Budget Office	80	12.1 %
Corporate Safety/Risk Management	22	3.3 %
Facility Services	73	11.0 %
Fleet Maintenance	50	7.6 %
Human Relations	46	6.9 %
Human Resources	113	17.1 %
Information Technology	73	11.0 %
Law	22	3.3 %
Procurement	20	3.0 %
Treasury	5	0.8 %
311 Call Center	45	6.8 %
City Communications	28	4.2 %
None chosen	51	7.7 %
Total	662	100.0 %

Second Choice

Q2. Which THREE of the INTERNAL SERVICES listed in Question 1 do you think should be the City's top priorities for improvement?

Q2. 2nd choice	Number	Percent
Accounts/AP/Payroll	35	5.3 %
Budget Office	46	6.9 %
Corporate Safety/Risk Management	45	6.8 %
Facility Services	75	11.3 %
Fleet Maintenance	62	9.4 %
Human Relations	40	6.0 %
Human Resources	95	14.4 %
Information Technology	78	11.8 %
Law	17	2.6 %
Procurement	25	3.8 %
Treasury	10	1.5 %
311 Call Center	40	6.0 %
City Communications	25	3.8 %
None chosen	69	10.4 %
Total	662	100.0 %

Third Choice

Q2. Which THREE of the INTERNAL SERVICES listed in Question 1 do you think should be the City's top priorities for improvement?

Q2. 3rd choice	Number	Percent
Accounts/AP/Payroll	25	3.8 %
Budget Office	49	7.4 %
Corporate Safety/Risk Management	41	6.2 %
Facility Services	65	9.8 %
Fleet Maintenance	41	6.2 %
Human Relations	52	7.9 %
Human Resources	60	9.1 %
Information Technology	75	11.3 %
Law	14	2.1 %
Procurement	27	4.1 %
Treasury	11	1.7 %
311 Call Center	48	7.3 %
City Communications	65	9.8 %
None chosen	89	13.4 %
Total	662	100.0 %

Sum of All Three Choices

Q2. Which THREE of the INTERNAL SERVICES listed in Question 1 do you think should be the City's top priorities for improvement? (Sum of Top Three Choices)

Q2. Sum of choices	Number	Percent
Accounts/AP/Payroll	94	14.2 %
Budget Office	175	26.4 %
Corporate Safety/Risk Management	108	16.3 %
Facility Services	213	32.2 %
Fleet Maintenance	153	23.1 %
Human Relations	138	20.8 %
Human Resources	268	40.5 %
Information Technology	226	34.1 %
Law	53	8.0 %
Procurement	72	10.9 %
Treasury	26	3.9 %
311 Call Center	133	20.1 %
City Communications	118	17.8 %
None chosen	209	31.6 %
Total	1986	

Q3. ACCOUNTS/AP/PAYROLL. Which ONE of the following statements best describes how often you use the services of Accounts/AP/Payroll in your current position.

Q3. How often do you use services of Accounts/ AP/Payroll in your current position	Number	Percent
Very Frequently (daily)	54	8.2 %
Frequently (at least once per week)	142	21.5 %
Occasionally (once a month or less)	248	37.5 %
Never	193	29.2 %
Not provided	25	3.8 %
Total	662	100.0 %

Excluding Not Provided

Q3. ACCOUNTS/AP/PAYROLL. Which ONE of the following statements best describes how often you use the services of Accounts/AP/Payroll in your current position. (Excluding "not provided")

Q3. How often do you use services of Accounts/ AP/Payroll in your current position	Number	Percent
Very Frequently (daily)	54	8.5 %
Frequently (at least once per week)	142	22.3 %
Occasionally (once a month or less)	248	38.9 %
Never	193	30.3 %
Total	637	100.0 %

Q4. ACCOUNTS/AP/PAYROLL. Please rate your satisfaction with the following:

(N=444)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q4a. Timeliness & accuracy of payroll	36.7%	43.5%	12.6%	3.6%	1.8%	1.8%
Q4b. Ease of payroll process	25.5%	41.4%	18.7%	7.0%	2.7%	4.7%
Q4c. Courtesy & professionalism of payroll staff	27.0%	39.6%	20.3%	3.4%	1.4%	8.3%
Q4d. Timeliness & accuracy of accounts payable	22.3%	41.0%	18.7%	3.8%	3.2%	11.0%
Q4e. Timeliness & accuracy of posting general ledger journals by FMS Support staff	15.8%	29.1%	28.6%	3.4%	1.4%	21.8%
Q4f. Adequacy of training provided on PeopleSoft Financial Management System (FMS)	12.2%	23.9%	30.6%	9.0%	8.8%	15.5%
Q4g. Courtesy & professionalism of FMS Support staff	19.8%	32.2%	26.6%	3.4%	0.9%	17.1%

Excluding Don't Know

Q4. ACCOUNTS/AP/PAYROLL. Please rate your satisfaction with the following: (Excluding "don't know")

(N=444)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q4a. Timeliness & accuracy of payroll	37.4%	44.3%	12.8%	3.7%	1.8%
Q4b. Ease of payroll process	26.7%	43.5%	19.6%	7.3%	2.8%
Q4c. Courtesy & professionalism of payroll staff	29.5%	43.2%	22.1%	3.7%	1.5%
Q4d. Timeliness & accuracy of accounts payable	25.1%	46.1%	21.0%	4.3%	3.5%
Q4e. Timeliness & accuracy of posting general ledger journals by FMS Support staff	20.2%	37.2%	36.6%	4.3%	1.7%
Q4f. Adequacy of training provided on PeopleSoft Financial Management System (FMS)	14.4%	28.3%	36.3%	10.7%	10.4%
Q4g. Courtesy & professionalism of FMS Support staff	23.9%	38.9%	32.1%	4.1%	1.1%

First Choice

Q5. If Accounts/AP/Payroll were to make improvements in the areas listed in Question 4, which TWO items do you think should be emphasized most over the next two years in order to help you do your job better?

Q5. 1st choice	Number	Percent
Timeliness & accuracy of payroll	66	14.9 %
Ease of payroll process	97	21.8 %
Courtesy & professionalism of payroll staff	21	4.7 %
Timeliness & accuracy of accounts payable	35	7.9 %
Timeliness & accuracy of posting general ledger journals by FMS Support staff	28	6.3 %
Adequacy of training provided on PeopleSoft Financial Management System (FMS)	129	29.1 %
Courtesy & professionalism of FMS Support staff	8	1.8 %
None chosen	60	13.5 %
Total	444	100.0 %

Second Choice

Q5. If Accounts/AP/Payroll were to make improvements in the areas listed in Question 4, which TWO items do you think should be emphasized most over the next two years in order to help you do your job better?

Q5. 2nd choice	Number	Percent
Timeliness & accuracy of payroll	32	7.2 %
Ease of payroll process	79	17.8 %
Courtesy & professionalism of payroll staff	32	7.2 %
Timeliness & accuracy of accounts payable	59	13.3 %
Timeliness & accuracy of posting general ledger journals by FMS Support staff	42	9.5 %
Adequacy of training provided on PeopleSoft Financial Management System (FMS)	77	17.3 %
Courtesy & professionalism of FMS Support staff	32	7.2 %
None chosen	91	20.5 %
Total	444	100.0 %

Sum of Both Choices

Q5. If Accounts/AP/Payroll were to make improvements in the areas listed in Question 4, which TWO items do you think should be emphasized most over the next two years in order to help you do your job better? (Sum of Both Choices)

Q5. Sum of choices	Number	Percent
Timeliness & accuracy of payroll	98	22.1 %
Ease of payroll process	176	39.6 %
Courtesy & professionalism of payroll staff	53	11.9 %
Timeliness & accuracy of accounts payable	94	21.2 %
Timeliness & accuracy of posting general ledger journals by FMS Support staff	70	15.8 %
Adequacy of training provided on PeopleSoft Financial Management System (FMS)	206	46.4 %
Courtesy & professionalism of FMS Support staff	40	9.0 %
None chosen	151	34.0 %
Total	888	

Q6. BUDGET OFFICE. Which ONE of the following statements best describes how often you use the services of the Budget Office in your current position.

Q6. How often do you use services of Budget Office in your current position	Number	Percent
Very Frequently (daily)	18	2.7 %
Frequently (at least once per week)	48	7.3 %
Occasionally (once a month or less)	174	26.3 %
Never	389	58.8 %
Not provided	33	5.0 %
Total	662	100.0 %

Excluding Not Provided

Q6. BUDGET OFFICE. Which ONE of the following statements best describes how often you use the services of the Budget Office in your current position. (Excluding "not provided")

Q6. How often do you use services of Budget Office in your current position	Number	Percent
Very Frequently (daily)	18	2.9 %
Frequently (at least once per week)	48	7.6 %
Occasionally (once a month or less)	174	27.7 %
Never	389	61.8 %
Total	629	100.0 %

Q7. BUDGET OFFICE. Please rate your satisfaction with the following:

(N=240)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q7a. Timeliness of responses to your inquiries or requests	13.3%	30.4%	34.6%	10.4%	2.9%	8.3%
Q7b. Quality of training on budget related issues	8.3%	22.5%	30.0%	18.3%	6.3%	14.6%
Q7c. Staff's willingness to work with me to solve budget issues	15.8%	25.0%	30.4%	15.0%	5.8%	7.9%
Q7d. Communication on new budget issues & modified processes	10.8%	21.7%	30.8%	19.2%	7.9%	9.6%
Q7e. Providing tools/information to help me be successful in budget responsibilities of my job	8.3%	24.2%	33.8%	15.4%	7.1%	11.3%
Q7f. Courtesy & professionalism of staff	20.4%	36.3%	28.8%	3.3%	4.2%	7.1%

Excluding Don't Know

Q7. BUDGET OFFICE. Please rate your satisfaction with the following: (Excluding "don't know")

(N=240)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q7a. Timeliness of responses to your inquiries or requests	14.5%	33.2%	37.7%	11.4%	3.2%
Q7b. Quality of training on budget related issues	9.8%	26.3%	35.1%	21.5%	7.3%
Q7c. Staff's willingness to work with me to solve budget issues	17.2%	27.1%	33.0%	16.3%	6.3%
Q7d. Communication on new budget issues & modified processes	12.0%	24.0%	34.1%	21.2%	8.8%
Q7e. Providing tools/information to help me be successful in budget responsibilities of my job	9.4%	27.2%	38.0%	17.4%	8.0%
Q7f. Courtesy & professionalism of staff	22.0%	39.0%	30.9%	3.6%	4.5%

First Choice

Q8. If the Budget Office were to make improvements in the areas listed in Question 7, which TWO items do you think should be emphasized most over the next two years in order to help you do your job better?

Q8. 1st choice	Number	Percent
Timeliness of responses to your inquiries or requests	34	14.2 %
Quality of training on budget related issues	49	20.4 %
Staff's willingness to work with me to solve budget issues	33	13.8 %
Communication on new budget issues & modified processes	52	21.7 %
Providing tools/information to help me be successful in budget responsibilities of my job	33	13.8 %
Courtesy & professionalism of staff	7	2.9 %
None chosen	32	13.3 %
Total	240	100.0 %

Second Choice

Q8. If the Budget Office were to make improvements in the areas listed in Question 7, which TWO items do you think should be emphasized most over the next two years in order to help you do your job better?

