



# *2011 City of San Antonio Employee Survey*

## **Appendix A: Crosstabular Data by Department**

*Submitted to:*

*The City of San Antonio*



725 W. Frontier Circle

Olathe, KS

66061

September 2011

**Equipment and Resources (Excluding Don't Know/NA)**

**Q1-Q38. Using a scale of 1 to 5 where 5 means "strongly AGREE" and 1 means "strongly DISAGREE," please rate your level of agreement with each of the following statements. (excluding don't know/NA)**

	Q72. Name of your department																						
	Animal Care Services	Aviation	Capital Improvement Mana...	Center City Devel-opmen...	Comm-unicat-ions & Publi...	Code Enforc-ement	Comm-unity Initiat-ives	Conv. & Visitor-s Bure-au	Conven-tion Sports & Entert...	Custo-mer Service/311	Devel-opment Serv-ices	Down-town Operat-ions	Finance	Fire	Human Resources	Informa-tion Techno-logy S...	Interg-overn-mental Relati...	Interna-tional Relati-ons Of...	Interna-tional & Econo-mic D...	Library	Metro-politan Health District	Munic-ipal Court	
<u>Q1. I have the equipment I need to do my job well</u>																							
Strongly Agree	13.0%	17.7%	20.7%	0.0%	23.1%	18.9%	30.1%	25.8%	13.3%	44.6%	12.3%	14.7%	27.3%	19.6%	19.6%	16.1%	33.3%	33.3%	27.8%	20.7%	15.7%	14.9%	
Agree	20.4%	31.5%	44.0%	50.0%	38.5%	44.1%	33.2%	51.6%	35.2%	30.4%	43.5%	34.6%	57.6%	54.5%	48.9%	46.0%	66.7%	33.3%	38.9%	45.0%	50.3%	35.8%	
Neutral	16.7%	18.4%	19.0%	0.0%	7.7%	15.0%	14.9%	8.6%	18.9%	10.7%	23.2%	23.1%	15.2%	15.0%	13.0%	18.4%	0.0%	33.3%	16.7%	15.3%	16.7%	22.4%	
Disagree	31.5%	21.0%	12.5%	50.0%	15.4%	14.2%	12.8%	9.7%	19.7%	3.6%	14.5%	17.3%	0.0%	9.1%	14.1%	14.9%	0.0%	0.0%	16.7%	13.0%	12.3%	11.9%	
Strongly Disagree	18.5%	11.5%	3.8%	0.0%	15.4%	7.9%	9.0%	4.3%	12.9%	10.7%	6.5%	10.3%	0.0%	1.8%	4.3%	4.6%	0.0%	0.0%	0.0%	5.9%	5.0%	14.9%	

	Q72. Name of your department																				Total
	Office of the City Attor...	Office of the City Auditor	Office of the City Clerk	Office of the City Council	Office of the City Mana...	Office of Cultural Affa...	Office of Envir-onmen...	Office of Histor-ic Pre...	Office of Manag-ement &...	Office of the Mayor	Office of Milita-ry Affa...	Parks & Recreat-ion	Planni-ng & Comm-unity ...	Police	Public Works	Purchas-ing & Genera-tion Servi...	Solid Waste Manag-ement	Other	None chosen		
<u>Q1. I have the equipment I need to do my job well</u>																					
Strongly Agree	33.8%	42.1%	20.0%	62.5%	59.1%	0.0%	25.0%	14.3%	27.3%	0.0%	100.0%	20.7%	16.4%	8.1%	13.9%	21.2%	23.9%	9.4%	18.5%	17.5%	
Agree	45.9%	36.8%	40.0%	37.5%	27.3%	88.9%	56.3%	28.6%	57.6%	100.0%	0.0%	38.2%	42.6%	36.4%	36.9%	36.4%	36.9%	38.8%	41.8%	41.4%	
Neutral	12.2%	5.3%	30.0%	0.0%	13.6%	11.1%	6.3%	14.3%	15.2%	0.0%	0.0%	23.1%	18.0%	19.8%	23.5%	9.3%	22.0%	28.2%	18.0%	18.4%	
Disagree	4.1%	15.8%	0.0%	0.0%	0.0%	0.0%	12.5%	14.3%	0.0%	0.0%	0.0%	11.2%	16.4%	23.0%	17.8%	22.9%	11.7%	12.9%	14.4%	15.1%	
Strongly Disagree	4.1%	0.0%	10.0%	0.0%	0.0%	0.0%	0.0%	28.6%	0.0%	0.0%	0.0%	6.8%	6.6%	12.7%	8.0%	10.2%	5.6%	10.6%	7.4%	7.6%	

**Equipment and Resources (Excluding Don't Know/NA)**

**Q1-Q38. Using a scale of 1 to 5 where 5 means "strongly AGREE" and 1 means "strongly DISAGREE," please rate your level of agreement with each of the following statements. (excluding don't know/NA)**

	Q72. Name of your department																					
	Animal Care Services	Aviation	Capital Improvement Mana...	Center City Devel-opmen...	Comm-unicat-ions & Publi...	Code Enforc-ement	Comm-unity Initiat-ives	Conv. & Visitor-s Bure- au	Conven- tion Sports & Entert...	Custo- mer Service/ 311	Devel- opment Servic- es	Down- town Oper- ations	Finance	Fire	Human Resources	Informa- tion Techno-logy S...	Inter- govern- mental Relati...	Interna- tional Relati- ons Of...	Interna- tional & Econo- mic D...	Library	Metro- politan Health District	Munic- ipal Court
<u>Q2. The equipment I use is well-maintained</u>																						
Strongly Agree	7.4%	16.4%	19.6%	0.0%	30.8%	22.8%	26.9%	19.1%	9.5%	42.9%	15.2%	10.9%	20.9%	15.8%	18.5%	16.1%	33.3%	0.0%	11.1%	15.6%	13.3%	15.2%
Agree	37.0%	33.9%	52.2%	0.0%	23.1%	47.2%	30.7%	46.1%	29.4%	23.2%	49.3%	36.5%	58.2%	51.5%	44.6%	48.9%	33.3%	33.3%	50.0%	35.1%	50.0%	27.3%
Neutral	27.8%	23.4%	17.9%	0.0%	0.0%	17.3%	22.1%	20.2%	25.2%	21.4%	21.0%	23.1%	19.4%	21.7%	17.4%	22.4%	33.3%	33.3%	22.2%	26.3%	23.0%	27.3%
Disagree	20.4%	17.1%	7.1%	100.0%	30.8%	7.9%	14.8%	12.4%	23.7%	3.6%	8.0%	16.0%	1.5%	9.3%	15.2%	10.3%	0.0%	33.3%	16.7%	15.6%	10.0%	10.6%
Strongly Disagree	7.4%	9.2%	3.3%	0.0%	15.4%	4.7%	5.5%	2.2%	12.2%	8.9%	6.5%	13.5%	0.0%	1.7%	4.3%	2.3%	0.0%	0.0%	0.0%	7.4%	3.7%	19.7%

	Q72. Name of your department																				Total
	Office of the City Attor...	Office of the City Auditor	Office of the City Clerk	Office of the City Council	Office of the City Mana...	Office of Cultural Affa...	Office of Envir-onmen...	Office of Histor- ic Pre...	Office of Manag- ement &...	Office of the Mayor	Office of Milita- ry Affa...	Parks & Recreat- ion	Planni- ng & Comm- unity ...	Police	Public Works	Purcha- sing & Genera- l Servi...	Solid Waste Manag- ement	Other	None chosen		
<u>Q2. The equipment I use is well-maintained</u>																					
Strongly Agree	25.7%	21.1%	20.0%	62.5%	50.0%	0.0%	31.3%	14.3%	30.3%	50.0%	100.0%	15.4%	16.4%	9.3%	12.2%	16.9%	17.8%	15.7%	16.6%	15.4%	
Agree	48.6%	52.6%	60.0%	25.0%	36.4%	33.3%	43.8%	28.6%	42.4%	50.0%	0.0%	43.2%	49.2%	34.1%	38.2%	48.3%	39.9%	34.9%	40.1%	40.8%	
Neutral	20.3%	26.3%	10.0%	12.5%	13.6%	55.6%	12.5%	14.3%	21.2%	0.0%	0.0%	25.5%	18.0%	26.0%	26.5%	18.6%	23.4%	27.7%	22.5%	23.5%	
Disagree	2.7%	0.0%	10.0%	0.0%	0.0%	11.1%	12.5%	14.3%	6.1%	0.0%	0.0%	11.3%	11.5%	21.4%	16.0%	8.5%	14.6%	12.0%	14.6%	14.2%	
Strongly Disagree	2.7%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	28.6%	0.0%	0.0%	0.0%	4.6%	4.9%	9.2%	7.2%	7.6%	4.3%	9.6%	6.2%	6.2%	

**Equipment and Resources (Excluding Don't Know/NA)**

**Q1-Q38. Using a scale of 1 to 5 where 5 means "strongly AGREE" and 1 means "strongly DISAGREE," please rate your level of agreement with each of the following statements. (excluding don't know/NA)**

	Q72. Name of your department																						
	Animal Care Services	Aviation	Capital Improvement Mana...	Center City Devel-opmen...	Comm-unicat-ions & Publi...	Code Enforc-ement	Comm-unity Initiat-ives	Conv. & Visitor-s Bure- au	Conve-ntion Sports & Entert...	Custo-mer Service/ 311	Devel-opment Serv-ices	Down-town Oper-ations	Finance	Fire	Human Resources	Informa- tion Techno-logy S...	Inter-govern-mental Relati...	Interna- tional Relati- ons Of...	Interna- tional & Econo- mic D...	Library	Metro- politan Health District	Munic- ipal Court	
<u>Q3. Repairs to the equipment are completed in a timely manner</u>																							
Strongly Agree	7.4%	11.6%	18.3%	0.0%	30.8%	12.6%	18.3%	13.6%	8.4%	32.1%	11.6%	10.5%	19.1%	11.8%	15.4%	10.1%	33.3%	50.0%	5.6%	11.5%	8.8%	9.1%	
Agree	22.2%	27.5%	40.6%	50.0%	7.7%	39.4%	30.4%	45.5%	26.1%	37.5%	34.1%	32.7%	39.7%	35.0%	41.8%	41.4%	0.0%	0.0%	33.3%	32.6%	42.2%	27.3%	
Neutral	16.7%	24.5%	20.0%	50.0%	15.4%	27.6%	22.1%	21.6%	26.1%	21.4%	26.8%	29.4%	33.8%	29.0%	23.1%	22.5%	33.3%	50.0%	33.3%	25.6%	28.2%	30.3%	
Disagree	37.0%	18.2%	13.9%	0.0%	30.8%	11.8%	18.0%	18.2%	23.8%	3.6%	17.4%	15.0%	4.4%	17.6%	13.2%	16.6%	33.3%	0.0%	27.8%	19.6%	13.6%	15.2%	
Strongly Disagree	16.7%	18.2%	7.2%	0.0%	15.4%	8.7%	11.1%	1.1%	15.7%	5.4%	10.1%	12.4%	2.9%	6.5%	6.6%	9.5%	0.0%	0.0%	0.0%	10.7%	7.1%	18.2%	

	Q72. Name of your department																			Total
	Office of the City Attor...	Office of the City Auditor	Office of the City Clerk	Office of the City Council	Office of the City Mana...	Office of Cultural Affa...	Office of Envir-onmen...	Office of Histor- ic Pre...	Office of Manag-ement &...	Office of the Mayor	Office of Milita- ry Affa...	Parks & Recreat- ion	Planni- ng & Comm-unity ...	Police	Public Works	Purcha- sing & Genera- l Servi...	Solid Waste Manag-ement	Other	None chosen	
<u>Q3. Repairs to the equipment are completed in a timely manner</u>																				
Strongly Agree	19.4%	16.7%	20.0%	62.5%	40.9%	0.0%	18.8%	14.3%	12.5%	100.0%	50.0%	12.4%	13.3%	5.5%	9.8%	8.6%	12.2%	11.0%	13.5%	11.3%
Agree	43.1%	27.8%	60.0%	37.5%	36.4%	33.3%	31.3%	14.3%	37.5%	0.0%	50.0%	27.6%	35.0%	23.3%	29.3%	39.7%	28.7%	34.1%	29.5%	31.1%
Neutral	20.8%	38.9%	10.0%	0.0%	22.7%	22.2%	25.0%	14.3%	25.0%	0.0%	0.0%	32.7%	25.0%	24.9%	27.8%	24.1%	21.8%	28.0%	27.6%	26.3%
Disagree	13.9%	16.7%	10.0%	0.0%	0.0%	33.3%	18.8%	28.6%	21.9%	0.0%	0.0%	19.3%	20.0%	27.6%	20.7%	14.7%	25.8%	13.4%	18.8%	19.9%
Strongly Disagree	2.8%	0.0%	0.0%	0.0%	0.0%	11.1%	6.3%	28.6%	3.1%	0.0%	0.0%	8.1%	6.7%	18.7%	12.4%	12.9%	11.4%	13.4%	10.6%	11.4%

**Equipment and Resources (Excluding Don't Know/NA)**

**Q1-Q38. Using a scale of 1 to 5 where 5 means "strongly AGREE" and 1 means "strongly DISAGREE," please rate your level of agreement with each of the following statements. (excluding don't know/NA)**

	Q72. Name of your department																						
	Animal Care Services	Aviation	Capital Improvement Mana...	Center City Devel-opmen...	Comm-unicat-ions & Publi...	Code Enforc-ement	Comm-unity Initiat-ives	Conv. & Visitor-s Bure-au	Conven-tion Sports & Entert...	Custo-mer Service/311	Devel-opment Services	Down-town Operat-ions	Finance	Fire	Human Resources	Informa-tion Techno-logy S...	Inter-govern-mental Relati...	Interna-tional Relati-ons Of...	Interna-tional & Econo-mic D...	Library	Metro-politan Health District	Munic-ipal Court	
<u>Q4. Facilities are well maintained in my work area</u>																							
Strongly Agree	20.0%	16.7%	20.1%	0.0%	15.4%	26.2%	17.8%	29.2%	17.5%	56.4%	22.6%	10.3%	14.9%	16.2%	11.1%	9.2%	33.3%	33.3%	38.9%	19.4%	9.1%	14.9%	
Agree	29.1%	25.2%	46.2%	50.0%	38.5%	39.7%	37.6%	43.8%	40.7%	27.3%	49.6%	30.8%	61.2%	45.7%	42.2%	37.0%	66.7%	66.7%	50.0%	37.9%	39.3%	29.9%	
Neutral	29.1%	26.2%	21.7%	0.0%	0.0%	20.6%	22.0%	21.3%	24.7%	9.1%	18.2%	36.5%	16.4%	22.5%	20.0%	20.2%	0.0%	0.0%	11.1%	21.9%	25.5%	20.9%	
Disagree	18.2%	17.4%	7.6%	50.0%	23.1%	9.5%	14.3%	3.4%	11.4%	3.6%	3.6%	12.2%	4.5%	11.3%	17.8%	27.2%	0.0%	0.0%	0.0%	15.4%	15.8%	17.9%	
Strongly Disagree	3.6%	14.4%	4.3%	0.0%	23.1%	4.0%	8.4%	2.2%	5.7%	3.6%	5.8%	10.3%	3.0%	4.3%	8.9%	6.4%	0.0%	0.0%	0.0%	5.4%	10.4%	16.4%	

	Q72. Name of your department																				Total
	Office of the City Attor...	Office of the City Auditor	Office of the City Clerk	Office of the City Council	Office of the City Mana...	Office of Cultural Affa...	Office of Envir-onmen...	Office of Histor-ic Pre...	Office of Manag-ement &...	Office of the Mayor	Office of Milita-ry Affa...	Parks & Recreat-ion	Planni-ng & Comm-unity ...	Police	Public Works	Purchasing & Genera-tion Servi...	Solid Waste Manag-ement	Other	None chosen		
<u>Q4. Facilities are well maintained in my work area</u>																					
Strongly Agree	26.4%	33.3%	40.0%	62.5%	54.5%	44.4%	25.0%	14.3%	15.2%	100.0%	100.0%	20.6%	21.7%	11.7%	8.8%	16.8%	14.4%	12.0%	16.2%	16.0%	
Agree	38.9%	27.8%	10.0%	37.5%	36.4%	55.6%	43.8%	57.1%	51.5%	0.0%	0.0%	41.2%	48.3%	42.3%	37.5%	53.8%	40.3%	27.7%	37.7%	40.4%	
Neutral	23.6%	27.8%	40.0%	0.0%	9.1%	0.0%	25.0%	14.3%	12.1%	0.0%	0.0%	20.8%	18.3%	23.6%	25.5%	18.5%	26.9%	32.5%	24.7%	23.3%	
Disagree	8.3%	11.1%	10.0%	0.0%	0.0%	0.0%	6.3%	14.3%	18.2%	0.0%	0.0%	12.9%	8.3%	12.4%	17.9%	7.6%	12.3%	15.7%	12.5%	12.9%	
Strongly Disagree	2.8%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	3.0%	0.0%	0.0%	4.5%	3.3%	10.0%	10.4%	3.4%	6.1%	12.0%	8.9%	7.4%	

**Equipment and Resources (Excluding Don't Know/NA)**

**Q1-Q38. Using a scale of 1 to 5 where 5 means "strongly AGREE" and 1 means "strongly DISAGREE," please rate your level of agreement with each of the following statements. (excluding don't know/NA)**

	Q72. Name of your department																					
	Animal Care Services	Aviation	Capital Improvement Mana...	Center City Devel-opmen...	Comm-unicat-ions & Publi...	Code Enforc-ement	Comm-unity Initi-atives	Conv. & Visitor-s Bure-au	Conven-tion Sports & Entert...	Custo-mer Service/311	Devel-opment Services	Down-town Operat-ions	Finance	Fire	Human Resources	Informa-tion Techno-logy S...	Inter-govern-mental Relati...	Interna-tional Relati-ons Of...	Interna-tional & Econo-mic D...	Library	Metro-politan Health District	Munic-ipal Court
<u>Q5. Job vacancies are filled in a timely manner</u>																						
Strongly Agree	0.0%	5.4%	5.8%	0.0%	30.8%	4.8%	2.6%	6.8%	2.7%	16.1%	4.5%	5.3%	3.0%	12.1%	4.5%	1.2%	33.3%	0.0%	0.0%	3.7%	4.1%	6.3%
Agree	11.3%	8.8%	26.2%	0.0%	23.1%	23.4%	11.3%	15.9%	15.1%	16.1%	8.3%	20.7%	10.4%	40.4%	23.9%	4.1%	66.7%	33.3%	11.1%	10.3%	15.9%	15.6%
Neutral	18.9%	17.9%	24.4%	50.0%	23.1%	29.0%	23.4%	26.1%	18.9%	28.6%	25.8%	25.3%	26.9%	30.4%	21.6%	15.4%	0.0%	0.0%	44.4%	21.1%	28.3%	25.0%
Disagree	41.5%	26.7%	24.4%	50.0%	15.4%	29.0%	28.1%	26.1%	25.1%	23.2%	29.5%	32.0%	38.8%	11.0%	28.4%	35.5%	0.0%	33.3%	27.8%	27.7%	22.8%	20.3%
Strongly Disagree	28.3%	41.2%	19.2%	0.0%	7.7%	13.7%	34.7%	25.0%	38.2%	16.1%	31.8%	16.7%	20.9%	6.1%	21.6%	43.8%	0.0%	33.3%	16.7%	37.1%	29.0%	32.8%

	Q72. Name of your department																				Total
	Office of the City Attor...	Office of the City Auditor	Office of the City Clerk	Office of the City Council	Office of the City Mana...	Office of Cultural Affa...	Office of Environmen...	Office of Historic Pre...	Office of Manag-ement &...	Office of the Mayor	Office of Milita-ry Affa...	Parks & Recreat-ion	Planni-ng & Comm-unity ...	Police	Public Works	Purcha-sing & Genera-tion Servi...	Solid Waste Manag-ement	Other	None chosen		
<u>Q5. Job vacancies are filled in a timely manner</u>																					
Strongly Agree	10.1%	21.1%	33.3%	0.0%	33.3%	0.0%	6.3%	0.0%	0.0%	50.0%	0.0%	5.3%	8.6%	3.4%	3.0%	1.8%	9.2%	3.8%	8.1%	5.9%	
Agree	27.5%	26.3%	33.3%	25.0%	23.8%	11.1%	6.3%	0.0%	9.1%	50.0%	50.0%	12.1%	6.9%	15.0%	10.1%	6.3%	21.6%	16.3%	17.5%	18.2%	
Neutral	24.6%	31.6%	11.1%	50.0%	14.3%	33.3%	37.5%	50.0%	12.1%	0.0%	0.0%	28.1%	17.2%	23.8%	19.6%	17.0%	32.9%	22.5%	25.0%	24.7%	
Disagree	17.4%	15.8%	0.0%	12.5%	14.3%	44.4%	31.3%	33.3%	42.4%	0.0%	0.0%	27.5%	31.0%	24.5%	23.8%	28.6%	22.4%	17.5%	23.4%	23.6%	
Strongly Disagree	20.3%	5.3%	22.2%	12.5%	14.3%	11.1%	18.8%	16.7%	36.4%	0.0%	50.0%	27.1%	36.2%	33.4%	43.6%	46.4%	14.0%	40.0%	26.0%	27.5%	

**Equipment and Resources (Excluding Don't Know/NA)**

**Q1-Q38. Using a scale of 1 to 5 where 5 means "strongly AGREE" and 1 means "strongly DISAGREE," please rate your level of agreement with each of the following statements. (excluding don't know/NA)**

	Q72. Name of your department																					
	Animal Care Services	Aviation	Capital Improvement Mana...	Center City Devel-opmen...	Comm-unicat-ions & Publi...	Code Enforc-ement	Comm-unity Initiat-ives	Conv. & Visitor-s Bure-au	Conven-tion Sports & Entert...	Custo-mer Service/311	Devel-opment Serv-ices	Down-town Operat-ions	Finance	Fire	Human Resources	Informa-tion Techno-logy S...	Inter-govern-mental Relati...	Interna-tional Relati-ons Of...	Interna-tional & Econo-mic D...	Library	Metro-politan Health District	Munic-ipal Court
<u>Q6. We have enough staff in my department to do our job</u>																						
Strongly Agree	0.0%	8.0%	13.0%	0.0%	30.8%	7.3%	3.9%	14.4%	3.4%	12.5%	6.6%	13.9%	9.2%	16.4%	4.3%	1.2%	66.7%	0.0%	5.6%	6.8%	5.0%	9.1%
Agree	13.0%	19.3%	24.5%	0.0%	15.4%	13.0%	17.3%	38.9%	15.3%	19.6%	13.9%	23.2%	32.3%	37.0%	23.9%	15.1%	0.0%	0.0%	22.2%	13.1%	20.4%	21.2%
Neutral	13.0%	17.9%	22.3%	0.0%	23.1%	20.3%	15.8%	14.4%	13.7%	23.2%	16.8%	25.2%	23.1%	18.0%	9.8%	15.7%	0.0%	33.3%	33.3%	14.8%	18.7%	10.6%
Disagree	18.5%	23.3%	20.1%	50.0%	15.4%	35.0%	32.0%	23.3%	26.7%	28.6%	34.3%	21.2%	21.5%	17.9%	22.8%	30.8%	0.0%	0.0%	33.3%	33.0%	26.8%	22.7%
Strongly Disagree	55.6%	31.6%	20.1%	50.0%	15.4%	24.4%	31.0%	8.9%	40.8%	16.1%	28.5%	16.6%	13.8%	10.7%	39.1%	37.2%	33.3%	66.7%	5.6%	32.4%	29.1%	36.4%

	Q72. Name of your department																			Total
	Office of the City Attor...	Office of the City Auditor	Office of the City Clerk	Office of the City Council	Office of the City Mana...	Office of Cultural Affa...	Office of Envir-onmen...	Office of Histor-ic Pre...	Office of Manag-ement &...	Office of the Mayor	Office of Milita-ry Affa...	Parks & Recreat-ion	Planni-ng & Comm-unity ...	Police	Public Works	Purcha-sing & Genera-l Servi...	Solid Waste Manag-ement	Other	None chosen	
<u>Q6. We have enough staff in my department to do our job</u>																				
Strongly Agree	13.7%	26.3%	10.0%	25.0%	31.8%	0.0%	12.5%	0.0%	3.1%	50.0%	50.0%	8.5%	8.5%	2.6%	4.6%	1.7%	14.7%	6.0%	11.7%	8.3%
Agree	34.2%	36.8%	0.0%	50.0%	31.8%	33.3%	25.0%	42.9%	28.1%	0.0%	50.0%	18.6%	11.9%	11.9%	11.9%	14.5%	28.2%	18.1%	20.4%	20.4%
Neutral	21.9%	15.8%	10.0%	25.0%	27.3%	66.7%	12.5%	28.6%	18.8%	0.0%	0.0%	19.0%	25.4%	14.0%	16.4%	12.8%	26.5%	14.5%	19.5%	17.5%
Disagree	23.3%	10.5%	30.0%	0.0%	9.1%	0.0%	25.0%	14.3%	34.4%	50.0%	0.0%	28.0%	28.8%	27.8%	25.0%	23.1%	19.0%	21.7%	24.9%	25.0%
Strongly Disagree	6.8%	10.5%	50.0%	0.0%	0.0%	0.0%	25.0%	14.3%	15.6%	0.0%	0.0%	26.0%	25.4%	43.8%	42.1%	47.9%	11.5%	39.8%	23.5%	28.7%

**Equipment and Resources (Excluding Don't Know/NA)**

**Q1-Q38. Using a scale of 1 to 5 where 5 means "strongly AGREE" and 1 means "strongly DISAGREE," please rate your level of agreement with each of the following statements. (excluding don't know/NA)**

	Q72. Name of your department																					
	Animal Care Services	Aviation	Capital Improvement Mana...	Center City Devel-opmen...	Comm-unicat-ions & Publi...	Code Enforc-ement	Comm-unity Initiat-ives	Conv. & Visitor-s Bure-au	Conven-tion Sports & Entert...	Custo-mer Service/311	Devel-opment Serv-ices	Down-town Operat-ions	Finance	Fire	Human Resources	Informa-tion Techno-logy S...	Inter-govern-mental Relati...	Interna-tional Relati-ons Of...	Interna-tional & Econo-mic D...	Library	Metro-politan Health District	Munic-ipal Court
<u>Q7. Technology available in my department meets my needs</u>																						
Strongly Agree	11.1%	10.3%	14.3%	0.0%	30.8%	10.6%	17.4%	14.6%	7.1%	35.7%	11.6%	7.9%	16.9%	13.8%	10.0%	12.2%	33.3%	33.3%	5.6%	14.2%	9.1%	10.9%
Agree	25.9%	25.7%	34.6%	50.0%	23.1%	32.5%	34.7%	44.9%	31.2%	32.1%	34.1%	29.1%	43.1%	44.3%	44.4%	40.7%	66.7%	66.7%	61.1%	36.5%	42.2%	26.6%
Neutral	20.4%	27.3%	23.6%	0.0%	23.1%	24.4%	24.3%	23.6%	28.9%	12.5%	27.5%	24.5%	27.7%	25.0%	12.2%	23.8%	0.0%	0.0%	11.1%	23.9%	23.0%	29.7%
Disagree	29.6%	19.7%	19.8%	50.0%	7.7%	19.5%	13.5%	12.4%	20.2%	14.3%	19.6%	21.2%	12.3%	12.5%	21.1%	17.4%	0.0%	0.0%	22.2%	17.4%	17.6%	17.2%
Strongly Disagree	13.0%	17.0%	7.7%	0.0%	15.4%	13.0%	10.1%	4.5%	12.6%	5.4%	7.2%	17.2%	0.0%	4.3%	12.2%	5.8%	0.0%	0.0%	0.0%	8.0%	8.1%	15.6%

	Q72. Name of your department																				Total
	Office of the City Attor...	Office of the City Auditor	Office of the City Clerk	Office of the City Council	Office of the City Mana...	Office of Cultural Affa...	Office of Envir-onmen...	Office of Histor-ic Pre...	Office of Manag-ement &...	Office of the Mayor	Office of Milita-ry Affa...	Parks & Recreat-ion	Planni-ng & Comm-unity ...	Police	Public Works	Purcha-sing & Genera-tion Servi...	Solid Waste Manag-ement	Other	None chosen		
<u>Q7. Technology available in my department meets my needs</u>																					
Strongly Agree	21.9%	15.8%	10.0%	50.0%	45.5%	0.0%	18.8%	14.3%	6.1%	50.0%	50.0%	11.3%	9.8%	4.3%	6.8%	9.7%	14.9%	7.3%	11.8%		10.9%
Agree	46.6%	42.1%	40.0%	37.5%	27.3%	44.4%	43.8%	28.6%	48.5%	50.0%	50.0%	32.4%	44.3%	25.3%	26.9%	32.7%	36.0%	30.5%	36.6%		34.2%
Neutral	24.7%	10.5%	30.0%	0.0%	27.3%	44.4%	12.5%	14.3%	24.2%	0.0%	0.0%	32.2%	19.7%	25.3%	28.9%	20.4%	30.7%	28.0%	24.9%		25.7%
Disagree	4.1%	31.6%	20.0%	12.5%	0.0%	11.1%	6.3%	14.3%	15.2%	0.0%	0.0%	16.3%	19.7%	25.2%	23.3%	23.0%	10.4%	24.4%	16.5%		18.3%
Strongly Disagree	2.7%	0.0%	0.0%	0.0%	0.0%	0.0%	18.8%	28.6%	6.1%	0.0%	0.0%	7.9%	6.6%	19.9%	14.1%	14.2%	8.0%	9.8%	10.2%		11.0%

**Equipment and Resources (Excluding Don't Know/NA)**

**Q1-Q38. Using a scale of 1 to 5 where 5 means "strongly AGREE" and 1 means "strongly DISAGREE," please rate your level of agreement with each of the following statements. (excluding don't know/NA)**

	Q72. Name of your department																					
	Animal Care Services	Aviation	Capital Improvement Mana...	Center City Devel-opmen...	Comm-unicat-ions & Publi...	Code Enforc-ement	Comm-unity Initiat-ives	Conv. & Visitor-s Bure-au	Conven-tion Sports & Entert...	Custo-mer Service/311	Devel-opment Serv-ices	Down-town Oper-ations	Finance	Fire	Human Resources	Informa-tion Techno-logy S...	Inter-govern-mental Relati...	Intern-ational Relati-ons Of...	Intern-ational & Econo-mic D...	Library	Metro-politan Health District	Munic-ipal Court
<u>Q8. I am satisfied with quality &amp; availability of equipment &amp; resources in my department</u>																						
Strongly Agree	3.6%	7.9%	12.1%	0.0%	15.4%	8.7%	14.2%	16.9%	6.5%	28.6%	8.0%	8.3%	10.4%	13.0%	7.8%	4.0%	33.3%	0.0%	16.7%	11.0%	6.0%	9.0%
Agree	20.0%	27.9%	39.6%	50.0%	38.5%	39.7%	36.3%	50.6%	25.1%	30.4%	40.9%	29.5%	50.7%	48.9%	43.3%	37.6%	66.7%	66.7%	50.0%	34.3%	43.0%	26.9%
Neutral	27.3%	27.2%	28.6%	50.0%	15.4%	26.2%	22.5%	18.0%	30.0%	17.9%	29.9%	25.0%	35.8%	25.6%	20.0%	28.9%	0.0%	33.3%	22.2%	27.8%	28.7%	26.9%
Disagree	32.7%	21.3%	13.7%	0.0%	7.7%	15.9%	18.3%	12.4%	26.2%	16.1%	14.6%	24.4%	3.0%	10.0%	23.3%	22.0%	0.0%	0.0%	11.1%	18.4%	15.3%	19.4%
Strongly Disagree	16.4%	15.7%	6.0%	0.0%	23.1%	9.5%	8.7%	2.2%	12.2%	7.1%	6.6%	12.8%	0.0%	2.6%	5.6%	7.5%	0.0%	0.0%	0.0%	8.5%	7.0%	17.9%

	Q72. Name of your department																				Total
	Office of the City Attor...	Office of the City Auditor	Office of the City Clerk	Office of the City Council	Office of the City Mana...	Office of Cultural Affa...	Office of Envir-onmen...	Office of Histor-ic Pre...	Office of Manag-ement &...	Office of the Mayor	Office of Milita-ry Affa...	Parks & Recreat-ion	Planni-ng & Comm-unity ...	Police	Public Works	Purchas-ing & Genera-l Servi...	Solid Waste Manag-ement	Other	None chosen		
<u>Q8. I am satisfied with quality &amp; availability of equipment &amp; resources in my department</u>																					
Strongly Agree	22.5%	5.3%	10.0%	50.0%	59.1%	0.0%	25.0%	14.3%	9.1%	50.0%	50.0%	9.8%	9.8%	3.6%	5.3%	6.9%	14.0%	7.2%	11.3%		9.3%
Agree	52.1%	52.6%	40.0%	25.0%	22.7%	55.6%	43.8%	28.6%	51.5%	50.0%	50.0%	34.8%	39.3%	25.4%	27.0%	28.4%	33.6%	32.5%	34.0%		34.9%
Neutral	14.1%	26.3%	30.0%	25.0%	18.2%	44.4%	6.3%	14.3%	33.3%	0.0%	0.0%	30.5%	27.9%	28.3%	32.0%	30.2%	29.4%	30.1%	28.5%		27.7%
Disagree	8.5%	10.5%	10.0%	0.0%	0.0%	0.0%	25.0%	28.6%	6.1%	0.0%	0.0%	17.5%	18.0%	28.6%	24.2%	18.1%	14.0%	18.1%	17.7%		19.0%
Strongly Disagree	2.8%	5.3%	10.0%	0.0%	0.0%	0.0%	0.0%	14.3%	0.0%	0.0%	0.0%	7.3%	4.9%	14.0%	11.4%	16.4%	9.0%	12.0%	8.6%		9.1%

**Working Enviroment (Excluding Don't Know/NA)**

**Q1-Q38. Using a scale of 1 to 5 where 5 means "strongly AGREE" and 1 means "strongly DISAGREE," please rate your level of agreement with each of the following statements. (excluding don't know/NA)**

	Q72. Name of your department																						
	Animal Care Services	Aviation	Capital Improvement Mana...	Center City Devel-opmen...	Comm-unicat-ions & Publi...	Code Enforc-ement	Comm-unity Initiat-ives	Conv. & Visitor-s Bure-au	Conven-tion Sports & Entert...	Custo-mer Service/311	Devel-opment Serv-ices	Down-town Oper-ations	Finance	Fire	Human Resources	Informa-tion Techno-logy S...	Inter-govern-mental Relati...	Interna-tional Relati-ons Of...	Interna-tional & Econo-mic D...	Library	Metro-politan Health District	Munic-ipal Court	
<u>Q9. My co-workers treat me with respect</u>																							
Strongly Agree	24.1%	31.8%	38.6%	50.0%	46.2%	39.8%	49.5%	36.6%	22.1%	33.3%	36.0%	34.6%	38.8%	42.5%	38.0%	28.9%	33.3%	100.0%	38.9%	42.0%	31.9%	22.4%	
Agree	40.7%	46.7%	42.9%	0.0%	38.5%	44.5%	35.1%	47.5%	45.0%	45.6%	47.5%	42.9%	49.3%	49.7%	42.4%	47.4%	66.7%	0.0%	50.0%	36.9%	45.5%	52.2%	
Neutral	20.4%	12.3%	9.8%	50.0%	7.7%	10.2%	9.6%	7.9%	17.9%	10.5%	9.4%	11.5%	9.0%	5.9%	9.8%	14.5%	0.0%	0.0%	5.6%	16.3%	12.3%	13.4%	
Disagree	11.1%	5.0%	6.0%	0.0%	0.0%	3.1%	2.4%	4.0%	8.8%	8.8%	5.0%	6.4%	3.0%	1.3%	4.3%	6.4%	0.0%	0.0%	5.6%	2.6%	6.0%	6.0%	
Strongly Disagree	3.7%	4.3%	2.7%	0.0%	7.7%	2.3%	3.4%	4.0%	6.1%	1.8%	2.2%	4.5%	0.0%	0.5%	5.4%	2.9%	0.0%	0.0%	0.0%	2.3%	4.3%	6.0%	