Q8. 2nd choice	Number	Percent
Timeliness of responses to your inquiries or requests	19	7.9 %
Quality of training on budget related issues	30	12.5 %
Staff's willingness to work with me to solve budget issues	26	10.8 %
Communication on new budget issues & modified processes	54	22.5 %
Providing tools/information to help me be successful in budget responsibilities of my job	51	21.3 %
Courtesy & professionalism of staff	15	6.3 %
None chosen	45	18.8 %
Total	240	100.0 %

Sum of Both Choices

Q8. If the Budget Office were to make improvements in the areas listed in Question 7, which TWO items do you think should be emphasized most over the next two years in order to help you do your job better? (Sum of Both Choices)

Q8. Sum of choices	Number	Percent
Timeliness of responses to your inquiries or requests	53	22.1 %
Quality of training on budget related issues	79	32.9 %
Staff's willingness to work with me to solve budget issues	59	24.6 %
Communication on new budget issues & modified processes	106	44.2 %
Providing tools/information to help me be successful in budget responsibilities of my job	84	35.0 %
Courtesy & professionalism of staff	22	9.2 %
None chosen	77	32.1 %
Total	480	

Q9. CORPORATE SAFETY/RISK MANAGEMENT. Which ONE of the following statements best describes how often you use the services of Corporate Safety/Risk Management in your current position.

Q9. How often do you use services of Corporate Safety/Risk Management in your current position	Number	Percent
Very Frequently (daily)	27	4.1 %
Frequently (at least once per week)	50	7.6 %
Occasionally (once a month or less)	289	43.7 %
Never	272	41.1 %
Not provided	24	3.6 %
Total	662	100.0 %

Excluding Not Provided

Q9. CORPORATE SAFETY/RISK MANAGEMENT. Which ONE of the following statements best describes how often you use the services of Corporate Safety/Risk Management in your current position. (Excluding "not provided")

Q9. How often do you use services of Corporate Safety/Risk Management in your current position	Number	Percent
Very Frequently (daily)	27	4.2 %
Frequently (at least once per week)	50	7.8 %
Occasionally (once a month or less)	289	45.3 %
Never	272	42.6 %
Total	638	100.0 %

Q10. CORPORATE SAFETY/RISK MANAGEMENT. Please rate your satisfaction with the following:

(N=366)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q10a. How prepared you feel to respond to an emergency at work	20.8%	50.0%	17.2%	7.1%	3.6%	1.4%
Q10b. Quality of work performed by Corporate Safety/Risk Management	18.6%	40.2%	25.7%	7.4%	4.4%	3.8%
Q10c. Timeliness of services provided by Corporate Safety/Risk Management	16.4%	36.9%	27.6%	9.0%	4.4%	5.7%
Q10d. Your understanding of how to deal with a workplace injury	18.0%	43.2%	22.4%	9.3%	4.4%	2.7%
Q10e. Courtesy & professionalism of staff	30.9%	40.4%	18.3%	3.6%	2.5%	4.4%

Excluding Don't Know

Q10. CORPORATE SAFETY/RISK MANAGEMENT. Please rate your satisfaction with the following: (Excluding "don't know")

(N=366)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q10a. How prepared you feel to respond to an emergency at work	21.1%	50.7%	17.5%	7.2%	3.6%
Q10b. Quality of work performed by Corporate Safety/Risk Management	19.3%	41.8%	26.7%	7.7%	4.5%
Q10c. Timeliness of services provided by Corporate Safety/Risk Management	17.4%	39.1%	29.3%	9.6%	4.6%
Q10d. Your understanding of how to deal with a workplace injury	18.5%	44.4%	23.0%	9.6%	4.5%
Q10e. Courtesy & professionalism of staff	32.3%	42.3%	19.1%	3.7%	2.6%

First Choice

Q11. If Corporate Safety/Risk Management were to make improvements in the areas listed in Question 10, which TWO items do you think should be emphasized most over the next two years in order to help you do your job better?

Q11. 1st choice	Number	Percent
How prepared you feel to respond to an emergency at work	121	33.1 %
Quality of work performed by Corporate Safety/Risk Management	38	10.4 %
Timeliness of services provided by Corporate Safety/ Risk Management	53	14.5 %
Your understanding of how to deal with a workplace injury	108	29.5 %
Courtesy & professionalism of staff	11	3.0 %
None chosen	35	9.6 %
Total	366	100.0 %

Second Choice

Q11. If Corporate Safety/Risk Management were to make improvements in the areas listed in Question 10, which TWO items do you think should be emphasized most over the next two years in order to help you do your job better?

Q11. 2nd choice	Number	Percent
How prepared you feel to respond to an emergency at work	75	20.5 %
Quality of work performed by Corporate Safety/Risk Management	61	16.7 %
Timeliness of services provided by Corporate Safety/ Risk Management	70	19.1 %
Your understanding of how to deal with a workplace injury	88	24.0 %
Courtesy & professionalism of staff	16	4.4 %
None chosen	56	15.3 %
Total	366	100.0 %

Sum of Both Choices

Q11. If Corporate Safety/Risk Management were to make improvements in the areas listed in Question 10, which TWO items do you think should be emphasized most over the next two years in order to help you do your job better? (Sum of Both Choices)

Q11. Sum of choices	Number	Percent
How prepared you feel to respond to an emergency at work	196	53.6 %
Quality of work performed by Corporate Safety/Risk Management	99	27.0 %
Timeliness of services provided by Corporate Safety/ Risk Management	123	33.6 %
Your understanding of how to deal with a workplace injury	196	53.6 %
Courtesy & professionalism of staff	27	7.4 %
None chosen	91	24.9 %
Total	732	

Q12. FACILITY SERVICES. Which ONE of the following statements best describes how often you use Facility Services in your current position.

Q12. How often do you use Facility Services in your current position	Number	Percent
Very Frequently (daily)	86	13.0 %
Frequently (at least once per week)	95	14.4 %
Occasionally (once a month or less)	257	38.8 %
Never	202	30.5 %
Not provided	22	3.3 %
Total	662	100.0 %

Excluding Not Provided

Q12. FACILITY SERVICES. Which ONE of the following statements best describes how often you use Facility Services in your current position. (Excluding "not provided")

Q12. How often do you use Facility Services in your current position	Number	Percent
Very Frequently (daily)	86	13.4 %
Frequently (at least once per week)	95	14.8 %
Occasionally (once a month or less)	257	40.2 %
Never	202	31.6 %
Total	640	100.0 %

Q13. If you have contacted Facility Services, which of the following methods do you use MOST OFTEN to request service?

Q13. What methods do you use most often to request service	Number	Percent
Email	199	45.4 %
Telephone	125	28.5 %
In-Person	88	20.1 %
Not provided	26	5.9 %
Total	438	100.0 %

Excluding Not Provided

Q13. If you have contacted Facility Services, which of the following methods do you use MOST OFTEN to request service? (Excluding "not provided")

Q13. What methods do you use most often to request service	Number	Percent
Email	199	48.3 %
Telephone	125	30.3 %
In-Person	88	21.4 %
Total	412	100.0 %

Q14. FACILITY SERVICES. Please rate your satisfaction with the following:

(N=438)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q14a. Resolution to your facility maintenance requests	13.7%	37.9%	20.1%	18.0%	8.4%	1.8%
Q14b. Timeliness of resolution to your maintenance requests	11.4%	30.1%	21.7%	21.9%	12.6%	2.3%
Q14c. Ease of making a facilities maintenance request	15.8%	37.9%	23.1%	12.6%	7.8%	3.0%
Q14d. Courtesy & professionalism of Facility Services staff	24.4%	40.6%	22.6%	5.9%	4.6%	1.8%

Excluding Don't Know

Q14. FACILITY SERVICES. Please rate your satisfaction with the following: (Excluding "don't know")

(N=438)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q14a. Resolution to your facility maintenance requests	14.0%	38.6%	20.5%	18.4%	8.6%
Q14b. Timeliness of resolution to your maintenance requests	11.7%	30.8%	22.2%	22.4%	12.9%
Q14c. Ease of making a facilities maintenance request	16.2%	39.1%	23.8%	12.9%	8.0%
Q14d. Courtesy & professionalism of Facility Services staff	24.9%	41.4%	23.0%	6.0%	4.7%

First Choice

Q15. If Facility Services were to make improvements in the areas listed in Question 14, which TWO items do you think should be emphasized most over the next two years in order to help you do your job better?

Q15. 1st choice	Number	Percent
Resolution to your facility maintenance requests	140	32.0 %
Timeliness of resolution to your maintenance requests	172	39.3 %
Ease of making a facilities maintenance request	68	15.5 %
Courtesy & professionalism of Facility Services staff	15	3.4 %
None chosen	43	9.8 %
Total	438	100.0 %

Second Choice

Q15. If Facility Services were to make improvements in the areas listed in Question 14, which TWO items do you think should be emphasized most over the next two years in order to help you do your job better?

Q15. 2nd choice	Number	Percent
Resolution to your facility maintenance requests	126	28.8 %
Timeliness of resolution to your maintenance requests	146	33.3 %
Ease of making a facilities maintenance request	78	17.8 %
Courtesy & professionalism of Facility Services staff	25	5.7 %
None chosen	63	14.4 %
Total	438	100.0 %

Sum of Both Choices

Q15. If Facility Services were to make improvements in the areas listed in Question 14, which TWO items do you think should be emphasized most over the next two years in order to help you do your job better? (Sum of Both Choices)

Q15. Sum of choices	Number	Percent
Resolution to your facility maintenance requests	266	60.7 %
Timeliness of resolution to your maintenance requests	318	72.6 %
Ease of making a facilities maintenance request	146	33.3 %
Courtesy & professionalism of Facility Services staff	40	9.1 %
None chosen	106	24.2 %
Total	876	

Q16. FLEET MAINTENANCE. Which ONE of the following statements best describes how often you use the services of Fleet Maintenance in your current position.

Q16. How often do you use services of Fleet Maintenance in your current position	Number	Percent
Very Frequently (daily)	46	6.9 %
Frequently (at least once per week)	77	11.6 %
Occasionally (once a month or less)	199	30.1 %
Never	321	48.5 %
Not provided	19	2.9 %
Total	662	100.0 %

Excluding Not Provided

Q16. FLEET MAINTENANCE. Which ONE of the following statements best describes how often you use the services of Fleet Maintenance in your current position. (Excluding "not provided")

Q16. How often do you use services of Fleet Maintenance in your current position	Number	Percent
Very Frequently (daily)	46	7.2 %
Frequently (at least once per week)	77	12.0 %
Occasionally (once a month or less)	199	30.9 %
Never	321	49.9 %
Total	643	100.0 %

Q17. Which type of equipment/vehicle do you most frequently use?

Q17. Which type of equipment/vehicle do you most frequently use	Number	Percent
Car	158	49.1 %
Truck	106	32.9 %
Heavy equipment	40	12.4 %
Not provided	18	5.6 %
Total	322	100.0 %

Excluding Not Provided

Q17. Which type of equipment/vehicle do you most frequently use? (Excluding "not provided")

Q17. Which type of equipment/vehicle do you most frequently use	Number	Percent
Car	158	52.0 %
Truck	106	34.9 %
Heavy equipment	40	13.2 %
Total	304	100.0 %

Q18. FLEET MAINTENANCE. Please rate your satisfaction with the following:

(N=322)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q18a. Repairs on my city equipment/ vehicle	13.7%	32.0%	25.8%	18.9%	6.2%	3.4%
Q18b. Information you receive about preventive maintenance of your city equipment/vehicle	8.4%	20.8%	27.6%	25.2%	10.2%	7.8%
Q18c. Hours that vehicle maintenance is open	11.8%	36.0%	30.1%	8.1%	6.5%	7.5%
Q18d. Time it takes for a repair to be done	10.6%	22.7%	24.8%	22.7%	14.6%	4.7%
Q18e. Ease of access to fleet maintenance location	20.8%	44.4%	23.9%	4.0%	2.2%	4.7%
Q18f. Ease of access to a fueling location	22.7%	42.2%	18.9%	6.2%	4.0%	5.9%
Q18g. Training you receive on your equipment/vehicle	9.6%	20.8%	34.8%	14.3%	9.9%	10.6%
Q18h. Courtesy & professionalism of Fleet Maintenance staff	22.4%	37.0%	25.2%	6.5%	4.7%	4.3%

Excluding Don't Know

Q18. FLEET MAINTENANCE. Please rate your satisfaction with the following: (Excluding "don't know")

(N=322)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q18a. Repairs on my city equipment/ vehicle	14.1%	33.1%	26.7%	19.6%	6.4%
Q18b. Information you receive about preventive maintenance of your city equipment/vehicle	9.1%	22.6%	30.0%	27.3%	11.1%
Q18c. Hours that vehicle maintenance is open	12.8%	38.9%	32.6%	8.7%	7.0%
Q18d. Time it takes for a repair to be done	11.1%	23.8%	26.1%	23.8%	15.3%
Q18e. Ease of access to fleet maintenance location	21.8%	46.6%	25.1%	4.2%	2.3%
Q18f. Ease of access to a fueling location	24.1%	44.9%	20.1%	6.6%	4.3%
Q18g. Training you receive on your equipment/vehicle	10.8%	23.3%	38.9%	16.0%	11.1%
Q18h. Courtesy & professionalism of Fleet Maintenance staff	23.4%	38.6%	26.3%	6.8%	4.9%

First Choice

Q19. If Fleet Maintenance were to make improvements in the areas listed in Question 18, which TWO items do you think should be emphasized most over the next two years in order to help you do your job better?

Q19. 1st choice	Number	Percent
Repairs on my city equipment/vehicle	93	28.9 %
Information you receive about preventive maintenance of your city equipment/vehicle	51	15.8 %
Hours that vehicle maintenance is open	21	6.5 %
Time it takes for a repair to be done	73	22.7 %
Ease of access to fleet maintenance location	4	1.2 %
Ease of access to a fueling location	10	3.1 %
Training you receive on your equipment/vehicle	23	7.1 %
Courtesy & professionalism of Fleet Maintenance staff	10	3.1 %
None chosen	37	11.5 %
Total	322	100.0 %

Second Choice

Q19. If Fleet Maintenance were to make improvements in the areas listed in Question 18, which TWO items do you think should be emphasized most over the next two years in order to help you do your job better?

Q19. 2nd choice	Number	Percent
Repairs on my city equipment/vehicle	46	14.3 %
Information you receive about preventive maintenance of your city equipment/vehicle	54	16.8 %
Hours that vehicle maintenance is open	28	8.7 %
Time it takes for a repair to be done	63	19.6 %
Ease of access to fleet maintenance location	10	3.1 %
Ease of access to a fueling location	23	7.1 %
Training you receive on your equipment/vehicle	33	10.2 %
Courtesy & professionalism of Fleet Maintenance staff	15	4.7 %
None chosen	50	15.5 %
Total	322	100.0 %

Sum of Both Choices

Q19. If Fleet Maintenance were to make improvements in the areas listed in Question 18, which TWO items do you think should be emphasized most over the next two years in order to help you do your job better? (Sum of Both Choices)

Q19. Sum of choices	Number	Percent
Repairs on my city equipment/vehicle	139	43.2 %
Information you receive about preventive maintenance of your city equipment/vehicle	105	32.6 %
Hours that vehicle maintenance is open	49	15.2 %
Time it takes for a repair to be done	136	42.2 %
Ease of access to fleet maintenance location	14	4.3 %
Ease of access to a fueling location	33	10.2 %
Training you receive on your equipment/vehicle	56	17.4 %
Courtesy & professionalism of Fleet Maintenance staff	25	7.8 %
None chosen	87	27.0 %
Total	644	

Q20. HUMAN RELATIONS. Which ONE of the following statements best describes how often you use the services of Human Relations in your current position.

Q20. How often do you use services of Human Relations in your current position	Number	Percent
Very Frequently (daily)	22	3.3 %
Frequently (at least once per week)	34	5.1 %
Occasionally (once a month or less)	224	33.8 %
Never	365	55.1 %
Not provided	17	2.6 %
Total	662	100.0 %

Excluding Not Provided

Q20. HUMAN RELATIONS. Which ONE of the following statements best describes how often you use the services of Human Relations in your current position. (Excluding "not provided")

Q20. How often do you use services of Human Relations in your current position	Number	Percent
Very Frequently (daily)	22	3.4 %
Frequently (at least once per week)	34	5.3 %
Occasionally (once a month or less)	224	34.7 %
Never	365	56.6 %
Total	645	100.0 %

Q21. HUMAN RELATIONS. Please rate your satisfaction with the following:

(N=280)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q21a. Effectiveness of HRD programs at promoting small business growth in city	8.9%	19.3%	36.8%	12.9%	6.1%	16.1%
Q21b. Timeliness of MBE/WBE Goal Evaluations	6.8%	21.4%	35.0%	11.1%	7.5%	18.2%
Q21c. Your understanding of your roles & responsibilities in HRD process	9.3%	25.7%	37.1%	11.1%	7.1%	9.6%
Q21d. Information provided on Contract Central regarding HRD forms	6.4%	23.6%	36.8%	7.9%	8.2%	17.1%
Q21e. Timeliness of HRD's prevailing wage reviews	5.7%	16.1%	40.0%	9.6%	7.9%	20.7%
Q21f. Courtesy & professionalism of HRD staff	11.8%	35.4%	31.1%	8.2%	6.8%	6.8%

Excluding Don't Know

Q21. HUMAN RELATIONS. Please rate your satisfaction with the following: (Excluding "don't know")

(N=280)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q21a. Effectiveness of HRD programs at promoting small business growth in city	10.6%	23.0%	43.8%	15.3%	7.2%
Q21b. Timeliness of MBE/WBE Goal Evaluations	8.3%	26.2%	42.8%	13.5%	9.2%
Q21c. Your understanding of your roles & responsibilities in HRD process	10.3%	28.5%	41.1%	12.3%	7.9%
Q21d. Information provided on Contract Central regarding HRD forms	7.8%	28.4%	44.4%	9.5%	9.9%
Q21e. Timeliness of HRD's prevailing wage reviews	7.2%	20.3%	50.5%	12.2%	9.9%
Q21f. Courtesy & professionalism of HRD staff	12.6%	37.9%	33.3%	8.8%	7.3%

First Choice

Q22. If Human Relations were to make improvements in the areas listed in Question 21, which TWO items do you think should be emphasized most over the next two years in order to help you do your job better?

Q22. 1st choice	Number	Percent
Effectiveness of HRD programs at promoting small business growth in city	53	18.9 %
Timeliness of MBE/WBE Goal Evaluations	39	13.9 %
Your understanding of your roles & responsibilities in HRD process	66	23.6 %
Information provided on Contract Central regarding HRD forms	26	9.3 %
Timeliness of HRD's prevailing wage reviews	39	13.9 %
Courtesy & professionalism of HRD staff	23	8.2 %
None chosen	34	12.1 %
Total	280	100.0 %

Second Choice

Q22. If Human Relations were to make improvements in the areas listed in Question 21, which TWO items do you think should be emphasized most over the next two years in order to help you do your job better?

Q22. 2nd choice	Number	Percent
Effectiveness of HRD programs at promoting small business growth in city	25	8.9 %
Timeliness of MBE/WBE Goal Evaluations	41	14.6 %
Your understanding of your roles & responsibilities in HRD process	47	16.8 %
Information provided on Contract Central regarding HRD forms	41	14.6 %
Timeliness of HRD's prevailing wage reviews	41	14.6 %
Courtesy & professionalism of HRD staff	33	11.8 %
None chosen	52	18.6 %
Total	280	100.0 %

Sum of Both Choices

Q22. If Human Relations were to make improvements in the areas listed in Question 21, which TWO items do you think should be emphasized most over the next two years in order to help you do your job better? (Sum of Both Choices)

Q22. Sum of choices	Number	Percent
Effectiveness of HRD programs at promoting small business growth in city	78	27.9 %
Timeliness of MBE/WBE Goal Evaluations	80	28.6 %
Your understanding of your roles & responsibilities in HRD process	113	40.4 %
Information provided on Contract Central regarding HRD forms	67	23.9 %
Timeliness of HRD's prevailing wage reviews	80	28.6 %
Courtesy & professionalism of HRD staff	56	20.0 %
None chosen	86	30.7 %
Total	560	

Q23. HUMAN RESOURCES. Which ONE of the following statements best describes how often you use the services of Human Resources in your current position.

Q23. How often do you use services of Human Resources in your current position	Number	Percent
Very Frequently (daily)	44	6.6 %
Frequently (at least once per week)	84	12.7 %
Occasionally (once a month or less)	367	55.4 %
Never	149	22.5 %
Not provided	18	2.7 %
Total	662	100.0 %

Excluding Not Provided

Q23. HUMAN RESOURCES. Which ONE of the following statements best describes how often you use the services of Human Resources in your current position. (Excluding "not provided")

Q23. How often do you use services of Human Resources in your current position	Number	Percent
Very Frequently (daily)	44	6.8 %
Frequently (at least once per week)	84	13.0 %
Occasionally (once a month or less)	367	57.0 %
Never	149	23.1 %
Total	644	100.0 %

Q24. HUMAN RESOURCES. Please rate your satisfaction with the following:

(N=495)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q24a. Assistance provided by City Hall Benefits staff in electing or modifying your benefits	23.2%	44.2%	21.0%	4.8%	3.0%	3.6%
Q24b. Management of wellness programs	28.5%	37.6%	24.4%	3.2%	1.2%	5.1%
Q24c. Quality of service you receive when you speak with staff in Retirement Office regarding questions you have about retirement	15.8%	22.8%	28.9%	4.8%	2.2%	25.5%
Q24d. Usefulness of feedback received during your annual performance evaluation	13.3%	25.5%	32.1%	12.3%	8.9%	7.9%
Q24e. Timeliness of completion of your annual performance evaluation	17.6%	33.5%	29.3%	7.3%	7.1%	5.3%
Q24f. Information received from Benefits staff about FML policies	16.0%	28.1%	29.1%	9.7%	5.7%	11.5%
Q24g. Ease of application process for new or promotional positions	9.3%	24.0%	26.3%	18.0%	12.7%	9.7%
Q24h. Timeliness of receiving eligibility lists for hiring	8.7%	20.6%	25.3%	15.2%	13.7%	16.6%
Q24i. Quality of candidates contained on eligible lists for hire	7.7%	17.6%	28.7%	14.7%	10.1%	21.2%
Q24j. Courses offered by Education & Development Division or a partner agency	11.9%	25.3%	29.7%	14.3%	8.3%	10.5%
Q24k. Quality of training provided by Education & Development Division or a partner agency	14.5%	32.1%	29.1%	8.1%	6.5%	9.7%
Q24l. Courtesy & professionalism of HR staff	23.8%	38.2%	22.6%	6.9%	5.9%	2.6%

Excluding Don't Know

Q24. HUMAN RESOURCES. Please rate your satisfaction with the following: (Excluding "don't know")

(N=495)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q24a. Assistance provided by City Hall Benefits staff in electing or modifying your benefits	24.1%	45.9%	21.8%	5.0%	3.1%
Q24b. Management of wellness programs	30.0%	39.6%	25.7%	3.4%	1.3%
Q24c. Quality of service you receive when you speak with staff in Retirement Office regarding questions you have about retirement	21.1%	30.6%	38.8%	6.5%	3.0%
Q24d. Usefulness of feedback received during your annual performance evaluation	14.5%	27.6%	34.9%	13.4%	9.6%
Q24e. Timeliness of completion of your annual performance evaluation	18.6%	35.4%	30.9%	7.7%	7.5%
Q24f. Information received from Benefits staff about FML policies	18.0%	31.7%	32.9%	11.0%	6.4%
Q24g. Ease of application process for new or promotional positions	10.3%	26.6%	29.1%	19.9%	14.1%
Q24h. Timeliness of receiving eligibility lists for hiring	10.4%	24.7%	30.3%	18.2%	16.5%
Q24i. Quality of candidates contained on eligible lists for hire	9.7%	22.3%	36.4%	18.7%	12.8%
Q24j. Courses offered by Education & Development Division or a partner agency	13.3%	28.2%	33.2%	16.0%	9.3%
Q24k. Quality of training provided by Education & Development Division or a partner agency	16.1%	35.6%	32.2%	8.9%	7.2%
Q24l. Courtesy & professionalism of HR staff	24.5%	39.2%	23.2%	7.1%	6.0%

First Choice

Q25. If Human Resources were to make improvements in the areas listed in Question 24, which TWO items do you think should be emphasized most over the next two years in order to help you do your job better?