	Q72. Name of your department																				Total
	Office of the City Attor...	Office of the City Auditor	Office of the City Clerk	Office of the City Council	Office of the City Mana...	Office of Cultural Affa...	Office of Envir-onmen...	Office of Histor-ic Pre...	Office of Manag-ement &...	Office of the Mayor	Office of Milita-ry Affa...	Parks & Recreat-ion	Planni-ng & Comm-unity ...	Police	Public Works	Purchasing & Genera-l Servi...	Solid Waste Manag-ement	Other	None chosen		
<u>Q9. My co-workers treat me with respect</u>																					
Strongly Agree	50.0%	50.0%	40.0%	50.0%	63.6%	22.2%	75.0%	42.9%	48.5%	50.0%	100.0%	34.3%	29.5%	36.6%	25.5%	19.5%	32.9%	26.1%	31.1%		35.4%
Agree	32.4%	38.9%	20.0%	25.0%	27.3%	55.6%	18.8%	14.3%	33.3%	50.0%	0.0%	46.0%	45.9%	51.6%	48.2%	52.5%	43.0%	40.9%	45.4%		46.2%
Neutral	12.2%	5.6%	30.0%	25.0%	4.5%	11.1%	0.0%	42.9%	9.1%	0.0%	0.0%	12.3%	9.8%	7.8%	15.8%	18.6%	17.5%	19.3%	15.1%		11.5%
Disagree	2.7%	0.0%	0.0%	0.0%	0.0%	11.1%	6.3%	0.0%	3.0%	0.0%	0.0%	5.0%	8.2%	2.3%	6.4%	3.4%	4.0%	9.1%	4.7%		4.1%
Strongly Disagree	2.7%	5.6%	10.0%	0.0%	4.5%	0.0%	0.0%	0.0%	6.1%	0.0%	0.0%	2.4%	6.6%	1.7%	4.1%	5.9%	2.7%	4.5%	3.7%		2.8%

**Working Enviroment (Excluding Don't Know/NA)**

**Q1-Q38. Using a scale of 1 to 5 where 5 means "strongly AGREE" and 1 means "strongly DISAGREE," please rate your level of agreement with each of the following statements. (excluding don't know/NA)**

	Q72. Name of your department																						
	Animal Care Services	Aviation	Capital Improvement Mana...	Center City Devel-opmen...	Comm-unicat-ions & Publi...	Code Enforc-ement	Comm-unity Initiat-ives	Conv. & Visitor- s Bure- au	Conve-ntion Sports & Entert...	Custo-mer Service/ 311	Devel-opment Servic- es	Down- town Oper- ations	Finance	Fire	Human Resources	Informa- tion Techno-logy S...	Inter-govern- mental Relati...	Interna- tional Relati- ons Of...	Interna- tional & Econo- mic D...	Library	Metro- politan Health District	Munic- ipal Court	
<u>Q10. My immediate supervisor treats me with respect</u>																							
Strongly Agree	44.4%	41.3%	51.4%	50.0%	61.5%	55.2%	54.5%	50.5%	24.1%	43.9%	45.3%	41.6%	54.4%	57.1%	45.7%	38.5%	33.3%	33.3%	55.6%	51.8%	44.2%	34.3%	
Agree	38.9%	32.3%	31.7%	50.0%	15.4%	26.4%	25.7%	33.7%	37.5%	29.8%	33.6%	34.4%	32.4%	35.8%	25.0%	38.5%	66.7%	33.3%	27.8%	32.0%	32.6%	34.3%	
Neutral	11.1%	12.5%	10.9%	0.0%	23.1%	7.2%	9.0%	5.9%	19.5%	14.0%	10.2%	12.3%	8.8%	4.9%	13.0%	10.3%	0.0%	33.3%	5.6%	9.3%	12.3%	14.9%	
Disagree	5.6%	7.6%	3.8%	0.0%	0.0%	5.6%	3.8%	5.0%	9.2%	7.0%	6.6%	5.8%	1.5%	1.0%	5.4%	5.7%	0.0%	0.0%	5.6%	4.0%	4.7%	7.5%	
Strongly Disagree	0.0%	6.3%	2.2%	0.0%	0.0%	5.6%	6.9%	5.0%	9.6%	5.3%	4.4%	5.8%	2.9%	1.3%	10.9%	6.9%	0.0%	0.0%	5.6%	2.8%	6.3%	9.0%	

	Q72. Name of your department																				Total
	Office of the City Attor...	Office of the City Auditor	Office of the City Clerk	Office of the City Council	Office of the City Mana...	Office of Cultural Affa...	Office of Envir-onmen...	Office of Histor- ic Pre...	Office of Manag- ement &...	Office of the Mayor	Office of Milita- ry Affa...	Parks & Recreat- ion	Planni- ng & Comm- unity ...	Police	Public Works	Purcha- sing & Genera- l Servi...	Solid Waste Manag- ement	Other	None chosen		
<u>Q10. My immediate supervisor treats me with respect</u>																					
Strongly Agree	62.2%	55.6%	20.0%	50.0%	77.3%	44.4%	75.0%	57.1%	57.6%	100.0%	50.0%	44.0%	32.8%	45.8%	36.1%	28.6%	37.5%	39.8%	41.3%	45.4%	
Agree	25.7%	33.3%	20.0%	50.0%	13.6%	22.2%	18.8%	28.6%	33.3%	0.0%	0.0%	36.3%	37.7%	40.5%	39.3%	42.0%	38.6%	33.0%	38.2%	35.8%	
Neutral	6.8%	5.6%	20.0%	0.0%	9.1%	11.1%	0.0%	14.3%	6.1%	0.0%	50.0%	11.6%	16.4%	7.5%	14.6%	16.8%	14.6%	13.6%	12.3%	10.4%	
Disagree	2.7%	5.6%	20.0%	0.0%	0.0%	11.1%	6.3%	0.0%	0.0%	0.0%	0.0%	5.1%	3.3%	3.4%	4.9%	5.9%	6.1%	9.1%	4.1%	4.3%	
Strongly Disagree	2.7%	0.0%	20.0%	0.0%	0.0%	11.1%	0.0%	0.0%	3.0%	0.0%	0.0%	3.1%	9.8%	2.8%	5.1%	6.7%	3.2%	4.5%	4.1%	4.1%	

**Working Enviroment (Excluding Don't Know/NA)**

**Q1-Q38. Using a scale of 1 to 5 where 5 means "strongly AGREE" and 1 means "strongly DISAGREE," please rate your level of agreement with each of the following statements. (excluding don't know/NA)**

	Q72. Name of your department																					
	Animal Care Services	Aviation	Capital Improvement Mana...	Center City Devel-opmen...	Comm-unications & Publi...	Code Enforc-ement	Comm-unity Initiat-ives	Conv. & Visitor-s Bure-au	Conven-tion Sports & Entert...	Custo-mer Service/311	Devel-opment Serv-ices	Down-town Oper-ations	Finance	Fire	Human Resources	Informa-tion Techno-logy S...	Interg-overn-mental Relati...	Interna-tional Relati-ons Of...	Interna-tional & Econo-mic D...	Library	Metro-politan Health District	Munic-ipal Court
<u>Q11. I am comfortable expressing opinions about work related issues to my immediate supervisor</u>																						
Strongly Agree	31.5%	34.5%	40.4%	50.0%	53.8%	46.8%	45.2%	43.6%	20.0%	45.6%	35.8%	34.2%	44.1%	52.9%	40.2%	27.6%	0.0%	33.3%	55.6%	43.1%	36.0%	40.3%
Agree	44.4%	33.9%	35.5%	0.0%	15.4%	24.6%	26.9%	33.7%	31.5%	22.8%	34.3%	36.1%	36.8%	36.9%	17.4%	39.1%	100.0%	33.3%	27.8%	34.3%	35.3%	25.4%
Neutral	13.0%	13.5%	13.1%	0.0%	23.1%	11.1%	10.0%	10.9%	19.2%	7.0%	15.3%	11.6%	11.8%	6.9%	10.9%	12.6%	0.0%	0.0%	5.6%	10.8%	13.0%	4.5%
Disagree	7.4%	9.9%	7.1%	50.0%	7.7%	8.7%	9.0%	5.9%	14.6%	12.3%	8.0%	11.0%	4.4%	1.8%	16.3%	11.5%	0.0%	33.3%	5.6%	6.5%	9.3%	13.4%
Strongly Disagree	3.7%	8.2%	3.8%	0.0%	0.0%	8.7%	9.0%	5.9%	14.6%	12.3%	6.6%	7.1%	2.9%	1.5%	15.2%	9.2%	0.0%	0.0%	5.6%	5.4%	6.3%	16.4%

	Q72. Name of your department																			Total
	Office of the City Attor...	Office of the City Auditor	Office of the City Clerk	Office of the City Council	Office of the City Mana...	Office of Cultural Affa...	Office of Envir-onmen...	Office of Histor-ic Pre...	Office of Manag-ement &...	Office of the Mayor	Office of Milita-ry Affa...	Parks & Recreat-ion	Planni-ng & Comm-unity ...	Police	Public Works	Purchasing & Genera-l Servi...	Solid Waste Manag-ement	Other	None chosen	
<u>Q11. I am comfortable expressing opinions about work related issues to my immediate supervisor</u>																				
Strongly Agree	56.8%	52.6%	20.0%	25.0%	68.2%	55.6%	68.8%	57.1%	42.4%	100.0%	50.0%	35.7%	36.1%	36.4%	31.9%	19.3%	32.5%	25.3%	34.6%	38.4%
Agree	23.0%	31.6%	10.0%	50.0%	18.2%	11.1%	25.0%	0.0%	39.4%	0.0%	50.0%	37.9%	36.1%	38.4%	38.8%	37.8%	37.2%	48.3%	36.8%	35.7%
Neutral	12.2%	15.8%	10.0%	25.0%	13.6%	0.0%	0.0%	28.6%	12.1%	0.0%	0.0%	12.5%	11.5%	13.6%	14.0%	18.5%	16.1%	9.2%	12.7%	12.2%
Disagree	4.1%	0.0%	30.0%	0.0%	0.0%	11.1%	0.0%	14.3%	0.0%	0.0%	0.0%	7.3%	4.9%	6.7%	8.0%	16.0%	7.7%	12.6%	9.0%	7.5%
Strongly Disagree	4.1%	0.0%	30.0%	0.0%	0.0%	22.2%	6.3%	0.0%	6.1%	0.0%	0.0%	6.7%	11.5%	4.9%	7.4%	8.4%	6.6%	4.6%	6.9%	6.2%

**Working Enviroment (Excluding Don't Know/NA)**

**Q1-Q38. Using a scale of 1 to 5 where 5 means "strongly AGREE" and 1 means "strongly DISAGREE," please rate your level of agreement with each of the following statements. (excluding don't know/NA)**

	Q72. Name of your department																					
	Animal Care Services	Aviation	Capital Improvement Mana...	Center City Devel-opmen...	Comm-unicat-ions & Publi...	Code Enforc-ement	Comm-unity Initiat-ives	Conv. & Visitor- s Bure- au	Conve-ntion Sports & Entert...	Custo-mer Service/ 311	Devel-opment Servic- es	Down- town Oper- ations	Finance	Fire	Human Resources	Informa- tion Techno-logy S...	Interg-overn- mental Relati...	Interna- tional Relati- ons Of...	Interna- tional & Econo- mic D...	Library	Metro- politan Health District	Munic- ipal Court
<u>Q12. Executive Team Staff/Command Staff in my department listens to employees</u>																						
Strongly Agree	9.8%	11.6%	23.5%	50.0%	33.3%	14.5%	20.2%	16.0%	7.4%	25.5%	20.3%	14.2%	26.6%	22.6%	10.0%	4.1%	0.0%	0.0%	22.2%	19.2%	11.8%	20.0%
Agree	17.6%	23.8%	31.1%	0.0%	16.7%	20.2%	33.1%	43.6%	22.5%	32.7%	28.3%	29.7%	34.4%	41.1%	23.3%	25.6%	100.0%	33.3%	27.8%	28.3%	26.3%	20.0%
Neutral	29.4%	26.2%	27.3%	0.0%	25.0%	25.0%	19.9%	21.3%	28.3%	10.9%	24.6%	23.9%	31.3%	22.7%	31.1%	27.3%	0.0%	0.0%	38.9%	26.0%	29.0%	13.8%
Disagree	27.5%	18.0%	12.0%	50.0%	16.7%	16.9%	15.3%	11.7%	23.3%	20.0%	15.9%	18.1%	4.7%	8.8%	20.0%	19.2%	0.0%	33.3%	0.0%	15.9%	20.5%	20.0%
Strongly Disagree	15.7%	20.4%	6.0%	0.0%	8.3%	23.4%	11.5%	7.4%	18.6%	10.9%	10.9%	14.2%	3.1%	4.8%	15.6%	23.8%	0.0%	33.3%	11.1%	10.6%	12.5%	26.2%

	Q72. Name of your department																			Total
	Office of the City Attor...	Office of the City Auditor	Office of the City Clerk	Office of the City Council	Office of the City Mana...	Office of Cultural Affa...	Office of Envir-onmen...	Office of Histor- ic Pre...	Office of Manag-ement &...	Office of the Mayor	Office of Milita- ry Affa...	Parks & Recreat- ion	Planni- ng & Comm- unity ...	Police	Public Works	Purcha- sing & Genera- l Servi...	Solid Waste Manag-ement	Other	None chosen	
<u>Q12. Executive Team Staff/Command Staff in my department listens to employees</u>																				
Strongly Agree	35.6%	36.8%	30.0%	37.5%	45.5%	0.0%	31.3%	16.7%	12.5%	100.0%	100.0%	15.4%	12.1%	13.3%	10.9%	11.9%	18.1%	13.8%	16.6%	16.2%
Agree	35.6%	36.8%	10.0%	25.0%	36.4%	44.4%	43.8%	33.3%	31.3%	0.0%	0.0%	29.5%	31.0%	29.1%	27.4%	23.7%	34.9%	21.8%	28.8%	30.4%
Neutral	19.2%	5.3%	30.0%	37.5%	13.6%	33.3%	12.5%	50.0%	15.6%	0.0%	0.0%	29.3%	29.3%	27.8%	27.9%	24.6%	26.4%	28.7%	25.6%	25.8%
Disagree	5.5%	15.8%	10.0%	0.0%	4.5%	22.2%	6.3%	0.0%	34.4%	0.0%	0.0%	15.8%	17.2%	15.9%	19.2%	17.8%	11.2%	18.4%	15.5%	15.4%
Strongly Disagree	4.1%	5.3%	20.0%	0.0%	0.0%	0.0%	6.3%	0.0%	6.3%	0.0%	0.0%	10.2%	10.3%	13.9%	14.5%	22.0%	9.3%	17.2%	13.4%	12.2%

**Working Enviroment (Excluding Don't Know/NA)**

**Q1-Q38. Using a scale of 1 to 5 where 5 means "strongly AGREE" and 1 means "strongly DISAGREE," please rate your level of agreement with each of the following statements. (excluding don't know/NA)**

	Q72. Name of your department																					
	Animal Care Services	Aviation	Capital Improvement Mana...	Center City Devel-opmen...	Comm-unicat-ions & Publi...	Code Enforc-ement	Comm-unity Initiat-ives	Conv. & Visitor-s Bure-au	Conven-tion Sports & Entert...	Custo-mer Service/311	Devel-opment Services	Down-town Operat-ions	Finance	Fire	Human Resources	Informa-tion Techno-logy S...	Inter-govern-mental Relati...	Interna-tional Relati-ons Of...	Interna-tional & Econo-mic D...	Library	Metro-politan Health District	Munic-ipal Court
<u>Q13. Conflict between co-workers is resolved effectively</u>																						
Strongly Agree	5.7%	11.2%	13.1%	50.0%	33.3%	8.3%	20.9%	8.6%	5.1%	17.6%	12.0%	13.5%	21.9%	22.7%	4.6%	5.5%	0.0%	0.0%	11.1%	16.3%	7.9%	12.1%
Agree	26.4%	28.2%	30.7%	50.0%	25.0%	36.4%	35.5%	45.2%	27.1%	45.1%	38.3%	33.8%	43.8%	48.2%	33.3%	32.5%	0.0%	66.7%	44.4%	33.2%	30.0%	24.2%
Neutral	28.3%	31.6%	26.7%	0.0%	8.3%	32.2%	21.6%	31.2%	37.3%	19.6%	36.8%	28.4%	21.9%	21.7%	25.3%	32.5%	100.0%	0.0%	33.3%	30.9%	29.7%	24.2%
Disagree	26.4%	13.3%	21.6%	0.0%	33.3%	14.0%	10.3%	8.6%	14.9%	9.8%	8.3%	11.5%	7.8%	5.0%	21.8%	22.1%	0.0%	0.0%	11.1%	12.8%	19.3%	15.2%
Strongly Disagree	13.2%	15.6%	8.0%	0.0%	0.0%	9.1%	11.7%	6.5%	15.7%	7.8%	4.5%	12.8%	4.7%	2.4%	14.9%	7.4%	0.0%	33.3%	0.0%	6.7%	13.1%	24.2%

	Q72. Name of your department																				Total
	Office of the City Attor...	Office of the City Auditor	Office of the City Clerk	Office of the City Council	Office of the City Mana...	Office of Cultural Affa...	Office of Envir-onmen...	Office of Histor-ic Pre...	Office of Manag-ement &...	Office of the Mayor	Office of Milita-ry Affa...	Parks & Recreat-ion	Planni-ng & Comm-unity ...	Police	Public Works	Purchasing & Genera-tion Servi...	Solid Waste Manag-ement	Other	None chosen		
<u>Q13. Conflict between co-workers is resolved effectively</u>																					
Strongly Agree	31.0%	5.6%	22.2%	12.5%	33.3%	0.0%	31.3%	20.0%	6.5%	50.0%	50.0%	12.6%	10.5%	16.0%	12.1%	8.6%	16.1%	14.5%	16.2%	15.0%	
Agree	38.0%	33.3%	22.2%	50.0%	42.9%	11.1%	37.5%	40.0%	54.8%	50.0%	50.0%	35.4%	33.3%	41.6%	35.0%	28.4%	42.3%	26.5%	34.2%	37.5%	
Neutral	21.1%	50.0%	22.2%	25.0%	19.0%	66.7%	18.8%	0.0%	16.1%	0.0%	0.0%	31.7%	26.3%	26.5%	29.3%	31.0%	22.4%	30.1%	26.6%	27.3%	
Disagree	4.2%	5.6%	11.1%	0.0%	4.8%	22.2%	6.3%	40.0%	16.1%	0.0%	0.0%	12.8%	14.0%	10.2%	13.2%	18.1%	11.7%	13.3%	15.1%	12.0%	
Strongly Disagree	5.6%	5.6%	22.2%	12.5%	0.0%	0.0%	6.3%	0.0%	6.5%	0.0%	0.0%	7.5%	15.8%	5.6%	10.4%	13.8%	7.4%	15.7%	7.9%	8.1%	

**Working Enviroment (Excluding Don't Know/NA)**

**Q1-Q38. Using a scale of 1 to 5 where 5 means "strongly AGREE" and 1 means "strongly DISAGREE," please rate your level of agreement with each of the following statements. (excluding don't know/NA)**

	Q72. Name of your department																					
	Animal Care Services	Aviation	Capital Improvement Mana...	Center City Devel-opmen...	Comm-unicat-ions & Publi...	Code Enforc-ement	Comm-unity Initiat-ives	Conv. & Visitor-s Bure-au	Conve-ntion Sports & Entert...	Custo-mer Service/311	Devel-opment Services	Down-town Operat-ions	Finance	Fire	Human Resources	Informa-tion Techno-logy S...	Inter-govern-mental Relati...	Interna-tional Relati-ons Of...	Interna-tional & Econo-mic D...	Library	Metro-politan Health District	Munic-ipal Court
<b>Q14. Conflict between managers/supervisors &amp; employees is resolved effectively</b>																						
Strongly Agree	7.5%	10.8%	14.8%	50.0%	30.8%	10.2%	18.4%	8.9%	4.7%	13.5%	10.6%	10.1%	22.2%	19.8%	2.3%	4.4%	0.0%	0.0%	11.8%	18.0%	7.7%	16.1%
Agree	15.1%	27.1%	30.8%	0.0%	7.7%	31.4%	32.1%	37.8%	26.4%	32.7%	36.4%	31.8%	38.1%	45.0%	29.9%	31.3%	0.0%	66.7%	35.3%	30.6%	29.6%	19.4%
Neutral	45.3%	30.2%	29.6%	0.0%	38.5%	27.1%	20.9%	33.3%	31.1%	23.1%	36.4%	29.1%	23.8%	24.4%	34.5%	25.6%	100.0%	33.3%	47.1%	32.7%	29.9%	17.7%
Disagree	20.8%	17.0%	18.3%	50.0%	23.1%	17.8%	14.8%	12.2%	16.9%	17.3%	9.8%	16.2%	11.1%	7.1%	19.5%	28.1%	0.0%	0.0%	0.0%	12.0%	18.3%	24.2%
Strongly Disagree	11.3%	14.9%	6.5%	0.0%	0.0%	13.6%	13.7%	7.8%	20.9%	13.5%	6.8%	12.8%	4.8%	3.7%	13.8%	10.6%	0.0%	0.0%	5.9%	6.6%	14.4%	22.6%

	Q72. Name of your department																			Total
	Office of the City Attor...	Office of the City Auditor	Office of the City Clerk	Office of the City Council	Office of the City Mana...	Office of Cultural Affa...	Office of Envir-onmen...	Office of Histor-ic Pre...	Office of Manag-ement &...	Office of the Mayor	Office of Milita-ry Affa...	Parks & Recreat-ion	Planni-ng & Comm-unity ...	Police	Public Works	Purcha-sing & Genera-tion Servi...	Solid Waste Manag-ement	Other	None chosen	
<b>Q14. Conflict between managers/supervisors &amp; employees is resolved effectively</b>																				
Strongly Agree	32.9%	10.5%	20.0%	14.3%	52.6%	0.0%	33.3%	16.7%	7.4%	50.0%	100.0%	13.0%	6.9%	14.6%	10.7%	7.2%	14.9%	9.5%	15.6%	14.0%
Agree	37.1%	31.6%	20.0%	42.9%	36.8%	25.0%	33.3%	50.0%	51.9%	50.0%	0.0%	33.0%	39.7%	39.3%	29.7%	18.0%	36.9%	32.1%	29.9%	34.5%
Neutral	22.9%	47.4%	30.0%	28.6%	10.5%	50.0%	26.7%	0.0%	14.8%	0.0%	0.0%	29.2%	20.7%	28.0%	29.2%	30.6%	27.4%	34.5%	30.7%	28.3%
Disagree	2.9%	5.3%	10.0%	0.0%	0.0%	25.0%	0.0%	33.3%	18.5%	0.0%	0.0%	16.2%	17.2%	10.7%	18.1%	23.4%	11.4%	10.7%	13.6%	13.6%
Strongly Disagree	4.3%	5.3%	20.0%	14.3%	0.0%	0.0%	6.7%	0.0%	7.4%	0.0%	0.0%	8.5%	15.5%	7.4%	12.4%	20.7%	9.5%	13.1%	10.2%	9.6%

**Working Enviroment (Excluding Don't Know/NA)**

**Q1-Q38. Using a scale of 1 to 5 where 5 means "strongly AGREE" and 1 means "strongly DISAGREE," please rate your level of agreement with each of the following statements. (excluding don't know/NA)**

	Q72. Name of your department																					
	Animal Care Services	Aviation	Capital Improvement Mana...	Center City Devel-opmen...	Comm-unicat-ions & Publi...	Code Enforc-ement	Comm-unity Initiat-ives	Conv. & Visitor-s Bure- au	Conve-ntion Sports & Entert...	Custo-mer Service/ 311	Devel-opment Serv-ices	Down-town Oper-ations	Finance	Fire	Human Resources	Informa- tion Techno-logy S...	Inter-govern- mental Relati...	Interna- tional Relati- ons Of...	Intern- ational & Econo- mic D...	Library	Metro- politan Health District	Munic- ipal Court
<u>Q15. Assignments in my department are distributed fairly</u>																						
Strongly Agree	5.5%	14.0%	18.7%	50.0%	30.8%	13.9%	18.2%	21.2%	7.7%	17.5%	13.9%	13.1%	10.4%	21.4%	2.2%	7.6%	0.0%	0.0%	16.7%	22.3%	9.3%	17.9%
Agree	27.3%	33.3%	40.1%	0.0%	38.5%	25.4%	29.0%	34.3%	29.5%	26.3%	36.5%	30.7%	44.8%	43.9%	36.7%	37.4%	66.7%	66.7%	44.4%	35.5%	36.7%	25.4%
Neutral	14.5%	23.7%	16.5%	50.0%	15.4%	22.1%	21.0%	23.2%	24.1%	22.8%	17.5%	22.9%	29.9%	20.5%	25.6%	15.8%	33.3%	33.3%	22.2%	17.8%	22.3%	11.9%
Disagree	38.2%	13.0%	15.9%	0.0%	15.4%	17.2%	14.3%	14.1%	19.9%	14.0%	20.4%	17.6%	9.0%	9.1%	17.8%	22.2%	0.0%	0.0%	5.6%	14.6%	19.0%	14.9%
Strongly Disagree	14.5%	16.0%	8.8%	0.0%	0.0%	21.3%	17.5%	7.1%	18.8%	19.3%	11.7%	15.7%	6.0%	5.1%	17.8%	17.0%	0.0%	0.0%	11.1%	9.7%	12.7%	29.9%

	Q72. Name of your department																			Total
	Office of the City Attor...	Office of the City Auditor	Office of the City Clerk	Office of the City Council	Office of the City Mana...	Office of Cultural Affa...	Office of Envir-onmen...	Office of Histor- ic Pre...	Office of Manag-ement &...	Office of the Mayor	Office of Milita- ry Affa...	Parks & Recreat- ion	Planni- ng & Comm- unity ...	Police	Public Works	Purcha- sing & Genera- l Servi...	Solid Waste Manag-ement	Other	None chosen	
<u>Q15. Assignments in my department are distributed fairly</u>																				
Strongly Agree	21.9%	26.3%	30.0%	25.0%	54.5%	0.0%	18.8%	14.3%	12.1%	50.0%	100.0%	12.2%	11.9%	12.6%	10.9%	7.8%	12.1%	12.9%	15.6%	14.7%
Agree	38.4%	26.3%	10.0%	50.0%	18.2%	77.8%	50.0%	42.9%	45.5%	50.0%	0.0%	34.8%	30.5%	36.9%	30.9%	29.6%	33.8%	28.2%	32.6%	35.4%
Neutral	21.9%	21.1%	40.0%	25.0%	4.5%	0.0%	12.5%	42.9%	12.1%	0.0%	0.0%	24.5%	18.6%	26.1%	27.6%	19.1%	23.3%	28.2%	22.7%	22.7%
Disagree	13.7%	21.1%	10.0%	0.0%	22.7%	11.1%	12.5%	0.0%	21.2%	0.0%	0.0%	16.9%	20.3%	13.6%	16.7%	26.1%	14.7%	12.9%	17.2%	15.2%
Strongly Disagree	4.1%	5.3%	10.0%	0.0%	0.0%	11.1%	6.3%	0.0%	9.1%	0.0%	0.0%	11.5%	18.6%	10.7%	13.9%	17.4%	16.1%	17.6%	11.8%	12.0%

**Working Environment (Excluding Don't Know/NA)**

**Q1-Q38. Using a scale of 1 to 5 where 5 means "strongly AGREE" and 1 means "strongly DISAGREE," please rate your level of agreement with each of the following statements. (excluding don't know/NA)**

	Q72. Name of your department																					
	Animal Care Services	Aviation	Capital Improvement Mana...	Center City Devel-opmen...	Comm-unicat-ions & Publi...	Code Enforc-ement	Comm-unity Initiat-ives	Conv. & Visitor-s Bure-au	Conven-tion Sports & Entert...	Custo-mer Service/311	Devel-opment Serv-ices	Down-town Operat-ions	Finance	Fire	Human Resources	Informa-tion Techno-logy S...	Inter-govern-mental Relati...	Interna-tional Relati-ons Of...	Interna-tional & Econo-mic D...	Library	Metro-politan Health District	Munic-ipal Court
<u>Q16. Poor job performance is dealt with effectively by managers/supervisors</u>																						
Strongly Agree	9.4%	9.1%	11.1%	50.0%	30.8%	8.9%	10.4%	8.6%	6.9%	21.4%	8.8%	11.3%	12.7%	16.7%	7.0%	6.5%	0.0%	33.3%	11.1%	13.4%	8.2%	15.4%
Agree	20.8%	25.3%	27.8%	0.0%	15.4%	35.0%	29.5%	34.4%	28.6%	44.6%	31.4%	23.8%	41.3%	32.4%	24.4%	26.5%	0.0%	33.3%	16.7%	25.7%	31.5%	10.8%
Neutral	18.9%	26.4%	32.2%	0.0%	23.1%	26.0%	24.1%	32.3%	28.2%	8.9%	30.7%	32.5%	36.5%	23.5%	27.9%	26.5%	100.0%	0.0%	61.1%	28.0%	24.7%	20.0%
Disagree	30.2%	18.9%	18.9%	50.0%	15.4%	16.3%	19.1%	16.1%	20.5%	14.3%	13.9%	18.5%	4.8%	16.8%	20.9%	21.2%	0.0%	33.3%	11.1%	19.2%	21.2%	18.5%
Strongly Disagree	20.8%	20.3%	10.0%	0.0%	15.4%	13.8%	16.9%	8.6%	15.8%	10.7%	15.3%	13.9%	4.8%	10.6%	19.8%	19.4%	0.0%	0.0%	0.0%	13.7%	14.4%	35.4%

	Q72. Name of your department																			Total	
	Office of the City Attor...	Office of the City Auditor	Office of the City Clerk	Office of the City Council	Office of the City Mana...	Office of Cultural Affa...	Office of Envir-onmen...	Office of Histor-ic Pre...	Office of Manag-ement &...	Office of the Mayor	Office of Milita-ry Affa...	Parks & Recreat-ion	Planni-ng & Comm-unity ...	Police	Public Works	Purcha-sing & Genera-tion Servi...	Solid Waste Manag-ement	Other	None chosen		
<u>Q16. Poor job performance is dealt with effectively by managers/supervisors</u>																					
Strongly Agree	21.4%	0.0%	30.0%	14.3%	57.9%	0.0%	6.3%	0.0%	7.1%	50.0%	100.0%	10.4%	8.3%	10.0%	9.6%	6.2%	12.0%	9.5%	13.2%	11.5%	
Agree	40.0%	5.6%	0.0%	42.9%	21.1%	37.5%	31.3%	40.0%	35.7%	50.0%	0.0%	28.6%	21.7%	28.8%	26.5%	29.2%	35.3%	25.0%	24.6%	28.9%	
Neutral	25.7%	22.2%	40.0%	28.6%	0.0%	37.5%	37.5%	60.0%	21.4%	0.0%	0.0%	28.4%	26.7%	25.7%	26.5%	30.1%	23.1%	36.9%	26.7%	26.3%	
Disagree	5.7%	61.1%	0.0%	0.0%	21.1%	12.5%	12.5%	0.0%	21.4%	0.0%	0.0%	20.1%	28.3%	20.4%	20.3%	15.0%	16.6%	14.3%	21.2%	19.0%	
Strongly Disagree	7.1%	11.1%	30.0%	14.3%	0.0%	12.5%	12.5%	0.0%	14.3%	0.0%	0.0%	12.6%	15.0%	15.2%	17.1%	19.5%	13.0%	14.3%	14.3%	14.4%	

**Working Enviroment (Excluding Don't Know/NA)**

**Q1-Q38. Using a scale of 1 to 5 where 5 means "strongly AGREE" and 1 means "strongly DISAGREE," please rate your level of agreement with each of the following statements. (excluding don't know/NA)**

	Q72. Name of your department																					
	Animal Care Services	Aviation	Capital Improvement Mana...	Center City Devel-opmen...	Comm-unicat-ions & Publi...	Code Enforc-ement	Comm-unity Initiat-ives	Conv. & Visitor-s Bure- au	Conven- tion Sports & Entert...	Custo- mer Service/ 311	Devel- opment Servic- es	Down- town Oper- ations	Finance	Fire	Human Resources	Informa- tion Techno-logy S...	Inter- govern- mental Relati...	Interna- tional Relati- ons Of...	Interna- tional & Econo- mic D...	Library	Metro- politan Health District	Munic- ipal Court
<u>Q17. Workplace safety is continually emphasized in my department</u>																						
Strongly Agree	9.6%	21.9%	21.2%	0.0%	30.8%	15.0%	16.8%	17.6%	11.8%	28.1%	13.8%	12.4%	12.7%	42.2%	13.5%	9.5%	0.0%	33.3%	11.1%	19.5%	13.8%	21.5%
Agree	36.5%	38.7%	36.3%	0.0%	7.7%	28.3%	39.6%	37.4%	38.4%	36.8%	35.5%	43.1%	33.3%	46.4%	36.0%	31.0%	100.0%	33.3%	22.2%	38.2%	41.4%	20.0%
Neutral	17.3%	22.5%	27.4%	50.0%	30.8%	26.8%	23.9%	35.2%	24.7%	26.3%	25.4%	16.3%	47.6%	7.7%	27.0%	35.7%	0.0%	0.0%	50.0%	27.0%	27.6%	26.2%
Disagree	23.1%	8.6%	12.8%	50.0%	23.1%	17.3%	11.9%	7.7%	10.6%	7.0%	15.2%	18.3%	3.2%	2.9%	14.6%	14.9%	0.0%	0.0%	16.7%	10.9%	12.8%	13.8%
Strongly Disagree	13.5%	8.3%	2.2%	0.0%	7.7%	12.6%	7.7%	2.2%	14.4%	1.8%	10.1%	9.8%	3.2%	0.8%	9.0%	8.9%	0.0%	33.3%	0.0%	4.3%	4.4%	18.5%

	Q72. Name of your department																				Total
	Office of the City Attor...	Office of the City Auditor	Office of the City Clerk	Office of the City Council	Office of the City Mana...	Office of Cultural Affa...	Office of Envir-onmen...	Office of Histor- ic Pre...	Office of Manag- ement &...	Office of the Mayor	Office of Milita- ry Affa...	Parks & Recreat- ion	Planni- ng & Comm- unity ...	Police	Public Works	Purcha- sing & Genera- l Servi...	Solid Waste Manag- ement	Other	None chosen		
<u>Q17. Workplace safety is continually emphasized in my department</u>																					
Strongly Agree	19.1%	21.1%	33.3%	37.5%	38.1%	0.0%	18.8%	16.7%	10.7%	50.0%	100.0%	19.3%	13.6%	26.2%	23.3%	7.8%	27.8%	20.9%	21.6%	23.5%	
Agree	35.3%	10.5%	33.3%	37.5%	28.6%	37.5%	50.0%	50.0%	39.3%	0.0%	0.0%	39.6%	23.7%	40.7%	41.9%	41.4%	47.3%	36.0%	38.7%	40.1%	
Neutral	35.3%	47.4%	11.1%	12.5%	19.0%	62.5%	25.0%	0.0%	35.7%	50.0%	0.0%	23.8%	35.6%	21.9%	20.3%	22.4%	18.4%	20.9%	25.6%	21.9%	
Disagree	5.9%	21.1%	11.1%	12.5%	9.5%	0.0%	6.3%	33.3%	14.3%	0.0%	0.0%	9.9%	11.9%	5.6%	9.6%	15.5%	4.5%	17.4%	8.5%	8.8%	
Strongly Disagree	4.4%	0.0%	11.1%	0.0%	4.8%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	7.4%	15.3%	5.6%	5.0%	12.9%	1.9%	4.7%	5.6%	5.7%	

**Working Environment (Excluding Don't Know/NA)**

**Q1-Q38. Using a scale of 1 to 5 where 5 means "strongly AGREE" and 1 means "strongly DISAGREE," please rate your level of agreement with each of the following statements. (excluding don't know/NA)**