Q25. 1st choice	Number	Percent
Assistance provided by City Hall Benefits staff in electing or modifying your benefits	53	10.7 %
Management of wellness programs	16	3.2 %
Quality of service you receive when you speak with staff in Retirement Office regarding questions you have about retirement	35	7.1 %
Usefulness of feedback received during your annual performance evaluation	38	7.7 %
Timeliness of completion of your annual performance evaluation	25	5.1 %
Information received from Benefits staff about FML policies	26	5.3 %
Ease of application process for new or promotional positions	72	14.5 %
Timeliness of receiving eligibility lists for hiring	59	11.9 %
Quality of candidates contained on eligible lists for hire	37	7.5 %
Courses offered by Education & Development Division or a partner agency	46	9.3 %
Quality of training provided by Education & Development Division or a partner agency	13	2.6 %
Courtesy & professionalism of HR staff	38	7.7 %
None chosen	37	7.5 %
Total	495	100.0 %

Second Choice

Q25. If Human Resources were to make improvements in the areas listed in Question 24, which TWO items do you think should be emphasized most over the next two years in order to help you do your job better?

Q25. 2nd choice	Number	Percent
Assistance provided by City Hall Benefits staff in electing or modifying your benefits	25	5.1 %
Management of wellness programs	19	3.8 %
Quality of service you receive when you speak with staff in Retirement Office regarding questions you have about retirement	32	6.5 %
Usefulness of feedback received during your annual performance evaluation	44	8.9 %
Timeliness of completion of your annual performance evaluation	24	4.8 %
Information received from Benefits staff about FML policies	20	4.0 %
Ease of application process for new or promotional positions	59	11.9 %
Timeliness of receiving eligibility lists for hiring	47	9.5 %
Quality of candidates contained on eligible lists for hire	52	10.5 %
Courses offered by Education & Development Division or a partner agency	47	9.5 %
Quality of training provided by Education & Development Division or a partner agency	39	7.9 %
Courtesy & professionalism of HR staff	24	4.8 %
None chosen	63	12.7 %
Total	495	100.0 %

Sum of Both Choices

Q25. If Human Resources were to make improvements in the areas listed in Question 24, which TWO items do you think should be emphasized most over the next two years in order to help you do your job better? (Sum of Both Choices)

Q25. Sum of choices	Number	Percent
Assistance provided by City Hall Benefits staff in electing or modifying your benefits	78	15.8 %
Management of wellness programs	35	7.1 %
Quality of service you receive when you speak with staff in Retirement Office regarding questions you have about retirement	67	13.5 %
Usefulness of feedback received during your annual performance evaluation	82	16.6 %
Timeliness of completion of your annual performance evaluation	49	9.9 %
Information received from Benefits staff about FML policies	46	9.3 %
Ease of application process for new or promotional positions	131	26.5 %
Timeliness of receiving eligibility lists for hiring	106	21.4 %
Quality of candidates contained on eligible lists for hire	89	18.0 %
Courses offered by Education & Development Division or a partner agency	93	18.8 %
Quality of training provided by Education & Development Division or a partner agency	52	10.5 %
Courtesy & professionalism of HR staff	62	12.5 %
None chosen	100	20.2 %
Total	990	

Q26. INFORMATION TECHNOLOGY. Which ONE of the following statements best describes how often you use the services of Information Technology in your current position.

Q26. How often do you use services of Information Technology in your current position	Number	Percent
Very Frequently (daily)	80	12.1 %
Frequently (at least once per week)	113	17.1 %
Occasionally (once a month or less)	348	52.6 %
Never	110	16.6 %
Not provided	11	1.7 %
Total	662	100.0 %

Excluding Not Provided

Q26. INFORMATION TECHNOLOGY. Which ONE of the following statements best describes how often you use the services of Information Technology in your current position. (Excluding "not provided")

Q26. How often do you use services of Information Technology in your current position	Number	Percent
Very Frequently (daily)	80	12.3 %
Frequently (at least once per week)	113	17.4 %
Occasionally (once a month or less)	348	53.5 %
Never	110	16.9 %
Total	651	100.0 %

Q27. INFORMATION TECHNOLOGY. Please rate your satisfaction with the following:

(N=541)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q27a. Troubleshooting & communication from Helpdesk staff	27.9%	45.5%	16.1%	6.7%	2.4%	1.5%
Q27b. Overall repair & troubleshooting services from Desktop Support/PC Support	27.2%	42.9%	17.7%	6.3%	3.1%	2.8%
Q27c. Repair/troubleshooting services provided by other IT technicians	26.8%	41.4%	17.7%	7.6%	2.6%	3.9%
Q27d. Timeliness of resolution to your IT requests	25.7%	36.8%	19.2%	12.4%	4.8%	1.1%
Q27e. Assistance in developing requirements for new technology	15.2%	24.2%	25.5%	9.1%	8.9%	17.2%
Q27f. Support in implementation of new software systems	15.0%	26.2%	26.1%	10.4%	8.7%	13.7%
Q27g. Courtesy & professionalism of IT staff	38.1%	40.3%	14.8%	3.0%	2.4%	1.5%

Excluding Don't Know

Q27. INFORMATION TECHNOLOGY. Please rate your satisfaction with the following: (Excluding "don't know")

(N=541)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q27a. Troubleshooting & communication from Helpdesk staff	28.3%	46.2%	16.3%	6.8%	2.4%
Q27b. Overall repair & troubleshooting services from Desktop Support/PC Support	27.9%	44.1%	18.3%	6.5%	3.2%
Q27c. Repair/troubleshooting services provided by other IT technicians	27.9%	43.1%	18.5%	7.9%	2.7%
Q27d. Timeliness of resolution to your IT requests	26.0%	37.2%	19.4%	12.5%	4.9%
Q27e. Assistance in developing requirements for new technology	18.3%	29.2%	30.8%	10.9%	10.7%
Q27f. Support in implementation of new software systems	17.3%	30.4%	30.2%	12.0%	10.1%
Q27g. Courtesy & professionalism of IT staff	38.6%	40.9%	15.0%	3.0%	2.4%

First Choice

Q28. If Information Technology were to make improvements in the areas listed in Question 27, which TWO items do you think should be emphasized most over the next two years in order to help you do your job better?

Q28. 1st choice	Number	Percent
Troubleshooting & communication from Helpdesk staff	72	13.3 %
Overall repair & troubleshooting services from Desktop Support/PC Support	82	15.2 %
Repair/troubleshooting services provided by other IT technicians	31	5.7 %
Timeliness of resolution to your IT requests	84	15.5 %
Assistance in developing requirements for new technology	95	17.6 %
Support in implementation of new software systems	91	16.8 %
Courtesy & professionalism of IT staff	13	2.4 %
None chosen	73	13.5 %
Total	541	100.0 %

Second Choice

Q28. If Information Technology were to make improvements in the areas listed in Question 27, which TWO items do you think should be emphasized most over the next two years in order to help you do your job better?

Q28. 2nd choice	Number	Percent
Troubleshooting & communication from Helpdesk staff	32	5.9 %
Overall repair & troubleshooting services from Desktop Support/PC Support	59	10.9 %
Repair/troubleshooting services provided by other IT technicians	59	10.9 %
Timeliness of resolution to your IT requests	75	13.9 %
Assistance in developing requirements for new technology	80	14.8 %
Support in implementation of new software systems	125	23.1 %
Courtesy & professionalism of IT staff	16	3.0 %
None chosen	95	17.6 %
Total	541	100.0 %

Sum of Both Choices

Q28. If Information Technology were to make improvements in the areas listed in Question 27, which TWO items do you think should be emphasized most over the next two years in order to help you do your job better? (Sum of Both Choices)

Q28. Sum of choices	Number	Percent
Troubleshooting & communication from Helpdesk staff	104	19.2 %
Overall repair & troubleshooting services from Desktop Support/PC Support	141	26.1 %
Repair/troubleshooting services provided by other IT technicians	90	16.6 %
Timeliness of resolution to your IT requests	159	29.4 %
Assistance in developing requirements for new technology	175	32.3 %
Support in implementation of new software systems	216	39.9 %
Courtesy & professionalism of IT staff	29	5.4 %
None chosen	168	31.1 %
Total	1082	

Q29. LAW DEPARTMENT. Which ONE of the following statements best describes how often you use the services of the Law Department in your current position.

Q29. How often do you use services of Law Department in your current position	Number	Percent
Very Frequently (daily)	47	7.1 %
Frequently (at least once per week)	69	10.4 %
Occasionally (once a month or less)	185	27.9 %
Never	345	52.1 %
Not provided	16	2.4 %
Total	662	100.0 %

Excluding Not Provided

Q29. LAW DEPARTMENT. Which ONE of the following statements best describes how often you use the services of the Law Department in your current position. (Excluding "not provided")

Q29. How often do you use services of Law Department in your current position	Number	Percent
Very Frequently (daily)	47	7.3 %
Frequently (at least once per week)	69	10.7 %
Occasionally (once a month or less)	185	28.6 %
Never	345	53.4 %
Total	646	100.0 %

Q30. LAW DEPARTMENT. Please rate your satisfaction with the following:

(N=301)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q30a. Explanations you receive on legal opinions	23.3%	41.9%	22.3%	5.3%	3.3%	4.0%
Q30b. Level of understanding your Law Department attorneys have of your department's activities	28.9%	34.9%	18.9%	10.0%	3.3%	4.0%
Q30c. Timeliness of responses from Law Department attorneys to your inquiries	26.2%	31.6%	24.3%	6.6%	8.3%	3.0%
Q30d. Courtesy & professionalism of Law Department staff	35.5%	36.9%	17.9%	5.3%	3.3%	1.0%

Excluding Don't Know

Q30. LAW DEPARTMENT. Please rate your satisfaction with the following: (Excluding "don't know")

(N=301)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q30a. Explanations you receive on legal opinions	24.2%	43.6%	23.2%	5.5%	3.5%
Q30b. Level of understanding your Law Department attorneys have of your department's activities	30.1%	36.3%	19.7%	10.4%	3.5%
Q30c. Timeliness of responses from Law Department attorneys to your inquiries	27.1%	32.5%	25.0%	6.8%	8.6%
Q30d. Courtesy & professionalism of Law Department staff	35.9%	37.2%	18.1%	5.4%	3.4%

First Choice

Q31. If the Law Department were to make improvements in the areas listed in Question 30, which TWO items do you think should be emphasized most over the next two years in order to help you do your job better?

Q31. 1st choice	Number	Percent
Explanations you receive on legal opinions	66	21.9 %
Level of understanding your Law Department attorneys have of your department's activities	81	26.9 %
Timeliness of responses from Law Department attorneys to your inquiries	78	25.9 %
Courtesy & professionalism of Law Department staff	19	6.3 %
None chosen	57	18.9 %
Total	301	100.0 %

Second Choice

Q31. If the Law Department were to make improvements in the areas listed in Question 30, which TWO items do you think should be emphasized most over the next two years in order to help you do your job better?

Q31. 2nd choice	Number	Percent
Explanations you receive on legal opinions	55	18.3 %
Level of understanding your Law Department attorneys have of your department's activities	76	25.2 %
Timeliness of responses from Law Department attorneys to your inquiries	63	20.9 %
Courtesy & professionalism of Law Department staff	25	8.3 %
None chosen	82	27.2 %
Total	301	100.0 %

Sum of Both Choices

Q31. If the Law Department were to make improvements in the areas listed in Question 30, which TWO items do you think should be emphasized most over the next two years in order to help you do your job better? (Sum of Both Choices)

Q31. Sum of choices	Number	Percent
Explanations you receive on legal opinions	121	40.2 %
Level of understanding your Law Department attorneys have of your department's activities	157	52.2 %
Timeliness of responses from Law Department attorneys to your inquiries	141	46.8 %
Courtesy & professionalism of Law Department staff	44	14.6 %
None chosen	139	46.2 %
Total	602	

Q32. PROCUREMENT. Which ONE of the following statements best describes how often you use the services of Procurement in your current position.

Q32. How often do you use services of Procurement in your current position	Number	Percent
Very Frequently (daily)	24	3.6 %
Frequently (at least once per week)	54	8.2 %
Occasionally (once a month or less)	155	23.4 %
Never	402	60.7 %
Not provided	27	4.1 %
Total	662	100.0 %

Excluding Not Provided

Q32. PROCUREMENT. Which ONE of the following statements best describes how often you use the services of Procurement in your current position. (Excluding "not provided")

Q32. How often do you use services of Procurement in your current position	Number	Percent
Very Frequently (daily)	24	3.8 %
Frequently (at least once per week)	54	8.5 %
Occasionally (once a month or less)	155	24.4 %
Never	402	63.3 %
Total	635	100.0 %

Q33. PROCUREMENT. Please rate your satisfaction with the following:

(N=233)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q33a. Products & services purchased by Procurement for your department/division	9.9%	39.5%	30.9%	10.3%	4.3%	5.2%
Q33b. Pricing of products/services purchased by Procurement	9.0%	29.6%	32.6%	13.3%	5.6%	9.9%
Q33c. Timeliness from requisition to issuance of purchase order	9.4%	28.3%	28.3%	14.6%	8.2%	11.2%
Q33d. Timeliness of issuing solicitations from start to contract award	8.2%	24.9%	33.0%	15.0%	6.4%	12.4%
Q33e. Knowledge Procurement staff has of procurement policies & process	13.7%	34.8%	34.8%	6.9%	5.6%	4.3%
Q33f. Your understanding of Procurement policies, processes & procedures	7.7%	32.6%	35.2%	15.9%	5.2%	3.4%
Q33g. Information provided on Contract Central regarding procurement/ contracting	7.7%	26.6%	32.6%	14.6%	6.4%	12.0%
Q33h. Your understanding of Records Management policies & procedures	10.3%	27.5%	36.1%	14.6%	2.6%	9.0%
Q33i. Your understanding of surplus property policies & procedures	11.2%	27.0%	33.9%	12.4%	3.9%	11.6%
Q33j. Ease of navigating online surplus property website	9.0%	21.9%	30.9%	12.0%	3.4%	22.7%
Q33k. Courtesy & professionalism of Procurement staff	18.9%	40.3%	25.3%	6.9%	3.9%	4.7%

Excluding Don't Know

Q33. PROCUREMENT. Please rate your satisfaction with the following: (Excluding "don't know")

(N=233)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q33a. Products & services purchased by Procurement for your department/division	10.4%	41.6%	32.6%	10.9%	4.5%
Q33b. Pricing of products/services purchased by Procurement	10.0%	32.9%	36.2%	14.8%	6.2%
Q33c. Timeliness from requisition to issuance of purchase order	10.6%	31.9%	31.9%	16.4%	9.2%
Q33d. Timeliness of issuing solicitations from start to contract award	9.3%	28.4%	37.7%	17.2%	7.4%
Q33e. Knowledge Procurement staff has of procurement policies & process	14.3%	36.3%	36.3%	7.2%	5.8%
Q33f. Your understanding of Procurement policies, processes & procedures	8.0%	33.8%	36.4%	16.4%	5.3%
Q33g. Information provided on Contract Central regarding procurement/ contracting	8.8%	30.2%	37.1%	16.6%	7.3%
Q33h. Your understanding of Records Management policies & procedures	11.3%	30.2%	39.6%	16.0%	2.8%
Q33i. Your understanding of surplus property policies & procedures	12.6%	30.6%	38.3%	14.1%	4.4%
Q33j. Ease of navigating online surplus property website	11.7%	28.3%	40.0%	15.6%	4.4%
Q33k. Courtesy & professionalism of Procurement staff	19.8%	42.3%	26.6%	7.2%	4.1%

First Choice

Q34. If Procurement were to make improvements in the areas listed in Question 33, which TWO items do you think should be emphasized most over the next two years in order to help you do your job better?

34. 1st choice	Number	Percent
Products & services purchased by Procurement for your department/division	24	10.3 %
Pricing of products/services purchased by Procurement	31	13.3 %
Timeliness from requisition to issuance of purchase order	38	16.3 %
Timeliness of issuing solicitations from start to contract award	22	9.4 %
Knowledge Procurement staff has of procurement policies & process	8	3.4 %
Your understanding of Procurement policies, processes & procedures	27	11.6 %
Information provided on Contract Central regarding procurement/contracting	15	6.4 %
Your understanding of Records Management policies & procedures	12	5.2 %
Your understanding of surplus property policies & procedures	14	6.0 %
Ease of navigating online surplus property website	6	2.6 %
Courtesy & professionalism of Procurement staff	9	3.9 %
None chosen	27	11.6 %
Total	233	100.0 %

Second Choice

Q34. If Procurement were to make improvements in the areas listed in Question 33, which TWO items do you think should be emphasized most over the next two years in order to help you do your job better?

34. 2nd choice	Number	Percent
Products & services purchased by Procurement for your department/division	22	9.4 %
Pricing of products/services purchased by Procurement	8	3.4 %
Timeliness from requisition to issuance of purchase order	28	12.0 %
Timeliness of issuing solicitations from start to contract award	23	9.9 %
Knowledge Procurement staff has of procurement policies & process	13	5.6 %
Your understanding of Procurement policies, processes & procedures	30	12.9 %
Information provided on Contract Central regarding procurement/contracting	19	8.2 %
Your understanding of Records Management policies & procedures	18	7.7 %
Your understanding of surplus property policies & procedures	9	3.9 %
Ease of navigating online surplus property website	17	7.3 %
Courtesy & professionalism of Procurement staff	10	4.3 %
None chosen	36	15.5 %
Total	233	100.0 %

Sum of Both Choices

Q34. If Procurement were to make improvements in the areas listed in Question 33, which TWO items do you think should be emphasized most over the next two years in order to help you do your job better? (Sum of Both Choices)

34. Sum of choices	Number	Percent
Products & services purchased by Procurement for your department/division	46	19.7 %
Pricing of products/services purchased by Procurement	39	16.7 %
Timeliness from requisition to issuance of purchase order	66	28.3 %
Timeliness of issuing solicitations from start to contract award	45	19.3 %
Knowledge Procurement staff has of procurement policies & process	21	9.0 %
Your understanding of Procurement policies, processes & procedures	57	24.5 %
Information provided on Contract Central regarding procurement/contracting	34	14.6 %
Your understanding of Records Management policies & procedures	30	12.9 %
Your understanding of surplus property policies & procedures	23	9.9 %
Ease of navigating online surplus property website	23	9.9 %
Courtesy & professionalism of Procurement staff	19	8.2 %
None chosen	63	27.0 %
Total	466	

Q35. TREASURY. Which ONE of the following statements best describes how often you use the services of the Treasury Division (i.e. banking, cash management, purchasing card, debt) in your current position.

Q35. How often do you use services of Treasury Division in your current position	Number	Percent
Very Frequently (daily)	20	3.0 %
Frequently (at least once per week)	25	3.8 %
Occasionally (once a month or less)	93	14.0 %
Never	504	76.1 %
Not provided	20	3.0 %
Total	662	100.0 %

Excluding Not Provided

Q35. TREASURY. Which ONE of the following statements best describes how often you use the services of the Treasury Division (i.e. banking, cash management, purchasing card, debt) in your current position. (Excluding "not provided")

Q35. How often do you use services of Treasury Division in your current position	Number	Percent
Very Frequently (daily)	20	3.1 %
Frequently (at least once per week)	25	3.9 %
Occasionally (once a month or less)	93	14.5 %
Never	504	78.5 %
Total	642	100.0 %

Q36. TREASURY DIVISION. Please rate your satisfaction with the following:

(N=138)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q36a. Timeliness of responses to your inquiries or requests	34.1%	35.5%	21.0%	4.3%	1.4%	3.6%
Q36b. Quality of training for cash handling	21.0%	27.5%	25.4%	4.3%	2.9%	18.8%
Q36c. Quality of training for purchasing/ travel cards	20.3%	29.0%	29.7%	2.9%	2.2%	15.9%
Q36d. Treasury Division staff willingness to resolve issues & provide solutions to issues related to capital project financing	32.6%	23.2%	27.5%	2.9%	1.4%	12.3%
Q36e. Courtesy & professionalism of Treasury staff	45.7%	31.2%	18.1%	2.2%	1.4%	1.4%

Excluding Don't Know

Q36. TREASURY DIVISION. Please rate your satisfaction with the following: (Excluding "don't know")

(N=138)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q36a. Timeliness of responses to your inquiries or requests	35.3%	36.8%	21.8%	4.5%	1.5%
Q36b. Quality of training for cash handling	25.9%	33.9%	31.3%	5.4%	3.6%
Q36c. Quality of training for purchasing/ travel cards	24.1%	34.5%	35.3%	3.4%	2.6%
Q36d. Treasury Division staff willingness to resolve issues & provide solutions to issues related to capital project financing	37.2%	26.4%	31.4%	3.3%	1.7%
Q36e. Courtesy & professionalism of Treasury staff	46.3%	31.6%	18.4%	2.2%	1.5%

First Choice

Q37. If the Treasury Division were to make improvements in the areas listed in Question 36, which TWO items do you think should be emphasized most over the next two years in order to help you do your job better?

Q37. 1st choice	Number	Percent
Timeliness of responses to your inquiries or requests	27	19.6 %
Quality of training for cash handling	21	15.2 %
Quality of training for purchasing/travel cards	18	13.0 %
Treasury Division staff willingness to resolve issues & provide solutions to issues related to capital project financing	24	17.4 %
Courtesy & professionalism of Treasury staff	4	2.9 %
None chosen	44	31.9 %
Total	138	100.0 %

Second Choice

Q37. If the Treasury Division were to make improvements in the areas listed in Question 36, which TWO items do you think should be emphasized most over the next two years in order to help you do your job better?

Q37. 2nd choice	Number	Percent
Timeliness of responses to your inquiries or requests	16	11.6 %
Quality of training for cash handling	26	18.8 %
Quality of training for purchasing/travel cards	17	12.3 %
Treasury Division staff willingness to resolve issues & provide solutions to issues related to capital project financing	18	13.0 %
Courtesy & professionalism of Treasury staff	6	4.3 %
None chosen	55	39.9 %
Total	138	100.0 %

Sum of Both Choices

Q37. If the Treasury Division were to make improvements in the areas listed in Question 36, which TWO items do you think should be emphasized most over the next two years in order to help you do your job better? (Sum of Both Choices)

Q37. Sum of choices	Number	Percent
Timeliness of responses to your inquiries or requests	43	31.2 %
Quality of training for cash handling	47	34.1 %
Quality of training for purchasing/travel cards	35	25.4 %
Treasury Division staff willingness to resolve issues & provide solutions to issues related to capital project financing	42	30.4 %
Courtesy & professionalism of Treasury staff	10	7.2 %
None chosen	99	71.7 %
Total	276	

Q38. 311 CALL CENTER. Which ONE of the following statements best describes how often you use the services of the 311 CALL CENTER in your current position.