	Q72. Name of your department																					
	Animal Care Services	Aviation	Capital Improvement Mana...	Center City Devel-opmen...	Comm-unicat-ions & Publi...	Code Enforcement	Comm-unity Initiatives	Conv. & Visitor-s Bure- au	Conve-ntion Sports & Entert...	Custo-mer Service/ 311	Devel-opment Services	Down-town Oper-ations	Finance	Fire	Human Resources	Informa- tion Techno-logy S...	Inter-govern- mental Relati...	Interna- tional Relati- ons Of...	Interna- tional & Econo- mic D...	Library	Metro- politan Health District	Munic- ipal Court
<u>Q18. I am satisfied with working environment in my department</u>																						
Strongly Agree	1.9%	14.1%	17.6%	50.0%	38.5%	11.9%	20.6%	23.0%	10.8%	22.8%	10.1%	14.2%	20.9%	30.4%	11.1%	7.5%	0.0%	33.3%	22.2%	22.2%	13.0%	18.2%
Agree	33.3%	35.2%	50.5%	50.0%	0.0%	31.7%	38.5%	50.0%	32.7%	36.8%	46.0%	34.8%	47.8%	52.9%	34.4%	38.5%	100.0%	33.3%	50.0%	40.1%	40.7%	25.8%
Neutral	42.6%	29.9%	18.7%	0.0%	23.1%	30.2%	21.7%	13.0%	31.5%	28.1%	25.9%	26.5%	25.4%	12.0%	25.6%	26.4%	0.0%	33.3%	16.7%	22.4%	26.3%	21.2%
Disagree	18.5%	12.2%	10.4%	0.0%	30.8%	17.5%	11.2%	11.0%	13.8%	7.0%	11.5%	17.4%	4.5%	3.1%	17.8%	20.1%	0.0%	0.0%	11.1%	11.6%	12.3%	19.7%
Strongly Disagree	3.7%	8.6%	2.7%	0.0%	7.7%	8.7%	8.0%	3.0%	11.2%	5.3%	6.5%	7.1%	1.5%	1.6%	11.1%	7.5%	0.0%	0.0%	0.0%	3.7%	7.7%	15.2%

	Q72. Name of your department																				Total
	Office of the City Attor...	Office of the City Auditor	Office of the City Clerk	Office of the City Council	Office of the City Mana...	Office of Cultural Affa...	Office of Envir-onmen...	Office of Histor- ic Pre...	Office of Manag- ement &...	Office of the Mayor	Office of Milita- ry Affa...	Parks & Recreat- ion	Planni- ng & Comm- unity ...	Police	Public Works	Purcha- sing & Genera- l Servi...	Solid Waste Manag- ement	Other	None chosen		
<u>Q18. I am satisfied with working environment in my department</u>																					
Strongly Agree	36.5%	22.2%	20.0%	25.0%	52.4%	0.0%	31.3%	28.6%	21.2%	50.0%	100.0%	18.1%	16.7%	15.8%	11.7%	11.1%	17.9%	12.5%	18.4%		18.2%
Agree	43.2%	38.9%	20.0%	62.5%	47.6%	62.5%	56.3%	42.9%	45.5%	50.0%	0.0%	39.1%	38.3%	45.6%	37.1%	31.6%	39.6%	35.2%	39.7%		42.0%
Neutral	13.5%	22.2%	20.0%	12.5%	0.0%	12.5%	6.3%	28.6%	21.2%	0.0%	0.0%	26.8%	28.3%	23.1%	31.6%	24.8%	26.7%	29.5%	25.4%		23.5%
Disagree	1.4%	5.6%	20.0%	0.0%	0.0%	25.0%	0.0%	0.0%	12.1%	0.0%	0.0%	11.4%	3.3%	10.3%	10.7%	20.5%	10.2%	15.9%	9.4%		10.4%
Strongly Disagree	5.4%	11.1%	20.0%	0.0%	0.0%	0.0%	6.3%	0.0%	0.0%	0.0%	0.0%	4.7%	13.3%	5.2%	8.9%	12.0%	5.6%	6.8%	7.2%		5.9%

**Employee Recognition (Excluding Don't Know/NA)**

**Q1-Q38. Using a scale of 1 to 5 where 5 means "strongly AGREE" and 1 means "strongly DISAGREE," please rate your level of agreement with each of the following statements. (excluding don't know/NA)**

	Q72. Name of your department																						
	Animal Care Services	Aviation	Capital Improvement Mana...	Center City Devel-opmen...	Comm-unicat-ions & Publi...	Code Enforc-ement	Comm-unity Initi-atives	Conv. & Visitor- s Bure- au	Conve-ntion Sports & Entert...	Custo-mer Service/ 311	Devel-opment Serv-ices	Down-town Oper-ations	Finance	Fire	Human Resources	Informa- tion Techno-logy S...	Interg-overn- mental Relati...	Intern-ational Relati- ons Of...	Intern-ational & Econo- mic D...	Library	Metro- politan Health District	Munic- ipal Court	
<u>Q19. My immediate supervisor tells me when I do a good job</u>																							
Strongly Agree	29.6%	28.1%	34.1%	50.0%	46.2%	38.4%	36.8%	31.7%	14.8%	35.1%	29.0%	23.9%	30.8%	37.1%	30.4%	21.3%	33.3%	33.3%	44.4%	31.9%	28.7%	23.9%	
Agree	27.8%	30.0%	35.2%	0.0%	15.4%	29.6%	29.6%	37.6%	31.2%	17.5%	34.8%	33.5%	24.6%	44.7%	21.7%	32.2%	33.3%	66.7%	16.7%	31.6%	31.3%	25.4%	
Neutral	31.5%	16.8%	20.3%	0.0%	7.7%	16.0%	11.0%	13.9%	19.4%	21.1%	19.6%	14.2%	27.7%	11.7%	20.7%	23.0%	33.3%	0.0%	22.2%	18.5%	20.0%	14.9%	
Disagree	7.4%	13.2%	7.7%	50.0%	15.4%	4.8%	12.7%	11.9%	15.2%	15.8%	8.7%	14.8%	9.2%	3.9%	14.1%	12.6%	0.0%	0.0%	16.7%	10.3%	11.3%	16.4%	
Strongly Disagree	3.7%	11.9%	2.7%	0.0%	15.4%	11.2%	10.0%	5.0%	19.4%	10.5%	8.0%	13.5%	7.7%	2.6%	13.0%	10.9%	0.0%	0.0%	0.0%	7.7%	8.7%	19.4%	

	Q72. Name of your department																				Total	
	Office of the City Attor...	Office of the City Auditor	Office of the City Clerk	Office of the City Council	Office of the City Mana...	Office of Cultural Affa...	Office of Envir-onmen...	Office of Histor- ic Pre...	Office of Manag-ement &...	Office of the Mayor	Office of Milita- ry Affa...	Parks & Recreat- ion	Planni- ng & Comm- unity ...	Police	Public Works	Purcha- sing & Genera- l Servi...	Solid Waste Manag-ement	Other	None chosen			
<u>Q19. My immediate supervisor tells me when I do a good job</u>																						
Strongly Agree	41.1%	26.3%	30.0%	50.0%	71.4%	33.3%	62.5%	57.1%	39.4%	50.0%	50.0%	28.9%	23.0%	26.4%	22.6%	17.6%	26.3%	18.2%	27.0%		29.0%	
Agree	26.0%	42.1%	10.0%	50.0%	19.0%	44.4%	25.0%	14.3%	48.5%	50.0%	0.0%	34.8%	29.5%	38.4%	37.0%	32.8%	34.2%	31.8%	36.3%		35.4%	
Neutral	19.2%	26.3%	40.0%	0.0%	4.8%	0.0%	6.3%	0.0%	6.1%	0.0%	50.0%	19.8%	18.0%	19.1%	20.5%	22.7%	18.4%	23.9%	19.9%		17.9%	
Disagree	6.8%	0.0%	0.0%	0.0%	4.8%	0.0%	0.0%	28.6%	3.0%	0.0%	0.0%	9.0%	19.7%	9.2%	9.7%	14.3%	12.1%	12.5%	9.8%		9.6%	
Strongly Disagree	6.8%	5.3%	20.0%	0.0%	0.0%	22.2%	6.3%	0.0%	3.0%	0.0%	0.0%	7.5%	9.8%	6.9%	10.2%	12.6%	8.9%	13.6%	7.1%		8.1%	

**Employee Recognition (Excluding Don't Know/NA)**

**Q1-Q38. Using a scale of 1 to 5 where 5 means "strongly AGREE" and 1 means "strongly DISAGREE," please rate your level of agreement with each of the following statements. (excluding don't know/NA)**

	Q72. Name of your department																					
	Animal Care Services	Aviation	Capital Improvement Mana...	Center City Devel-opmen...	Comm-unicat-ions & Publi...	Code Enforc-ement	Comm-unity Initiat-ives	Conv. & Visitor-s Bure-au	Conven-tion Sports & Entert...	Custo-mer Service/311	Devel-opment Serv-ices	Down-town Operat-ions	Finance	Fire	Human Resources	Informa-tion Techno-logy S...	Inter-govern-mental Relati...	Interna-tional Relati-ons Of...	Interna-tional & Econo-mic D...	Library	Metro-politan Health District	Munic-ipal Court
<u>Q20. My work is appreciated by my immediate supervisor</u>																						
Strongly Agree	23.6%	27.7%	35.9%	50.0%	46.2%	36.3%	36.6%	36.6%	14.1%	30.4%	28.9%	24.2%	33.8%	39.7%	32.2%	24.7%	33.3%	0.0%	61.1%	33.9%	26.5%	23.1%
Agree	40.0%	31.0%	35.9%	0.0%	23.1%	36.3%	32.4%	36.6%	37.0%	26.8%	34.1%	34.6%	32.3%	45.2%	22.2%	36.8%	33.3%	33.3%	16.7%	37.4%	36.2%	23.1%
Neutral	25.5%	19.8%	17.9%	50.0%	7.7%	12.9%	11.7%	16.8%	20.6%	19.6%	20.7%	17.0%	23.1%	10.2%	21.1%	17.8%	33.3%	66.7%	11.1%	14.7%	19.5%	24.6%
Disagree	5.5%	9.6%	6.0%	0.0%	23.1%	5.6%	10.0%	5.0%	12.2%	10.7%	8.9%	13.1%	4.6%	3.0%	14.4%	10.9%	0.0%	0.0%	5.6%	8.3%	10.1%	12.3%
Strongly Disagree	5.5%	11.9%	4.3%	0.0%	0.0%	8.9%	9.3%	5.0%	16.0%	12.5%	7.4%	11.1%	6.2%	2.0%	10.0%	9.8%	0.0%	0.0%	5.6%	5.7%	7.7%	16.9%

	Q72. Name of your department																				Total
	Office of the City Attor...	Office of the City Auditor	Office of the City Clerk	Office of the City Council	Office of the City Mana...	Office of Cultural Affa...	Office of Envir-onmen...	Office of Histor-ic Pre...	Office of Manag-ement &...	Office of the Mayor	Office of Milita-ry Affa...	Parks & Recreat-ion	Planni-ng & Comm-unity ...	Police	Public Works	Purchasing & Genera-tion Servi...	Solid Waste Manag-ement	Other	None chosen		
<u>Q20. My work is appreciated by my immediate supervisor</u>																					
Strongly Agree	43.1%	26.3%	30.0%	37.5%	71.4%	33.3%	56.3%	57.1%	42.4%	50.0%	50.0%	28.3%	27.1%	27.5%	23.5%	20.2%	25.6%	20.5%	27.7%		29.8%
Agree	30.6%	36.8%	10.0%	62.5%	23.8%	44.4%	25.0%	14.3%	39.4%	50.0%	0.0%	37.4%	23.7%	39.6%	38.6%	35.3%	36.7%	28.4%	39.5%		37.6%
Neutral	19.4%	31.6%	30.0%	0.0%	0.0%	0.0%	12.5%	14.3%	9.1%	0.0%	50.0%	19.4%	23.7%	19.3%	20.7%	21.8%	20.1%	26.1%	19.7%		17.7%
Disagree	2.8%	5.3%	10.0%	0.0%	4.8%	22.2%	0.0%	14.3%	6.1%	0.0%	0.0%	8.9%	15.3%	7.7%	8.9%	13.4%	10.8%	8.0%	8.2%		8.1%
Strongly Disagree	4.2%	0.0%	20.0%	0.0%	0.0%	0.0%	6.3%	0.0%	3.0%	0.0%	0.0%	5.9%	10.2%	5.9%	8.3%	9.2%	6.9%	17.0%	5.0%		6.8%

**Employee Recognition (Excluding Don't Know/NA)**

**Q1-Q38. Using a scale of 1 to 5 where 5 means "strongly AGREE" and 1 means "strongly DISAGREE," please rate your level of agreement with each of the following statements. (excluding don't know/NA)**

	Q72. Name of your department																					
	Animal Care Services	Aviation	Capital Improvement Mana...	Center City Devel-opmen...	Comm-unicat-ions & Publi...	Code Enforc-ement	Comm-unity Initiat-ives	Conv. & Visitor-s Bure- au	Conve-ntion Sports & Entert...	Custo-mer Service/ 311	Devel-opment Serv-ices	Down-town Operat-ions	Finance	Fire	Human Resources	Informa- tion Techno-logy S...	Interg-overn- mental Relati...	Interna- tional Relati- ons Of...	Interna- tional & Econo- mic D...	Library	Metro- politan Health District	Munic- ipal Court
<u>Q21. My work is appreciated by Executive Team Staff/Command Staff</u>																						
Strongly Agree	18.9%	14.3%	23.9%	50.0%	41.7%	13.0%	24.7%	18.1%	8.7%	35.2%	17.9%	15.7%	23.0%	22.5%	11.8%	7.7%	33.3%	33.3%	38.9%	17.0%	11.1%	17.5%
Agree	20.8%	23.7%	31.3%	0.0%	8.3%	22.0%	28.7%	33.0%	27.2%	24.1%	32.8%	30.7%	24.6%	40.1%	24.7%	23.1%	33.3%	33.3%	27.8%	30.7%	34.9%	17.5%
Neutral	30.2%	27.5%	27.8%	0.0%	8.3%	23.6%	25.8%	31.9%	26.8%	18.5%	28.4%	22.2%	39.3%	25.2%	28.2%	31.4%	33.3%	0.0%	11.1%	27.1%	27.7%	27.0%
Disagree	22.6%	18.8%	10.8%	50.0%	33.3%	18.7%	10.0%	11.7%	20.5%	13.0%	11.9%	17.6%	3.3%	8.1%	17.6%	23.1%	0.0%	33.3%	11.1%	15.5%	13.8%	19.0%
Strongly Disagree	7.5%	15.7%	6.3%	0.0%	8.3%	22.8%	10.8%	5.3%	16.9%	9.3%	9.0%	13.7%	9.8%	4.1%	17.6%	14.8%	0.0%	0.0%	11.1%	9.7%	12.5%	19.0%

	Q72. Name of your department																				Total
	Office of the City Attor...	Office of the City Auditor	Office of the City Clerk	Office of the City Council	Office of the City Mana...	Office of Cultural Affa...	Office of Envir-onmen...	Office of Histor- ic Pre...	Office of Manag-ement &...	Office of the Mayor	Office of Milita- ry Affa...	Parks & Recreat- ion	Planni- ng & Comm- unity ...	Police	Public Works	Purcha- sing & Genera- l Servi...	Solid Waste Manag-ement	Other	None chosen		
<u>Q21. My work is appreciated by Executive Team Staff/Command Staff</u>																					
Strongly Agree	31.9%	15.8%	40.0%	37.5%	61.9%	22.2%	40.0%	28.6%	15.2%	50.0%	100.0%	17.2%	12.3%	11.3%	10.5%	14.7%	18.2%	13.1%	15.8%	16.4%	
Agree	24.6%	47.4%	30.0%	37.5%	28.6%	55.6%	26.7%	42.9%	36.4%	50.0%	0.0%	28.1%	29.8%	28.5%	31.8%	27.6%	38.2%	19.0%	30.4%	30.9%	
Neutral	31.9%	26.3%	10.0%	25.0%	4.8%	11.1%	13.3%	0.0%	15.2%	0.0%	0.0%	30.6%	35.1%	32.9%	27.4%	19.8%	25.7%	31.0%	29.3%	28.0%	
Disagree	2.9%	10.5%	0.0%	0.0%	0.0%	11.1%	6.7%	28.6%	24.2%	0.0%	0.0%	14.7%	10.5%	15.5%	15.2%	19.0%	11.8%	13.1%	14.7%	14.0%	
Strongly Disagree	8.7%	0.0%	20.0%	0.0%	4.8%	0.0%	13.3%	0.0%	9.1%	0.0%	0.0%	9.4%	12.3%	11.7%	15.1%	19.0%	6.1%	23.8%	9.8%	10.8%	

**Employee Recognition (Excluding Don't Know/NA)**

**Q1-Q38. Using a scale of 1 to 5 where 5 means "strongly AGREE" and 1 means "strongly DISAGREE," please rate your level of agreement with each of the following statements. (excluding don't know/NA)**

	Q72. Name of your department																					
	Animal Care Services	Aviation	Capital Improvement Mana...	Center City Devel-opmen...	Comm-unicat-ions & Publi...	Code Enforc-ement	Comm-unity Initiat-ives	Conv. & Visitor-s Bure-au	Conven-tion Sports & Entert...	Custo-mer Service/311	Devel-opment Serv-ices	Down-town Operat-ions	Finance	Fire	Human Resources	Informa-tion Techno-logy S...	Inter-govern-mental Relati...	Interna-tional Relati-ons Of...	Interna-tional & Econo-mic D...	Library	Metro-politan Health District	Munic-ipal Court
<u>Q22. Employees who perform well receive adequate recognition</u>																						
Strongly Agree	10.9%	8.6%	13.3%	0.0%	41.7%	8.1%	12.3%	20.2%	4.6%	25.9%	11.6%	8.6%	10.8%	12.2%	9.1%	3.6%	0.0%	33.3%	22.2%	13.4%	7.5%	12.5%
Agree	14.5%	16.9%	30.0%	50.0%	8.3%	21.1%	23.6%	30.9%	10.4%	22.2%	31.2%	23.8%	24.6%	31.1%	17.0%	13.2%	100.0%	33.3%	22.2%	20.7%	20.5%	12.5%
Neutral	29.1%	29.2%	23.9%	0.0%	8.3%	25.2%	24.3%	24.5%	27.4%	14.8%	21.7%	25.2%	35.4%	32.5%	29.5%	26.9%	0.0%	33.3%	27.8%	28.3%	25.3%	15.6%
Disagree	27.3%	23.9%	20.6%	50.0%	16.7%	24.4%	19.7%	16.0%	19.7%	16.7%	24.6%	21.2%	18.5%	15.9%	27.3%	32.3%	0.0%	0.0%	22.2%	21.3%	23.9%	21.9%
Strongly Disagree	18.2%	21.3%	12.2%	0.0%	25.0%	21.1%	20.1%	8.5%	37.8%	20.4%	10.9%	21.2%	10.8%	8.3%	17.0%	24.0%	0.0%	0.0%	5.6%	16.3%	22.9%	37.5%

	Q72. Name of your department																			Total
	Office of the City Attor...	Office of the City Auditor	Office of the City Clerk	Office of the City Council	Office of the City Mana...	Office of Cultural Affa...	Office of Envir-onmen...	Office of Histor-ic Pre...	Office of Manag-ement &...	Office of the Mayor	Office of Milita-ry Affa...	Parks & Recreat-ion	Planni-ng & Comm-unity ...	Police	Public Works	Purcha-sing & Genera-tion Servi...	Solid Waste Manag-ement	Other	None chosen	
<u>Q22. Employees who perform well receive adequate recognition</u>																				
Strongly Agree	16.4%	11.1%	20.0%	14.3%	31.8%	0.0%	25.0%	28.6%	21.2%	50.0%	100.0%	6.0%	6.8%	8.7%	6.7%	6.8%	12.7%	8.3%	12.0%	10.2%
Agree	34.2%	16.7%	10.0%	28.6%	31.8%	33.3%	31.3%	14.3%	36.4%	50.0%	0.0%	21.4%	15.3%	28.0%	17.6%	23.7%	27.8%	21.4%	21.7%	23.9%
Neutral	27.4%	27.8%	50.0%	14.3%	18.2%	44.4%	25.0%	42.9%	9.1%	0.0%	0.0%	28.5%	30.5%	29.1%	28.1%	28.0%	29.9%	25.0%	32.3%	28.5%
Disagree	8.2%	27.8%	0.0%	42.9%	4.5%	11.1%	6.3%	14.3%	18.2%	0.0%	0.0%	27.2%	32.2%	19.5%	23.9%	23.7%	18.3%	16.7%	20.3%	20.8%
Strongly Disagree	13.7%	16.7%	20.0%	0.0%	13.6%	11.1%	12.5%	0.0%	15.2%	0.0%	0.0%	16.9%	15.3%	14.7%	23.7%	17.8%	11.3%	28.6%	13.7%	16.6%

**Employee Recognition (Excluding Don't Know/NA)**

**Q1-Q38. Using a scale of 1 to 5 where 5 means "strongly AGREE" and 1 means "strongly DISAGREE," please rate your level of agreement with each of the following statements. (excluding don't know/NA)**

	Q72. Name of your department																					
	Animal Care Services	Aviation	Capital Improvement Mana...	Center City Devel-opmen...	Comm-unicat-ions & Publi...	Code Enforc-ement	Comm-unity Initiat-ives	Conv. & Visitor-s Bure- au	Conve-ntion Sports & Entert...	Custo-mer Service/ 311	Devel-opment Servic-es	Down-town Operat-ions	Finance	Fire	Human Resources	Informa- tion Techno-logy S...	Interg-overn- mental Relati...	Interna- tional Relati- ons Of...	Interna- tional & Econo- mic D...	Library	Metro- politan Health District	Munic- ipal Court
<u>Q23. Rewards &amp; recognition are distributed fairly in my department</u>																						
Strongly Agree	7.7%	7.1%	13.1%	50.0%	30.8%	5.8%	10.5%	21.1%	2.7%	12.7%	13.4%	8.1%	8.1%	11.4%	6.7%	1.8%	0.0%	33.3%	16.7%	11.7%	5.9%	12.5%
Agree	9.6%	15.0%	23.3%	0.0%	23.1%	19.8%	23.8%	25.3%	13.3%	27.3%	23.1%	23.0%	25.8%	30.3%	15.7%	10.2%	33.3%	33.3%	27.8%	21.0%	18.1%	10.9%
Neutral	32.7%	32.3%	27.8%	50.0%	15.4%	21.5%	23.8%	24.2%	21.9%	23.6%	23.9%	25.7%	43.5%	33.6%	28.1%	29.5%	66.7%	33.3%	16.7%	27.5%	31.4%	15.6%
Disagree	25.0%	21.4%	20.5%	0.0%	15.4%	27.3%	20.6%	20.0%	19.9%	16.4%	23.9%	19.6%	11.3%	16.1%	27.0%	25.3%	0.0%	0.0%	27.8%	23.7%	22.0%	17.2%
Strongly Disagree	25.0%	24.1%	15.3%	0.0%	15.4%	25.6%	21.3%	9.5%	42.2%	20.0%	15.7%	23.6%	11.3%	8.6%	22.5%	33.1%	0.0%	0.0%	11.1%	16.2%	22.6%	43.8%

	Q72. Name of your department																				Total
	Office of the City Attor...	Office of the City Auditor	Office of the City Clerk	Office of the City Council	Office of the City Mana...	Office of Cultural Affa...	Office of Envir-onmen...	Office of Histor- ic Pre...	Office of Manag-ement &...	Office of the Mayor	Office of Milita- ry Affa...	Parks & Recreat- ion	Planni- ng & Comm- unity ...	Police	Public Works	Purcha- sing & Genera- l Servi...	Solid Waste Manag-ement	Other	None chosen		
<u>Q23. Rewards &amp; recognition are distributed fairly in my department</u>																					
Strongly Agree	18.3%	0.0%	20.0%	0.0%	36.4%	0.0%	18.8%	16.7%	15.6%	50.0%	100.0%	5.4%	7.1%	8.0%	5.9%	7.8%	10.1%	4.7%	10.2%	8.9%	
Agree	31.0%	29.4%	10.0%	25.0%	31.8%	22.2%	31.3%	16.7%	31.3%	50.0%	0.0%	19.7%	16.1%	25.1%	14.5%	19.0%	29.9%	20.9%	20.2%	22.3%	
Neutral	31.0%	23.5%	40.0%	62.5%	13.6%	55.6%	37.5%	50.0%	25.0%	0.0%	0.0%	30.7%	26.8%	30.3%	28.6%	25.0%	29.6%	29.1%	33.8%	29.6%	
Disagree	8.5%	23.5%	10.0%	12.5%	9.1%	11.1%	0.0%	16.7%	12.5%	0.0%	0.0%	25.5%	28.6%	20.6%	23.9%	25.9%	18.9%	18.6%	21.6%	20.8%	
Strongly Disagree	11.3%	23.5%	20.0%	0.0%	9.1%	11.1%	12.5%	0.0%	15.6%	0.0%	0.0%	18.8%	21.4%	15.9%	27.1%	22.4%	11.5%	26.7%	14.1%	18.4%	

**Employee Recognition (Excluding Don't Know/NA)**

**Q1-Q38. Using a scale of 1 to 5 where 5 means "strongly AGREE" and 1 means "strongly DISAGREE," please rate your level of agreement with each of the following statements. (excluding don't know/NA)**

	Q72. Name of your department																					
	Animal Care Services	Aviation	Capital Improvement Mana...	Center City Devel-opmen...	Comm-unicat-ions & Publi...	Code Enforc-ement	Comm-unity Initiat-ives	Conv. & Visitor-s Bure-au	Conven-tion Sports & Entert...	Custo-mer Service/311	Devel-opment Services	Down-town Operat-ions	Finance	Fire	Human Resources	Informa-tion Techno-logy S...	Inter-govern-mental Relati...	Interna-tional Relati-ons Of...	Interna-tional & Econo-mic D...	Library	Metro-politan Health District	Munic-ipal Court
<u>Q24. I am satisfied with level of employee recognition in my department</u>																						
Strongly Agree	9.1%	9.0%	14.8%	0.0%	30.8%	8.1%	14.7%	21.6%	4.6%	14.0%	11.6%	8.6%	15.6%	13.9%	7.8%	2.3%	33.3%	0.0%	22.2%	13.7%	8.4%	11.9%
Agree	18.2%	18.3%	28.6%	50.0%	23.1%	21.0%	23.9%	25.8%	16.5%	29.8%	31.2%	21.7%	26.6%	36.7%	17.8%	15.7%	33.3%	66.7%	38.9%	25.4%	19.9%	13.4%
Neutral	32.7%	31.9%	27.5%	0.0%	0.0%	28.2%	23.9%	30.9%	28.7%	22.8%	26.1%	29.6%	37.5%	29.2%	28.9%	29.1%	33.3%	33.3%	11.1%	24.6%	30.6%	19.4%
Disagree	20.0%	20.6%	19.8%	50.0%	38.5%	21.0%	21.4%	14.4%	20.7%	19.3%	21.0%	20.4%	12.5%	13.4%	22.2%	25.6%	0.0%	0.0%	22.2%	23.4%	23.9%	22.4%
Strongly Disagree	20.0%	20.3%	9.3%	0.0%	7.7%	21.8%	16.1%	7.2%	29.5%	14.0%	10.1%	19.7%	7.8%	6.8%	23.3%	27.3%	0.0%	0.0%	5.6%	12.9%	17.2%	32.8%

	Q72. Name of your department																			Total
	Office of the City Attor...	Office of the City Auditor	Office of the City Clerk	Office of the City Council	Office of the City Mana...	Office of Cultural Affa...	Office of Envir-onmen...	Office of Histor-ic Pre...	Office of Manag-ement &...	Office of the Mayor	Office of Milita-ry Affa...	Parks & Recreat-ion	Planni-ng & Comm-unity ...	Police	Public Works	Purcha-sing & Genera-tion Servi...	Solid Waste Manag-ement	Other	None chosen	
<u>Q24. I am satisfied with level of employee recognition in my department</u>																				
Strongly Agree	19.2%	5.3%	20.0%	0.0%	36.4%	0.0%	25.0%	33.3%	21.2%	50.0%	100.0%	8.0%	6.7%	8.8%	7.0%	10.3%	12.6%	6.9%	10.4%	10.6%
Agree	35.6%	31.6%	20.0%	62.5%	40.9%	33.3%	43.8%	16.7%	24.2%	50.0%	0.0%	23.9%	16.7%	28.7%	19.9%	23.9%	30.6%	21.8%	24.4%	26.2%
Neutral	27.4%	26.3%	40.0%	25.0%	13.6%	55.6%	12.5%	33.3%	18.2%	0.0%	0.0%	31.3%	40.0%	33.0%	31.2%	24.8%	31.7%	27.6%	34.7%	30.1%
Disagree	5.5%	26.3%	0.0%	12.5%	4.5%	11.1%	12.5%	16.7%	30.3%	0.0%	0.0%	22.5%	23.3%	16.7%	21.6%	23.9%	15.1%	18.4%	18.4%	18.8%
Strongly Disagree	12.3%	10.5%	20.0%	0.0%	4.5%	0.0%	6.3%	0.0%	6.1%	0.0%	0.0%	14.2%	13.3%	12.8%	20.3%	17.1%	9.9%	25.3%	12.1%	14.4%

**Professional Development (Excluding Don't Know/NA)**

**Q1-Q38. Using a scale of 1 to 5 where 5 means "strongly AGREE" and 1 means "strongly DISAGREE," please rate your level of agreement with each of the following statements. (excluding don't know/NA)**

	Q72. Name of your department																					
	Animal Care Services	Aviation	Capital Improvement Mana...	Center City Devel-opmen...	Comm-unicat-ions & Publi...	Code Enforc-ement	Comm-unity Initiat-ives	Conv. & Visitor-s Bure-au	Conven-tion Sports & Entert...	Custo-mer Service/311	Devel-opment Serv-ices	Down-town Oper-ations	Finance	Fire	Human Resources	Informa-tion Techno-logy S...	Inter-govern-mental Relati...	Interna-tional Relati-ons Of...	Intern-ational & Econo-mic D...	Library	Metro-politan Health District	Munic-ipal Court
<u>Q25. I receive adequate training to do my job properly</u>																						
Strongly Agree	7.3%	15.0%	12.6%	0.0%	38.5%	13.4%	12.5%	22.8%	11.0%	31.6%	14.5%	14.1%	10.3%	25.3%	13.2%	4.7%	33.3%	0.0%	16.7%	19.8%	13.4%	19.7%
Agree	34.5%	35.9%	41.2%	100.0%	23.1%	32.3%	37.0%	46.5%	30.7%	35.1%	37.0%	40.4%	45.6%	50.2%	29.7%	18.1%	0.0%	66.7%	22.2%	42.5%	41.5%	27.3%
Neutral	23.6%	19.3%	26.4%	0.0%	23.1%	33.9%	24.9%	18.8%	27.3%	21.1%	21.0%	23.1%	27.9%	16.1%	29.7%	26.9%	33.3%	0.0%	27.8%	25.2%	24.4%	24.2%
Disagree	30.9%	18.9%	14.3%	0.0%	7.7%	13.4%	17.3%	9.9%	18.2%	5.3%	18.1%	12.8%	11.8%	7.1%	16.5%	26.3%	0.0%	33.3%	22.2%	8.8%	14.0%	15.2%
Strongly Disagree	3.6%	11.0%	5.5%	0.0%	7.7%	7.1%	8.3%	2.0%	12.9%	7.0%	9.4%	9.6%	4.4%	1.3%	11.0%	24.0%	33.3%	0.0%	11.1%	3.7%	6.7%	13.6%

	Q72. Name of your department																			Total
	Office of the City Attor...	Office of the City Auditor	Office of the City Clerk	Office of the City Council	Office of the City Mana...	Office of Cultural Affa...	Office of Envir-onmen...	Office of Histor-ic Pre...	Office of Manag-ement &...	Office of the Mayor	Office of Milita-ry Affa...	Parks & Recreat-ion	Planni-ng & Comm-unity ...	Police	Public Works	Purchas-ing & Genera-tion Servi...	Solid Waste Manag-ement	Other	None chosen	
<u>Q25. I receive adequate training to do my job properly</u>																				
Strongly Agree	20.3%	26.3%	30.0%	25.0%	27.3%	11.1%	6.3%	28.6%	12.1%	50.0%	0.0%	17.4%	6.6%	17.1%	9.4%	11.0%	18.1%	10.3%	16.3%	16.5%
Agree	37.8%	63.2%	40.0%	50.0%	27.3%	44.4%	43.8%	42.9%	33.3%	50.0%	50.0%	39.1%	29.5%	44.6%	29.8%	33.9%	48.6%	42.5%	37.4%	40.2%
Neutral	18.9%	5.3%	20.0%	12.5%	27.3%	33.3%	37.5%	28.6%	15.2%	0.0%	0.0%	26.7%	31.1%	21.1%	29.5%	18.6%	20.7%	27.6%	25.9%	23.1%
Disagree	17.6%	5.3%	0.0%	12.5%	9.1%	11.1%	12.5%	0.0%	27.3%	0.0%	50.0%	10.1%	19.7%	10.2%	17.8%	18.6%	7.3%	10.3%	11.6%	12.5%
Strongly Disagree	5.4%	0.0%	10.0%	0.0%	9.1%	0.0%	0.0%	0.0%	12.1%	0.0%	0.0%	6.7%	13.1%	7.0%	13.5%	17.8%	5.2%	9.2%	8.8%	7.6%

**Professional Development (Excluding Don't Know/NA)**

**Q1-Q38. Using a scale of 1 to 5 where 5 means "strongly AGREE" and 1 means "strongly DISAGREE," please rate your level of agreement with each of the following statements. (excluding don't know/NA)**

	Q72. Name of your department																					
	Animal Care Services	Aviation	Capital Improvement Mana...	Center City Devel-opmen...	Comm-unicat-ions & Publi...	Code Enforc-ement	Comm-unity Initiat-ives	Conv. & Visitor-s Bure-au	Conve-ntion Sports & Entert...	Custo-mer Service/311	Devel-opment Serv-ices	Down-town Oper-ations	Finance	Fire	Human Resources	Informa-tion Techno-logy S...	Interg-overn-mental Relati...	Interna-tional Relati-ons Of...	Interna-tional & Econo-mic D...	Library	Metro-politan Health District	Munic-icipal Court
<u>Q26. The work I perform is evaluated fairly</u>																						
Strongly Agree	11.3%	13.5%	15.2%	0.0%	38.5%	13.7%	20.5%	24.2%	10.0%	29.8%	14.6%	11.3%	14.1%	18.7%	12.2%	7.6%	33.3%	0.0%	29.4%	21.3%	12.8%	18.8%
Agree	34.0%	38.0%	48.9%	50.0%	23.1%	37.9%	35.0%	39.4%	28.4%	36.8%	45.3%	44.4%	46.9%	53.3%	34.4%	37.2%	33.3%	33.3%	23.5%	43.2%	48.0%	25.0%
Neutral	26.4%	27.6%	21.7%	50.0%	15.4%	29.8%	23.7%	24.2%	33.7%	21.1%	22.6%	20.5%	34.4%	20.6%	28.9%	27.9%	33.3%	66.7%	29.4%	22.5%	19.9%	28.1%
Disagree	18.9%	9.8%	12.0%	0.0%	15.4%	12.9%	10.2%	10.1%	16.1%	7.0%	10.2%	13.2%	3.1%	5.1%	12.2%	16.3%	0.0%	0.0%	11.8%	6.9%	9.5%	14.1%
Strongly Disagree	9.4%	11.1%	2.2%	0.0%	7.7%	5.6%	10.6%	2.0%	11.9%	5.3%	7.3%	10.6%	1.6%	2.4%	12.2%	11.0%	0.0%	0.0%	5.9%	6.1%	9.8%	14.1%

	Q72. Name of your department																				Total
	Office of the City Attor...	Office of the City Auditor	Office of the City Clerk	Office of the City Council	Office of the City Mana...	Office of Cultural Affa...	Office of Envir-onmen...	Office of Histor-ic Pre...	Office of Manag-ement &...	Office of the Mayor	Office of Milita-ry Affa...	Parks & Recreat-ion	Planni-ng & Comm-unity ...	Police	Public Works	Purcha-sing & Genera-tion Servi...	Solid Waste Manag-ement	Other	None chosen		
<u>Q26. The work I perform is evaluated fairly</u>																					
Strongly Agree	22.5%	27.8%	20.0%	12.5%	50.0%	0.0%	20.0%	28.6%	15.2%	50.0%	50.0%	14.7%	6.9%	14.2%	11.4%	11.9%	14.5%	6.9%	15.2%	15.3%	
Agree	47.9%	50.0%	30.0%	62.5%	40.9%	55.6%	53.3%	28.6%	54.5%	50.0%	0.0%	40.6%	36.2%	48.9%	35.6%	28.8%	40.9%	42.5%	41.2%	43.2%	
Neutral	18.3%	16.7%	20.0%	0.0%	4.5%	44.4%	20.0%	42.9%	15.2%	0.0%	50.0%	28.8%	29.3%	23.6%	30.3%	21.2%	24.3%	29.9%	26.9%	24.8%	
Disagree	8.5%	5.6%	20.0%	25.0%	4.5%	0.0%	0.0%	0.0%	15.2%	0.0%	0.0%	10.4%	19.0%	7.9%	12.2%	22.9%	13.5%	10.3%	11.2%	10.0%	
Strongly Disagree	2.8%	0.0%	10.0%	0.0%	0.0%	0.0%	6.7%	0.0%	0.0%	0.0%	0.0%	5.5%	8.6%	5.3%	10.5%	15.3%	6.9%	10.3%	5.6%	6.7%	