Q38. How often do you use services of Law Department in your current position	Number	Percent
Very Frequently (daily)	56	8.5 %
Frequently (at least once per week)	68	10.3 %
Occasionally (once a month or less)	242	36.6 %
Never	280	42.3 %
Not provided	16	2.4 %
Total	662	100.0 %

Excluding Not Provided

Q38. 311 CALL CENTER. Which ONE of the following statements best describes how often you use the services of the 311 CALL CENTER in your current position. (Excluding "not provided")

Q38. How often do you use services of Law Department in your current position	Number	Percent
Very Frequently (daily)	56	8.7 %
Frequently (at least once per week)	68	10.5 %
Occasionally (once a month or less)	242	37.5 %
Never	280	43.3 %
Total	646	100.0 %

Q39. 311 CALL CENTER. Please rate your satisfaction with the following:

(N=366)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q39a. Adequacy of information provided in 311 service requests	15.3%	39.9%	25.7%	12.0%	5.2%	1.9%
Q39b. Peoplesoft CRM ease of use	8.5%	26.5%	27.3%	12.0%	9.0%	16.7%
Q39c. Level of knowledge 311 employees have about your department's services & programs	10.1%	29.0%	25.7%	20.2%	10.4%	4.6%
Q39d. Courtesy & professionalism of 311 staff	23.2%	44.0%	23.8%	4.6%	1.9%	2.5%

Excluding Don't Know

Q39. 311 CALL CENTER. Please rate your satisfaction with the following: (Excluding "don't know")

(N=366)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q39a. Adequacy of information provided in 311 service requests	15.6%	40.7%	26.2%	12.3%	5.3%
Q39b. Peoplesoft CRM ease of use	10.2%	31.8%	32.8%	14.4%	10.8%
Q39c. Level of knowledge 311 employees have about your department's services & programs	10.6%	30.4%	26.9%	21.2%	10.9%
Q39d. Courtesy & professionalism of 311 staff	23.8%	45.1%	24.4%	4.8%	2.0%

First Choice

Q40. If the 311 Call Center were to make improvements in the areas listed in Question 39, which TWO items do you think should be emphasized most over the next two years in order to help you do your job better?

Q40. 1st choice	Number	Percent
Adequacy of information provided in 311 service requests	80	21.9 %
Peoplesoft CRM ease of use	73	19.9 %
Level of knowledge 311 employees have about your department's services & programs	156	42.6 %
Courtesy & professionalism of 311 staff	21	5.7 %
None chosen	36	9.8 %
Total	366	100.0 %

Second Choice

Q40. If the 311 Call Center were to make improvements in the areas listed in Question 39, which TWO items do you think should be emphasized most over the next two years in order to help you do your job better?

Q40. 2nd choice	Number	Percent
Adequacy of information provided in 311 service requests	111	30.3 %
Peoplesoft CRM ease of use	67	18.3 %
Level of knowledge 311 employees have about your department's services & programs	92	25.1 %
Courtesy & professionalism of 311 staff	33	9.0 %
None chosen	63	17.2 %
Total	366	100.0 %

Sum of Both Choices

Q40. If the 311 Call Center were to make improvements in the areas listed in Question 39, which TWO items do you think should be emphasized most over the next two years in order to help you do your job better? (Sum of Both Choices)

Q40. Sum of choices	Number	Percent
Adequacy of information provided in 311 service requests	191	52.2 %
Peoplesoft CRM ease of use	140	38.3 %
Level of knowledge 311 employees have about your department's services & programs	248	67.8 %
Courtesy & professionalism of 311 staff	54	14.8 %
None chosen	99	27.0 %
Total	732	

Q41a-e. Using a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied", please rate your satisfaction with the following items of COMMUNICATION:

(N=662)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q41a. How informed you are about what is happening in City as an organization/ workplace	11.5%	43.8%	23.6%	13.0%	3.9%	4.2%
Q41b. Content in monthly newsletter (The Fountain Pen)	12.4%	43.1%	28.2%	6.9%	3.3%	6.0%
Q41c. Usefulness of City's internal website (MyKC)	10.4%	39.6%	28.5%	10.6%	4.5%	6.3%
Q41d. Usefulness of City's external website (www.kcmo.gov)	11.6%	36.4%	27.3%	11.9%	6.9%	5.7%
Q41e. Efforts to tell City's story to public	8.6%	27.9%	37.0%	12.7%	5.0%	8.8%

Excluding Don't Know

Q41a-e. Using a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied", please rate your satisfaction with the following items of COMMUNICATION: (Excluding "don't know")

(N=662)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q41a. How informed you are about what is happening in City as an organization/ workplace	12.0%	45.7%	24.6%	13.6%	4.1%
Q41b. Content in monthly newsletter (The Fountain Pen)	13.2%	45.8%	30.1%	7.4%	3.5%
Q41c. Usefulness of City's internal website (MyKC)	11.1%	42.3%	30.5%	11.3%	4.8%
Q41d. Usefulness of City's external website (www.kcmo.gov)	12.3%	38.6%	29.0%	12.7%	7.4%
Q41e. Efforts to tell City's story to public	9.4%	30.6%	40.6%	13.9%	5.5%

Q41f-j. Using a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied", please rate your satisfaction with the following items of BUILDING CONDITION AND SECURITY:

(N=662)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q41f. Accessibility of facilities for employees with disabilities	10.1%	33.4%	26.0%	8.8%	5.1%	16.6%
Q41g. Overall maintenance of facilities where you work	8.3%	31.1%	23.3%	19.8%	12.7%	4.8%
Q41h. Overall cleanliness & housekeeping of facilities where you work	11.6%	29.2%	21.8%	18.3%	14.4%	4.8%
Q41i. Overall security in facilities where you work	12.4%	37.0%	24.2%	10.7%	10.6%	5.1%
Q41j. Security of your personal belongings while at work	12.7%	43.4%	22.5%	10.4%	6.8%	4.2%

Excluding Don't Know

Q41f-j. Using a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied", please rate your satisfaction with the following items of BUILDING CONDITION AND SECURITY: (Excluding "don't know")

(N=662)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q41f. Accessibility of facilities for employees with disabilities	12.1%	40.0%	31.2%	10.5%	6.2%
Q41g. Overall maintenance of facilities where you work	8.7%	32.7%	24.4%	20.8%	13.3%
Q41h. Overall cleanliness & housekeeping of facilities where you work	12.2%	30.6%	22.9%	19.2%	15.1%
Q41i. Overall security in facilities where you work	13.1%	39.0%	25.5%	11.3%	11.1%
Q41j. Security of your personal belongings while at work	13.2%	45.3%	23.5%	10.9%	7.1%

Q41k-m. Using a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied", please rate your satisfaction with the following items of LEADERSHIP:

(N=662)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q41k. Overall leadership provided by my immediate supervisor	27.0%	35.0%	16.5%	8.0%	9.5%	3.9%
Q41l. Overall leadership provided by my department's management	21.5%	32.2%	17.8%	10.7%	13.3%	4.5%
Q41m. Overall leadership provided by top city management & elected officials	12.5%	31.6%	28.7%	11.2%	10.9%	5.1%

Excluding Don't Know

Q41k-m. Using a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied", please rate your satisfaction with the following items of LEADERSHIP: (Excluding "don't know")

(N=662)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q41k. Overall leadership provided by my immediate supervisor	28.1%	36.5%	17.1%	8.3%	9.9%
Q41l. Overall leadership provided by my department's management	22.5%	33.7%	18.7%	11.2%	13.9%
Q41m. Overall leadership provided by top city management & elected officials	13.2%	33.3%	30.3%	11.8%	11.5%

Q41n-x. Using a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied", please rate your satisfaction with the following items of OTHER ISSUES:

(N=662)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q41n. Level of internal & external customer service provided by your work unit/division/department	19.8%	41.1%	22.1%	7.3%	4.7%	5.1%
Q41o. Level of recognition given to employees who perform well	6.3%	19.3%	23.9%	22.5%	22.2%	5.7%
Q41p. Your opportunity for promotion	6.3%	17.4%	23.1%	19.5%	27.2%	6.5%
Q41q. How well technology in your department/division meets your needs	8.8%	33.1%	25.7%	16.6%	11.5%	4.4%
Q41r. Cooperation between my work unit/division & other work units/divisions inside my department	12.1%	36.0%	21.9%	12.8%	12.4%	4.8%
Q41s. Cooperation between my work unit/division & work units/divisions outdide my department	11.2%	35.2%	30.1%	11.2%	7.1%	5.3%
Q41t. Feeling that your department takes your safety seriously	16.9%	39.9%	18.4%	10.1%	10.6%	4.1%
Q41u. Feeling that your supervisor takes worker safety seriously	21.5%	41.7%	20.5%	5.3%	5.9%	5.1%
Q41v. Training you receive on technology you use in your job	10.0%	31.9%	27.6%	16.9%	9.2%	4.4%
Q41w. How ethically City conducts business	10.4%	32.3%	28.5%	9.5%	12.8%	6.3%
Q41x. How happy you are in your job	19.5%	36.1%	23.1%	10.0%	7.4%	3.9%

Excluding Don't Know

Q41n-x. Using a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied", please rate your satisfaction with the following items of OTHER ISSUES: (Excluding "don't know")

(N=662)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q41n. Level of internal & external customer service provided by your work unit/division/department	20.9%	43.3%	23.2%	7.6%	4.9%
Q41o. Level of recognition given to employees who perform well	6.7%	20.5%	25.3%	23.9%	23.6%
Q41p. Your opportunity for promotion	6.8%	18.6%	24.7%	20.8%	29.1%
Q41q. How well technology in your department/division meets your needs	9.2%	34.6%	26.9%	17.4%	12.0%
Q41r. Cooperation between my work unit/division & other work units/divisions inside my department	12.7%	37.8%	23.0%	13.5%	13.0%
Q41s. Cooperation between my work unit/division & work units/divisions outdide my department	11.8%	37.2%	31.7%	11.8%	7.5%
Q41t. Feeling that your department takes your safety seriously	17.6%	41.6%	19.2%	10.6%	11.0%
Q41u. Feeling that your supervisor takes worker safety seriously	22.6%	43.9%	21.7%	5.6%	6.2%
Q41v. Training you receive on technology you use in your job	10.4%	33.3%	28.9%	17.7%	9.6%
Q41w. How ethically City conducts business	11.1%	34.5%	30.5%	10.2%	13.7%
Q41x. How happy you are in your job	20.3%	37.6%	24.1%	10.4%	7.7%

Q43. Please answer the following questions by circling YES or NO.

(N=662)

	Yes	No	Not provided
Q43a. Do you supervise staff	34.4%	63.4%	2.1%
Q43b. Are you responsible for hiring new staff	26.3%	71.8%	2.0%
Q43c. Are you a member of a bargaining unit	11.3%	86.4%	2.3%
Q43d. Are you assigned a piece of City equipment or vehicle	51.2%	46.8%	2.0%
Q43e. Have you voluntarily attended a training course in last two years through City or one of its partners	65.9%	32.3%	1.8%

Excluding Not Provided

Q43. Please answer the following questions by circling YES or NO. (Excluding "not provided")

(N=662)

	Yes	No
Q43a. Do you supervise staff	35.2%	64.8%
Q43b. Are you responsible for hiring new staff	26.8%	73.2%
Q43c. Are you a member of a bargaining unit	11.6%	88.4%
Q43d. Are you assigned a piece of City equipment or vehicle	52.2%	47.8%
Q43e. Have you voluntarily attended a training course in last two years through City or one of its partners	67.1%	32.9%

Q44. Please CHECK the City Department in which you work:

Q44. City Department in which you work	Number	Percent
Aviation	56	8.5 %
City Auditor/City Clerk/Mayor & Council	7	1.1 %
City Planning & Development	36	5.4 %
Convention & Entertainment Facilities	12	1.8 %
Finance	31	4.7 %
KCFD	12	1.8 %
General Services	48	7.3 %
Health	76	11.5 %
Human Relations	8	1.2 %
Human Resources	9	1.4 %
Municipal Court	10	1.5 %
Law	24	3.6 %
Neighborhood & Housing Services	55	8.3 %
Office of City Manager	27	4.1 %
Parks & Recreation	72	10.9 %
Public Works	71	10.7 %
Water Services	78	11.8 %
Not provided	30	4.5 %
Total	662	100.0 %

Excluding Not Provided

Q44. Please CHECK the City Department in which you work: (Excluding "not provided")