**Professional Development (Excluding Don't Know/NA)**

**Q1-Q38. Using a scale of 1 to 5 where 5 means "strongly AGREE" and 1 means "strongly DISAGREE," please rate your level of agreement with each of the following statements. (excluding don't know/NA)**

	Q72. Name of your department																					
	Animal Care Services	Aviation	Capital Improvement Mana...	Center City Devel-opmen...	Comm-unicat-ions & Publi...	Code Enforcement	Comm-unity Initiatives	Conv. & Visitor-s Bure- au	Conven- tion Sports & Entert...	Custo- mer Service/ 311	Devel- opment Services	Down- town Operat- ions	Finance	Fire	Human Resources	Informa- tion Techno- logy S...	Inter- govern- mental Relati...	Interna- tional Relati- ons Of...	Interna- tional & Econo- mic D...	Library	Metro- politan Health District	Munic- ipal Court

Q27. I receive constructive feedback on my job performance from my immediate supervisor

Strongly Agree	16.4%	16.9%	20.1%	0.0%	38.5%	20.8%	24.3%	26.0%	10.3%	38.6%	19.3%	15.5%	18.8%	25.3%	20.0%	13.2%	33.3%	66.7%	38.9%	26.0%	16.1%	23.8%
Agree	36.4%	34.9%	44.0%	50.0%	15.4%	44.8%	37.2%	42.0%	28.1%	29.8%	40.7%	32.9%	39.1%	53.1%	31.1%	42.0%	33.3%	33.3%	22.2%	32.6%	42.3%	25.4%
Neutral	20.0%	22.6%	22.3%	50.0%	15.4%	14.4%	16.7%	21.0%	30.0%	12.3%	22.2%	20.6%	32.8%	14.5%	18.9%	21.3%	0.0%	0.0%	33.3%	23.7%	23.5%	15.9%
Disagree	20.0%	14.0%	10.9%	0.0%	23.1%	12.0%	11.8%	7.0%	19.8%	15.8%	14.1%	16.1%	6.3%	4.9%	17.8%	12.6%	33.3%	0.0%	0.0%	11.4%	10.7%	14.3%
Strongly Disagree	7.3%	11.6%	2.7%	0.0%	7.7%	8.0%	10.1%	4.0%	11.8%	3.5%	3.7%	14.8%	3.1%	2.2%	12.2%	10.9%	0.0%	0.0%	5.6%	6.3%	7.4%	20.6%

	Q72. Name of your department																				Total
	Office of the City Attor...	Office of the City Auditor	Office of the City Clerk	Office of the City Council	Office of the City Mana...	Office of Cultural Affa...	Office of Envir- onmen...	Office of Histor- ic Pre...	Office of Manag- ement &...	Office of the Mayor	Office of Milita- ry Affa...	Parks & Recreat- ion	Planni- ng & Comm- unity ...	Police	Public Works	Purcha- sing & Genera- l Servi...	Solid Waste Manag- ement	Other	None chosen		

Q27. I receive constructive feedback on my job performance from my immediate supervisor

Strongly Agree	26.8%	26.3%	20.0%	25.0%	50.0%	33.3%	31.3%	28.6%	39.4%	50.0%	50.0%	19.3%	13.6%	18.0%	13.7%	15.1%	17.0%	12.6%	18.0%	19.6%
Agree	36.6%	57.9%	10.0%	50.0%	27.3%	33.3%	37.5%	28.6%	42.4%	50.0%	0.0%	39.1%	28.8%	45.4%	38.0%	32.8%	39.9%	31.0%	40.6%	41.1%
Neutral	19.7%	5.3%	40.0%	25.0%	18.2%	11.1%	18.8%	28.6%	12.1%	0.0%	50.0%	24.4%	30.5%	23.2%	24.6%	19.3%	23.4%	28.7%	25.7%	21.8%
Disagree	12.7%	5.3%	20.0%	0.0%	4.5%	22.2%	12.5%	14.3%	3.0%	0.0%	0.0%	11.3%	15.3%	8.0%	14.2%	16.0%	14.9%	14.9%	10.4%	10.9%
Strongly Disagree	4.2%	5.3%	10.0%	0.0%	0.0%	0.0%	0.0%	0.0%	3.0%	0.0%	0.0%	5.9%	11.9%	5.3%	9.4%	16.8%	4.8%	12.6%	5.3%	6.7%

**Professional Development (Excluding Don't Know/NA)**

**Q1-Q38. Using a scale of 1 to 5 where 5 means "strongly AGREE" and 1 means "strongly DISAGREE," please rate your level of agreement with each of the following statements. (excluding don't know/NA)**

	Q72. Name of your department																					
	Animal Care Services	Aviation	Capital Improvement Mana...	Center City Devel-opmen...	Comm-unicat-ions & Publi...	Code Enforc-ement	Comm-unity Initiat-ives	Conv. & Visitor-s Bure-au	Conven-tion Sports & Entert...	Custo-mer Service/311	Devel-opment Serv-ices	Down-town Operat-ions	Finance	Fire	Human Resources	Informa-tion Techno-logy S...	Inter-govern-mental Relati...	Interna-tional Relati-ons Of...	Interna-tional & Econo-mic D...	Library	Metro-politan Health District	Munic-ipal Court
<u>Q28. My immediate supervisor understands my career/job goals</u>																						
Strongly Agree	12.7%	19.9%	25.5%	0.0%	38.5%	31.5%	25.8%	30.3%	10.5%	41.8%	22.9%	19.7%	27.3%	31.7%	23.3%	13.3%	33.3%	0.0%	27.8%	27.7%	22.2%	21.9%
Agree	30.9%	28.0%	35.9%	50.0%	23.1%	36.3%	31.7%	30.3%	30.9%	21.8%	37.4%	28.3%	33.3%	48.9%	31.1%	37.6%	33.3%	33.3%	33.3%	37.3%	37.5%	29.7%
Neutral	29.1%	26.4%	27.7%	0.0%	15.4%	18.5%	16.0%	25.3%	27.0%	12.7%	19.8%	25.7%	27.3%	14.2%	18.9%	22.5%	33.3%	33.3%	33.3%	21.7%	20.5%	18.8%
Disagree	14.5%	10.5%	6.0%	50.0%	7.7%	7.3%	16.0%	9.1%	17.2%	18.2%	10.7%	11.8%	4.5%	3.4%	13.3%	11.0%	0.0%	33.3%	0.0%	8.7%	10.2%	10.9%
Strongly Disagree	12.7%	15.2%	4.9%	0.0%	15.4%	6.5%	10.5%	5.1%	14.5%	5.5%	9.2%	14.5%	7.6%	1.8%	13.3%	15.6%	0.0%	0.0%	5.6%	4.6%	9.6%	18.8%

	Q72. Name of your department																			Total
	Office of the City Attor...	Office of the City Auditor	Office of the City Clerk	Office of the City Council	Office of the City Mana...	Office of Cultural Affa...	Office of Envir-onmen...	Office of Histor-ic Pre...	Office of Manag-ement &...	Office of the Mayor	Office of Milita-ry Affa...	Parks & Recreat-ion	Planni-ng & Comm-unity ...	Police	Public Works	Purcha-sing & Genera-tion Servi...	Solid Waste Manag-ement	Other	None chosen	
<u>Q28. My immediate supervisor understands my career/job goals</u>																				
Strongly Agree	36.1%	36.8%	20.0%	25.0%	54.5%	33.3%	31.3%	57.1%	33.3%	50.0%	50.0%	21.6%	15.0%	21.2%	16.5%	18.1%	18.6%	15.3%	19.9%	22.9%
Agree	30.6%	42.1%	10.0%	37.5%	31.8%	33.3%	37.5%	14.3%	45.5%	50.0%	50.0%	36.2%	18.3%	44.5%	35.3%	32.8%	35.4%	31.8%	37.1%	38.1%
Neutral	23.6%	21.1%	40.0%	37.5%	9.1%	11.1%	18.8%	14.3%	15.2%	0.0%	0.0%	23.3%	30.0%	21.2%	24.2%	19.8%	24.5%	29.4%	27.6%	21.8%
Disagree	6.9%	0.0%	20.0%	0.0%	4.5%	11.1%	6.3%	14.3%	0.0%	0.0%	0.0%	12.1%	21.7%	7.8%	13.3%	14.7%	16.0%	12.9%	8.6%	9.8%
Strongly Disagree	2.8%	0.0%	10.0%	0.0%	0.0%	11.1%	6.3%	0.0%	6.1%	0.0%	0.0%	6.8%	15.0%	5.4%	10.7%	14.7%	5.6%	10.6%	6.7%	7.5%

**Professional Development (Excluding Don't Know/NA)**

**Q1-Q38. Using a scale of 1 to 5 where 5 means "strongly AGREE" and 1 means "strongly DISAGREE," please rate your level of agreement with each of the following statements. (excluding don't know/NA)**

	Q72. Name of your department																						
	Animal Care Services	Aviation	Capital Improvement Mana...	Center City Devel-opmen...	Comm-unicat-ions & Publi...	Code Enforc-ement	Comm-unity Initiat-ives	Conv. & Visitor-s Bure-au	Conven-tion Sports & Entert...	Custo-mer Service/311	Devel-opment Services	Down-town Operat-ions	Finance	Fire	Human Resources	Informa-tion Techno-logy S...	Interg-overn-mental Relati...	Interna-tional Relati-ons Of...	Interna-tional & Econo-mic D...	Library	Metro-politan Health District	Munic-ipal Court	
<u>Q29. I have a mentor at work</u>																							
Strongly Agree	7.8%	12.5%	8.8%	0.0%	36.4%	16.2%	9.7%	14.9%	4.1%	21.2%	10.1%	8.2%	6.3%	16.2%	8.3%	8.4%	33.3%	0.0%	12.5%	12.0%	8.5%	7.1%	
Agree	17.6%	12.8%	18.2%	50.0%	9.1%	22.2%	18.4%	20.7%	13.1%	15.4%	12.4%	19.0%	25.0%	25.5%	15.5%	16.8%	33.3%	66.7%	18.8%	14.2%	16.0%	21.4%	
Neutral	15.7%	30.1%	30.9%	0.0%	18.2%	27.4%	24.0%	29.9%	29.9%	23.1%	24.0%	23.1%	25.0%	32.7%	13.1%	28.1%	0.0%	0.0%	18.8%	31.7%	25.3%	17.9%	
Disagree	27.5%	24.2%	23.8%	50.0%	18.2%	18.8%	25.5%	20.7%	24.2%	19.2%	31.0%	21.1%	25.0%	14.1%	39.3%	26.3%	33.3%	33.3%	25.0%	24.6%	27.4%	23.2%	
Strongly Disagree	31.4%	20.4%	18.2%	0.0%	18.2%	15.4%	22.5%	13.8%	28.7%	21.2%	22.5%	28.6%	18.8%	11.4%	23.8%	20.4%	0.0%	0.0%	25.0%	17.5%	22.8%	30.4%	

	Q72. Name of your department																				Total
	Office of the City Attor...	Office of the City Auditor	Office of the City Clerk	Office of the City Council	Office of the City Mana...	Office of Cultural Affa...	Office of Envir-onmen...	Office of Histor-ic Pre...	Office of Manag-ement &...	Office of the Mayor	Office of Milita-ry Affa...	Parks & Recreat-ion	Planni-ng & Comm-unity ...	Police	Public Works	Purcha-sing & Genera-tion Servi...	Solid Waste Manag-ement	Other	None chosen		
<u>Q29. I have a mentor at work</u>																					
Strongly Agree	15.4%	6.7%	0.0%	0.0%	40.9%	11.1%	20.0%	28.6%	24.2%	50.0%	50.0%	9.5%	8.9%	9.3%	7.2%	8.8%	10.1%	6.3%	11.5%	10.8%	
Agree	21.5%	20.0%	10.0%	14.3%	18.2%	11.1%	6.7%	14.3%	24.2%	0.0%	0.0%	16.3%	8.9%	18.9%	18.2%	13.2%	22.8%	12.7%	19.5%	18.7%	
Neutral	23.1%	40.0%	60.0%	57.1%	27.3%	44.4%	40.0%	14.3%	21.2%	50.0%	0.0%	32.0%	16.1%	32.1%	29.8%	26.3%	25.6%	26.6%	29.9%	29.2%	
Disagree	21.5%	26.7%	20.0%	0.0%	4.5%	11.1%	26.7%	28.6%	9.1%	0.0%	50.0%	24.9%	32.1%	19.6%	23.2%	23.7%	21.7%	30.4%	22.0%	21.9%	
Strongly Disagree	18.5%	6.7%	10.0%	28.6%	9.1%	22.2%	6.7%	14.3%	21.2%	0.0%	0.0%	17.2%	33.9%	20.1%	21.6%	28.1%	19.7%	24.1%	17.1%	19.3%	

**Professional Development (Excluding Don't Know/NA)**

**Q1-Q38. Using a scale of 1 to 5 where 5 means "strongly AGREE" and 1 means "strongly DISAGREE," please rate your level of agreement with each of the following statements. (excluding don't know/NA)**

	Q72. Name of your department																						
	Animal Care Services	Aviation	Capital Improvement Mana...	Center City Devel-opmen...	Comm-unicat-ions & Publi...	Code Enforc-ement	Comm-unity Initiat-ives	Conv. & Visitor-s Bure-au	Conven-tion Sports & Entert...	Custo-mer Service/311	Devel-opment Serv-ices	Down-town Oper-ations	Finance	Fire	Human Resources	Informa-tion Techno-logy S...	Inter-govern-mental Relati...	Intern-ational Relati-ons Of...	Intern-ational & Econo-mic D...	Library	Metro-politan Health District	Munic-ipal Court	
<u>Q30. I am satisfied with professional development opportunities</u>																							
Strongly Agree	3.7%	11.6%	10.9%	0.0%	30.8%	10.4%	16.1%	21.1%	7.3%	35.1%	12.5%	10.3%	15.6%	19.1%	7.9%	5.2%	0.0%	0.0%	5.6%	15.3%	8.4%	13.6%	
Agree	35.2%	23.1%	34.8%	50.0%	7.7%	34.4%	30.8%	31.6%	22.6%	17.5%	31.6%	31.0%	32.8%	45.8%	23.6%	23.1%	33.3%	33.3%	16.7%	31.8%	30.0%	30.3%	
Neutral	33.3%	28.1%	32.1%	50.0%	38.5%	36.0%	25.5%	30.5%	35.6%	26.3%	26.5%	22.6%	34.4%	24.2%	37.1%	24.9%	66.7%	33.3%	38.9%	33.2%	31.6%	16.7%	
Disagree	22.2%	20.5%	12.5%	0.0%	15.4%	9.6%	15.7%	8.4%	18.0%	12.3%	21.3%	14.8%	9.4%	6.7%	15.7%	30.6%	0.0%	0.0%	33.3%	11.6%	16.8%	19.7%	
Strongly Disagree	5.6%	16.8%	9.8%	0.0%	7.7%	9.6%	11.9%	8.4%	16.5%	8.8%	8.1%	21.3%	7.8%	4.1%	15.7%	16.2%	0.0%	33.3%	5.6%	8.0%	13.1%	19.7%	

	Q72. Name of your department																			Total	
	Office of the City Attor...	Office of the City Auditor	Office of the City Clerk	Office of the City Council	Office of the City Mana...	Office of Cultural Affa...	Office of Envir-onmen...	Office of Histor-ic Pre...	Office of Manag-ement &...	Office of the Mayor	Office of Milita-ry Affa...	Parks & Recreat-ion	Planni-ng & Comm-unity ...	Police	Public Works	Purchas-ing & Genera-tion Servi...	Solid Waste Manag-ement	Other	None chosen		
<u>Q30. I am satisfied with professional development opportunities</u>																					
Strongly Agree	16.2%	10.5%	22.2%	25.0%	40.9%	11.1%	12.5%	42.9%	18.2%	50.0%	0.0%	11.7%	6.7%	12.7%	7.6%	17.2%	13.6%	9.2%	12.8%	13.1%	
Agree	25.7%	57.9%	11.1%	37.5%	31.8%	22.2%	25.0%	0.0%	27.3%	50.0%	50.0%	34.8%	13.3%	36.9%	27.4%	23.3%	35.7%	27.6%	28.3%	33.0%	
Neutral	37.8%	21.1%	33.3%	25.0%	18.2%	55.6%	31.3%	42.9%	27.3%	0.0%	0.0%	28.5%	46.7%	29.3%	30.7%	25.0%	27.5%	29.9%	33.4%	29.3%	
Disagree	13.5%	10.5%	22.2%	12.5%	4.5%	11.1%	25.0%	14.3%	18.2%	0.0%	50.0%	16.0%	11.7%	12.4%	18.1%	21.6%	14.7%	14.9%	13.4%	14.1%	
Strongly Disagree	6.8%	0.0%	11.1%	0.0%	4.5%	0.0%	6.3%	0.0%	9.1%	0.0%	0.0%	9.0%	21.7%	8.7%	16.1%	12.9%	8.5%	18.4%	12.2%	10.5%	

**Strategic Direction/Mission Accomplishment (Excluding Don't Know/NA)**

**Q1-Q38. Using a scale of 1 to 5 where 5 means "strongly AGREE" and 1 means "strongly DISAGREE," please rate your level of agreement with each of the following statements. (excluding don't know/NA)**

	Q72. Name of your department																						
	Animal Care Services	Aviation	Capital Improvement Mana...	Center City Devel-opmen...	Comm-unicat-ions & Publi...	Code Enforc-ement	Comm-unity Initiat-ives	Conv. & Visitor-s Bure-au	Conven-tion Sports & Entert...	Custo-mer Service/311	Devel-opment Serv-ices	Down-town Operat-ions	Finance	Fire	Human Resources	Informa-tion Techno-logy S...	Interg-overn-mental Relati...	Interna-tional Relati-ons Of...	Interna-tional & Econo-mic D...	Library	Metro-politan Health District	Munic-ipal Court	
<u>Q31. I know my department's mission</u>																							
Strongly Agree	31.5%	25.9%	43.2%	50.0%	46.2%	35.5%	42.0%	47.0%	22.1%	57.9%	37.4%	26.0%	30.9%	39.3%	22.2%	10.4%	33.3%	66.7%	33.3%	35.7%	29.9%	26.9%	
Agree	51.9%	41.8%	47.0%	50.0%	30.8%	44.4%	45.1%	39.0%	50.0%	29.8%	54.7%	46.7%	50.0%	51.6%	52.2%	39.3%	66.7%	0.0%	44.4%	45.7%	53.7%	43.3%	
Neutral	13.0%	17.8%	8.7%	0.0%	23.1%	13.7%	8.0%	6.0%	19.5%	7.0%	5.8%	16.0%	13.2%	7.1%	12.2%	26.6%	0.0%	0.0%	22.2%	12.3%	9.7%	20.9%	
Disagree	3.7%	9.4%	0.5%	0.0%	0.0%	4.8%	3.1%	5.0%	5.7%	5.3%	0.7%	6.7%	1.5%	1.2%	7.8%	16.2%	0.0%	33.3%	0.0%	4.6%	4.0%	3.0%	
Strongly Disagree	0.0%	5.1%	0.5%	0.0%	0.0%	1.6%	1.7%	3.0%	2.7%	0.0%	1.4%	4.7%	4.4%	0.8%	5.6%	7.5%	0.0%	0.0%	0.0%	1.7%	2.7%	6.0%	

	Q72. Name of your department																				Total
	Office of the City Attor...	Office of the City Auditor	Office of the City Clerk	Office of the City Council	Office of the City Mana...	Office of Cultural Affa...	Office of Envir-onmen...	Office of Histor-ic Pre...	Office of Manag-ement &...	Office of the Mayor	Office of Milita-ry Affa...	Parks & Recreat-ion	Planni-ng & Comm-unity ...	Police	Public Works	Purchasing & Genera-l Servi...	Solid Waste Manag-ement	Other	None chosen		
<u>Q31. I know my department's mission</u>																					
Strongly Agree	38.9%	50.0%	20.0%	25.0%	63.6%	100.0%	62.5%	28.6%	39.4%	100.0%	100.0%	28.9%	34.4%	30.3%	20.8%	21.6%	33.8%	32.2%	30.8%	31.9%	
Agree	50.0%	38.9%	20.0%	62.5%	18.2%	0.0%	31.3%	57.1%	36.4%	0.0%	0.0%	49.1%	41.0%	52.3%	49.8%	48.3%	47.5%	44.8%	45.7%	48.4%	
Neutral	6.9%	5.6%	50.0%	12.5%	9.1%	0.0%	6.3%	14.3%	12.1%	0.0%	0.0%	14.9%	11.5%	11.0%	17.5%	14.7%	12.4%	12.6%	13.8%	12.4%	
Disagree	0.0%	5.6%	10.0%	0.0%	9.1%	0.0%	0.0%	0.0%	9.1%	0.0%	0.0%	4.9%	8.2%	4.1%	8.5%	11.2%	4.7%	5.7%	6.0%	4.8%	
Strongly Disagree	4.2%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	3.0%	0.0%	0.0%	2.2%	4.9%	2.2%	3.5%	4.3%	1.6%	4.6%	3.7%	2.5%	

**Strategic Direction/Mission Accomplishment (Excluding Don't Know/NA)**

**Q1-Q38. Using a scale of 1 to 5 where 5 means "strongly AGREE" and 1 means "strongly DISAGREE," please rate your level of agreement with each of the following statements. (excluding don't know/NA)**

	Q72. Name of your department																					
	Animal Care Services	Aviation	Capital Improvement Mana...	Center City Devel-opmen...	Comm-unicat-ions & Publi...	Code Enforc-ement	Comm-unity Initiat-ives	Conv. & Visitor- s Bure- au	Conven- tion Sports & Entert...	Custo- mer Service/ 311	Devel- opment Servic- es	Down- town Operat- ions	Finance	Fire	Human Resources	Informa- tion Techno-logy S...	Interg- overn- mental Relati...	Interna- tional Relati- ons Of...	Interna- tional & Econo- mic D...	Library	Metro- politan Health District	Munic- ipal Court
<u>Q32. Staff members in my department are organized effectively</u>																						
Strongly Agree	0.0%	6.7%	13.7%	0.0%	15.4%	10.4%	11.1%	19.2%	7.4%	31.6%	12.3%	11.0%	20.9%	15.9%	4.4%	6.4%	33.3%	66.7%	22.2%	19.1%	9.1%	10.6%
Agree	20.4%	29.3%	40.4%	50.0%	30.8%	36.0%	37.0%	44.4%	28.7%	31.6%	29.7%	34.2%	46.3%	48.6%	31.9%	21.5%	66.7%	0.0%	33.3%	37.0%	42.1%	28.8%
Neutral	37.0%	32.3%	23.5%	0.0%	30.8%	33.6%	23.5%	23.2%	31.8%	22.8%	32.6%	27.1%	26.9%	24.0%	27.5%	36.6%	0.0%	0.0%	27.8%	21.7%	26.6%	27.3%
Disagree	31.5%	20.3%	19.1%	50.0%	15.4%	12.0%	20.4%	9.1%	21.3%	8.8%	15.2%	17.4%	1.5%	9.0%	29.7%	24.4%	0.0%	33.3%	5.6%	16.8%	14.1%	18.2%
Strongly Disagree	11.1%	11.3%	3.3%	0.0%	7.7%	8.0%	8.0%	4.0%	10.9%	5.3%	10.1%	10.3%	4.5%	2.6%	6.6%	11.0%	0.0%	0.0%	11.1%	5.4%	8.1%	15.2%

	Q72. Name of your department																				Total
	Office of the City Attor...	Office of the City Auditor	Office of the City Clerk	Office of the City Council	Office of the City Mana...	Office of Cultural Affa...	Office of Envir- onmen...	Office of Histor- ic Pre...	Office of Manag- ement &...	Office of the Mayor	Office of Milita- ry Affa...	Parks & Recreat- ion	Planni- ng & Comm- unity ...	Police	Public Works	Purcha- sing & Genera- l Servi...	Solid Waste Manag- ement	Other	None chosen		
<u>Q32. Staff members in my department are organized effectively</u>																					
Strongly Agree	16.2%	5.6%	10.0%	25.0%	54.5%	22.2%	18.8%	28.6%	15.2%	50.0%	100.0%	10.8%	18.3%	9.6%	5.8%	7.8%	14.1%	11.6%	12.7%		11.8%
Agree	54.1%	44.4%	50.0%	50.0%	27.3%	55.6%	31.3%	42.9%	48.5%	50.0%	0.0%	31.7%	25.0%	39.8%	28.4%	28.7%	33.7%	30.2%	35.2%		36.8%
Neutral	21.6%	44.4%	20.0%	12.5%	13.6%	0.0%	31.3%	14.3%	15.2%	0.0%	0.0%	35.4%	28.3%	29.2%	32.6%	29.6%	31.0%	30.2%	30.0%		28.5%
Disagree	5.4%	5.6%	20.0%	12.5%	4.5%	22.2%	18.8%	14.3%	12.1%	0.0%	0.0%	13.8%	18.3%	15.3%	18.5%	16.5%	13.8%	17.4%	15.8%		15.4%
Strongly Disagree	2.7%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	9.1%	0.0%	0.0%	8.3%	10.0%	6.1%	14.7%	17.4%	7.4%	10.5%	6.3%		7.4%

**Strategic Direction/Mission Accomplishment (Excluding Don't Know/NA)**

**Q1-Q38. Using a scale of 1 to 5 where 5 means "strongly AGREE" and 1 means "strongly DISAGREE," please rate your level of agreement with each of the following statements. (excluding don't know/NA)**

	Q72. Name of your department																					
	Animal Care Services	Aviation	Capital Improvement Mana...	Center City Devel-opmen...	Comm-unicat-ions & Publi...	Code Enforc-ement	Comm-unity Initiat-ives	Conv. & Visitor- s Bure- au	Conven- tion Sports & Entert...	Custo- mer Service/ 311	Devel- opment Servic- es	Down- town Operat- ions	Finance	Fire	Human Resources	Informa- tion Techno-logy S...	Interg- overn- mental Relati...	Interna- tional Relati- ons Of...	Interna- tional & Econo- mic D...	Library	Metro- politan Health District	Munic- ipal Court
<b>Q33. Employees in my department are highly motivated about accomplishing our goals</b>																						
Strongly Agree	5.7%	6.9%	9.8%	50.0%	30.8%	11.2%	14.0%	22.2%	6.9%	19.6%	10.1%	6.4%	17.6%	18.0%	7.8%	8.1%	0.0%	66.7%	11.1%	15.7%	9.4%	11.9%
Agree	17.0%	24.8%	40.2%	0.0%	15.4%	20.0%	34.4%	42.4%	21.8%	28.6%	26.1%	29.5%	42.6%	46.9%	31.1%	21.5%	66.7%	33.3%	61.1%	35.1%	32.0%	19.4%
Neutral	17.0%	29.4%	29.3%	0.0%	23.1%	35.2%	27.7%	18.2%	32.4%	21.4%	34.1%	29.5%	29.4%	25.0%	22.2%	30.8%	33.3%	0.0%	22.2%	30.9%	34.0%	29.9%
Disagree	49.1%	22.8%	14.1%	50.0%	15.4%	21.6%	14.7%	12.1%	23.7%	23.2%	22.5%	20.5%	5.9%	7.6%	28.9%	27.3%	0.0%	0.0%	5.6%	14.0%	17.2%	16.4%
Strongly Disagree	11.3%	16.2%	6.5%	0.0%	15.4%	12.0%	9.1%	5.1%	15.3%	7.1%	7.2%	14.1%	4.4%	2.5%	10.0%	12.2%	0.0%	0.0%	0.0%	4.3%	7.4%	22.4%

	Q72. Name of your department																			Total
	Office of the City Attor...	Office of the City Auditor	Office of the City Clerk	Office of the City Council	Office of the City Mana...	Office of Cultural Affa...	Office of Envir- onmen...	Office of Histor- ic Pre...	Office of Manag- ement &...	Office of the Mayor	Office of Milita- ry Affa...	Parks & Recreat- ion	Planni- ng & Comm- unity ...	Police	Public Works	Purcha- sing & Genera- l Servi...	Solid Waste Manag- ement	Other	None chosen	
<b>Q33. Employees in my department are highly motivated about accomplishing our goals</b>																				
Strongly Agree	17.8%	5.6%	20.0%	25.0%	63.6%	0.0%	37.5%	57.1%	33.3%	50.0%	100.0%	11.7%	5.0%	10.0%	8.6%	6.0%	15.3%	5.8%	15.4%	12.5%
Agree	49.3%	44.4%	10.0%	37.5%	18.2%	55.6%	31.3%	28.6%	24.2%	50.0%	0.0%	28.5%	31.7%	34.4%	27.5%	27.6%	31.5%	25.6%	32.3%	33.2%
Neutral	16.4%	27.8%	50.0%	37.5%	9.1%	33.3%	18.8%	0.0%	30.3%	0.0%	0.0%	30.6%	38.3%	33.6%	31.2%	29.3%	29.1%	38.4%	28.8%	29.7%
Disagree	12.3%	16.7%	10.0%	0.0%	9.1%	11.1%	6.3%	14.3%	3.0%	0.0%	0.0%	19.8%	15.0%	15.1%	21.1%	21.6%	17.5%	14.0%	15.4%	16.4%
Strongly Disagree	4.1%	5.6%	10.0%	0.0%	0.0%	0.0%	6.3%	0.0%	9.1%	0.0%	0.0%	9.3%	10.0%	6.9%	11.6%	15.5%	6.6%	16.3%	8.2%	8.2%

**Strategic Direction/Mission Accomplishment (Excluding Don't Know/NA)**

**Q1-Q38. Using a scale of 1 to 5 where 5 means "strongly AGREE" and 1 means "strongly DISAGREE," please rate your level of agreement with each of the following statements. (excluding don't know/NA)**

	Q72. Name of your department																						
	Animal Care Services	Aviation	Capital Improvement Mana...	Center City Devel-opmen...	Comm-unicat-ions & Publi...	Code Enforc-ement	Comm-unity Initiat-ives	Conv. & Visitor- s Bure- au	Conven- tion Sports & Entert...	Custo- mer Service/ 311	Devel- opment Servic- es	Down- town Operat- ions	Finance	Fire	Human Resources	Informa- tion Techno-logy S...	Interg- overn- mental Relati...	Interna- tional Relati- ons Of...	Interna- tional & Econo- mic D...	Library	Metro- politan Health District	Munic- ipal Court	
<u>Q34. My immediate supervisor gives me clear expectations for work assignments</u>																							
Strongly Agree	13.0%	19.2%	23.6%	50.0%	38.5%	29.0%	26.6%	33.7%	11.9%	43.9%	23.9%	17.9%	23.5%	35.7%	23.9%	16.1%	33.3%	0.0%	44.4%	29.3%	20.4%	23.9%	
Agree	38.9%	40.1%	46.7%	0.0%	38.5%	45.2%	36.6%	40.8%	43.3%	29.8%	40.6%	39.1%	55.9%	49.5%	27.2%	36.8%	33.3%	100.0%	27.8%	39.9%	43.8%	38.8%	
Neutral	25.9%	19.5%	15.9%	50.0%	7.7%	12.9%	16.6%	15.3%	21.5%	10.5%	21.0%	24.4%	8.8%	11.2%	20.7%	22.4%	33.3%	0.0%	16.7%	18.8%	18.4%	10.4%	
Disagree	14.8%	12.3%	10.4%	0.0%	0.0%	7.3%	10.7%	7.1%	14.2%	10.5%	7.2%	12.2%	7.4%	2.2%	18.5%	14.9%	0.0%	0.0%	0.0%	8.8%	11.0%	16.4%	
Strongly Disagree	7.4%	8.9%	3.3%	0.0%	15.4%	5.6%	9.7%	3.1%	9.2%	5.3%	7.2%	6.4%	4.4%	1.5%	9.8%	9.8%	0.0%	0.0%	11.1%	3.1%	6.4%	10.4%	

	Q72. Name of your department																				Total
	Office of the City Attor...	Office of the City Auditor	Office of the City Clerk	Office of the City Council	Office of the City Mana...	Office of Cultural Affa...	Office of Envir-onmen...	Office of Histor- ic Pre...	Office of Manag- ement &...	Office of the Mayor	Office of Milita- ry Affa...	Parks & Recreat- ion	Planni- ng & Comm- unity ...	Police	Public Works	Purcha- sing & Genera- l Servi...	Solid Waste Manag- ement	Other	None chosen		
<u>Q34. My immediate supervisor gives me clear expectations for work assignments</u>																					
Strongly Agree	33.8%	27.8%	20.0%	25.0%	72.7%	55.6%	37.5%	42.9%	33.3%	50.0%	50.0%	23.4%	21.3%	22.0%	16.6%	16.2%	21.4%	12.6%	21.2%		24.1%
Agree	37.8%	33.3%	10.0%	50.0%	13.6%	11.1%	43.8%	28.6%	33.3%	50.0%	50.0%	41.7%	16.4%	50.8%	43.0%	37.6%	44.1%	46.0%	46.2%		44.1%
Neutral	20.3%	33.3%	40.0%	25.0%	13.6%	11.1%	6.3%	28.6%	18.2%	0.0%	0.0%	18.8%	31.1%	17.8%	21.2%	26.5%	20.1%	26.4%	21.0%		18.1%
Disagree	5.4%	5.6%	10.0%	0.0%	0.0%	22.2%	12.5%	0.0%	9.1%	0.0%	0.0%	11.1%	18.0%	5.6%	13.0%	9.4%	11.6%	5.7%	8.2%		8.7%
Strongly Disagree	2.7%	0.0%	20.0%	0.0%	0.0%	0.0%	0.0%	0.0%	6.1%	0.0%	0.0%	5.0%	13.1%	3.8%	6.2%	10.3%	2.9%	9.2%	3.5%		5.0%

**Strategic Direction/Mission Accomplishment (Excluding Don't Know/NA)**

**Q1-Q38. Using a scale of 1 to 5 where 5 means "strongly AGREE" and 1 means "strongly DISAGREE," please rate your level of agreement with each of the following statements. (excluding don't know/NA)**

	Q72. Name of your department																						
	Animal Care Services	Aviation	Capital Improvement Mana...	Center City Devel-opmen...	Comm-unicat-ions & Publi...	Code Enforc-ement	Comm-unity Initiat-ives	Conv. & Visitor-s Bure-au	Conven-tion Sports & Entert...	Custo-mer Service/311	Devel-opment Serv-ices	Down-town Operat-ions	Finance	Fire	Human Resources	Informa-tion Techno-logy S...	Inter-govern-mental Relati...	Interna-tional Relati-ons Of...	Interna-tional & Econo-mic D...	Library	Metro-politan Health District	Munic-ipal Court	
<u>Q35. My immediate supervisor makes good use of my time</u>																							
Strongly Agree	14.8%	22.3%	21.2%	0.0%	46.2%	30.3%	31.4%	33.3%	14.1%	45.6%	22.1%	20.6%	32.4%	34.6%	25.8%	18.4%	33.3%	66.7%	50.0%	30.3%	24.5%	19.4%	
Agree	50.0%	35.5%	48.4%	50.0%	38.5%	46.7%	36.2%	38.4%	41.2%	28.1%	39.7%	43.2%	42.6%	48.5%	32.6%	37.4%	0.0%	33.3%	22.2%	39.1%	39.9%	40.3%	
Neutral	20.4%	19.6%	14.1%	50.0%	7.7%	12.3%	11.5%	18.2%	23.7%	14.0%	22.8%	23.2%	17.6%	12.5%	13.5%	25.3%	66.7%	0.0%	16.7%	19.3%	20.1%	20.9%	
Disagree	9.3%	11.6%	12.0%	0.0%	7.7%	3.3%	13.2%	4.0%	11.1%	8.8%	6.6%	9.0%	4.4%	3.2%	18.0%	10.3%	0.0%	0.0%	11.1%	7.4%	8.7%	10.4%	
Strongly Disagree	5.6%	11.0%	4.3%	0.0%	0.0%	7.4%	7.7%	6.1%	9.9%	3.5%	8.8%	3.9%	2.9%	1.2%	10.1%	8.6%	0.0%	0.0%	0.0%	4.0%	6.7%	9.0%	

	Q72. Name of your department																				Total
	Office of the City Attor...	Office of the City Auditor	Office of the City Clerk	Office of the City Council	Office of the City Mana...	Office of Cultural Affa...	Office of Envir-onmen...	Office of Histor-ic Pre...	Office of Manag-ement &...	Office of the Mayor	Office of Milita-ry Affa...	Parks & Recreat-ion	Planni-ng & Comm-unity ...	Police	Public Works	Purchasing & Genera-l Servi...	Solid Waste Manag-ement	Other	None chosen		
<u>Q35. My immediate supervisor makes good use of my time</u>																					
Strongly Agree	36.5%	33.3%	20.0%	37.5%	71.4%	44.4%	37.5%	42.9%	27.3%	100.0%	50.0%	23.0%	16.4%	22.8%	19.2%	14.5%	22.9%	19.3%	23.5%		25.3%
Agree	37.8%	33.3%	30.0%	37.5%	23.8%	33.3%	43.8%	28.6%	39.4%	0.0%	50.0%	39.6%	26.2%	49.3%	41.1%	39.3%	44.7%	42.0%	43.3%		43.0%
Neutral	18.9%	22.2%	30.0%	25.0%	4.8%	22.2%	12.5%	28.6%	15.2%	0.0%	0.0%	21.4%	32.8%	19.7%	21.9%	27.4%	18.1%	27.3%	21.6%		18.9%
Disagree	2.7%	5.6%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	12.1%	0.0%	0.0%	10.3%	6.6%	5.0%	11.7%	11.1%	9.3%	5.7%	7.7%		7.7%
Strongly Disagree	4.1%	5.6%	20.0%	0.0%	0.0%	0.0%	6.3%	0.0%	6.1%	0.0%	0.0%	5.7%	18.0%	3.2%	6.1%	7.7%	5.1%	5.7%	4.0%		5.0%

**Strategic Direction/Mission Accomplishment (Excluding Don't Know/NA)**

**Q1-Q38. Using a scale of 1 to 5 where 5 means "strongly AGREE" and 1 means "strongly DISAGREE," please rate your level of agreement with each of the following statements. (excluding don't know/NA)**

	Q72. Name of your department																					
	Animal Care Services	Aviation	Capital Improvement Mana...	Center City Devel-opmen...	Comm-unicat-ions & Publi...	Code Enforc-ement	Comm-unity Initiat-ives	Conv. & Visitor- s Bure- au	Conven- tion Sports & Entert...	Custo- mer Service/ 311	Devel- opment Servic- es	Down- town Operat- ions	Finance	Fire	Human Resources	Informa- tion Techno-logy S...	Inter- govern- mental Relati...	Interna- tional Relati- ons Of...	Interna- tional & Econo- mic D...	Library	Metro- politan Health District	Munic- ipal Court
<u>Q36. I am committed to my job</u>																						
Strongly Agree	63.0%	56.1%	65.0%	50.0%	75.0%	66.9%	73.9%	63.0%	44.7%	75.4%	57.6%	51.6%	63.2%	70.1%	58.7%	55.7%	33.3%	66.7%	55.6%	59.2%	53.8%	59.7%
Agree	29.6%	29.0%	28.4%	50.0%	25.0%	26.8%	21.0%	29.0%	43.9%	17.5%	36.7%	35.0%	32.4%	27.1%	34.8%	33.9%	66.7%	0.0%	44.4%	34.0%	36.9%	26.9%
Neutral	5.6%	12.5%	4.9%	0.0%	0.0%	4.7%	2.7%	8.0%	8.4%	5.3%	3.6%	10.8%	2.9%	2.6%	5.4%	5.7%	0.0%	33.3%	0.0%	5.1%	6.3%	13.4%
Disagree	1.9%	1.0%	1.1%	0.0%	0.0%	1.6%	0.7%	0.0%	1.9%	1.8%	0.7%	1.3%	0.0%	0.1%	1.1%	2.3%	0.0%	0.0%	0.0%	1.4%	1.3%	0.0%
Strongly Disagree	0.0%	1.3%	0.5%	0.0%	0.0%	0.0%	1.7%	0.0%	1.1%	0.0%	1.4%	1.3%	1.5%	0.2%	0.0%	2.3%	0.0%	0.0%	0.0%	0.3%	1.7%	0.0%

	Q72. Name of your department																				Total
	Office of the City Attor...	Office of the City Auditor	Office of the City Clerk	Office of the City Council	Office of the City Mana...	Office of Cultural Affa...	Office of Envir- onmen...	Office of Histor- ic Pre...	Office of Manag- ement &...	Office of the Mayor	Office of Milita- ry Affa...	Parks & Recreat- ion	Planni- ng & Comm- unity ...	Police	Public Works	Purcha- sing & Genera- l Servi...	Solid Waste Manag- ement	Other	None chosen		
<u>Q36. I am committed to my job</u>																					
Strongly Agree	59.5%	47.1%	50.0%	100.0%	77.3%	88.9%	81.3%	57.1%	45.5%	100.0%	100.0%	57.0%	57.4%	58.7%	50.2%	49.6%	57.9%	58.0%	54.9%	59.3%	
Agree	36.5%	47.1%	30.0%	0.0%	22.7%	11.1%	12.5%	14.3%	36.4%	0.0%	0.0%	33.5%	32.8%	33.4%	37.8%	41.0%	35.0%	30.7%	33.4%	32.4%	
Neutral	4.1%	5.9%	20.0%	0.0%	0.0%	0.0%	6.3%	28.6%	12.1%	0.0%	0.0%	5.9%	6.6%	6.2%	9.2%	7.7%	5.8%	9.1%	8.4%	6.3%	
Disagree	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	3.0%	0.0%	0.0%	2.8%	1.6%	1.0%	1.6%	0.9%	0.8%	1.1%	1.2%	1.1%	
Strongly Disagree	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	3.0%	0.0%	0.0%	0.8%	1.6%	0.7%	1.2%	0.9%	0.5%	1.1%	2.1%	0.9%	

**Strategic Direction/Mission Accomplishment (Excluding Don't Know/NA)**

**Q1-Q38. Using a scale of 1 to 5 where 5 means "strongly AGREE" and 1 means "strongly DISAGREE," please rate your level of agreement with each of the following statements. (excluding don't know/NA)**

	Q72. Name of your department																						
	Animal Care Services	Aviation	Capital Improvement Mana...	Center City Devel-opmen...	Comm-unicat-ions & Publi...	Code Enforc-ement	Comm-unity Initiat-ives	Conv. & Visitor- s Bure- au	Conven- tion Sports & Entert...	Custo- mer Service/ 311	Devel- opment Servic- es	Down- town Operat- ions	Finance	Fire	Human Resources	Informa- tion Techno-logy S...	Inter- govern- mental Relati...	Interna- tional Relati- ons Of...	Interna- tional & Econo- mic D...	Library	Metro- politan Health District	Munic- ipal Court	
<u>Q37. I am proud to work for City of San Antonio</u>																							
Strongly Agree	59.3%	52.5%	61.2%	50.0%	61.5%	66.1%	66.7%	65.7%	52.5%	80.7%	52.5%	52.2%	61.8%	72.6%	53.8%	47.7%	100.0%	66.7%	38.9%	50.4%	47.7%	55.4%	
Agree	18.5%	25.7%	29.5%	50.0%	38.5%	23.6%	21.3%	27.3%	33.1%	12.3%	30.9%	32.5%	32.4%	22.6%	30.8%	32.8%	0.0%	0.0%	50.0%	30.9%	34.7%	24.6%	
Neutral	20.4%	15.5%	5.5%	0.0%	0.0%	10.2%	9.6%	6.1%	10.6%	5.3%	12.9%	7.0%	4.4%	4.0%	11.0%	13.8%	0.0%	0.0%	11.1%	14.4%	14.3%	18.5%	
Disagree	1.9%	4.3%	2.7%	0.0%	0.0%	0.0%	1.4%	0.0%	2.3%	0.0%	1.4%	5.7%	0.0%	0.5%	3.3%	4.0%	0.0%	33.3%	0.0%	3.1%	1.3%	1.5%	
Strongly Disagree	0.0%	2.0%	1.1%	0.0%	0.0%	0.0%	1.0%	1.0%	1.5%	1.8%	2.2%	2.5%	1.5%	0.3%	1.1%	1.7%	0.0%	0.0%	0.0%	1.1%	2.0%	0.0%	

	Q72. Name of your department																				Total
	Office of the City Attor...	Office of the City Auditor	Office of the City Clerk	Office of the City Council	Office of the City Mana...	Office of Cultural Affa...	Office of Envir- onmen...	Office of Histor- ic Pre...	Office of Manag- ement &...	Office of the Mayor	Office of Milita- ry Affa...	Parks & Recreat- ion	Planni- ng & Comm- unity ...	Police	Public Works	Purcha- sing & Genera- l Servi...	Solid Waste Manag- ement	Other	None chosen		
<u>Q37. I am proud to work for City of San Antonio</u>																					
Strongly Agree	56.2%	33.3%	60.0%	75.0%	72.7%	88.9%	56.3%	57.1%	42.4%	100.0%	100.0%	53.0%	55.7%	55.7%	47.4%	48.7%	57.4%	52.3%	52.7%	57.0%	
Agree	35.6%	55.6%	20.0%	25.0%	18.2%	11.1%	43.8%	14.3%	48.5%	0.0%	0.0%	33.5%	24.6%	30.5%	33.3%	35.3%	30.8%	29.5%	28.3%	29.2%	
Neutral	6.8%	0.0%	20.0%	0.0%	9.1%	0.0%	0.0%	28.6%	6.1%	0.0%	0.0%	11.0%	18.0%	10.8%	14.2%	11.8%	7.9%	12.5%	15.2%	10.6%	
Disagree	0.0%	5.6%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	3.0%	0.0%	0.0%	1.2%	0.0%	1.6%	2.6%	2.5%	2.4%	1.1%	1.6%	1.8%	
Strongly Disagree	1.4%	5.6%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	1.2%	1.6%	1.4%	2.5%	1.7%	1.6%	4.5%	2.2%	1.4%	

**Strategic Direction/Mission Accomplishment (Excluding Don't Know/NA)**

**Q1-Q38. Using a scale of 1 to 5 where 5 means "strongly AGREE" and 1 means "strongly DISAGREE," please rate your level of agreement with each of the following statements. (excluding don't know/NA)**

	Q72. Name of your department																						
	Animal Care Services	Aviation	Capital Improvement Mana...	Center City Devel-opmen...	Comm-unicat-ions & Publi...	Code Enforc-ement	Comm-unity Initiat-ives	Conv. & Visitor- s Bure- au	Conven- tion Sports & Entert...	Custo- mer Service/ 311	Devel- opment Servic- es	Down- town Operat- ions	Finance	Fire	Human Resources	Informa- tion Techno-logy S...	Interg- overn- mental Relati...	Interna- tional Relati- ons Of...	Interna- tional & Econo- mic D...	Library	Metro- politan Health District	Munic- ipal Court	
<u>Q38. I think City is moving in right direction</u>																							
Strongly Agree	13.2%	19.3%	26.9%	50.0%	38.5%	24.8%	31.8%	42.9%	22.5%	47.4%	26.6%	22.2%	35.3%	30.6%	24.4%	15.0%	66.7%	100.0%	27.8%	26.9%	11.6%	27.3%	
Agree	26.4%	29.2%	49.5%	50.0%	23.1%	38.4%	36.0%	31.6%	31.2%	28.1%	34.5%	31.4%	45.6%	44.3%	34.4%	32.4%	33.3%	0.0%	27.8%	35.3%	35.4%	28.8%	
Neutral	35.8%	28.2%	15.4%	0.0%	30.8%	21.6%	20.6%	20.4%	30.8%	10.5%	26.6%	20.9%	14.7%	18.1%	27.8%	39.9%	0.0%	0.0%	38.9%	27.5%	33.7%	24.2%	
Disagree	15.1%	12.6%	6.0%	0.0%	7.7%	11.2%	7.7%	4.1%	9.9%	8.8%	9.4%	12.4%	2.9%	4.4%	10.0%	8.7%	0.0%	0.0%	5.6%	7.2%	11.6%	6.1%	
Strongly Disagree	9.4%	10.6%	2.2%	0.0%	0.0%	4.0%	3.8%	1.0%	5.5%	5.3%	2.9%	13.1%	1.5%	2.7%	3.3%	4.0%	0.0%	0.0%	0.0%	3.2%	7.8%	13.6%	

	72. Name of your department																				Total
	Office of the City Attor...	Office of the City Auditor	Office of the City Clerk	Office of the City Council	Office of the City Mana...	Office of Cultural Affa...	Office of Envir- onmen...	Office of Histor- ic Pre...	Office of Manag- ement &...	Office of the Mayor	Office of Milita- ry Affa...	Parks & Recreat- ion	Planni- ng & Comm- unity ...	Police	Public Works	Purcha- sing & Genera- l Servi...	Solid Waste Manag- ement	Other	None chosen		
<u>Q38. I think City is moving in right direction</u>																					
Strongly Agree	41.9%	27.8%	40.0%	37.5%	72.7%	44.4%	50.0%	42.9%	27.3%	100.0%	50.0%	22.0%	18.0%	19.6%	14.7%	20.7%	30.1%	14.9%	25.7%	24.2%	
Agree	32.4%	55.6%	30.0%	37.5%	18.2%	55.6%	37.5%	28.6%	42.4%	0.0%	50.0%	33.1%	44.3%	36.2%	30.9%	28.4%	36.8%	32.2%	31.1%	35.7%	
Neutral	18.9%	11.1%	30.0%	25.0%	4.5%	0.0%	6.3%	28.6%	18.2%	0.0%	0.0%	26.0%	23.0%	28.1%	27.2%	31.9%	22.7%	25.3%	27.5%	25.2%	
Disagree	5.4%	5.6%	0.0%	0.0%	4.5%	0.0%	6.3%	0.0%	9.1%	0.0%	0.0%	10.6%	9.8%	10.2%	14.7%	11.2%	5.9%	17.2%	9.0%	9.0%	
Strongly Disagree	1.4%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	3.0%	0.0%	0.0%	8.3%	4.9%	5.9%	12.5%	7.8%	4.5%	10.3%	6.6%	5.9%	

**City Communication Tools (Excluding No Response)**

**Q39-Q50. For each of the communication tools listed below, please indicate if you rely on them a lot, a little or not at all.(excluding "no response")**

	Q72. Name of your department																						
	Animal Care Services	Aviation	Capital Improvement Mana...	Center City Development...	Comm-unications & Publi...	Code Enforc-ement	Comm-unity Initi-atives	Conv. & Visitor-s Bure-au	Conven-tion Sports & Entert...	Custo-mer Service/311	Devel-opment Servic-es	Down-town Operat-ions	Finance	Fire	Human Resources	Informa-tion Techno-logy S...	Interg-overn-mental Relati...	Interna-tional Relati- ons Of...	Interna-tional & Econo- mic D...	Library	Metro-politan Health District	Munic- ipal Court	
<u>Q39. Employee newsletter - In the City</u>																							
A Lot	9.3%	15.9%	13.0%	0.0%	15.4%	13.8%	21.9%	18.9%	13.8%	22.8%	24.6%	18.4%	19.1%	3.8%	33.0%	14.4%	33.3%	33.3%	22.2%	13.3%	18.2%	16.7%	
A Little	44.4%	47.5%	62.5%	0.0%	15.4%	58.5%	55.6%	44.4%	42.7%	40.4%	52.2%	40.1%	64.7%	38.1%	57.1%	63.2%	33.3%	33.3%	38.9%	49.0%	48.3%	42.4%	
Not At All	46.3%	36.6%	24.5%	100.0%	69.2%	27.6%	22.6%	36.7%	43.5%	36.8%	23.2%	41.5%	16.2%	58.1%	9.9%	22.4%	33.3%	33.3%	38.9%	37.7%	33.4%	40.9%	

	Q72. Name of your department																				Total
	Office of the City Attor...	Office of the City Auditor	Office of the City Clerk	Office of the City Council	Office of the City Mana...	Office of Cultural Affa...	Office of Environmen...	Office of Historic Pre...	Office of Managem-ent &...	Office of the Mayor	Office of Milita-ry Affa...	Parks & Recreat- ion	Planni- ng & Comm-unity ...	Police	Public Works	Purcha- sing & Genera- l Servi...	Solid Waste Manag-ement	Other	None chosen		
<u>Q39. Employee newsletter - In the City</u>																					
A Lot	21.6%	22.2%	10.0%	12.5%	27.3%	33.3%	6.3%	28.6%	21.2%	0.0%	50.0%	15.3%	25.8%	7.4%	13.4%	20.9%	15.0%	17.2%	12.9%	12.9%	
A Little	62.2%	61.1%	70.0%	87.5%	45.5%	55.6%	75.0%	28.6%	63.6%	50.0%	50.0%	51.5%	48.4%	35.1%	46.5%	60.0%	48.2%	36.8%	45.4%	45.5%	
Not At All	16.2%	16.7%	20.0%	0.0%	27.3%	11.1%	18.8%	42.9%	15.2%	50.0%	0.0%	33.3%	25.8%	57.5%	40.1%	19.1%	36.8%	46.0%	41.8%	41.5%	

**City Communication Tools (Excluding No Response)**

**Q39-Q50. For each of the communication tools listed below, please indicate if you rely on them a lot, a little or not at all.(excluding "no response")**

	Q72. Name of your department																					
	Animal Care Services	Aviation	Capital Improvement Mana...	Center City Development...	Comm-unications & Publi...	Code Enforc-ement	Comm-unity Initi-atives	Conv. & Visitor-s Bure-au	Conven-tion Sports & Entert...	Custo-mer Service/311	Devel-opment Serv-ices	Down-town Operat-ions	Finance	Fire	Human Resources	Informa-tion Techno-logy S...	Interg-overn-mental Relati...	Interna-tional Relati- ons Of...	Interna-tional & Econo- mic D...	Library	Metro-politan Health District	Munic- ipal Court

Q40. Government access channel (TVSA)programs

A Lot	3.7%	4.4%	5.4%	0.0%	46.2%	7.4%	4.2%	2.2%	4.7%	5.3%	2.9%	4.7%	8.8%	1.5%	3.3%	1.7%	33.3%	33.3%	0.0%	2.6%	2.0%	1.5%
A Little	22.2%	22.2%	24.5%	0.0%	7.7%	21.5%	32.4%	18.9%	27.1%	31.6%	16.2%	23.6%	17.6%	13.1%	24.4%	14.9%	66.7%	0.0%	22.2%	15.1%	21.8%	25.8%
Not At All	74.1%	73.4%	70.1%	100.0%	46.2%	71.1%	63.4%	78.9%	68.2%	63.2%	80.9%	71.6%	73.5%	85.5%	72.2%	83.3%	0.0%	66.7%	77.8%	82.3%	76.2%	72.7%

	Q72. Name of your department																			Total
	Office of the City Attor...	Office of the City Auditor	Office of the City Clerk	Office of the City Council	Office of the City Mana...	Office of Cultural Affa...	Office of Envir-onmen...	Office of Histor-ic Pre...	Office of Manag-ement &...	Office of the Mayor	Office of Milita-ry Affa...	Parks & Recreat- ion	Planni- ng & Comm-unity ...	Police	Public Works	Purcha- sing & Genera- l Servi...	Solid Waste Manag-ement	Other	None chosen	

Q40. Government access channel (TVSA)programs

A Lot	2.7%	0.0%	0.0%	12.5%	4.8%	11.1%	6.3%	0.0%	6.1%	0.0%	0.0%	5.3%	3.2%	1.9%	7.2%	14.0%	9.8%	5.7%	5.7%	4.2%
A Little	25.7%	27.8%	40.0%	75.0%	42.9%	11.1%	31.3%	33.3%	24.2%	50.0%	0.0%	26.8%	33.9%	11.7%	25.3%	28.1%	33.6%	21.8%	20.9%	20.4%
Not At All	71.6%	72.2%	60.0%	12.5%	52.4%	77.8%	62.5%	66.7%	69.7%	50.0%	100.0%	67.9%	62.9%	86.4%	67.4%	57.9%	56.6%	72.4%	73.3%	75.4%

**City Communication Tools (Excluding No Response)**

**Q39-Q50. For each of the communication tools listed below, please indicate if you rely on them a lot, a little or not at all.(excluding "no response")**

	Q72. Name of your department																						
	Animal Care Services	Aviation	Capital Improvement Mana...	Center City Development...	Comm-unications & Publi...	Code Enforc-ement	Comm-unity Initiatives	Conv. & Visitor-s Bure-au	Conven-tion Sports & Entert...	Custo-mer Service/311	Devel-opment Services	Down-town Operat-ions	Finance	Fire	Human Resources	Informa-tion Techno-logy S...	Interg-overn-mental Relati...	Interna-tional Relations Of...	Interna-tional & Econo-mic D...	Library	Metro-politan Health District	Munic-icipal Court	
<u>Q41. Department Website</u>																							
A Lot	37.0%	33.6%	47.8%	0.0%	46.2%	50.0%	50.7%	53.3%	31.0%	66.7%	62.3%	32.6%	29.9%	34.4%	65.9%	26.6%	33.3%	33.3%	44.4%	63.0%	34.2%	40.9%	
A Little	35.2%	43.4%	35.3%	50.0%	30.8%	34.7%	33.9%	28.9%	38.5%	24.6%	31.2%	34.0%	41.8%	48.4%	26.4%	41.0%	33.3%	33.3%	55.6%	30.6%	44.1%	31.8%	
Not At All	27.8%	23.1%	16.8%	50.0%	23.1%	15.3%	15.4%	17.8%	30.6%	8.8%	6.5%	33.3%	28.4%	17.2%	7.7%	32.4%	33.3%	33.3%	0.0%	6.4%	21.7%	27.3%	

	Q72. Name of your department																				Total
	Office of the City Attor...	Office of the City Auditor	Office of the City Clerk	Office of the City Council	Office of the City Mana...	Office of Cultural Affa...	Office of Environmen...	Office of Historic Pre...	Office of Managem-ent &...	Office of the Mayor	Office of Milita-ry Affa...	Parks & Recreat-ion	Planni-ng & Comm-unity ...	Police	Public Works	Purcha-sing & Genera-l Servi...	Solid Waste Manag-ement	Other	None chosen		
<u>Q41. Department Website</u>																					
A Lot	39.2%	61.1%	50.0%	100.0%	33.3%	88.9%	68.8%	57.1%	51.5%	50.0%	50.0%	39.1%	45.2%	31.9%	27.7%	38.3%	36.2%	23.5%	39.5%	38.2%	
A Little	35.1%	38.9%	50.0%	0.0%	52.4%	11.1%	25.0%	28.6%	30.3%	50.0%	50.0%	40.1%	48.4%	49.4%	39.7%	32.2%	34.7%	38.8%	39.0%	41.0%	
Not At All	25.7%	0.0%	0.0%	0.0%	14.3%	0.0%	6.3%	14.3%	18.2%	0.0%	0.0%	20.8%	6.5%	18.6%	32.6%	29.6%	29.1%	37.6%	21.5%	20.8%	

**City Communication Tools (Excluding No Response)**

**Q39-Q50. For each of the communication tools listed below, please indicate if you rely on them a lot, a little or not at all.(excluding "no response")**

	Q72. Name of your department																					
	Animal Care Services	Aviation	Capital Improvement Mana...	Center City Development...	Comm-unications & Publi...	Code Enforc-ement	Comm-unity Initi-atives	Conv. & Visitor-s Bure-au	Conven-tion Sports & Entert...	Custo-mer Service/311	Devel-opment Servic-es	Down-town Operat-ions	Finance	Fire	Human Resources	Informa-tion Techno-logy S...	Interg-overn-mental Relati...	Interna-tional Relations Of...	Interna-tional & Econo-mic D...	Library	Metro-politan Health District	Munic-icipal Court
<u>Q42. City website - www.sanantonio.gov</u>																						
A Lot	51.9%	46.3%	69.4%	100.0%	69.2%	73.2%	68.9%	46.2%	37.7%	87.7%	60.3%	44.5%	51.5%	37.3%	72.5%	43.4%	100.0%	66.7%	66.7%	54.6%	52.2%	51.5%
A Little	35.2%	41.2%	26.2%	0.0%	15.4%	22.8%	24.5%	35.2%	43.7%	10.5%	32.4%	36.3%	42.4%	48.7%	25.3%	50.3%	0.0%	0.0%	33.3%	39.0%	38.9%	33.3%
Not At All	13.0%	12.5%	4.4%	0.0%	15.4%	4.1%	6.6%	18.7%	18.7%	1.8%	7.4%	19.2%	6.1%	14.0%	2.2%	6.4%	0.0%	33.3%	0.0%	6.4%	8.9%	15.2%

	Q72. Name of your department																				Total
	Office of the City Attor...	Office of the City Auditor	Office of the City Clerk	Office of the City Council	Office of the City Mana...	Office of Cultural Affa...	Office of Environmen...	Office of Historic Pre...	Office of Managem-ent &...	Office of the Mayor	Office of Milita-ry Affa...	Parks & Recreat-ion	Planni-ng & Comm-unity ...	Police	Public Works	Purcha-sing & Genera-l Servi...	Solid Waste Manag-ement	Other	None chosen		
<u>Q42. City website - www.sanantonio.gov</u>																					
A Lot	69.9%	66.7%	70.0%	100.0%	75.0%	77.8%	87.5%	42.9%	66.7%	0.0%	50.0%	49.5%	63.9%	31.7%	41.9%	53.9%	43.1%	40.5%	48.0%	46.2%	
A Little	26.0%	27.8%	30.0%	0.0%	20.0%	22.2%	12.5%	57.1%	24.2%	100.0%	50.0%	37.8%	32.8%	51.4%	38.2%	30.4%	36.3%	46.4%	38.9%	40.6%	
Not At All	4.1%	5.6%	0.0%	0.0%	5.0%	0.0%	0.0%	0.0%	9.1%	0.0%	0.0%	12.7%	3.3%	16.9%	19.9%	15.7%	20.6%	13.1%	13.0%	13.2%	

**City Communication Tools (Excluding No Response)**

**Q39-Q50. For each of the communication tools listed below, please indicate if you rely on them a lot, a little or not at all.(excluding "no response")**

	Q72. Name of your department																					
	Animal Care Services	Aviation	Capital Improvement Mana...	Center City Development...	Comm-unications & Publi...	Code Enforc-ement	Comm-unity Initi-atives	Conv. & Visitor- s Bure- au	Conven- tion Sports & Entert...	Custo- mer Service/ 311	Devel- opment Servic- es	Down- town Operat- ions	Finance	Fire	Human Resources	Informa- tion Techno-logy S...	Interg- overn- mental Relati...	Interna- tional Relati- ons Of...	Interna- tional & Econo- mic D...	Library	Metro- politan Health District	Munic- ipal Court
<u>Q43. COSA Web (City Intranet)</u>																						
A Lot	57.4%	43.2%	67.9%	100.0%	69.2%	71.5%	59.6%	39.8%	32.0%	69.1%	65.7%	30.6%	65.2%	47.1%	83.5%	54.9%	66.7%	66.7%	66.7%	49.6%	52.7%	40.0%
A Little	35.2%	38.8%	23.9%	0.0%	15.4%	22.8%	24.3%	38.6%	34.0%	27.3%	28.5%	27.8%	30.3%	42.0%	14.3%	42.8%	33.3%	0.0%	33.3%	43.1%	27.7%	40.0%
Not At All	7.4%	18.0%	8.2%	0.0%	15.4%	5.7%	16.1%	21.6%	34.0%	3.6%	5.8%	41.7%	4.5%	10.9%	2.2%	2.3%	0.0%	33.3%	0.0%	7.3%	19.6%	20.0%

	Q72. Name of your department																				Total
	Office of the City Attor...	Office of the City Auditor	Office of the City Clerk	Office of the City Council	Office of the City Mana...	Office of Cultural Affa...	Office of Envir- onmen...	Office of Histor- ic Pre...	Office of Manag- ement &...	Office of the Mayor	Office of Milita- ry Affa...	Parks & Recreat- ion	Planni- ng & Comm- unity ...	Police	Public Works	Purcha- sing & Genera- l Servi...	Solid Waste Manag- ement	Other	None chosen		
<u>Q43. COSA Web (City Intranet)</u>																					
A Lot	66.2%	88.9%	70.0%	100.0%	80.0%	77.8%	81.3%	57.1%	75.8%	50.0%	50.0%	44.2%	63.9%	46.4%	36.7%	42.6%	34.4%	32.9%	48.2%	48.1%	
A Little	25.7%	11.1%	20.0%	0.0%	5.0%	22.2%	18.8%	42.9%	21.2%	0.0%	50.0%	32.6%	32.8%	40.8%	36.9%	36.5%	33.5%	43.5%	36.2%	35.7%	
Not At All	8.1%	0.0%	10.0%	0.0%	15.0%	0.0%	0.0%	0.0%	3.0%	50.0%	0.0%	23.3%	3.3%	12.7%	26.4%	20.9%	32.1%	23.5%	15.6%	16.1%	

**City Communication Tools (Excluding No Response)**

**Q39-Q50. For each of the communication tools listed below, please indicate if you rely on them a lot, a little or not at all.(excluding "no response")**

	Q72. Name of your department																						
	Animal Care Services	Aviation	Capital Improvement Mana...	Center City Development...	Comm-unications & Publi...	Code Enforcement	Comm-unity Initiatives	Conv. & Visitor-s Bureau	Con-vention Sports & Entert...	Custo-mer Service/311	Devel-opment Services	Down-town Operations	Finance	Fire	Human Resources	Informa-tion Techno-logy S...	Interg-overn-mental Relati...	Interna-tional Relations Of...	Interna-tional & Econo-mic D...	Library	Metro-politan Health District	Munic-ipal Court	
<u>Q44. All COSA emails</u>																							
A Lot	66.7%	45.6%	74.5%	100.0%	46.2%	70.2%	63.3%	42.9%	34.0%	75.4%	74.5%	27.3%	72.1%	49.0%	75.3%	61.5%	66.7%	66.7%	55.6%	46.1%	56.4%	51.5%	
A Little	25.9%	33.8%	20.7%	0.0%	23.1%	17.7%	24.5%	30.8%	24.9%	21.1%	21.9%	25.9%	26.5%	40.2%	22.5%	33.9%	33.3%	0.0%	44.4%	44.7%	25.7%	30.3%	
Not At All	7.4%	20.6%	4.9%	0.0%	30.8%	12.1%	12.2%	26.4%	41.1%	3.5%	3.6%	46.9%	1.5%	10.7%	2.2%	4.6%	0.0%	33.3%	0.0%	9.2%	17.9%	18.2%	

	Q72. Name of your department																				Total
	Office of the City Attor...	Office of the City Auditor	Office of the City Clerk	Office of the City Council	Office of the City Mana...	Office of Cultural Affa...	Office of Environmen...	Office of Historic Pre...	Office of Managem-ent &...	Office of the Mayor	Office of Milita-ry Affa...	Parks & Recreat-ion	Planni-ng & Comm-unity ...	Police	Public Works	Purcha-sing & Genera-l Servi...	Solid Waste Manag-ement	Other	None chosen		
<u>Q44. All COSA emails</u>																					
A Lot	71.6%	77.8%	50.0%	75.0%	63.2%	88.9%	75.0%	42.9%	57.6%	100.0%	100.0%	46.0%	74.2%	45.9%	37.3%	41.6%	33.9%	36.0%	46.3%	49.1%	
A Little	24.3%	22.2%	20.0%	25.0%	31.6%	0.0%	25.0%	57.1%	33.3%	0.0%	0.0%	27.0%	19.4%	39.8%	31.2%	24.8%	25.1%	33.7%	36.9%	32.7%	
Not At All	4.1%	0.0%	30.0%	0.0%	5.3%	11.1%	0.0%	0.0%	9.1%	0.0%	0.0%	27.0%	6.5%	14.2%	31.5%	33.6%	41.0%	30.2%	16.8%	18.2%	

**City Communication Tools (Excluding No Response)**

**Q39-Q50. For each of the communication tools listed below, please indicate if you rely on them a lot, a little or not at all.(excluding "no response")**

	Q72. Name of your department																					
	Animal Care Services	Aviation	Capital Improvement Mana...	Center City Development...	Comm-unications & Publi...	Code Enforc-ement	Comm-unity Initiatives	Conv. & Visitor-s Bureau	Conven-tion Sports & Entert...	Custo-mer Service/311	Devel-opment Services	Down-town Operat-ions	Finance	Fire	Human Resources	Informa-tion Techno-logy S...	Interg-overn-mental Relati...	Interna-tional Relations Of...	Interna-tional & Econo-mic D...	Library	Metro-politan Health District	Munic-ipal Court
<u>Q45. Department bulletin boards</u>																						
A Lot	20.4%	11.8%	7.6%	0.0%	15.4%	16.9%	12.6%	5.6%	20.8%	7.3%	9.4%	22.8%	7.4%	15.5%	6.7%	5.8%	0.0%	0.0%	0.0%	17.4%	11.5%	12.1%
A Little	42.6%	41.9%	45.7%	0.0%	15.4%	39.5%	42.0%	37.1%	50.0%	36.4%	44.9%	41.4%	44.1%	50.4%	36.7%	38.2%	33.3%	33.3%	5.6%	44.5%	44.4%	34.8%
Not At All	37.0%	46.3%	46.7%	100.0%	69.2%	43.5%	45.5%	57.3%	29.2%	56.4%	45.7%	35.9%	48.5%	34.2%	56.7%	56.1%	66.7%	66.7%	94.4%	38.1%	44.1%	53.0%

	Q72. Name of your department																				Total
	Office of the City Attor...	Office of the City Auditor	Office of the City Clerk	Office of the City Council	Office of the City Mana...	Office of Cultural Affa...	Office of Environmen...	Office of Historic Pre...	Office of Managem-ent &...	Office of the Mayor	Office of Milita-ry Affa...	Parks & Recreat-ion	Planni-ng & Comm-unity ...	Police	Public Works	Purcha-sing & Genera-l Servi...	Solid Waste Manag-ement	Other	None chosen		
<u>Q45. Department bulletin boards</u>																					
A Lot	9.5%	5.6%	0.0%	0.0%	10.0%	11.1%	6.3%	0.0%	6.1%	0.0%	50.0%	14.2%	6.6%	33.1%	13.2%	20.5%	24.2%	17.6%	12.7%	17.5%	
A Little	51.4%	16.7%	40.0%	37.5%	25.0%	33.3%	25.0%	28.6%	18.2%	0.0%	50.0%	47.8%	37.7%	39.0%	42.4%	53.6%	48.1%	43.5%	39.3%	43.2%	
Not At All	39.2%	77.8%	60.0%	62.5%	65.0%	55.6%	68.8%	71.4%	75.8%	100.0%	0.0%	38.0%	55.7%	27.9%	44.3%	25.9%	27.6%	38.8%	48.0%	39.2%	

**City Communication Tools (Excluding No Response)**

**Q39-Q50. For each of the communication tools listed below, please indicate if you rely on them a lot, a little or not at all.(excluding "no response")**

	Q72. Name of your department																						
	Animal Care Services	Aviation	Capital Improvement Mana...	Center City Developmen...	Comm-unications & Publi...	Code Enforc-ement	Comm-unity Initiatives	Conv. & Visitor-s Bure-au	Conven-tion Sports & Entert...	Custo-mer Service/311	Devel-opment Services	Down-town Operat-ions	Finance	Fire	Human Resources	Informa-tion Techno-logy S...	Interg-overn-mental Relati...	Interna-tional Relati- ons Of...	Interna-tional & Econo- mic D...	Library	Metro-politan Health District	Munic- ipal Court	
<u>Q46. City news releases</u>																							
A Lot	16.7%	13.6%	14.1%	0.0%	30.8%	21.0%	23.8%	21.7%	15.5%	39.3%	18.2%	15.0%	12.3%	6.3%	26.1%	15.5%	66.7%	66.7%	5.6%	10.1%	15.3%	9.2%	
A Little	50.0%	51.4%	57.6%	0.0%	30.8%	45.2%	51.0%	53.3%	41.4%	48.2%	54.0%	46.9%	64.6%	46.7%	58.0%	55.7%	33.3%	0.0%	55.6%	47.7%	54.2%	60.0%	
Not At All	33.3%	35.0%	28.3%	100.0%	38.5%	33.9%	25.2%	25.0%	43.0%	12.5%	27.7%	38.1%	23.1%	47.0%	15.9%	28.7%	0.0%	33.3%	38.9%	42.2%	30.5%	30.8%	