Q44. City Department in which you work	Number	Percent
Aviation	56	8.9 %
City Auditor/City Clerk/Mayor & Council	7	1.1 %
City Planning & Development	36	5.7 %
Convention & Entertainment Facilities	12	1.9 %
Finance	31	4.9 %
KCFD	12	1.9 %
General Services	48	7.6 %
Health	76	12.0 %
Human Relations	8	1.3 %
Human Resources	9	1.4 %
Municipal Court	10	1.6 %
Law	24	3.8 %
Neighborhood & Housing Services	55	8.7 %
Office of City Manager	27	4.3 %
Parks & Recreation	72	11.4 %
Public Works	71	11.2 %
Water Services	78	12.3 %
Total	632	100.0 %

Q45. Please CHECK your primary work location:

Q45. Your primary work location	Number	Percent
Downtown municipal building (City Hall/MC/Comm.Ctr)	234	35.3 %
4900 Swope/Tow Lot/2534 Prospect/Mohart/5835 Troost	34	5.1 %
Century Towers/MAST Bldg/Health Dept Bldg	55	8.3 %
Fire Station or other fire facility	3	0.5 %
Aviation facility	54	8.2 %
Convention Center Complex	13	2.0 %
Parks facility (including community centers)	61	9.2 %
MSC Complex (Deramus/Municipal/Chouteau)	38	5.7 %
2400 Russell Road	5	0.8 %
4721 E Coal Mine Road	19	2.9 %
18th & Prospect complex	24	3.6 %
Other WSD facility	70	10.6 %
Not provided	52	7.9 %
Total	662	100.0 %

Excluding Not Provided

Q45. Please CHECK your primary work location: (Excluding "not provided")

Q45. Your primary work location	Number	Percent
Downtown municipal building (City Hall/MC/Comm.Ctr)	234	38.4 %
4900 Swope/Tow Lot/2534 Prospect/Mohart/5835 Troost	34	5.6 %
Century Towers/MAST Bldg/Health Dept Bldg	55	9.0 %
Fire Station or other fire facility	3	0.5 %
Aviation facility	54	8.9 %
Convention Center Complex	13	2.1 %
Parks facility (including community centers)	61	10.0 %
MSC Complex (Deramus/Municipal/Chouteau)	38	6.2 %
2400 Russell Road	5	0.8 %
4721 E Coal Mine Road	19	3.1 %
18th & Prospect complex	24	3.9 %
Other WSD facility	70	11.5 %
Total	610	100.0 %

Q46. Do you think you will be working for the City of Kansas City, Missouri, five years from now?

Q46. Will you be working for City of Kansas City, Missouri, five years from now	Number	Percent
Yes	462	69.8 %
No	172	26.0 %
Not provided	28	4.2 %
Total	662	100.0 %

Excluding Not Provided
Q46. Do you think you will be working for the City of Kansas City, Missouri, five years from now? (Excluding "not provided")

Q46. Will you be working for City of Kansas City, Missouri, five years from now	Number	Percent
Yes	462	72.9 %
No	172	27.1 %
Total	634	100.0 %

Q47. Approximately how many years have you worked for the City of Kansas City, Missouri?

Q47. How many years have you worked for City of Kansas City, Missouri	Number	Percent
5 or less	165	26.9 %
6 to 10	134	21.8 %
11 to 15	103	16.8 %
16 to 20	109	17.8 %
21 to 25	52	8.5 %
26 to 30	28	4.6 %
31+	23	3.7 %
Total	614	100.0 %

Q48. Your gender:

Q48. Your gender	Number	Percent
Male	334	50.5 %
Female	282	42.6 %
Not provided	46	6.9 %
Total	662	100.0 %

Excluding Not Provided
Q48. Your gender: (Excluding "not provided")

Q48. Your gender	Number	Percent
Male	334	54.2 %
Female	282	45.8 %
Total	616	100.0 %

Section 4:
Survey Instrument

City of Kansas City, Missouri Internal Services Survey

The City of Kansas City would like to know your level of satisfaction with those internal services that support you in successfully performing your job duties. Your responses are completely confidential and cannot be associated with you as an individual. If you have questions, please call the City Manager's Office at 513-6567 or 513-6568.

1. Using a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied", please rate your satisfaction with the overall level of service provided by the following Internal City Services.

How satisfied you are with the overall level of service provided by:		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
A.	Accounts/AP/Payroll	5	4	3	2	1	9
B.	Budget Office	5	4	3	2	1	9
C.	Corporate Safety/Risk Management	5	4	3	2	1	9
D.	Facility Services	5	4	3	2	1	9
E.	Fleet Maintenance	5	4	3	2	1	9
F.	Human Relations	5	4	3	2	1	9
G.	Human Resources	5	4	3	2	1	9
H.	Information Technology	5	4	3	2	1	9
I.	Law	5	4	3	2	1	9
J.	Procurement	5	4	3	2	1	9
K.	Treasury	5	4	3	2	1	9
L.	311 Call Center	5	4	3	2	1	9
M.	City Communications	5	4	3	2	1	9

2. Which THREE of the INTERNAL SERVICES listed above do you think should be the City's top priorities for improvement? [Write in the letters below using the letters from the list in Question 1 above].

1st: _____ 2nd: _____ 3rd: _____

3. <u>ACCOUNTS/AP/PAYROLL.</u> Which ONE of the following statements best describes how often you use the services of Accounts/AP/Payroll in your current position. (Check ONE)

__(1) Very Frequently (daily)
__(2) Frequently (at least once per week)
__(3) Occasionally (once a month or less)
__(4) Never (**go to Question 6**)

4. ACCOUNTS/AP/PAYROLL Please rate your satisfaction with the following:		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
A.	Timeliness and accuracy of payroll	5	4	3	2	1	9
B.	Ease of payroll process	5	4	3	2	1	9
C.	The courtesy and professionalism of payroll staff	5	4	3	2	1	9
D.	Timeliness and accuracy of accounts payable	5	4	3	2	1	9
E.	Timeliness and accuracy of posting general ledger journals by FMS Support staff	5	4	3	2	1	9
F.	Adequacy of training provided on the PeopleSoft Financial Management System (FMS)	5	4	3	2	1	9
G.	The courtesy and professionalism of FMS Support staff	5	4	3	2	1	9

5. If Accounts/AP/Payroll were to make improvements in the areas listed above, which TWO items do you think should be emphasized most over the next two years in order to help you do your job better? [Write in the letters below using the letters from the list in Question 4 above]. **1st:** _____ **2nd:** _____

6. <u>BUDGET OFFICE.</u> Which ONE of the following statements best describes how often you use the services of the Budget Office in your current position. (Check ONE)

__(1) Very Frequently (daily)
__(2) Frequently (at least once per week)
__(3) Occasionally (once a month or less)
__(4) Never (**go to Question 9**)

7. BUDGET OFFICE Please rate your satisfaction with the following:		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
A.	The timeliness of responses to your inquiries or requests	5	4	3	2	1	9
B.	Quality of training on budget related issues	5	4	3	2	1	9
C.	Staff's willingness to work with me to solve budget issues	5	4	3	2	1	9
D.	Communication on new budget issues & modified processes	5	4	3	2	1	9
E.	Providing tools/information to help me be successful in the budget responsibilities of my job	5	4	3	2	1	9
F.	The courtesy and professionalism of staff	5	4	3	2	1	9

8. **If the Budget Office were to make improvements in the areas listed above, which TWO items do you think should be emphasized most over the next two years in order to help you do your job better?** [Write in the letters below using the letters from the list in Question 7]. **1st:** _____ **2nd:** _____

9. **CORPORATE SAFETY/RISK MANAGEMENT. Which ONE of the following statements best describes how often you use the services of Corporate Safety/Risk Management in your current position. (Check ONE)**
__(1) Very Frequently (daily) __(3) Occasionally (once a month or less)
__(2) Frequently (at least once per week) __(4) Never (**go to Question 12**)

10. CORPORATE SAFETY/RISK MANAGEMENT Please rate your satisfaction with the following:		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
A.	How prepared you feel to respond to an emergency at work	5	4	3	2	1	9
B.	Quality of work performed by Corporate Safety/Risk Management	5	4	3	2	1	9
C.	Timeliness of services provided by Corporate Safety/Risk Management	5	4	3	2	1	9
D.	Your understanding of how to deal with a workplace injury	5	4	3	2	1	9
E.	Courtesy and professionalism of staff	5	4	3	2	1	9

11. **If Corporate Safety/Risk Management were to make improvements in the areas listed above, which TWO items do you think should be emphasized most over the next two years in order to help you do your job better?** [Write in the letters below using the letters from the list in Question 10 above]. **1st:** _____ **2nd:** _____

12. **FACILITY SERVICES. Which ONE of the following statements best describes how often you use Facility Services in your current position.** (Check ONE)
__(1) Very Frequently (daily) __(3) Occasionally (once a month or less)
__(2) Frequently (at least once per week) __(4) Never (**go to Question 16**)

13. **If you have contacted Facility Services, which of the following methods do you use MOST OFTEN to request service?** (Check ONE) __(1) E-mail __(2) Telephone __(3) In-Person

14. FACILITY SERVICES Please rate your satisfaction with the following:		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
A.	Resolution to your facility maintenance requests	5	4	3	2	1	9
B.	Timeliness of resolution to your maintenance requests	5	4	3	2	1	9
C.	Ease of making a facilities maintenance request	5	4	3	2	1	9
D.	The courtesy and professionalism of Facility Services staff	5	4	3	2	1	9

15. **If Facility Services were to make improvements in the areas listed above, which TWO items do you think should be emphasized most over the next two years in order to help you do your job better?** [Write in the letters below using the letters from the list in Question 14 above]. **1st:** _____ **2nd:** _____

16. **FLEET MAINTENANCE. Which ONE of the following statements best describes how often you use the services of Fleet Maintenance in your current position. (Check ONE)**
__(1) Very Frequently (daily) __(3) Occasionally (once a month or less)
__(2) Frequently (at least once per week) __(4) Never (**go to Question 20**)

17. **Which type of equipment/vehicle do you most frequently use?** (Check ONE)
__(1) Car __(2) Truck __(3) Heavy equipment

18. FLEET MAINTENANCE Please rate your satisfaction with the following:		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
A.	Repairs on my city equipment/vehicle	5	4	3	2	1	9
B.	Information you receive about preventive maintenance of your city equipment/vehicle	5	4	3	2	1	9
C.	Hours that vehicle maintenance is open	5	4	3	2	1	9
D.	Time it takes for a repair to be done	5	4	3	2	1	9
E.	Ease of access to fleet maintenance location	5	4	3	2	1	9
F.	Ease of access to a fueling location	5	4	3	2	1	9
G.	Training you receive on your equipment/vehicle	5	4	3	2	1	9
H.	The courtesy and professionalism of Fleet Maintenance staff	5	4	3	2	1	9

19. If Fleet Maintenance were to make improvements in the areas listed above, which TWO items do you think should be emphasized most over the next two years in order to help you do your job better? [Write in the letters below using the letters from the list in Question 18]. **1st: _____ 2nd: _____**

20. <u>HUMAN RELATIONS</u>. Which ONE of the following statements best describes how often you use the services of Human Relations in your current position. (Check ONE)

__(1) Very Frequently (daily) __(3) Occasionally (once a month or less)
__(2) Frequently (at least once per week) __(4) Never (**go to Question 23**)

21. HUMAN RELATIONS Please rate your satisfaction with the following:		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
A.	Effectiveness of HRD programs at promoting small business growth in the city	5	4	3	2	1	9
B.	Timeliness of MBE/WBE Goal Evaluations	5	4	3	2	1	9
C.	Your understanding of your roles and responsibilities in the HRD process	5	4	3	2	1	9
D.	Information provided on Contract Central regarding HRD forms	5	4	3	2	1	9
E.	Timeliness of HRD's prevailing wage reviews	5	4	3	2	1	9
F.	The courtesy and professionalism of HRD staff	5	4	3	2	1	9

22. If Human Relations were to make improvements in the areas listed above, which TWO items do you think should be emphasized most over the next two years in order to help you do your job better? [Write in the letters below using the letters from the list in Question 21 above].

1st: _____ 2nd: _____

23. <u>HUMAN RESOURCES.</u> Which ONE of the following statements best describes how often you use the services of Human Resources in your current position. (Check ONE)

__(1) Very Frequently (daily) __(3) Occasionally (once a month or less)
__(2) Frequently (at least once per week) __(4) Never (**go to Question 26**)

24. HUMAN RESOURCES Please rate your satisfaction with the following:		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
A.	Assistance provided by the City Hall Benefits staff in electing or modifying your benefits (health care insurance, short-term or long-term disability, etc.)	5	4	3	2	1	9
B.	Management of the wellness programs (Fountain of Health)	5	4	3	2	1	9
C.	Quality of service you receive when you speak with staff in the Retirement Office regarding questions you have about retirement	5	4	3	2	1	9
D.	Usefulness of feedback received during your annual performance evaluation	5	4	3	2	1	9
E.	Timeliness of completion of your annual performance evaluation	5	4	3	2	1	9
F.	Information received from Benefits staff about FML policies	5	4	3	2	1	9
G.	Ease of application process for new or promotional positions	5	4	3	2	1	9
H.	Timeliness of receiving eligibility lists for hiring	5	4	3	2	1	9
I.	Quality of candidates contained on the eligible lists for hire	5	4	3	2	1	9
J.	Courses offered by the Education and Development Division or a partner agency	5	4	3	2	1	9
K.	Quality of training provided by the Education and Development Division or a partner agency	5	4	3	2	1	9
L.	The courtesy and professionalism of HR staff	5	4	3	2	1	9

25. If Human Resources were to make improvements in the areas listed above, which TWO items do you think should be emphasized most over the next two years in order to help you do your job better? [Write in the letters below using the letters from the list in Question 24 above]. 1st: _____ 2nd: _____

26. <u>INFORMATION TECHNOLOGY</u>. Which ONE of the following statements best describes how often you use the services of Information Technology in your current position. (Check ONE)

__(1) Very Frequently (daily) __(3) Occasionally (once a month or less)
__(2) Frequently (at least once per week) __(4) Never (**go to Question 29**)

27. INFORMATION TECHNOLOGY Please rate your satisfaction with the following:		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
A.	Troubleshooting and communication from Helpdesk staff (the staff who answer the phone/enter your ticket)	5	4	3	2	1	9
B.	Overall repair and troubleshooting services from Desktop Support/PC Support	5	4	3	2	1	9
C.	Repair/troubleshooting services provided by other IT technicians	5	4	3	2	1	9
D.	Timeliness of resolution to your IT requests	5	4	3	2	1	9
E.	Assistance in developing requirements for new technology	5	4	3	2	1	9
F.	Support in implementation of new software systems	5	4	3	2	1	9
G.	The courtesy and professionalism of IT staff	5	4	3	2	1	9

28. If Information Technology were to make improvements in the areas listed above, which TWO items do you think should be emphasized most over the next two years in order to help you do your job better? [Write in the letters below using the letters from the list in Question 27 above]. **1st:** _____ **2nd:** _____

29. <u>LAW DEPARTMENT.</u> Which ONE of the following statements best describes how often you use the services of the Law Department in your current position. (Check ONE)

__(1) Very Frequently (daily)
__(2) Frequently (at least once per week)
__(3) Occasionally (once a month or less)
__(4) Never (**go to Question 32**)

30. LAW DEPARTMENT Please rate your satisfaction with the following:		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
A.	The explanations you receive on legal opinions	5	4	3	2	1	9
B.	The level of understanding your Law Department attorneys have of your department's activities	5	4	3	2	1	9
C.	Timeliness of responses from Law Department attorneys to your inquiries	5	4	3	2	1	9
D.	The courtesy and professionalism of Law Department staff	5	4	3	2	1	9

31. If the Law Department were to make improvements in the areas listed above, which TWO items do you think should be emphasized most over the next two years in order to help you do your job better? [Write in the letters below using the letters from the list in Question 30 above]. **1st:** _____ **2nd:** _____

32. <u>PROCUREMENT</u>. Which ONE of the following statements best describes how often you use the services of Procurement in your current position. (Check ONE)

__(1) Very Frequently (daily)
__(2) Frequently (at least once per week)
__(3) Occasionally (once a month or less)
__(4) Never (**go to Question 35**)

33. PROCUREMENT Please rate your satisfaction with the following:		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
A.	Products and services purchased by Procurement for your department/division	5	4	3	2	1	9
B.	Pricing of products/services purchased by Procurement	5	4	3	2	1	9
C.	Timeliness from requisition to issuance of purchase order	5	4	3	2	1	9
D.	Timeliness of issuing solicitations from start to contract award	5	4	3	2	1	9
E.	Knowledge procurement staff has of procurement policies and process	5	4	3	2	1	9
F.	Your understanding of Procurement policies, processes and procedures	5	4	3	2	1	9
G.	Information provided on Contract Central regarding procurement/contracting	5	4	3	2	1	9
H.	Your understanding of Records Management policies and procedures	5	4	3	2	1	9
I.	Your understanding of surplus property policies and procedures	5	4	3	2	1	9
J.	Ease of navigating the online surplus property website	5	4	3	2	1	9
K.	The courtesy and professionalism of Procurement staff	5	4	3	2	1	9

34. If Procurement were to make improvements in the areas listed above, which TWO items do you think should be emphasized most over the next two years in order to help you do your job better? [Write in the letters below using the letters from the list in Question 33]. **1st: _____ 2nd: _____**

35. <u>TREASURY.</u> Which ONE of the following statements best describes how often you use the services of the Treasury Division (i.e. banking, cash management, purchasing card, debt) in your current position. (Check ONE)

__(1) Very Frequently (daily)
__(2) Frequently (at least once per week)
__(3) Occasionally (once a month or less)
__(4) Never (**go to Question 38**)

36. TREASURY DIVISION Please rate your satisfaction with the following:		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
A.	The timeliness of responses to your inquiries or requests	5	4	3	2	1	9
B.	Quality of training for cash handling	5	4	3	2	1	9
C.	Quality of training for purchasing/travel cards	5	4	3	2	1	9
D.	Treasury Division staff willingness to resolve issues & provide solutions to issues related to capital project financing (debt)	5	4	3	2	1	9
E.	The courtesy and professionalism of Treasury staff	5	4	3	2	1	9

37. If the Treasury Division were to make improvements in the areas listed above, which TWO items do you think should be emphasized most over the next two years in order to help you do your job better? [Write in the letters below using the letters from the list in Question 36 above]. **1st: _____ 2nd: _____**

38. <u>311 CALL CENTER.</u> Which ONE of the following statements best describes how often you use the services of the Law Department in your current position. (Check ONE)

__(1) Very Frequently (daily)
__(2) Frequency (at least once per week)
__(3) Occasionally (once a month or less)
__(4) Never (**go to Question 41)**

39. 311 CALL CENTER Please rate your satisfaction with the following:		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
A.	Adequacy of the information provided in 311 service requests	5	4	3	2	1	9
B.	Peoplesoft CRM ease of use	5	4	3	2	1	9
C.	The level of knowledge 311 employees have about your department's services and programs	5	4	3	2	1	9
D.	The courtesy and professionalism of 311 staff	5	4	3	2	1	9

40. If the 311 Call Center were to make improvements in the areas listed above, which TWO items do you think should be emphasized most over the next two years in order to help you do your job better? [Write in the letters below using the letters from the list in Question 39 above]. **1st: _____ 2nd: _____**

41. Using of a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied", please rate your satisfaction with the following.

Please rate your satisfaction with the following:		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
COMMUNICATION							
A.	How informed you are about what is happening in the City as an organization/workplace	5	4	3	2	1	9
B.	Content in the monthly newsletter (The Fountain Pen)	5	4	3	2	1	9
C.	Usefulness of the City's internal website (MyKC)	5	4	3	2	1	9
D.	Usefulness of the City's external website (www.kcmo.gov)	5	4	3	2	1	9
E.	Efforts to tell the City's story to the public	5	4	3	2	1	9
BUILDING CONDITION AND SECURITY							
F.	The accessibility of facilities for employees with disabilities	5	4	3	2	1	9
G.	The overall maintenance of facilities where you work	5	4	3	2	1	9
H.	Overall cleanliness & housekeeping of facilities where you work	5	4	3	2	1	9
I.	Overall security in the facilities where you work	5	4	3	2	1	9
J.	Security of your personal belongings while at work	5	4	3	2	1	9
LEADERSHIP							
K.	Overall leadership provided by my immediate supervisor	5	4	3	2	1	9
L.	Overall leadership provided by my department's management	5	4	3	2	1	9
M.	Overall leadership provided by top city management & elected officials	5	4	3	2	1	9

OTHER ISSUES		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
N.	The level of internal and external customer service provided by your work unit/division/department	5	4	3	2	1	9
O.	The level of recognition given to employees who perform well	5	4	3	2	1	9
P.	Your opportunity for promotion	5	4	3	2	1	9
Q.	How well the technology in your department/division meets your needs	5	4	3	2	1	9
R.	Cooperation between my work unit/division and other work units/divisions INSIDE my department	5	4	3	2	1	9
S.	Cooperation between my work unit/division and work units/divisions OUTSIDE my department	5	4	3	2	1	9
T.	Feeling that your department takes your safety seriously	5	4	3	2	1	9
U.	Feeling that your supervisor takes worker safety seriously	5	4	3	2	1	9
V.	Training you receive on the technology you use in your job	5	4	3	2	1	9
W.	How ethically the city conducts business	5	4	3	2	1	9
X.	How happy you are in your job	5	4	3	2	1	9

42. If you would like to provide additional feedback on your internal service area ratings, please provide comments or suggestions for up to three individual service areas below (refer to Question 1 for full list of service areas):

SERVICE AREA		COMMENT/SUGGESTION
A.		
B.		
C.		

43. Please answer the following questions by circling YES or NO.

A.	Do you supervise staff?	YES	NO
B.	Are you responsible for hiring new staff?	YES	NO
C.	Are you a member of a bargaining unit?	YES	NO
D.	Are you assigned a piece of City equipment or vehicle?	YES	NO
E.	Have you voluntarily attended a training course in the last two years through the City or one of its partners?	YES	NO

44. Please CHECK the City Department in which you work:

__(01) Aviation
__(02) City Auditor/City Clerk/Mayor and Council
__(03) City Planning and Development
__(04) Convention and Entertainment Facilities
__(05) Finance
__(06) KCFD
__(07) General Services
__(08) Health
__(09) Human Relations
__(10) Human Resources
__(11) Municipal Court
__(12) Law
__(13) Neighborhood and Housing Services
__(14) Office of the City Manager
__(15) Parks and Recreation
__(16) Public Works
__(17) Water Services

45. Please CHECK your primary work location (ONLY ONE) :

__(01) Downtown municipal building (City Hall/MC/Comm. Ctr)
__(02) 4900 Swope/Tow Lot/2534 Prospect/Mohart/5835 Troost
__(03) Century Towers/MAST Bldg/Health Dept Bldg
__(04) Fire Station or other fire facility
__(05) Aviation facility
__(06) Convention Center complex
__(07) Parks facility (including community centers)
__(08) MSC complex (Deramus/Municipal/Chouteau)
__(09) 2400 Russell Road
__(10) 4721 E Coal Mine Road
__(11) 18th and Prospect complex
__(12) Other WSD facility

46. Do you think you will be working for the City of Kansas City, Missouri, five years from now? ____(1) Yes____(2) No

47. Approximately how many years have you worked for the City of Kansas City, Missouri? _____ years

48. Your gender: ____(1) Male ____(2) Female

This concludes the survey. Thank you for your time!