	Q72. Name of your department																				Total
	Office of the City Attor...	Office of the City Auditor	Office of the City Clerk	Office of the City Council	Office of the City Mana...	Office of Cultural Affa...	Office of Environmen...	Office of Historic Pre...	Office of Managem-ent &...	Office of the Mayor	Office of Milita-ry Affa...	Parks & Recreat- ion	Planni- ng & Comm-unity ...	Police	Public Works	Purcha- sing & Genera- l Servi...	Solid Waste Manag-ement	Other	None chosen		
<u>Q46. City news releases</u>																					
A Lot	21.6%	16.7%	30.0%	50.0%	42.1%	0.0%	12.5%	28.6%	9.1%	50.0%	50.0%	14.5%	22.6%	7.9%	14.1%	24.3%	19.0%	14.1%	14.2%	13.5%	
A Little	51.4%	55.6%	50.0%	37.5%	47.4%	77.8%	68.8%	28.6%	54.5%	50.0%	0.0%	49.1%	45.2%	40.8%	45.3%	47.0%	45.4%	35.3%	44.5%	47.0%	
Not At All	27.0%	27.8%	20.0%	12.5%	10.5%	22.2%	18.8%	42.9%	36.4%	0.0%	50.0%	36.4%	32.3%	51.2%	40.6%	28.7%	35.6%	50.6%	41.2%	39.5%	

**City Communication Tools (Excluding No Response)**

**Q39-Q50. For each of the communication tools listed below, please indicate if you rely on them a lot, a little or not at all.(excluding "no response")**

	Q72. Name of your department																						
	Animal Care Services	Aviation	Capital Improvement Mana...	Center City Development...	Comm-unications & Publi...	Code Enforc-ement	Comm-unity Initi-atives	Conv. & Visitor-s Bure-au	Conven-tion Sports & Entert...	Custo-mer Service/311	Devel-opment Servic-es	Down-town Operat-ions	Finance	Fire	Human Resources	Informa-tion Techno-logy S...	Interg-overn-mental Relati...	Interna-tional Relati- ons Of...	Interna-tional & Econo- mic D...	Library	Metro-politan Health District	Munic- ipal Court	
<u>Q47. City Annual Report</u>																							
A Lot	11.1%	9.8%	12.5%	0.0%	23.1%	11.2%	18.8%	12.1%	10.3%	14.5%	13.1%	17.0%	16.4%	4.0%	12.2%	8.0%	0.0%	33.3%	5.6%	7.8%	10.5%	4.5%	
A Little	22.2%	45.1%	47.8%	100.0%	38.5%	47.2%	44.6%	45.1%	35.6%	50.9%	42.3%	32.0%	52.2%	31.1%	52.2%	46.0%	66.7%	33.3%	72.2%	34.9%	37.2%	45.5%	
Not At All	66.7%	45.1%	39.7%	0.0%	38.5%	41.6%	36.6%	42.9%	54.2%	34.5%	44.5%	51.0%	31.3%	64.8%	35.6%	46.0%	33.3%	33.3%	22.2%	57.3%	52.4%	50.0%	

	Q72. Name of your department																			Total	
	Office of the City Attor...	Office of the City Auditor	Office of the City Clerk	Office of the City Council	Office of the City Mana...	Office of Cultural Affa...	Office of Environmen...	Office of Historic Pre...	Office of Managem-ent &...	Office of the Mayor	Office of Milita-ry Affa...	Parks & Recreat- ion	Planni- ng & Comm-unity ...	Police	Public Works	Purcha- sing & Genera- l Servi...	Solid Waste Manag-ement	Other	None chosen		
<u>Q47. City Annual Report</u>																					
A Lot	16.2%	27.8%	20.0%	12.5%	5.0%	0.0%	12.5%	14.3%	12.1%	50.0%	0.0%	11.5%	12.9%	4.1%	10.3%	14.9%	18.1%	10.8%	9.0%	9.3%	
A Little	41.9%	50.0%	60.0%	50.0%	70.0%	22.2%	43.8%	14.3%	45.5%	0.0%	100.0%	39.4%	35.5%	25.0%	37.6%	46.5%	39.0%	31.3%	36.0%	36.2%	
Not At All	41.9%	22.2%	20.0%	37.5%	25.0%	77.8%	43.8%	71.4%	42.4%	50.0%	0.0%	49.1%	51.6%	70.9%	52.2%	38.6%	43.0%	57.8%	55.0%	54.5%	

**City Communication Tools (Excluding No Response)**

**Q39-Q50. For each of the communication tools listed below, please indicate if you rely on them a lot, a little or not at all.(excluding "no response")**

	Q72. Name of your department																						
	Animal Care Services	Aviation	Capital Improvement Mana...	Center City Development...	Comm-unications & Publi...	Code Enforc-ement	Comm-unity Initiatives	Conv. & Visitor-s Bure-au	Conven-tion Sports & Entert...	Custo-mer Service/311	Devel-opment Services	Down-town Operat-ions	Finance	Fire	Human Resources	Informa-tion Techno-logy S...	Interg-overn-mental Relati...	Interna-tional Relations Of...	Interna-tional & Econo-mic D...	Library	Metro-politan Health District	Munic-icipal Court	
<u>Q48. Human Resources website</u>																							
A Lot	25.9%	16.3%	21.7%	0.0%	30.8%	21.6%	31.0%	20.9%	13.8%	35.2%	16.1%	19.9%	16.4%	3.8%	58.4%	19.5%	33.3%	33.3%	22.2%	19.5%	21.0%	13.8%	
A Little	27.8%	44.1%	49.5%	0.0%	30.8%	42.4%	49.8%	44.0%	40.7%	44.4%	56.2%	34.9%	52.2%	24.0%	36.0%	52.3%	33.3%	33.3%	44.4%	47.4%	44.7%	50.8%	
Not At All	46.3%	39.7%	28.8%	100.0%	38.5%	36.0%	19.2%	35.2%	45.5%	20.4%	27.7%	45.2%	31.3%	72.1%	5.6%	28.2%	33.3%	33.3%	33.3%	33.1%	34.2%	35.4%	

	Q72. Name of your department																				Total
	Office of the City Attor...	Office of the City Auditor	Office of the City Clerk	Office of the City Council	Office of the City Mana...	Office of Cultural Affa...	Office of Environmen...	Office of Historic Pre...	Office of Managem-ent &...	Office of the Mayor	Office of Milita-ry Affa...	Parks & Recreat-ion	Planni-ng & Comm-unity ...	Police	Public Works	Purcha-sing & Genera-l Servi...	Solid Waste Manag-ement	Other	None chosen		
<u>Q48. Human Resources website</u>																					
A Lot	16.2%	22.2%	10.0%	25.0%	31.6%	11.1%	12.5%	14.3%	24.2%	0.0%	50.0%	17.2%	14.5%	6.7%	18.0%	21.1%	21.8%	15.3%	17.2%	15.3%	
A Little	47.3%	44.4%	70.0%	62.5%	42.1%	66.7%	62.5%	71.4%	42.4%	0.0%	50.0%	45.1%	53.2%	28.1%	41.7%	43.9%	38.5%	38.8%	41.8%	38.4%	
Not At All	36.5%	33.3%	20.0%	12.5%	26.3%	22.2%	25.0%	14.3%	33.3%	100.0%	0.0%	37.7%	32.3%	65.2%	40.3%	35.1%	39.7%	45.9%	41.1%	46.2%	

**City Communication Tools (Excluding No Response)**

**Q39-Q50. For each of the communication tools listed below, please indicate if you rely on them a lot, a little or not at all.(excluding "no response")**

	Q72. Name of your department																					
	Animal Care Services	Aviation	Capital Improvement Mana...	Center City Development...	Comm-unications & Publi...	Code Enforc-ement	Comm-unity Initiatives	Conv. & Visitor-s Bureau	Conven-tion Sports & Entert...	Custo-mer Service/311	Devel-opment Services	Down-town Operat-ions	Finance	Fire	Human Resources	Informa-tion Techno-logy S...	Interg-overn-mental Relati...	Interna-tional Relations Of...	Interna-tional & Econo-mic D...	Library	Metro-politan Health District	Munic-ipal Court
<u>Q49. Department newsletter</u>																						
A Lot	24.1%	19.3%	31.5%	0.0%	15.4%	13.7%	31.0%	17.4%	11.8%	10.0%	38.2%	27.1%	7.7%	14.5%	41.8%	15.2%	0.0%	0.0%	0.0%	14.4%	14.5%	10.6%
A Little	31.5%	47.3%	53.3%	0.0%	30.8%	33.1%	49.1%	39.5%	33.1%	38.0%	47.1%	28.5%	27.7%	46.8%	44.0%	48.5%	0.0%	0.0%	5.6%	43.5%	44.8%	31.8%
Not At All	44.4%	33.4%	15.2%	100.0%	53.8%	53.2%	19.9%	43.0%	55.1%	52.0%	14.7%	44.4%	64.6%	38.7%	14.3%	36.3%	100.0%	100.0%	94.4%	42.1%	40.7%	57.6%

	Q72. Name of your department																				Total
	Office of the City Attor...	Office of the City Auditor	Office of the City Clerk	Office of the City Council	Office of the City Mana...	Office of Cultural Affa...	Office of Environmen...	Office of Historic Pre...	Office of Managem-ent &...	Office of the Mayor	Office of Milita-ry Affa...	Parks & Recreat-ion	Planni-ng & Comm-unity ...	Police	Public Works	Purcha-sing & Genera-l Servi...	Solid Waste Manag-ement	Other	None chosen		
<u>Q49. Department newsletter</u>																					
A Lot	29.7%	0.0%	10.0%	0.0%	11.1%	44.4%	18.8%	57.1%	3.0%	0.0%	50.0%	18.4%	11.5%	15.5%	14.4%	23.9%	19.4%	14.1%	15.6%	17.5%	
A Little	51.4%	17.6%	50.0%	12.5%	38.9%	44.4%	56.3%	42.9%	9.1%	0.0%	0.0%	50.2%	37.7%	37.0%	46.2%	56.6%	40.8%	42.4%	39.6%	42.5%	
Not At All	18.9%	82.4%	40.0%	87.5%	50.0%	11.1%	25.0%	0.0%	87.9%	100.0%	50.0%	31.4%	50.8%	47.6%	39.4%	19.5%	39.9%	43.5%	44.8%	40.0%	

**City Communication Tools (Excluding No Response)**

**Q39-Q50. For each of the communication tools listed below, please indicate if you rely on them a lot, a little or not at all.(excluding "no response")**

	Q72. Name of your department																					
	Animal Care Services	Aviation	Capital Improvement Mana...	Center City Development...	Comm-unications & Publi...	Code Enforc-ement	Comm-unity Initiatives	Conv. & Visitor-s Bureau	Conven-tion Sports & Entert...	Custo-mer Service/311	Devel-opment Services	Down-town Operat-ions	Finance	Fire	Human Resources	Informa-tion Techno-logy S...	Interg-overn-mental Relati...	Interna-tional Relati- ons Of...	Interna-tional & Econo- mic D...	Library	Metro-politan Health District	Munic- ipal Court
<u>Q50. Other communications tool</u>																						
A Lot	29.0%	13.4%	17.4%	100.0%	33.3%	15.0%	16.7%	12.5%	16.1%	32.0%	22.0%	12.1%	5.3%	7.7%	24.1%	14.5%	50.0%	50.0%	0.0%	18.1%	13.8%	9.1%
A Little	9.7%	23.5%	37.2%	0.0%	0.0%	25.0%	25.4%	17.5%	30.1%	4.0%	25.4%	20.9%	13.2%	20.1%	27.6%	20.5%	0.0%	0.0%	0.0%	15.5%	20.6%	18.2%
Not At All	61.3%	63.1%	45.3%	0.0%	66.7%	60.0%	58.0%	70.0%	53.8%	64.0%	52.5%	67.0%	81.6%	72.2%	48.3%	65.1%	50.0%	50.0%	100.0%	66.5%	65.6%	72.7%

	Q72. Name of your department																				Total
	Office of the City Attor...	Office of the City Auditor	Office of the City Clerk	Office of the City Council	Office of the City Mana...	Office of Cultural Affa...	Office of Environmen...	Office of Historic Pre...	Office of Managem-ent &...	Office of the Mayor	Office of Milita-ry Affa...	Parks & Recreat- ion	Planni- ng & Comm-unity ...	Police	Public Works	Purcha- sing & Genera- l Servi...	Solid Waste Manag-ement	Other	None chosen		
<u>Q50. Other communications tool</u>																					
A Lot	26.5%	25.0%	0.0%	0.0%	0.0%	0.0%	16.7%	0.0%	9.1%	0.0%	0.0%	14.1%	4.8%	9.4%	11.8%	16.7%	14.1%	15.8%	12.9%	12.5%	
A Little	20.6%	0.0%	0.0%	33.3%	37.5%	0.0%	50.0%	0.0%	0.0%	0.0%	0.0%	31.3%	28.6%	18.1%	27.2%	33.3%	32.6%	33.3%	22.4%	23.0%	
Not At All	52.9%	75.0%	100.0%	66.7%	62.5%	0.0%	33.3%	100.0%	90.9%	100.0%	0.0%	54.6%	66.7%	72.6%	61.0%	50.0%	53.3%	50.9%	64.7%	64.5%	

**City Communication Tools**

**Q39-Q50. Please rate each of the communication tools you rely on.(excluding "no response")**

**Ratings by Employees Who Rely on the Following Either "A Little" or "A Lot**

	Q72. Name of your department																					
	Animal Care Services	Aviation	Capital Improvement Mana...	Center City Development...	Comm-unications & Publi...	Code Enforcement	Comm-unity Initiatives	Conv. & Visitor- s Bure- au	Conve- ntion Sports & Entert...	Custo- mer Service/ 311	Devel- opment Services	Down- town Operat- ions	Finance	Fire	Human Resources	Informa- tion Techno- logy S...	Interg- overn- mental Relati...	Interna- tional Relati- ons Of...	Interna- tional & Econo- mic D...	Library	Metro- politan Health District	Munic- ipal Court
<u>Q39. Employee newsletter - In the City</u>																						
Excellent	19.4%	10.6%	15.9%	0.0%	42.9%	17.8%	25.8%	17.4%	14.2%	19.1%	19.3%	17.9%	15.3%	7.3%	27.9%	9.9%	50.0%	50.0%	13.3%	11.4%	11.8%	11.3%
Good	38.9%	50.8%	65.6%	50.0%	28.6%	51.5%	56.2%	58.0%	40.0%	57.4%	57.1%	49.1%	71.2%	60.3%	65.1%	55.9%	50.0%	50.0%	66.7%	60.0%	65.5%	64.2%
Only Fair	30.6%	28.3%	14.6%	50.0%	14.3%	24.8%	15.9%	21.7%	25.3%	23.4%	21.0%	19.8%	11.9%	24.4%	7.0%	30.9%	0.0%	0.0%	13.3%	26.3%	16.4%	13.2%
Poor	11.1%	10.2%	3.8%	0.0%	14.3%	5.9%	2.1%	2.9%	20.5%	0.0%	2.5%	13.2%	1.7%	8.0%	0.0%	3.3%	0.0%	0.0%	6.7%	2.4%	6.3%	11.3%

	Q72. Name of your department																				Total
	Office of the City Attor...	Office of the City Auditor	Office of the City Clerk	Office of the City Council	Office of the City Mana...	Office of Cultural Affa...	Office of Envir- onmen...	Office of Historic Pre...	Office of Manag- ement &...	Office of the Mayor	Office of Milita- ry Affa...	Parks & Recreat- ion	Planni- ng & Comm- unity ...	Police	Public Works	Purcha- sing & Genera- l Servi...	Solid Waste Manag- ement	Other	None chosen		
<u>Q39. Employee newsletter - In the City</u>																					
Excellent	16.4%	27.8%	12.5%	0.0%	47.4%	25.0%	13.3%	16.7%	26.7%	0.0%	0.0%	11.6%	13.5%	9.6%	11.3%	11.0%	10.7%	12.3%	13.4%	12.8%	
Good	65.6%	55.6%	62.5%	100.0%	47.4%	75.0%	66.7%	50.0%	53.3%	100.0%	100.0%	56.6%	67.3%	47.0%	51.2%	67.0%	49.8%	38.6%	58.5%	55.2%	
Only Fair	14.8%	11.1%	25.0%	0.0%	5.3%	0.0%	13.3%	33.3%	20.0%	0.0%	0.0%	24.4%	17.3%	30.0%	23.5%	19.0%	25.5%	29.8%	22.7%	23.5%	
Poor	3.3%	5.6%	0.0%	0.0%	0.0%	0.0%	6.7%	0.0%	0.0%	0.0%	0.0%	7.5%	1.9%	13.4%	14.0%	3.0%	14.0%	19.3%	5.4%	8.6%	

**City Communication Tools**

**Q39-Q50. Please rate each of the communication tools you rely on.(excluding "no response")**

**Ratings by Employees Who Rely on the Following Either "A Little" or "A Lot**

	Q72. Name of your department																					
	Animal Care Services	Aviation	Capital Improvement Mana...	Center City Devel-opmen...	Comm-unicat-ions & Publi...	Code Enforc-ement	Comm-unity Initiat-ives	Conv. & Visitor-s Bure-au	Conve-nion Sports & Entert...	Custo-mer Service/311	Devel-opment Services	Down-town Operat-ions	Finance	Fire	Human Resources	Informa-tion Techno-logy S...	Interg-overn-mental Relati...	Interna-tional Relati-ons Of...	Interna-tional & Econo-mic D...	Library	Metro-politan Health District	Munic-ipal Court
<u>Q40. Government access channel (TVSA)programs</u>																						
Excellent	10.3%	6.5%	6.7%	0.0%	12.5%	10.6%	11.1%	2.2%	3.6%	6.8%	2.6%	4.7%	9.8%	3.0%	7.3%	2.0%	0.0%	50.0%	0.0%	3.6%	2.2%	6.8%
Good	34.5%	36.7%	47.5%	50.0%	75.0%	35.3%	53.4%	45.7%	33.1%	50.0%	36.4%	45.3%	56.1%	39.8%	49.1%	41.8%	100.0%	50.0%	27.3%	39.6%	41.0%	43.2%
Only Fair	34.5%	34.7%	35.0%	0.0%	12.5%	42.4%	26.5%	34.8%	40.8%	43.2%	46.8%	32.6%	22.0%	36.7%	40.0%	40.8%	0.0%	0.0%	54.5%	44.4%	41.0%	31.8%
Poor	20.7%	22.1%	10.8%	50.0%	0.0%	11.8%	9.0%	17.4%	22.5%	0.0%	14.3%	17.4%	12.2%	20.5%	3.6%	15.3%	0.0%	0.0%	18.2%	12.4%	15.7%	18.2%

	Q72. Name of your department																				Total
	Office of the City Attor...	Office of the City Auditor	Office of the City Clerk	Office of the City Council	Office of the City Mana...	Office of Cultural Affa...	Office of Environmen...	Office of Historic Pre...	Office of Manag-ement &...	Office of the Mayor	Office of Milita-ry Affa...	Parks & Recreat-ion	Planni-ng & Comm-unity ...	Police	Public Works	Purcha-sing & Genera-l Servi...	Solid Waste Manag-ement	Other	None chosen		
<u>Q40. Government access channel (TVSA)programs</u>																					
Excellent	8.3%	9.1%	0.0%	0.0%	21.1%	25.0%	25.0%	0.0%	9.5%	0.0%	0.0%	4.1%	4.8%	3.8%	5.2%	14.8%	8.6%	4.0%	11.7%	5.8%	
Good	60.4%	63.6%	80.0%	100.0%	42.1%	50.0%	50.0%	50.0%	57.1%	100.0%	100.0%	41.1%	52.4%	31.2%	37.5%	45.5%	41.6%	36.0%	42.7%	40.3%	
Only Fair	25.0%	9.1%	0.0%	0.0%	36.8%	25.0%	25.0%	50.0%	23.8%	0.0%	0.0%	39.3%	40.5%	38.4%	34.4%	25.0%	34.5%	28.0%	31.3%	36.0%	
Poor	6.3%	18.2%	20.0%	0.0%	0.0%	0.0%	0.0%	0.0%	9.5%	0.0%	0.0%	15.5%	2.4%	26.5%	23.0%	14.8%	15.3%	32.0%	14.2%	17.9%	

**City Communication Tools**

**Q39-Q50. Please rate each of the communication tools you rely on.(excluding "no response")**

**Ratings by Employees Who Rely on the Following Either "A Little" or "A Lot**

	Q72. Name of your department																					
	Animal Care Services	Aviation	Capital Improvement Mana...	Center City Development...	Comm-unications & Publi...	Code Enforcement	Comm-unity Initiatives	Conv. & Visitor- s Bure- au	Conve- ntion Sports & Entert...	Custo- mer Service/ 311	Devel- opment Services	Down- town Operat- ions	Finance	Fire	Human Resources	Informa- tion Techno- logy S...	Interg- overn- mental Relati...	Interna- tional Relati- ons Of...	Interna- tional & Econo- mic D...	Library	Metro- politan Health District	Munic- ipal Court
<u>Q41. Department Website</u>																						
Excellent	28.9%	16.8%	18.5%	0.0%	12.5%	22.6%	31.9%	18.3%	16.8%	30.6%	28.0%	22.7%	16.7%	17.5%	32.6%	8.6%	50.0%	50.0%	18.8%	23.4%	18.9%	18.9%
Good	39.5%	50.4%	62.4%	0.0%	50.0%	61.3%	48.9%	69.0%	50.0%	46.9%	51.7%	46.4%	42.6%	66.1%	55.8%	48.9%	50.0%	50.0%	56.3%	57.7%	56.3%	56.6%
Only Fair	23.7%	22.0%	15.9%	100.0%	25.0%	15.1%	14.5%	9.9%	21.3%	16.3%	16.1%	21.8%	25.9%	13.5%	11.6%	33.1%	0.0%	0.0%	25.0%	16.5%	19.3%	15.1%
Poor	7.9%	10.8%	3.2%	0.0%	12.5%	0.9%	4.7%	2.8%	11.9%	6.1%	4.2%	9.1%	14.8%	3.0%	0.0%	9.4%	0.0%	0.0%	0.0%	2.4%	5.5%	9.4%

	Q72. Name of your department																				Total
	Office of the City Attor...	Office of the City Auditor	Office of the City Clerk	Office of the City Council	Office of the City Mana...	Office of Cultural Affa...	Office of Environmen...	Office of Historic Pre...	Office of Manag- ement &...	Office of the Mayor	Office of Milita- ry Affa...	Parks & Recreat- ion	Planni- ng & Comm- unity ...	Police	Public Works	Purcha- sing & Genera- l Servi...	Solid Waste Manag- ement	Other	None chosen		
<u>Q41. Department Website</u>																					
Excellent	27.8%	27.8%	44.4%	42.9%	10.0%	75.0%	20.0%	14.3%	33.3%	50.0%	100.0%	22.5%	7.5%	17.6%	18.1%	26.0%	22.3%	14.0%	20.0%	20.1%	
Good	53.7%	50.0%	55.6%	57.1%	75.0%	25.0%	66.7%	57.1%	63.0%	0.0%	0.0%	54.0%	47.2%	58.9%	43.9%	44.8%	50.2%	47.4%	58.8%	55.6%	
Only Fair	13.0%	22.2%	0.0%	0.0%	15.0%	0.0%	0.0%	28.6%	0.0%	50.0%	0.0%	17.3%	28.3%	18.1%	26.2%	19.8%	20.8%	24.6%	15.7%	18.1%	
Poor	5.6%	0.0%	0.0%	0.0%	0.0%	0.0%	13.3%	0.0%	3.7%	0.0%	0.0%	6.2%	17.0%	5.4%	11.8%	9.4%	6.7%	14.0%	5.5%	6.1%	

**City Communication Tools**

**Q39-Q50. Please rate each of the communication tools you rely on.(excluding "no response")**

**Ratings by Employees Who Rely on the Following Either "A Little" or "A Lot**

	Q72. Name of your department																					
	Animal Care Services	Aviation	Capital Improvement Mana...	Center City Development...	Comm-unications & Publi...	Code Enforcement	Comm-unity Initiatives	Conv. & Visitor-s Bureau	Conve-ntion Sports & Entert...	Custo-mer Service/311	Devel-opment Services	Down-town Operat-ions	Finance	Fire	Human Resources	Informa-tion Techno-logy S...	Interg-overn-mental Relati...	Interna-tional Relati-ons Of...	Interna-tional & Econo-mic D...	Library	Metro-politan Health District	Munic-ipal Court
<u>Q42. City website - www.sanantonio.gov</u>																						
Excellent	35.7%	25.7%	29.4%	0.0%	11.1%	33.3%	44.2%	12.7%	26.0%	44.2%	29.6%	29.8%	23.7%	20.0%	41.4%	18.7%	0.0%	100.0%	18.8%	23.8%	25.7%	17.9%
Good	50.0%	50.6%	58.9%	100.0%	77.8%	57.7%	47.1%	69.0%	52.0%	44.2%	52.2%	49.1%	62.7%	65.8%	51.7%	63.9%	100.0%	0.0%	75.0%	56.8%	60.2%	64.3%
Only Fair	11.9%	18.7%	9.8%	0.0%	11.1%	8.1%	8.3%	16.9%	16.2%	9.6%	15.7%	17.5%	11.9%	11.8%	6.9%	14.2%	0.0%	0.0%	6.3%	17.3%	11.2%	12.5%
Poor	2.4%	5.1%	1.8%	0.0%	0.0%	0.9%	0.4%	1.4%	5.9%	1.9%	2.6%	3.5%	1.7%	2.4%	0.0%	3.2%	0.0%	0.0%	0.0%	2.0%	2.8%	5.4%

	Q72. Name of your department																				Total
	Office of the City Attor...	Office of the City Auditor	Office of the City Clerk	Office of the City Council	Office of the City Mana...	Office of Cultural Affa...	Office of Envir-onmen...	Office of Historic Pre...	Office of Manag-ement &...	Office of the Mayor	Office of Milita-ry Affa...	Parks & Recreat-ion	Planni-ng & Comm-unity ...	Police	Public Works	Purcha-sing & Genera-l Servi...	Solid Waste Manag-ement	Other	None chosen		
<u>Q42. City website - www.sanantonio.gov</u>																					
Excellent	33.3%	16.7%	33.3%	57.1%	30.0%	12.5%	40.0%	14.3%	27.6%	0.0%	100.0%	26.6%	21.2%	18.2%	24.6%	29.3%	25.5%	23.0%	23.3%	24.6%	
Good	58.7%	83.3%	66.7%	42.9%	55.0%	87.5%	53.3%	42.9%	58.6%	50.0%	0.0%	56.6%	63.5%	61.7%	51.3%	56.6%	54.5%	44.3%	61.8%	58.3%	
Only Fair	7.9%	0.0%	0.0%	0.0%	15.0%	0.0%	6.7%	42.9%	6.9%	50.0%	0.0%	13.9%	11.5%	16.7%	20.0%	10.1%	14.9%	26.2%	12.8%	14.2%	
Poor	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	6.9%	0.0%	0.0%	2.9%	3.8%	3.4%	4.1%	4.0%	5.1%	6.6%	2.1%	3.0%	

### City Communication Tools

#### Q39-Q50. Please rate each of the communication tools you rely on.(excluding "no response")

#### Ratings by Employees Who Rely on the Following Either "A Little" or "A Lot

	Q72. Name of your department																					
	Animal Care Services	Aviation	Capital Improvement Mana...	Center City Development...	Comm-unications & Publi...	Code Enforcement	Comm-unity Initiatives	Conv. & Visitor- s Bure- au	Conve- ntion Sports & Entert...	Custo- mer Service/ 311	Devel- opment Services	Down- town Operat- ions	Finance	Fire	Human Resources	Informa- tion Techno- logy S...	Interg- overn- mental Relati...	Interna- tional Relati- ons Of...	Interna- tional & Econo- mic D...	Library	Metro- politan Health District	Munic- ipal Court
<u>Q43. COSA Web (City Intranet)</u>																						
Excellent	28.6%	21.2%	23.3%	0.0%	11.1%	30.9%	37.6%	10.3%	19.2%	36.5%	24.8%	19.0%	30.5%	22.1%	39.1%	19.1%	50.0%	100.0%	18.8%	25.3%	28.2%	19.6%
Good	54.8%	57.6%	60.1%	100.0%	88.9%	53.6%	45.1%	76.5%	50.3%	50.0%	54.7%	52.0%	54.2%	65.0%	52.9%	56.7%	0.0%	0.0%	62.5%	50.5%	55.6%	62.7%
Only Fair	14.3%	15.7%	11.0%	0.0%	0.0%	12.7%	13.3%	8.8%	18.7%	13.5%	13.7%	22.0%	10.2%	11.0%	5.7%	17.2%	50.0%	0.0%	12.5%	20.8%	12.8%	11.8%
Poor	2.4%	5.5%	5.5%	0.0%	0.0%	2.7%	4.0%	4.4%	11.9%	0.0%	6.8%	7.0%	5.1%	2.0%	2.3%	7.0%	0.0%	0.0%	6.3%	3.5%	3.4%	5.9%

	Q72. Name of your department																			Total
	Office of the City Attor...	Office of the City Auditor	Office of the City Clerk	Office of the City Council	Office of the City Mana...	Office of Cultural Affa...	Office of Envir- onmen...	Office of Historic Pre...	Office of Manag- ement &...	Office of the Mayor	Office of Milita- ry Affa...	Parks & Recreat- ion	Planni- ng & Comm- unity ...	Police	Public Works	Purcha- sing & Genera- l Servi...	Solid Waste Manag- ement	Other	None chosen	
<u>Q43. COSA Web (City Intranet)</u>																				
Excellent	35.0%	33.3%	22.2%	57.1%	26.3%	12.5%	33.3%	28.6%	30.0%	100.0%	100.0%	22.3%	30.0%	21.8%	19.7%	27.1%	23.4%	21.0%	19.6%	23.5%
Good	51.7%	55.6%	77.8%	42.9%	52.6%	87.5%	53.3%	28.6%	53.3%	0.0%	0.0%	54.9%	56.0%	59.7%	49.5%	53.1%	46.0%	35.5%	60.4%	56.4%
Only Fair	13.3%	0.0%	0.0%	0.0%	21.1%	0.0%	13.3%	28.6%	10.0%	0.0%	0.0%	18.7%	10.0%	15.1%	22.2%	12.5%	22.2%	27.4%	16.8%	15.5%
Poor	0.0%	11.1%	0.0%	0.0%	0.0%	0.0%	0.0%	14.3%	6.7%	0.0%	0.0%	4.1%	4.0%	3.4%	8.5%	7.3%	8.4%	16.1%	3.3%	4.6%

**City Communication Tools**

**Q39-Q50. Please rate each of the communication tools you rely on.(excluding "no response")**

**Ratings by Employees Who Rely on the Following Either "A Little" or "A Lot**

	Q72. Name of your department																					
	Animal Care Services	Aviation	Capital Improvement Mana...	Center City Devel-opmen...	Comm-unicat-ions & Publi...	Code Enforc-ement	Comm-unity Initiat-ives	Conv. & Visitor-s Bure-au	Conve-ntion Sports & Entert...	Custo-mer Service/311	Devel-opment Services	Down-town Operat-ions	Finance	Fire	Human Resources	Informa-tion Techno-logy S...	Interg-overn-mental Relati...	Interna-tional Relati-ons Of...	Interna-tional & Econo-mic D...	Library	Metro-politan Health District	Munic-ipal Court
<u>Q44. All COSA emails</u>																						
Excellent	26.8%	23.4%	35.4%	0.0%	25.0%	36.4%	40.9%	18.3%	22.3%	39.2%	32.5%	20.0%	31.1%	22.8%	34.5%	21.7%	0.0%	100.0%	25.0%	23.3%	30.0%	17.9%
Good	58.5%	54.4%	54.3%	50.0%	37.5%	45.8%	47.8%	63.4%	40.9%	49.0%	51.3%	47.0%	62.3%	63.2%	57.1%	59.9%	100.0%	0.0%	56.3%	57.6%	53.3%	57.1%
Only Fair	12.2%	16.5%	9.1%	50.0%	37.5%	15.0%	9.1%	12.7%	21.2%	11.8%	12.8%	22.0%	6.6%	12.0%	8.3%	14.6%	0.0%	0.0%	18.8%	16.7%	10.8%	19.6%
Poor	2.4%	5.6%	1.2%	0.0%	0.0%	2.8%	2.2%	5.6%	15.5%	0.0%	3.4%	11.0%	0.0%	2.0%	0.0%	3.8%	0.0%	0.0%	0.0%	2.4%	5.8%	5.4%

	Q72. Name of your department																				Total
	Office of the City Attor...	Office of the City Auditor	Office of the City Clerk	Office of the City Council	Office of the City Mana...	Office of Cultural Affa...	Office of Environmen...	Office of Historic Pre...	Office of Managem-ent &...	Office of the Mayor	Office of Milita-ry Affa...	Parks & Recreat-ion	Planni-ng & Comm-unity ...	Police	Public Works	Purcha-sing & Genera-l Servi...	Solid Waste Manag-ement	Other	None chosen		
<u>Q44. All COSA emails</u>																					
Excellent	40.6%	38.9%	12.5%	28.6%	31.6%	75.0%	20.0%	28.6%	44.8%	50.0%	50.0%	27.0%	29.4%	23.8%	22.7%	24.0%	25.5%	24.1%	22.6%	25.9%	
Good	48.4%	55.6%	87.5%	71.4%	63.2%	12.5%	73.3%	42.9%	48.3%	50.0%	50.0%	50.1%	60.8%	57.3%	44.2%	52.1%	35.5%	36.2%	59.0%	54.0%	
Only Fair	9.4%	5.6%	0.0%	0.0%	5.3%	12.5%	6.7%	28.6%	6.9%	0.0%	0.0%	18.0%	7.8%	15.4%	21.1%	11.5%	23.9%	29.3%	15.2%	15.2%	
Poor	1.6%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	4.9%	2.0%	3.4%	12.1%	12.5%	15.1%	10.3%	3.1%	5.0%	

**City Communication Tools**

**Q39-Q50. Please rate each of the communication tools you rely on.(excluding "no response")**

**Ratings by Employees Who Rely on the Following Either "A Little" or "A Lot**

	Q72. Name of your department																					
	Animal Care Services	Aviation	Capital Improvement Mana...	Center City Devel-opmen...	Comm-unicat-ions & Publi...	Code Enforc-ement	Comm-unity Initiat-ives	Conv. & Visitor-s Bure-au	Conve-nion Sports & Entert...	Custo-mer Service/311	Devel-opment Services	Down-town Operat-ions	Finance	Fire	Human Resources	Informa-tion Techno-logy S...	Interg-overn-mental Relati...	Interna-tional Relati-ons Of...	Interna-tional & Econo-mic D...	Library	Metro-politan Health District	Munic-ipal Court
<u>Q45. Department bulletin boards</u>																						
Excellent	7.7%	7.2%	7.1%	0.0%	14.3%	15.6%	10.7%	6.9%	9.9%	8.5%	8.2%	13.6%	8.2%	8.7%	10.4%	1.6%	0.0%	0.0%	0.0%	9.7%	6.3%	8.3%
Good	48.7%	37.4%	44.0%	50.0%	28.6%	29.2%	40.7%	51.7%	41.1%	40.4%	42.3%	48.2%	53.1%	60.1%	37.3%	36.7%	0.0%	100.0%	8.3%	49.4%	49.3%	39.6%
Only Fair	20.5%	33.6%	38.3%	50.0%	14.3%	40.6%	32.2%	27.6%	34.7%	31.9%	33.0%	19.1%	26.5%	24.0%	35.8%	46.9%	100.0%	0.0%	33.3%	32.0%	30.7%	37.5%
Poor	23.1%	21.7%	10.6%	0.0%	42.9%	14.6%	16.4%	13.8%	14.4%	19.1%	16.5%	19.1%	12.2%	7.2%	16.4%	14.8%	0.0%	0.0%	58.3%	8.9%	13.7%	14.6%

	Q72. Name of your department																				Total
	Office of the City Attor...	Office of the City Auditor	Office of the City Clerk	Office of the City Council	Office of the City Mana...	Office of Cultural Affa...	Office of Envir-onmen...	Office of Historic Pre...	Office of Manag-ement &...	Office of the Mayor	Office of Milita-ry Affa...	Parks & Recreat-ion	Planni-ng & Comm-unity ...	Police	Public Works	Purcha-sing & Genera-l Servi...	Solid Waste Manag-ement	Other	None chosen		
<u>Q45. Department bulletin boards</u>																					
Excellent	7.7%	7.7%	0.0%	0.0%	17.6%	0.0%	15.4%	0.0%	8.7%	0.0%	50.0%	9.1%	4.4%	19.5%	8.1%	13.4%	16.8%	10.2%	9.7%	11.1%	
Good	59.6%	38.5%	57.1%	50.0%	41.2%	0.0%	30.8%	50.0%	30.4%	0.0%	0.0%	47.5%	33.3%	51.2%	38.1%	52.6%	45.6%	37.3%	48.1%	47.2%	
Only Fair	23.1%	53.8%	28.6%	33.3%	41.2%	75.0%	46.2%	50.0%	34.8%	0.0%	50.0%	32.4%	40.0%	20.6%	34.8%	23.7%	27.0%	33.9%	29.5%	29.2%	
Poor	9.6%	0.0%	14.3%	16.7%	0.0%	25.0%	7.7%	0.0%	26.1%	0.0%	0.0%	11.0%	22.2%	8.7%	19.0%	10.3%	10.6%	18.6%	12.7%	12.5%	

**City Communication Tools**

**Q39-Q50. Please rate each of the communication tools you rely on.(excluding "no response")**

**Ratings by Employees Who Rely on the Following Either "A Little" or "A Lot**

	Q72. Name of your department																					
	Animal Care Services	Aviation	Capital Improvement Mana...	Center City Devel-opmen...	Comm-unicat-ions & Publi...	Code Enforc-ement	Comm-unity Initi-atives	Conv. & Visitor-s Bure-au	Conve-ntion Sports & Entert...	Custo-mer Service/311	Devel-opment Services	Down-town Oper-ations	Finance	Fire	Human Resources	Informa-tion Techno-logy S...	Interg-overn-mental Relati-ns	Interna-tional Relati-ns Of...	Interna-tional & Econo-mic D...	Library	Metro-politan Health District	Munic-ipal Court
<u>Q46. City news releases</u>																						
Excellent	14.3%	7.6%	12.2%	0.0%	12.5%	16.5%	17.3%	11.8%	9.4%	21.2%	7.0%	11.2%	11.8%	6.2%	21.1%	6.4%	33.3%	50.0%	12.5%	6.6%	11.2%	6.1%
Good	40.0%	49.2%	58.1%	0.0%	75.0%	45.4%	53.8%	64.7%	42.9%	53.8%	50.0%	52.3%	74.5%	57.4%	52.6%	54.3%	33.3%	50.0%	43.8%	56.6%	60.1%	63.3%
Only Fair	34.3%	32.6%	24.3%	50.0%	12.5%	29.9%	24.4%	17.6%	33.5%	21.2%	36.0%	22.4%	13.7%	29.8%	23.7%	30.0%	33.3%	0.0%	25.0%	32.5%	19.7%	24.5%
Poor	11.4%	10.6%	5.4%	50.0%	0.0%	8.2%	4.4%	5.9%	14.1%	3.8%	7.0%	14.0%	0.0%	6.6%	2.6%	9.3%	0.0%	0.0%	18.8%	4.4%	9.0%	6.1%

	Q72. Name of your department																				Total
	Office of the City Attor...	Office of the City Auditor	Office of the City Clerk	Office of the City Council	Office of the City Mana...	Office of Cultural Affa...	Office of Environmen...	Office of Historic Pre...	Office of Manag-ement &...	Office of the Mayor	Office of Milita-ry Affa...	Parks & Recreat-ion	Planni-ng & Comm-unity ...	Police	Public Works	Purcha-sing & Genera-l Servi...	Solid Waste Manag-ement	Other	None chosen		
<u>Q46. City news releases</u>																					
Excellent	15.8%	20.0%	12.5%	50.0%	31.6%	0.0%	14.3%	14.3%	20.0%	0.0%	100.0%	11.4%	6.3%	7.7%	10.0%	15.6%	14.6%	9.1%	9.8%	10.2%	
Good	64.9%	66.7%	62.5%	50.0%	47.4%	37.5%	50.0%	28.6%	64.0%	100.0%	0.0%	48.0%	58.3%	46.2%	39.6%	47.9%	46.5%	40.0%	59.6%	51.5%	
Only Fair	15.8%	13.3%	12.5%	0.0%	21.1%	62.5%	28.6%	57.1%	12.0%	0.0%	0.0%	34.1%	31.3%	32.1%	36.0%	29.2%	29.2%	29.1%	24.2%	29.2%	
Poor	3.5%	0.0%	12.5%	0.0%	0.0%	0.0%	7.1%	0.0%	4.0%	0.0%	0.0%	6.5%	4.2%	14.0%	14.3%	7.3%	9.6%	21.8%	6.5%	9.0%	

**City Communication Tools**

**Q39-Q50. Please rate each of the communication tools you rely on.(excluding "no response")**

**Ratings by Employees Who Rely on the Following Either "A Little" or "A Lot**

	Q72. Name of your department																					
	Animal Care Services	Aviation	Capital Improvement Mana...	Center City Development...	Comm-unications & Publi...	Code Enforcement	Comm-unity Initiatives	Conv. & Visitor-s Bureau	Conve-ntion Sports & Entert...	Custo-mer Service/311	Devel-opment Services	Down-town Operations	Finance	Fire	Human Resources	Informa-tion Technology S...	Interg-overnmental Relati...	Interna-tional Relati- ons Of...	Interna-tional & Econo- mic D...	Library	Metro-politan Health District	Munic- ipal Court
<u>Q47. City Annual Report</u>																						
Excellent	17.6%	6.8%	9.8%	0.0%	25.0%	12.1%	17.8%	15.0%	7.9%	6.4%	9.5%	15.3%	23.1%	6.3%	8.3%	7.8%	50.0%	50.0%	6.3%	7.2%	5.3%	2.2%
Good	20.6%	48.5%	62.9%	0.0%	50.0%	41.8%	54.2%	60.0%	40.7%	66.0%	51.6%	51.0%	63.5%	52.6%	56.9%	50.4%	50.0%	50.0%	62.5%	50.5%	51.0%	53.3%
Only Fair	44.1%	32.8%	21.7%	100.0%	12.5%	38.5%	24.3%	16.7%	31.6%	23.4%	30.5%	19.4%	9.6%	31.7%	30.6%	29.5%	0.0%	0.0%	18.8%	36.9%	31.1%	35.6%
Poor	17.6%	11.9%	5.6%	0.0%	12.5%	7.7%	3.7%	8.3%	19.8%	4.3%	8.4%	14.3%	3.8%	9.4%	4.2%	12.4%	0.0%	0.0%	12.5%	5.4%	12.6%	8.9%

	Q72. Name of your department																			Total
	Office of the City Attor...	Office of the City Auditor	Office of the City Clerk	Office of the City Council	Office of the City Mana...	Office of Cultural Affa...	Office of Envir-onmen...	Office of Historic Pre...	Office of Manag-ement &...	Office of the Mayor	Office of Milita-ry Affa...	Parks & Recreation	Planni-ng & Comm-unity ...	Police	Public Works	Purcha-sing & Genera-l Servi...	Solid Waste Manag-ement	Other	None chosen	
<u>Q47. City Annual Report</u>																				
Excellent	11.5%	31.3%	14.3%	0.0%	33.3%	0.0%	28.6%	0.0%	20.8%	0.0%	50.0%	8.2%	11.1%	5.4%	8.3%	15.4%	15.4%	5.7%	8.4%	9.1%
Good	67.3%	56.3%	71.4%	66.7%	55.6%	25.0%	50.0%	40.0%	66.7%	100.0%	50.0%	46.2%	53.3%	40.3%	38.2%	50.5%	47.1%	37.7%	60.3%	48.9%
Only Fair	19.2%	12.5%	14.3%	33.3%	5.6%	75.0%	7.1%	60.0%	8.3%	0.0%	0.0%	35.8%	28.9%	34.4%	35.9%	26.4%	23.6%	32.1%	22.8%	30.2%
Poor	1.9%	0.0%	0.0%	0.0%	5.6%	0.0%	14.3%	0.0%	4.2%	0.0%	0.0%	9.9%	6.7%	19.9%	17.6%	7.7%	13.9%	24.5%	8.4%	11.8%

**City Communication Tools**

**Q39-Q50. Please rate each of the communication tools you rely on.(excluding "no response")**

**Ratings by Employees Who Rely on the Following Either "A Little" or "A Lot**

	Q72. Name of your department																					
	Animal Care Services	Aviation	Capital Improvement Mana...	Center City Development...	Comm-unications & Publi...	Code Enforcement	Comm-unity Initiatives	Conv. & Visitor-s Bureau	Conve-ntion Sports & Entert...	Custo-mer Service/311	Devel-opment Services	Down-town Operat-ions	Finance	Fire	Human Resources	Informa-tion Technology S...	Interg-overn-mental Relati...	Interna-tional Relati- ons Of...	Interna-tional & Econo- mic D...	Library	Metro-politan Health District	Munic- ipal Court
<u>Q48. Human Resources website</u>																						
Excellent	13.5%	9.7%	12.1%	0.0%	12.5%	13.1%	22.9%	9.7%	6.9%	20.0%	10.2%	15.1%	11.3%	5.9%	38.6%	7.2%	50.0%	50.0%	18.8%	16.8%	13.5%	12.5%
Good	45.9%	50.2%	57.7%	50.0%	62.5%	53.5%	52.9%	61.3%	44.4%	60.0%	48.1%	54.7%	62.3%	49.6%	51.8%	59.7%	50.0%	50.0%	50.0%	48.8%	59.5%	54.2%
Only Fair	18.9%	25.7%	24.8%	50.0%	12.5%	32.3%	20.3%	19.4%	33.9%	18.0%	36.1%	17.9%	24.5%	33.8%	7.2%	23.0%	0.0%	0.0%	25.0%	29.2%	20.7%	27.1%
Poor	21.6%	14.3%	5.4%	0.0%	12.5%	1.0%	4.0%	9.7%	14.8%	2.0%	5.6%	12.3%	1.9%	10.8%	2.4%	10.1%	0.0%	0.0%	6.3%	5.2%	6.3%	6.3%

	Q72. Name of your department																			Total
	Office of the City Attor...	Office of the City Auditor	Office of the City Clerk	Office of the City Council	Office of the City Mana...	Office of Cultural Affa...	Office of Envir-onmen...	Office of Historic Pre...	Office of Manag-ement &...	Office of the Mayor	Office of Milita-ry Affa...	Parks & Recreat- ion	Planni- ng & Comm-unity ...	Police	Public Works	Purcha- sing & Genera- l Servi...	Solid Waste Manag-ement	Other	None chosen	
<u>Q48. Human Resources website</u>																				
Excellent	7.3%	11.8%	0.0%	0.0%	35.3%	12.5%	13.3%	0.0%	14.8%	0.0%	50.0%	10.1%	10.4%	7.4%	11.1%	17.4%	16.1%	10.9%	12.2%	11.6%
Good	69.1%	58.8%	100.0%	100.0%	35.3%	75.0%	53.3%	71.4%	55.6%	0.0%	0.0%	52.9%	50.0%	43.3%	45.5%	46.7%	44.8%	40.0%	54.7%	50.4%
Only Fair	21.8%	17.6%	0.0%	0.0%	23.5%	12.5%	26.7%	28.6%	22.2%	0.0%	50.0%	27.1%	33.3%	31.5%	29.4%	29.3%	24.1%	29.1%	25.1%	27.4%
Poor	1.8%	11.8%	0.0%	0.0%	5.9%	0.0%	6.7%	0.0%	7.4%	0.0%	0.0%	9.8%	6.3%	17.8%	14.0%	6.5%	14.9%	20.0%	8.0%	10.6%

**City Communication Tools**

**Q39-Q50. Please rate each of the communication tools you rely on.(excluding "no response")**

**Ratings by Employees Who Rely on the Following Either "A Little" or "A Lot**

	Q72. Name of your department																					
	Animal Care Services	Aviation	Capital Improvement Mana...	Center City Development...	Comm-unications & Publi...	Code Enforcement	Comm-unity Initiatives	Conv. & Visitor- s Bure- au	Conve- ntion Sports & Entert...	Custo- mer Service/ 311	Devel- opment Services	Down- town Operat- ions	Finance	Fire	Human Resources	Informa- tion Techno- logy S...	Interg- overn- mental Relati...	Interna- tional Relati- ons Of...	Interna- tional & Econo- mic D...	Library	Metro- politan Health District	Munic- ipal Court
<u>Q49. Department newsletter</u>																						
Excellent	18.4%	11.7%	25.3%	0.0%	12.5%	11.4%	27.7%	16.4%	4.7%	11.6%	23.7%	22.5%	5.0%	11.6%	33.3%	7.4%	0.0%	0.0%	0.0%	13.5%	12.3%	6.8%
Good	34.2%	51.8%	58.9%	0.0%	37.5%	37.5%	50.6%	55.7%	37.2%	37.2%	44.7%	42.2%	55.0%	60.6%	45.7%	45.6%	100.0%	0.0%	11.1%	51.5%	46.8%	45.5%
Only Fair	23.7%	26.3%	13.9%	100.0%	0.0%	31.8%	17.7%	13.1%	28.5%	32.6%	27.2%	22.5%	20.0%	22.1%	18.5%	30.9%	0.0%	0.0%	0.0%	29.7%	31.0%	27.3%
Poor	23.7%	10.1%	1.9%	0.0%	50.0%	19.3%	3.9%	14.8%	29.7%	18.6%	4.4%	12.7%	20.0%	5.7%	2.5%	16.2%	0.0%	100.0%	88.9%	5.2%	9.9%	20.5%

	Q72. Name of your department																				Total
	Office of the City Attor...	Office of the City Auditor	Office of the City Clerk	Office of the City Council	Office of the City Mana...	Office of Cultural Affa...	Office of Environmen...	Office of Historic Pre...	Office of Manag- ement &...	Office of the Mayor	Office of Milita- ry Affa...	Parks & Recreat- ion	Planni- ng & Comm- unity ...	Police	Public Works	Purcha- sing & Genera- l Servi...	Solid Waste Manag- ement	Other	None chosen		
<u>Q49. Department newsletter</u>																					
Excellent	23.7%	9.1%	14.3%	0.0%	17.6%	50.0%	13.3%	28.6%	5.9%	0.0%	50.0%	14.9%	5.0%	10.7%	11.3%	19.1%	13.5%	8.8%	15.3%	13.9%	
Good	59.3%	54.5%	85.7%	50.0%	47.1%	37.5%	66.7%	71.4%	35.3%	0.0%	50.0%	49.6%	35.0%	49.5%	44.0%	55.3%	46.2%	42.1%	51.0%	49.9%	
Only Fair	13.6%	27.3%	0.0%	0.0%	17.6%	12.5%	13.3%	0.0%	17.6%	0.0%	0.0%	26.9%	32.5%	25.8%	28.9%	23.4%	23.5%	28.1%	21.8%	24.6%	
Poor	3.4%	9.1%	0.0%	50.0%	17.6%	0.0%	6.7%	0.0%	41.2%	0.0%	0.0%	8.5%	27.5%	13.9%	15.8%	2.1%	16.7%	21.1%	11.9%	11.6%	

**City Communication Tools**

**Q39-Q50. Please rate each of the communication tools you rely on.(excluding "no response")**

**Ratings by Employees Who Rely on the Following Either "A Little" or "A Lot**

	Q72. Name of your department																					
	Animal Care Services	Aviation	Capital Improvement Mana...	Center City Development...	Comm-unications & Publi...	Code Enforcement	Comm-unity Initiatives	Conv. & Visitor- s Bure- au	Conve- ntion Sports & Entert...	Custo- mer Service/ 311	Devel- opment Services	Down- town Operat- ions	Finance	Fire	Human Resources	Informa- tion Techno- logy S...	Interg- overn- mental Relati...	Interna- tional Relati- ons Of...	Interna- tional & Econo- mic D...	Library	Metro- politan Health District	Munic- ipal Court
<u>Q50. Other communications tool</u>																						
Excellent	21.1%	8.3%	14.9%	50.0%	0.0%	10.4%	16.0%	10.5%	6.9%	30.0%	16.2%	10.2%	5.0%	8.9%	15.8%	8.0%	0.0%	100.0%	0.0%	14.1%	12.5%	3.3%
Good	26.3%	34.9%	49.3%	50.0%	50.0%	31.3%	38.3%	36.8%	36.3%	20.0%	35.1%	40.7%	45.0%	46.9%	57.9%	36.0%	100.0%	0.0%	0.0%	38.8%	45.8%	40.0%
Only Fair	21.1%	33.9%	23.9%	0.0%	0.0%	43.8%	27.7%	21.1%	31.4%	40.0%	40.5%	23.7%	30.0%	29.1%	10.5%	40.0%	0.0%	0.0%	0.0%	35.3%	26.0%	20.0%
Poor	31.6%	22.9%	11.9%	0.0%	50.0%	14.6%	18.1%	31.6%	25.5%	10.0%	8.1%	25.4%	20.0%	15.1%	15.8%	16.0%	0.0%	0.0%	100.0%	11.8%	15.6%	36.7%

	Q72. Name of your department																				Total
	Office of the City Attor...	Office of the City Auditor	Office of the City Clerk	Office of the City Council	Office of the City Mana...	Office of Cultural Affa...	Office of Envir- onmen...	Office of Historic Pre...	Office of Manag- ement &...	Office of the Mayor	Office of Milita- ry Affa...	Parks & Recreat- ion	Planni- ng & Comm- unity ...	Police	Public Works	Purcha- sing & Genera- l Servi...	Solid Waste Manag- ement	Other	None chosen		
<u>Q50. Other communications tool</u>																					
Excellent	30.0%	40.0%	0.0%	0.0%	28.6%	0.0%	33.3%	0.0%	0.0%	0.0%	0.0%	11.3%	7.7%	9.0%	8.9%	16.7%	13.4%	8.6%	15.2%	11.2%	
Good	55.0%	40.0%	100.0%	50.0%	42.9%	0.0%	66.7%	0.0%	75.0%	0.0%	0.0%	41.4%	53.8%	34.5%	29.3%	42.6%	39.2%	37.1%	44.1%	39.2%	
Only Fair	15.0%	0.0%	0.0%	0.0%	14.3%	0.0%	0.0%	0.0%	25.0%	0.0%	0.0%	30.5%	30.8%	31.2%	35.0%	25.9%	29.9%	34.3%	27.6%	30.2%	
Poor	0.0%	20.0%	0.0%	50.0%	14.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	16.7%	7.7%	25.3%	26.8%	14.8%	17.5%	20.0%	13.1%	19.5%	

**General City Sources (Excluding No Response)**

**Q51-Q57. For each of the general city sources listed below, please indicate if you rely on them a lot, a little, or not at all. (excluding "no response")**

	Q72. Name of your department																						
	Animal Care Services	Aviation	Capital Improvement Mana...	Center City Developmen...	Comm-unications & Publi...	Code Enforc-ement	Comm-unity Initiatives	Conv. & Visitor-s Bure-au	Conven-tion Sports & Entert...	Custo-mer Service/311	Devel-opment Services	Down-town Operat-ions	Finance	Fire	Human Resources	Informa-tion Techno-logy S...	Interg-overn-mental Relati...	Interna-tional Relati-ons Of...	Interna-tional & Econo-mic D...	Library	Metro-politan Health District	Munic-icipal Court	
<u>Q51. Staff meetings</u>																							
A Lot	49.1%	28.9%	59.8%	50.0%	38.5%	50.8%	46.8%	38.9%	29.0%	23.6%	53.6%	25.2%	57.4%	22.2%	65.9%	41.3%	33.3%	33.3%	44.4%	46.5%	48.6%	27.7%	
A Little	35.8%	34.0%	32.1%	0.0%	30.8%	38.1%	35.9%	46.7%	46.0%	34.5%	36.2%	35.0%	33.8%	41.6%	27.5%	43.6%	66.7%	0.0%	50.0%	42.4%	35.8%	33.8%	
Not At All	15.1%	37.1%	8.2%	50.0%	30.8%	11.1%	17.3%	14.4%	25.0%	41.8%	10.1%	39.9%	8.8%	36.2%	6.6%	15.1%	0.0%	66.7%	5.6%	11.1%	15.5%	38.5%	

	Q72. Name of your department																				Total
	Office of the City Attor...	Office of the City Auditor	Office of the City Clerk	Office of the City Council	Office of the City Mana...	Office of Cultural Affa...	Office of Environmen...	Office of Historic Pre...	Office of Manag-ement &...	Office of the Mayor	Office of Milita-ry Affa...	Parks & Recreat-ion	Planni-ng & Comm-unity ...	Police	Public Works	Purcha-sing & Genera-l Servi...	Solid Waste Manag-ement	Other	None chosen		
<u>Q51. Staff meetings</u>																					
A Lot	48.6%	50.0%	10.0%	50.0%	81.0%	44.4%	75.0%	57.1%	60.6%	50.0%	100.0%	43.1%	45.2%	14.3%	34.7%	43.5%	47.4%	31.8%	32.5%	33.9%	
A Little	39.2%	50.0%	90.0%	50.0%	4.8%	33.3%	25.0%	42.9%	30.3%	0.0%	0.0%	41.8%	38.7%	30.5%	44.9%	46.1%	38.3%	38.8%	40.9%	38.2%	
Not At All	12.2%	0.0%	0.0%	0.0%	14.3%	22.2%	0.0%	0.0%	9.1%	50.0%	0.0%	15.1%	16.1%	55.2%	20.4%	10.4%	14.3%	29.4%	26.6%	27.9%	

**General City Sources (Excluding No Response)**

**Q51-Q57. For each of the general city sources listed below, please indicate if you rely on them a lot, a little, or not at all. (excluding "no response")**

	Q72. Name of your department																						
	Animal Care Services	Aviation	Capital Improvement Mana...	Center City Developmen...	Comm-unications & Publi...	Code Enforc-ement	Comm-unity Initiatives	Conv. & Visitor-s Bure-au	Conven-tion Sports & Entert...	Custo-mer Service/311	Devel-opment Services	Down-town Operat-ions	Finance	Fire	Human Resources	Informa-tion Techno-logy S...	Interg-overn-mental Relati...	Interna-tional Relations Of...	Interna-tional & Econo-mic D...	Library	Metro-politan Health District	Munic-icipal Court	
<u>Q52. Telephone</u>																							
A Lot	56.6%	43.2%	78.3%	100.0%	76.9%	70.6%	60.8%	58.9%	35.5%	87.5%	80.4%	31.7%	57.4%	34.1%	85.7%	55.7%	33.3%	66.7%	55.6%	42.2%	59.9%	23.4%	
A Little	26.4%	35.0%	19.6%	0.0%	15.4%	23.8%	31.9%	30.5%	40.6%	7.1%	15.9%	37.2%	32.4%	44.7%	9.9%	36.2%	66.7%	0.0%	44.4%	45.9%	28.6%	25.0%	
Not At All	17.0%	21.8%	2.2%	0.0%	7.7%	5.6%	7.3%	10.5%	23.9%	5.4%	3.6%	31.0%	10.3%	21.2%	4.4%	8.0%	0.0%	33.3%	0.0%	11.9%	11.6%	51.6%	

	Q72. Name of your department																				Total
	Office of the City Attor...	Office of the City Auditor	Office of the City Clerk	Office of the City Council	Office of the City Mana...	Office of Cultural Affa...	Office of Envir-onmen...	Office of Histor-ic Pre...	Office of Manag-ement &...	Office of the Mayor	Office of Milita-ry Affa...	Parks & Recreat-ion	Planni-ng & Comm-unity ...	Police	Public Works	Purchasing & Genera-l Servi...	Solid Waste Manag-ement	Other	None chosen		
<u>Q52. Telephone</u>																					
A Lot	70.3%	38.9%	50.0%	100.0%	66.7%	66.7%	62.5%	57.1%	69.7%	50.0%	50.0%	49.0%	72.6%	37.1%	42.0%	47.8%	42.7%	41.9%	48.5%	46.6%	
A Little	21.6%	33.3%	40.0%	0.0%	19.0%	22.2%	37.5%	14.3%	21.2%	50.0%	50.0%	35.3%	17.7%	36.0%	35.9%	32.7%	34.9%	31.4%	30.7%	34.6%	
Not At All	8.1%	27.8%	10.0%	0.0%	14.3%	11.1%	0.0%	28.6%	9.1%	0.0%	0.0%	15.6%	9.7%	26.8%	22.1%	19.5%	22.5%	26.7%	20.8%	18.8%	

**General City Sources (Excluding No Response)**

**Q51-Q57. For each of the general city sources listed below, please indicate if you rely on them a lot, a little, or not at all. (excluding "no response")**

	Q72. Name of your department																						
	Animal Care Services	Aviation	Capital Improvement Mana...	Center City Development...	Comm-unications & Publi...	Code Enforcement	Comm-unity Initiatives	Conv. & Visitor-s Bureau	Conven-tion Sports & Entert...	Custo-mer Service/311	Devel-opment Services	Down-town Operations	Finance	Fire	Human Resources	Informa-tion Techno-logy S...	Interg-overn-mental Relati...	Interna-tional Relations Of...	Interna-tional & Econo-mic D...	Library	Metro-politan Health District	Munic-ipal Court	
<u>Q53. Email</u>																							
A Lot	81.1%	56.4%	90.2%	0.0%	61.5%	83.3%	80.8%	75.8%	43.3%	91.1%	88.3%	33.6%	88.2%	63.6%	95.6%	85.0%	100.0%	66.7%	94.4%	79.5%	70.5%	50.8%	
A Little	17.0%	22.3%	6.5%	100.0%	15.4%	10.3%	12.5%	13.2%	21.8%	7.1%	10.9%	18.2%	11.8%	30.6%	3.3%	12.7%	0.0%	0.0%	5.6%	16.7%	15.6%	35.4%	
Not At All	1.9%	21.3%	3.3%	0.0%	23.1%	6.3%	6.6%	11.0%	34.9%	1.8%	0.7%	48.3%	0.0%	5.8%	1.1%	2.3%	0.0%	33.3%	0.0%	3.7%	13.9%	13.8%	

	Q72. Name of your department																				Total
	Office of the City Attor...	Office of the City Auditor	Office of the City Clerk	Office of the City Council	Office of the City Mana...	Office of Cultural Affa...	Office of Environmen...	Office of Historic Pre...	Office of Managem-ent &...	Office of the Mayor	Office of Milita-ry Affa...	Parks & Recreat-ion	Planni-ng & Comm-unity ...	Police	Public Works	Purcha-sing & Genera-l Servi...	Solid Waste Manag-ement	Other	None chosen		
<u>Q53. Email</u>																					
A Lot	89.2%	94.4%	60.0%	100.0%	90.5%	100.0%	100.0%	85.7%	97.0%	100.0%	100.0%	54.3%	86.9%	52.7%	44.2%	49.1%	32.7%	43.0%	64.8%	61.8%	
A Little	10.8%	5.6%	30.0%	0.0%	0.0%	0.0%	0.0%	14.3%	0.0%	0.0%	0.0%	23.0%	9.8%	32.7%	25.6%	14.0%	25.7%	30.2%	22.1%	22.7%	
Not At All	0.0%	0.0%	10.0%	0.0%	9.5%	0.0%	0.0%	0.0%	3.0%	0.0%	0.0%	22.6%	3.3%	14.6%	30.3%	36.8%	41.6%	26.7%	13.1%	15.4%	

**General City Sources (Excluding No Response)**

**Q51-Q57. For each of the general city sources listed below, please indicate if you rely on them a lot, a little, or not at all. (excluding "no response")**

	Q72. Name of your department																						
	Animal Care Services	Aviation	Capital Improvement Mana...	Center City Developmen...	Comm-unications & Publi...	Code Enforc-ement	Comm-unity Initiatives	Conv. & Visitor-s Bure-au	Conven-tion Sports & Entert...	Custo-mer Service/311	Devel-opment Services	Down-town Operat-ions	Finance	Fire	Human Resources	Informa-tion Techno-logy S...	Interg-overn-mental Relati...	Interna-tional Relations Of...	Interna-tional & Econo-mic D...	Library	Metro-politan Health District	Munic-icipal Court	
<u>Q54. Interdepartmental Memos</u>																							
A Lot	18.9%	22.9%	31.1%	0.0%	15.4%	29.6%	30.1%	26.4%	16.5%	49.1%	31.6%	17.0%	34.4%	43.9%	42.2%	19.3%	33.3%	33.3%	44.4%	23.0%	33.3%	21.9%	
A Little	50.9%	47.3%	55.7%	0.0%	30.8%	48.0%	49.0%	29.7%	43.5%	40.0%	52.2%	38.3%	50.0%	41.7%	42.2%	53.2%	66.7%	0.0%	44.4%	46.9%	42.5%	48.4%	
Not At All	30.2%	29.8%	13.1%	100.0%	53.8%	22.4%	21.0%	44.0%	39.9%	10.9%	16.2%	44.7%	15.6%	14.3%	15.6%	27.5%	0.0%	66.7%	11.1%	30.0%	24.1%	29.7%	

	Q72. Name of your department																				Total
	Office of the City Attor...	Office of the City Auditor	Office of the City Clerk	Office of the City Council	Office of the City Mana...	Office of Cultural Affa...	Office of Envir-onmen...	Office of Histor-ic Pre...	Office of Manag-ement &...	Office of the Mayor	Office of Milita-ry Affa...	Parks & Recreat-ion	Planni-ng & Comm-unity ...	Police	Public Works	Purcha-sing & Genera-l Servi...	Solid Waste Manag-ement	Other	None chosen		
<u>Q54. Interdepartmental Memos</u>																					
A Lot	27.0%	27.8%	0.0%	62.5%	57.1%	22.2%	50.0%	14.3%	36.4%	50.0%	0.0%	19.5%	27.4%	25.5%	15.4%	21.6%	23.0%	25.0%	25.6%	27.5%	
A Little	54.1%	55.6%	80.0%	25.0%	28.6%	44.4%	43.8%	71.4%	51.5%	50.0%	50.0%	43.4%	53.2%	51.4%	43.3%	46.8%	34.6%	41.7%	47.6%	45.9%	
Not At All	18.9%	16.7%	20.0%	12.5%	14.3%	33.3%	6.3%	14.3%	12.1%	0.0%	50.0%	37.1%	19.4%	23.1%	41.3%	31.5%	42.4%	33.3%	26.9%	26.6%	

**General City Sources (Excluding No Response)**

**Q51-Q57. For each of the general city sources listed below, please indicate if you rely on them a lot, a little, or not at all. (excluding "no response")**

	Q72. Name of your department																						
	Animal Care Services	Aviation	Capital Improvement Mana...	Center City Developmen...	Comm-unications & Publi...	Code Enforc-ement	Comm-unity Initi-atives	Conv. & Visitor-s Bure-au	Conven-tion Sports & Entert...	Custo-mer Service/311	Devel-opment Serv-ices	Down-town Operat-ions	Finance	Fire	Human Resources	Informa-tion Techno-logy S...	Interg-overn-mental Relati...	Interna-tional Relati-ons Of...	Interna-tional & Econo-mic D...	Library	Metro-politan Health District	Munic-icipal Court	
<u>Q55. Bin mail</u>																							
A Lot	8.0%	21.2%	13.0%	0.0%	15.4%	28.0%	21.1%	16.5%	12.0%	17.0%	11.9%	9.3%	27.3%	9.6%	32.2%	7.1%	33.3%	33.3%	33.3%	26.8%	33.8%	6.3%	
A Little	36.0%	36.0%	39.7%	0.0%	38.5%	35.2%	39.4%	30.8%	26.9%	24.5%	35.6%	32.1%	39.4%	34.1%	50.0%	33.5%	33.3%	0.0%	50.0%	44.0%	36.9%	18.8%	
Not At All	56.0%	42.8%	47.3%	100.0%	46.2%	36.8%	39.4%	52.7%	61.0%	58.5%	52.6%	58.6%	33.3%	56.3%	17.8%	59.4%	33.3%	66.7%	16.7%	29.2%	29.4%	75.0%	

	Q72. Name of your department																				Total
	Office of the City Attor...	Office of the City Auditor	Office of the City Clerk	Office of the City Council	Office of the City Mana...	Office of Cultural Affa...	Office of Envir-onmen...	Office of Histor-ic Pre...	Office of Manag-ement &...	Office of the Mayor	Office of Milita-ry Affa...	Parks & Recreat-ion	Planni-ng & Comm-unity ...	Police	Public Works	Purcha-sing & Genera-l Servi...	Solid Waste Manag-ement	Other	None chosen		
<u>Q55. Bin mail</u>																					
A Lot	35.1%	11.1%	0.0%	62.5%	23.8%	0.0%	25.0%	0.0%	27.3%	0.0%	0.0%	14.5%	19.4%	32.5%	14.6%	17.9%	14.9%	21.7%	21.0%	19.9%	
A Little	48.6%	55.6%	50.0%	37.5%	52.4%	44.4%	43.8%	28.6%	36.4%	50.0%	50.0%	35.5%	51.6%	46.5%	33.9%	35.7%	31.2%	31.3%	40.7%	38.0%	
Not At All	16.2%	33.3%	50.0%	0.0%	23.8%	55.6%	31.3%	71.4%	36.4%	50.0%	50.0%	50.0%	29.0%	21.0%	51.6%	46.4%	53.9%	47.0%	38.3%	42.1%	

**General City Sources (Excluding No Response)**

**Q51-Q57. For each of the general city sources listed below, please indicate if you rely on them a lot, a little, or not at all. (excluding "no response")**

	Q72. Name of your department																						
	Animal Care Services	Aviation	Capital Improvement Mana...	Center City Developmen...	Comm-unications & Publi...	Code Enforc-ement	Comm-unity Initiatives	Conv. & Visitor-s Bure-au	Conven-tion Sports & Entert...	Custo-mer Service/311	Devel-opment Services	Down-town Operat-ions	Finance	Fire	Human Resources	Informa-tion Techno-logy S...	Interg-overn-mental Relati...	Interna-tional Relations Of...	Interna-tional & Econo-mic D...	Library	Metro-politan Health District	Munic-icipal Court	
<u>Q56. Paycheck</u>																							
A Lot	58.5%	57.5%	67.4%	0.0%	53.8%	68.0%	66.0%	65.6%	51.4%	76.8%	62.7%	54.5%	53.7%	57.3%	38.5%	47.4%	33.3%	66.7%	50.0%	62.0%	63.8%	60.6%	
A Little	17.0%	28.1%	20.1%	100.0%	23.1%	18.4%	20.8%	11.8%	28.3%	10.7%	23.9%	29.4%	23.9%	27.7%	31.9%	27.7%	33.3%	0.0%	33.3%	25.8%	24.6%	24.2%	
Not At All	24.5%	14.4%	12.5%	0.0%	23.1%	13.6%	13.2%	22.6%	20.3%	12.5%	13.4%	16.1%	22.4%	15.0%	29.7%	24.9%	33.3%	33.3%	16.7%	12.2%	11.6%	15.2%	

	Q72. Name of your department																				Total
	Office of the City Attor...	Office of the City Auditor	Office of the City Clerk	Office of the City Council	Office of the City Mana...	Office of Cultural Affa...	Office of Environmen...	Office of Historic Pre...	Office of Managem-ent &...	Office of the Mayor	Office of Milita-ry Affa...	Parks & Recreat-ion	Planni-ng & Comm-unity ...	Police	Public Works	Purcha-sing & Genera-l Servi...	Solid Waste Manag-ement	Other	None chosen		
<u>Q56. Paycheck</u>																					
A Lot	60.3%	50.0%	40.0%	100.0%	45.0%	44.4%	62.5%	71.4%	48.5%	50.0%	50.0%	52.7%	57.4%	60.2%	55.0%	48.7%	55.8%	60.7%	52.9%	57.7%	
A Little	16.4%	22.2%	30.0%	0.0%	25.0%	22.2%	37.5%	28.6%	30.3%	0.0%	50.0%	28.9%	21.3%	26.7%	29.6%	34.5%	26.0%	25.0%	25.7%	26.2%	
Not At All	23.3%	27.8%	30.0%	0.0%	30.0%	33.3%	0.0%	0.0%	21.2%	50.0%	0.0%	18.4%	21.3%	13.1%	15.5%	16.8%	18.2%	14.3%	21.4%	16.1%	

**General City Sources (Excluding No Response)**

**Q51-Q57. For each of the general city sources listed below, please indicate if you rely on them a lot, a little, or not at all. (excluding "no response")**

	Q72. Name of your department																					
	Animal Care Services	Aviation	Capital Improvement Mana...	Center City Development...	Comm-unications & Publi...	Code Enforcement	Comm-unity Initiatives	Conv. & Visitor-s Bureau	Conven-tion Sports & Entert...	Custo-mer Service/311	Devel-opment Services	Down-town Operations	Finance	Fire	Human Resources	Informa-tion Techno-logy S...	Interg-overn-mental Relati...	Interna-tional Relations Of...	Interna-tional & Econo-mic D...	Library	Metro-politan Health District	Munic-icipal Court
<u>Q57. City council meetings</u>																						
A Lot	15.4%	9.7%	26.4%	100.0%	33.3%	9.7%	15.2%	8.5%	7.2%	6.0%	7.0%	10.4%	22.2%	4.3%	6.4%	5.6%	100.0%	33.3%	41.2%	4.6%	9.2%	3.5%
A Little	26.9%	35.6%	41.4%	0.0%	25.0%	38.1%	43.8%	34.1%	33.5%	42.0%	41.9%	30.6%	38.1%	31.0%	42.3%	32.3%	0.0%	0.0%	41.2%	26.5%	31.6%	28.1%
Not At All	57.7%	54.7%	32.2%	0.0%	41.7%	52.2%	41.0%	57.3%	59.3%	52.0%	51.2%	59.0%	39.7%	64.6%	51.3%	62.1%	0.0%	66.7%	17.6%	68.9%	59.2%	68.4%

	Q72. Name of your department																				Total
	Office of the City Attor...	Office of the City Auditor	Office of the City Clerk	Office of the City Council	Office of the City Mana...	Office of Cultural Affa...	Office of Environmen...	Office of Historic Pre...	Office of Managem-ent &...	Office of the Mayor	Office of Milita-ry Affa...	Parks & Recreat-ion	Planni-ng & Comm-unity ...	Police	Public Works	Purcha-sing & Genera-l Servi...	Solid Waste Manag-ement	Other	None chosen		
<u>Q57. City council meetings</u>																					
A Lot	20.3%	27.8%	20.0%	75.0%	73.7%	33.3%	25.0%	28.6%	48.4%	50.0%	0.0%	9.3%	19.0%	3.1%	12.6%	29.1%	14.3%	16.3%	13.1%	9.8%	
A Little	44.9%	61.1%	40.0%	25.0%	15.8%	50.0%	62.5%	14.3%	35.5%	50.0%	100.0%	32.7%	44.8%	23.3%	30.9%	37.9%	32.0%	27.5%	35.2%	31.9%	
Not At All	34.8%	11.1%	40.0%	0.0%	10.5%	16.7%	12.5%	57.1%	16.1%	0.0%	0.0%	58.0%	36.2%	73.6%	56.5%	33.0%	53.7%	56.3%	51.7%	58.3%	

**General City Sources**

**Q51-Q57. Please rate each of the general city sources you rely on.(excluding "no response")**

**Ratings by Employees Who Rely on the Following Either "A Little" or "A Lot".**

	Q72. Name of your department																					
	Animal Care Services	Aviation	Capital Improvement Mana...	Center City Development...	Communications & Publi...	Code Enforcement	Community Initiatives	Conv. & Visitor's Bureau	Convention Sports & Entert...	Customer Service/311	Development Services	Down-town Operations	Finance	Fire	Human Resources	Information Technology S...	Intergovernmental Relati...	International Relations Of...	International & Economic D...	Library	Metropolitan Health District	Municipal Court
<u>Q51. Staff meetings</u>																						
Excellent	12.2%	12.7%	22.4%	0.0%	12.5%	24.1%	19.0%	20.8%	13.2%	15.2%	16.7%	15.3%	14.6%	17.9%	15.2%	0.0%	100.0%	18.8%	20.5%	14.4%	19.6%	
Good	34.1%	34.4%	59.6%	0.0%	62.5%	41.7%	48.1%	55.8%	39.2%	41.3%	45.8%	37.8%	64.4%	58.2%	48.8%	45.0%	100.0%	0.0%	50.0%	53.6%	54.7%	33.3%
Only Fair	36.6%	27.9%	16.1%	100.0%	25.0%	25.0%	18.6%	20.8%	27.0%	19.6%	27.5%	24.5%	18.6%	22.1%	21.4%	27.8%	0.0%	0.0%	25.0%	18.3%	19.8%	19.6%
Poor	17.1%	25.0%	1.9%	0.0%	0.0%	9.3%	14.3%	2.6%	20.6%	23.9%	10.0%	22.4%	1.7%	5.1%	11.9%	11.9%	0.0%	0.0%	6.3%	7.6%	11.1%	27.5%

	Q72. Name of your department																			Total
	Office of the City Attorney	Office of the City Auditor	Office of the City Clerk	Office of the City Council	Office of the City Mana...	Office of Cultural Affa...	Office of Environmen...	Office of Historic Pre...	Office of Management &...	Office of the Mayor	Office of Military Affa...	Parks & Recreation	Planning & Community ...	Police	Public Works	Purchasing & Genera...	Solid Waste Management	Other	None chosen	
<u>Q51. Staff meetings</u>																				
Excellent	23.8%	16.7%	11.1%	28.6%	52.6%	25.0%	42.9%	33.3%	13.3%	0.0%	50.0%	20.5%	20.4%	10.7%	12.5%	10.3%	25.4%	17.2%	14.5%	16.1%
Good	55.6%	55.6%	66.7%	42.9%	42.1%	12.5%	50.0%	66.7%	60.0%	100.0%	50.0%	47.3%	38.8%	40.2%	45.6%	51.5%	46.4%	32.8%	51.9%	47.7%
Only Fair	14.3%	27.8%	22.2%	28.6%	0.0%	62.5%	7.1%	0.0%	23.3%	0.0%	0.0%	24.3%	26.5%	29.8%	26.5%	22.7%	21.4%	27.6%	20.7%	23.8%
Poor	6.3%	0.0%	0.0%	0.0%	5.3%	0.0%	0.0%	0.0%	3.3%	0.0%	0.0%	7.9%	14.3%	19.3%	15.4%	15.5%	6.9%	22.4%	13.0%	12.4%

General City Sources

**Q51-Q57. Please rate each of the general city sources you rely on.(excluding "no response")**

**Ratings by Employees Who Rely on the Following Either "A Little" or "A Lot".**

	Q72. Name of your department																					
	Animal Care Services	Aviation	Capital Improvement Mana...	Center City Development...	Communications & Publi...	Code Enforcement	Community Initiatives	Conv. & Visitor- s Bure- au	Conve- ntion Sports & Entert...	Custo- mer Service/ 311	Devel- opment Services	Down- town Operat- ions	Finance	Fire	Human Resources	Informa- tion Techno- logy S...	Interg- overn- mental Relati...	Interna- tional Relati- ons Of...	Interna- tional & Econo- mic D...	Library	Metro- politan Health District	Munic- ipal Court
Q52. Telephone																						
Excellent	19.5%	22.5%	42.6%	0.0%	40.0%	23.4%	33.6%	38.4%	23.2%	52.0%	33.6%	18.4%	29.8%	20.0%	42.0%	43.8%	33.3%	100.0%	37.5%	22.0%	25.5%	10.9%
Good	51.2%	47.8%	52.5%	100.0%	50.0%	43.0%	51.3%	47.9%	45.5%	38.0%	52.9%	49.0%	63.2%	64.6%	51.9%	42.5%	66.7%	0.0%	62.5%	53.8%	54.8%	54.3%
Only Fair	19.5%	20.9%	3.1%	0.0%	0.0%	18.7%	12.2%	9.6%	19.7%	10.0%	11.8%	15.3%	5.3%	13.4%	6.2%	11.1%	0.0%	0.0%	0.0%	20.2%	13.8%	19.6%
Poor	9.8%	8.8%	1.9%	0.0%	10.0%	15.0%	2.9%	4.1%	11.6%	0.0%	1.7%	17.3%	1.8%	1.9%	0.0%	2.6%	0.0%	0.0%	0.0%	4.0%	5.9%	15.2%

	Q72. Name of your department																				Total
	Office of the City Attor...	Office of the City Auditor	Office of the City Clerk	Office of the City Council	Office of the City Mana...	Office of Cultural Affa...	Office of Environmen...	Office of Historic Pre...	Office of Manag- ement &...	Office of the Mayor	Office of Milita- ry Affa...	Parks & Recreat- ion	Planni- ng & Commu- nity ...	Police	Public Works	Purcha- sing & Genera- l Servi...	Solid Waste Manag- ement	Other	None chosen		
Q52. Telephone																					
Excellent	44.4%	33.3%	22.2%	42.9%	57.9%	37.5%	50.0%	0.0%	35.7%	0.0%	50.0%	25.9%	22.9%	21.5%	22.3%	18.4%	23.9%	22.4%	25.9%	25.6%	
Good	46.0%	53.3%	77.8%	57.1%	31.6%	50.0%	50.0%	100.0%	64.3%	100.0%	50.0%	49.3%	60.4%	54.3%	46.5%	58.2%	47.1%	43.1%	55.4%	52.9%	
Only Fair	7.9%	13.3%	0.0%	0.0%	5.3%	12.5%	0.0%	0.0%	0.0%	0.0%	0.0%	19.2%	12.5%	17.1%	18.5%	11.2%	19.1%	19.0%	14.8%	15.3%	
Poor	1.6%	0.0%	0.0%	0.0%	5.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	5.7%	4.2%	7.2%	12.7%	12.2%	9.9%	15.5%	3.9%	6.2%	

**General City Sources**

**Q51-Q57. Please rate each of the general city sources you rely on.(excluding "no response")**

**Ratings by Employees Who Rely on the Following Either "A Little" or "A Lot".**

	Q72. Name of your department																					
	Animal Care Services	Aviation	Capital Improvement Mana...	Center City Development...	Communications & Publi...	Code Enforcement	Community Initiatives	Conv. & Visitor's Bureau	Convention Sports & Entert...	Customer Service/311	Development Services	Down-town Operations	Finance	Fire	Human Resources	Information Technology S...	Intergovernmental Relati...	International Relations Of...	International & Economic D...	Library	Metropolitan Health District	Municipal Court
<u>Q53. Email</u>																						
Excellent	39.0%	32.0%	44.7%	0.0%	44.4%	36.7%	42.6%	47.2%	29.5%	59.6%	42.5%	30.0%	40.7%	31.4%	47.0%	47.1%	66.7%	100.0%	31.3%	42.6%	35.5%	15.1%
Good	48.8%	45.1%	50.9%	100.0%	55.6%	46.8%	47.1%	48.6%	35.8%	30.8%	43.3%	35.6%	54.2%	61.7%	50.6%	44.6%	33.3%	0.0%	68.8%	48.0%	49.8%	60.4%
Only Fair	9.8%	15.2%	3.1%	0.0%	0.0%	12.8%	7.0%	4.2%	18.1%	9.6%	11.7%	18.9%	5.1%	6.6%	2.4%	7.0%	0.0%	0.0%	0.0%	8.8%	8.6%	17.0%
Poor	2.4%	7.8%	1.2%	0.0%	0.0%	3.7%	3.3%	0.0%	16.6%	0.0%	2.5%	15.6%	0.0%	0.3%	0.0%	1.3%	0.0%	0.0%	0.0%	0.7%	6.1%	7.5%

	Q72. Name of your department																			Total
	Office of the City Attor...	Office of the City Auditor	Office of the City Clerk	Office of the City Council	Office of the City Mana...	Office of Cultural Affa...	Office of Environmen...	Office of Historic Pre...	Office of Management &...	Office of the Mayor	Office of Military Affa...	Parks & Recreation	Planning & Community ...	Police	Public Works	Purchasing & Genera...	Solid Waste Management	Other	None chosen	
<u>Q53. Email</u>																				
Excellent	49.2%	33.3%	22.2%	42.9%	60.0%	87.5%	71.4%	50.0%	56.7%	100.0%	50.0%	31.2%	34.0%	30.3%	26.4%	24.5%	24.8%	26.3%	34.2%	34.1%
Good	46.2%	55.6%	77.8%	57.1%	35.0%	12.5%	28.6%	50.0%	40.0%	0.0%	50.0%	46.4%	57.4%	54.3%	41.5%	47.9%	34.8%	36.8%	52.4%	49.4%
Only Fair	4.6%	11.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	3.3%	0.0%	0.0%	16.0%	6.4%	12.2%	18.5%	10.6%	23.2%	24.6%	9.7%	11.3%
Poor	0.0%	0.0%	0.0%	0.0%	5.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	6.3%	2.1%	3.3%	13.5%	17.0%	17.2%	12.3%	3.7%	5.1%

General City Sources

**Q51-Q57. Please rate each of the general city sources you rely on.(excluding "no response")**

**Ratings by Employees Who Rely on the Following Either "A Little" or "A Lot".**

	Q72. Name of your department																					
	Animal Care Services	Aviation	Capital Improvement Mana...	Center City Development...	Communications & Publi...	Code Enforcement	Community Initiatives	Conv. & Visitor- s Bure- au	Conve- ntion Sports & Entert...	Custo- mer Service/ 311	Devel- opment Services	Down- town Operat- ions	Finance	Fire	Human Resources	Informa- tion Techno- logy S...	Interg- overn- mental Relati...	Interna- tional Relations Of...	Interna- tional & Econo- mic D...	Library	Metro- politan Health District	Munic- ipal Court
<u>Q54. Interdepartmental Memos</u>																						
Excellent	5.1%	11.5%	13.6%	0.0%	12.5%	15.3%	18.3%	19.0%	10.3%	27.7%	14.7%	12.4%	14.5%	23.2%	12.5%	11.1%	0.0%	50.0%	14.3%	16.8%	16.5%	8.3%
Good	48.7%	44.7%	64.3%	0.0%	62.5%	44.9%	53.3%	56.9%	42.2%	44.7%	62.4%	48.5%	67.3%	63.1%	60.0%	48.9%	100.0%	50.0%	85.7%	49.2%	53.9%	54.2%
Only Fair	25.6%	33.6%	19.5%	100.0%	25.0%	36.7%	21.8%	19.0%	29.2%	17.0%	18.3%	21.6%	14.5%	11.7%	20.0%	33.3%	0.0%	0.0%	0.0%	28.2%	20.0%	18.8%
Poor	20.5%	10.2%	2.6%	0.0%	0.0%	3.1%	6.6%	5.2%	18.4%	10.6%	4.6%	17.5%	3.6%	1.9%	7.5%	6.7%	0.0%	0.0%	0.0%	5.9%	9.6%	18.8%

	Q72. Name of your department																			Total
	Office of the City Attor...	Office of the City Auditor	Office of the City Clerk	Office of the City Council	Office of the City Mana...	Office of Cultural Affa...	Office of Environmen...	Office of Historic Pre...	Office of Manag- ement &...	Office of the Mayor	Office of Milita- ry Affa...	Parks & Recreat- ion	Planni- ng & Commu- nity ...	Police	Public Works	Purcha- sing & Genera- l Servi...	Solid Waste Manag- ement	Other	None chosen	
<u>Q54. Interdepartmental Memos</u>																				
Excellent	21.7%	17.6%	0.0%	28.6%	36.8%	25.0%	28.6%	20.0%	25.0%	50.0%	0.0%	12.5%	15.2%	14.0%	9.1%	11.0%	14.8%	10.7%	14.9%	15.3%
Good	55.0%	52.9%	100.0%	42.9%	47.4%	50.0%	64.3%	60.0%	67.9%	50.0%	100.0%	48.2%	58.7%	56.8%	42.9%	51.6%	42.2%	44.6%	61.0%	53.9%
Only Fair	18.3%	17.6%	0.0%	28.6%	10.5%	25.0%	7.1%	20.0%	7.1%	0.0%	0.0%	29.5%	19.6%	22.1%	28.8%	22.0%	26.6%	26.8%	16.4%	22.2%
Poor	5.0%	11.8%	0.0%	0.0%	5.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	9.8%	6.5%	7.1%	19.2%	15.4%	16.4%	17.9%	7.7%	8.6%

**General City Sources**

**Q51-Q57. Please rate each of the general city sources you rely on.(excluding "no response")**

**Ratings by Employees Who Rely on the Following Either "A Little" or "A Lot".**

	Q72. Name of your department																					
	Animal Care Services	Aviation	Capital Improvement Mana...	Center City Development...	Communications & Publi...	Code Enforcement	Community Initiatives	Conv. & Visitor's Bureau	Convention Sports & Entert...	Customer Service/311	Development Services	Down-town Operations	Finance	Fire	Human Resources	Information Technology S...	Intergovernmental Relati...	International Relations Of...	International & Economic D...	Library	Metropolitan Health District	Municipal Court
Q55. Bin mail																						
Excellent	0.0%	12.0%	9.7%	0.0%	12.5%	16.5%	17.4%	14.0%	6.5%	15.8%	8.2%	9.2%	14.8%	9.0%	16.7%	9.7%	0.0%	50.0%	20.0%	16.3%	17.5%	2.4%
Good	41.4%	41.2%	52.1%	0.0%	75.0%	40.2%	43.2%	56.1%	28.8%	28.9%	43.5%	47.1%	57.4%	53.3%	50.0%	50.4%	100.0%	50.0%	46.7%	53.2%	50.2%	56.1%
Only Fair	37.9%	30.0%	29.2%	100.0%	0.0%	37.1%	28.2%	21.1%	32.9%	34.2%	38.8%	21.8%	24.1%	29.3%	25.6%	28.3%	0.0%	0.0%	26.7%	24.6%	22.4%	22.0%
Poor	20.7%	16.7%	9.0%	0.0%	12.5%	6.2%	11.3%	8.8%	31.8%	21.1%	9.4%	21.8%	3.7%	8.4%	7.7%	11.5%	0.0%	0.0%	6.7%	6.0%	9.9%	19.5%

	Q72. Name of your department																			Total
	Office of the City Attor...	Office of the City Auditor	Office of the City Clerk	Office of the City Council	Office of the City Mana...	Office of Cultural Affa...	Office of Environmen...	Office of Historic Pre...	Office of Management &...	Office of the Mayor	Office of Military Affa...	Parks & Recreation	Planning & Community ...	Police	Public Works	Purchasing & Genera...	Solid Waste Management	Other	None chosen	
Q55. Bin mail																				
Excellent	25.4%	12.5%	0.0%	14.3%	27.8%	0.0%	9.1%	0.0%	26.9%	100.0%	0.0%	11.3%	18.2%	18.2%	8.5%	8.7%	9.0%	11.1%	15.9%	13.2%
Good	60.3%	68.8%	71.4%	71.4%	50.0%	62.5%	72.7%	100.0%	50.0%	0.0%	0.0%	43.0%	59.1%	54.8%	36.8%	47.8%	42.6%	46.3%	55.0%	48.7%
Only Fair	12.7%	12.5%	14.3%	14.3%	22.2%	25.0%	18.2%	0.0%	19.2%	0.0%	0.0%	32.2%	15.9%	18.7%	33.2%	23.9%	27.5%	22.2%	19.0%	25.8%
Poor	1.6%	6.3%	14.3%	0.0%	0.0%	12.5%	0.0%	0.0%	3.8%	0.0%	100.0%	13.5%	6.8%	8.3%	21.5%	19.6%	20.9%	20.4%	10.1%	12.2%

**General City Sources**

**Q51-Q57. Please rate each of the general city sources you rely on.(excluding "no response")**

**Ratings by Employees Who Rely on the Following Either "A Little" or "A Lot".**

	Q72. Name of your department																					
	Animal Care Services	Aviation	Capital Improvement Mana...	Center City Devel-opmen...	Comm-unicat-ions & Publi...	Code Enforc-ement	Comm-unity Initi-atives	Conv. & Visitor-s Bure- au	Conve-ntion Sports & Entert...	Custo-mer Service/ 311	Devel-opment Services	Down-town Operat-ions	Finance	Fire	Human Resour-ces	Informa- tion Techno-logy S...	Interg-overn-mental Relati...	Interna-tional Relati- ons Of...	Interna-tional & Econo- mic D...	Library	Metro-politan Health District	Munic- ipal Court
<u>Q56. Paycheck</u>																						
Excellent	22.0%	22.8%	36.7%	0.0%	25.0%	30.6%	42.6%	41.7%	24.9%	50.0%	29.4%	29.9%	32.1%	35.1%	21.3%	26.2%	0.0%	100.0%	33.3%	35.3%	25.0%	34.0%
Good	34.1%	44.8%	43.0%	0.0%	37.5%	44.4%	41.3%	44.4%	45.6%	26.0%	43.1%	40.2%	43.4%	50.6%	48.0%	47.5%	100.0%	0.0%	60.0%	42.8%	47.0%	50.9%
Only Fair	19.5%	22.0%	15.2%	100.0%	25.0%	22.2%	10.9%	9.7%	22.3%	16.0%	20.2%	20.6%	17.0%	11.9%	22.7%	19.1%	0.0%	0.0%	6.7%	19.4%	19.8%	5.7%
Poor	24.4%	10.4%	5.1%	0.0%	12.5%	2.8%	5.2%	4.2%	7.3%	8.0%	7.3%	9.3%	7.5%	2.4%	8.0%	7.1%	0.0%	0.0%	0.0%	2.5%	8.2%	9.4%

	Q72. Name of your department																			Total
	Office of the City Attor...	Office of the City Auditor	Office of the City Clerk	Office of the City Council	Office of the City Mana...	Office of Cultural Affa...	Office of Envir-onmen...	Office of Historic Pre...	Office of Manag-ement &...	Office of the Mayor	Office of Milita-ry Affa...	Parks & Recreat- ion	Planni- ng & Comm-unity ...	Police	Public Works	Purcha- sing & Genera- l Servi...	Solid Waste Manag-ement	Other	None chosen	
<u>Q56. Paycheck</u>																				
Excellent	42.4%	29.4%	12.5%	57.1%	62.5%	37.5%	35.7%	16.7%	37.0%	0.0%	50.0%	27.6%	29.5%	31.7%	25.7%	23.2%	34.5%	33.9%	30.3%	31.3%
Good	42.4%	41.2%	50.0%	42.9%	25.0%	37.5%	50.0%	50.0%	37.0%	100.0%	0.0%	45.1%	40.9%	47.2%	41.7%	49.5%	40.4%	33.9%	48.7%	45.4%
Only Fair	13.6%	17.6%	25.0%	0.0%	12.5%	25.0%	14.3%	16.7%	14.8%	0.0%	50.0%	20.3%	15.9%	15.8%	20.8%	17.2%	16.1%	20.3%	13.6%	16.8%
Poor	1.7%	11.8%	12.5%	0.0%	0.0%	0.0%	0.0%	16.7%	11.1%	0.0%	0.0%	7.1%	13.6%	5.2%	11.8%	10.1%	9.0%	11.9%	7.3%	6.6%

**General City Sources**

**Q51-Q57. Please rate each of the general city sources you rely on.(excluding "no response")**

**Ratings by Employees Who Rely on the Following Either "A Little" or "A Lot".**

	Q72. Name of your department																					
	Animal Care Services	Aviation	Capital Improvement Mana...	Center City Development...	Communications & Publi...	Code Enforcement	Community Initiatives	Conv. & Visitor's Bureau	Convention Sports & Entert...	Customer Service/311	Development Services	Down-town Operations	Finance	Fire	Human Resources	Information Technology S...	Intergovernmental Relati...	International Relations Of...	International & Economic D...	Library	Metropolitan Health District	Municipal Court
<u>Q57. City council meetings</u>																						
Excellent	9.7%	7.0%	16.3%	0.0%	14.3%	7.1%	11.9%	9.6%	3.2%	6.7%	2.3%	13.8%	19.1%	6.2%	9.8%	4.9%	33.3%	100.0%	23.1%	5.3%	5.2%	8.6%
Good	22.6%	35.0%	58.9%	100.0%	71.4%	39.3%	58.5%	55.8%	38.6%	46.7%	59.8%	37.9%	59.6%	53.0%	54.1%	56.3%	66.7%	0.0%	69.2%	41.2%	45.1%	45.7%
Only Fair	45.2%	35.5%	21.3%	0.0%	0.0%	40.5%	22.8%	23.1%	34.2%	37.8%	25.3%	25.3%	17.0%	31.1%	27.9%	27.2%	0.0%	0.0%	7.7%	43.3%	30.1%	28.6%
Poor	22.6%	22.5%	3.5%	0.0%	14.3%	13.1%	6.7%	11.5%	24.1%	8.9%	12.6%	23.0%	4.3%	9.7%	8.2%	11.7%	0.0%	0.0%	0.0%	10.2%	19.7%	17.1%

	Q72. Name of your department																				Total
	Office of the City Attorney	Office of the City Auditor	Office of the City Clerk	Office of the City Council	Office of the City Mana...	Office of Cultural Affa...	Office of Environmen...	Office of Historic Pre...	Office of Management &...	Office of the Mayor	Office of Military Affa...	Parks & Recreation	Planning & Community ...	Police	Public Works	Purchasing & Genera...	Solid Waste Management	Other	None chosen		
<u>Q57. City council meetings</u>																					
Excellent	12.5%	29.4%	33.3%	57.1%	55.6%	20.0%	21.4%	0.0%	40.0%	0.0%	0.0%	7.7%	10.0%	4.6%	7.5%	20.7%	11.2%	10.2%	13.2%	8.8%	
Good	62.5%	64.7%	66.7%	42.9%	38.9%	60.0%	50.0%	66.7%	48.0%	100.0%	100.0%	44.0%	57.5%	38.4%	35.0%	48.3%	45.1%	22.4%	52.4%	45.7%	
Only Fair	17.9%	5.9%	0.0%	0.0%	5.6%	20.0%	28.6%	33.3%	12.0%	0.0%	0.0%	34.4%	22.5%	33.8%	33.9%	18.4%	23.6%	32.7%	22.6%	29.8%	
Poor	7.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	13.9%	10.0%	23.2%	23.6%	12.6%	20.2%	34.7%	11.8%	15.6%	

**City Employees (Excluding No Response)**

**Q59-Q60. Please indicate if you rely on city employees a lot, a little, or not at all. (excluding "no response")**

	Q72. Name of your department																						
	Animal Care Services	Aviation	Capital Improvement Mana...	Center City Development...	Comm-unications & Publi...	Code Enforcement	Comm-unity Initiatives	Conv. & Visitor-s Bureau	Conven-tion Sports & Entert...	Custo-mer Service/311	Devel-opment Services	Down-town Operations	Finance	Fire	Human Resources	Informa-tion Techno-logy S...	Interg-overn-mental Relati...	Interna-tional Relations Of...	Interna-tional & Econo-mic D...	Library	Metro-politan Health District	Munic-ipal Court	
<u>Q59. Immediate supervisor</u>																							
A Lot	50.9%	49.3%	66.3%	100.0%	69.2%	67.7%	62.6%	68.4%	42.4%	49.1%	61.6%	51.0%	66.7%	71.1%	68.1%	57.8%	100.0%	66.7%	72.2%	67.1%	62.2%	46.2%	
A Little	39.6%	36.7%	28.3%	0.0%	23.1%	26.6%	31.1%	28.4%	44.8%	40.0%	29.7%	34.5%	31.8%	25.2%	26.4%	34.1%	0.0%	0.0%	22.2%	29.7%	27.7%	32.3%	
Not At All	9.4%	13.9%	5.4%	0.0%	7.7%	5.6%	6.3%	3.2%	12.8%	10.9%	8.7%	14.5%	1.5%	3.7%	5.5%	8.1%	0.0%	33.3%	5.6%	3.2%	10.1%	21.5%	

	Q72. Name of your department																				Total
	Office of the City Attor...	Office of the City Auditor	Office of the City Clerk	Office of the City Council	Office of the City Mana...	Office of Cultural Affa...	Office of Environmen...	Office of Historic Pre...	Office of Managem-ent &...	Office of the Mayor	Office of Milita-ry Affa...	Parks & Recreat-ion	Planni-ng & Comm-unity ...	Police	Public Works	Purcha-sing & Genera-l Servi...	Solid Waste Manag-ement	Other	None chosen		
<u>Q59. Immediate supervisor</u>																					
A Lot	77.0%	61.1%	30.0%	75.0%	90.0%	50.0%	75.0%	85.7%	81.8%	100.0%	100.0%	59.6%	43.5%	58.1%	51.8%	50.9%	52.1%	56.0%	59.8%		60.0%
A Little	20.3%	33.3%	60.0%	25.0%	5.0%	37.5%	18.8%	14.3%	18.2%	0.0%	0.0%	33.5%	43.5%	34.8%	35.8%	36.6%	36.2%	35.7%	33.5%		32.2%
Not At All	2.7%	5.6%	10.0%	0.0%	5.0%	12.5%	6.3%	0.0%	0.0%	0.0%	0.0%	6.9%	12.9%	7.0%	12.3%	12.5%	11.7%	8.3%	6.8%		7.8%

**City Employees (Excluding No Response)**

**Q59-Q60. Please indicate if you rely on city employees a lot, a little, or not at all. (excluding "no response")**

	Q72. Name of your department																						
	Animal Care Services	Aviation	Capital Improvement Mana...	Center City Development...	Comm-unications & Publi...	Code Enforc-ement	Comm-unity Initi-atives	Conv. & Visitor-s Bure-au	Conven-tion Sports & Entert...	Custo-mer Service/311	Devel-opment Serv-ices	Down-town Operat-ions	Finance	Fire	Human Resources	Informa-tion Techno-logy S...	Interg-overn-mental Relati...	Interna-tional Relati-ons Of...	Interna-tional & Econo-mic D...	Library	Metro-politan Health District	Munic-ipal Court	
<u>Q60. Other City employees</u>																							
A Lot	35.8%	38.7%	49.7%	0.0%	53.8%	36.3%	40.8%	53.8%	37.7%	53.7%	45.6%	32.4%	48.5%	35.7%	44.3%	45.0%	100.0%	0.0%	61.1%	40.9%	41.9%	30.2%	
A Little	50.9%	42.5%	43.7%	100.0%	46.2%	58.1%	52.5%	39.6%	48.2%	40.7%	49.3%	54.2%	47.0%	52.0%	52.3%	49.1%	0.0%	66.7%	33.3%	46.8%	48.8%	57.1%	
Not At All	13.2%	18.8%	6.6%	0.0%	0.0%	5.6%	6.7%	6.6%	14.2%	5.6%	5.1%	13.4%	4.5%	12.3%	3.4%	5.8%	0.0%	33.3%	5.6%	12.4%	9.3%	12.7%	

	Q72. Name of your department																				Total
	Office of the City Attor...	Office of the City Auditor	Office of the City Clerk	Office of the City Council	Office of the City Mana...	Office of Cultural Affa...	Office of Environmen...	Office of Historic Pre...	Office of Manag-ement &...	Office of the Mayor	Office of Milita-ry Affa...	Parks & Recreat-ion	Planni-ng & Comm-unity ...	Police	Public Works	Purcha-sing & Genera-l Servi...	Solid Waste Manag-ement	Other	None chosen		
<u>Q60. Other City employees</u>																					
A Lot	54.1%	50.0%	40.0%	75.0%	65.0%	62.5%	31.3%	50.0%	66.7%	100.0%	0.0%	39.0%	53.3%	33.3%	41.1%	33.9%	37.3%	38.6%	38.1%	39.0%	
A Little	40.5%	44.4%	50.0%	25.0%	25.0%	25.0%	50.0%	50.0%	30.3%	0.0%	100.0%	52.4%	40.0%	49.8%	48.0%	60.6%	51.6%	45.8%	50.4%	49.5%	
Not At All	5.4%	5.6%	10.0%	0.0%	10.0%	12.5%	18.8%	0.0%	3.0%	0.0%	0.0%	8.6%	6.7%	16.9%	11.0%	5.5%	11.1%	15.7%	11.5%	11.6%	

**City Employees**

**Q59-Q60. Please rate city employees you rely on. (excluding "no response")**

**Ratings by Employees Who Rely on the Following Either "A Little" or "A Lot".**

	Q72. Name of your department																					
	Animal Care Services	Aviation	Capital Improvement Mana...	Center City Devel-opmen...	Comm-unicat-ions & Publi...	Code Enforc-ement	Comm-unity Initiat-ives	Conv. & Visitor-s Bure-au	Conve-nion Sports & Entert...	Custo-mer Service/311	Devel-opment Services	Down-town Operat-ions	Finance	Fire	Human Resources	Informa-tion Techno-logy S...	Interg-overn-mental Relati-...	Interna-tional Relati-ons Of...	Interna-tional & Econo-mic D...	Library	Metro-politan Health District	Munic-ipal Court
<u>Q59. Immediate supervisor</u>																						
Excellent	30.2%	34.7%	43.9%	0.0%	60.0%	51.4%	40.0%	46.3%	20.7%	36.5%	31.0%	31.0%	37.3%	54.2%	42.9%	32.3%	66.7%	100.0%	46.7%	44.3%	34.5%	28.8%
Good	37.2%	36.4%	42.0%	100.0%	20.0%	30.3%	35.0%	43.8%	46.5%	32.7%	42.2%	37.2%	52.5%	39.1%	28.6%	41.1%	33.3%	0.0%	40.0%	37.8%	41.8%	34.6%
Only Fair	25.6%	21.9%	11.5%	0.0%	10.0%	11.9%	17.5%	7.5%	19.7%	21.2%	18.1%	19.5%	8.5%	5.0%	21.4%	15.2%	0.0%	0.0%	6.7%	12.2%	13.3%	23.1%
Poor	7.0%	7.0%	2.5%	0.0%	10.0%	6.4%	7.5%	2.5%	13.1%	9.6%	8.6%	12.4%	1.7%	1.7%	7.1%	11.4%	0.0%	0.0%	6.7%	5.7%	10.4%	13.5%

	Q72. Name of your department																			Total
	Office of the City Attor...	Office of the City Auditor	Office of the City Clerk	Office of the City Council	Office of the City Mana...	Office of Cultural Affa...	Office of Envir-onmen...	Office of Historic Pre...	Office of Manag-ement &...	Office of the Mayor	Office of Milita-ry Affa...	Parks & Recreat-ion	Planni-ng & Comm-unity ...	Police	Public Works	Purcha-sing & Genera-l Servi...	Solid Waste Manag-ement	Other	None chosen	
<u>Q59. Immediate supervisor</u>																				
Excellent	47.6%	41.2%	25.0%	57.1%	68.4%	57.1%	76.9%	50.0%	48.4%	50.0%	50.0%	34.6%	28.0%	43.9%	32.8%	25.3%	33.2%	29.0%	38.2%	40.3%
Good	46.0%	41.2%	50.0%	42.9%	26.3%	14.3%	15.4%	50.0%	35.5%	50.0%	0.0%	45.0%	30.0%	42.6%	41.2%	48.5%	47.2%	43.5%	43.9%	40.9%
Only Fair	4.8%	17.6%	12.5%	0.0%	5.3%	28.6%	7.7%	0.0%	12.9%	0.0%	50.0%	14.0%	26.0%	9.5%	17.0%	14.1%	14.4%	17.7%	15.1%	13.0%
Poor	1.6%	0.0%	12.5%	0.0%	0.0%	0.0%	0.0%	0.0%	3.2%	0.0%	0.0%	6.4%	16.0%	3.9%	9.0%	12.1%	5.2%	9.7%	2.7%	5.8%

**City Employees**

**Q59-Q60. Please rate city employees you rely on. (excluding "no response")**

**Ratings by Employees Who Rely on the Following Either "A Little" or "A Lot".**

	Q72. Name of your department																					
	Animal Care Services	Aviation	Capital Improvement Mana...	Center City Development...	Communications & Publi...	Code Enforcement	Community Initiatives	Conv. & Visitor's Bureau	Convention Sports & Entert...	Customer Service/311	Development Services	Downtown Operations	Finance	Fire	Human Resources	Information Technology S...	Intergovernmental Relati...	International Relations Of...	International & Economic D...	Library	Metropolitan Health District	Municipal Court
<u>Q60. Other City employees</u>																						
Excellent	28.6%	18.4%	24.1%	0.0%	20.0%	23.1%	23.9%	33.8%	16.9%	35.3%	20.2%	26.8%	16.1%	26.2%	19.5%	18.4%	66.7%	0.0%	26.7%	24.6%	22.2%	7.8%
Good	40.5%	54.4%	62.0%	100.0%	70.0%	53.7%	56.3%	51.4%	55.9%	45.1%	58.8%	45.5%	67.9%	59.6%	65.9%	62.5%	33.3%	100.0%	46.7%	57.0%	56.9%	62.7%
Only Fair	21.4%	20.9%	13.9%	0.0%	10.0%	19.4%	16.4%	13.5%	21.0%	17.6%	16.7%	20.5%	16.1%	12.5%	12.2%	18.4%	0.0%	0.0%	26.7%	16.2%	16.7%	21.6%
Poor	9.5%	6.3%	0.0%	0.0%	0.0%	3.7%	3.4%	1.4%	6.2%	2.0%	4.4%	7.1%	0.0%	1.8%	2.4%	0.7%	0.0%	0.0%	0.0%	2.2%	4.2%	7.8%

	Q72. Name of your department																				Total
	Office of the City Attorney	Office of the City Auditor	Office of the City Clerk	Office of the City Council	Office of the City Mana...	Office of Cultural Affa...	Office of Environmental...	Office of Historic Pre...	Office of Management &...	Office of the Mayor	Office of Military Affa...	Parks & Recreation	Planning & Community ...	Police	Public Works	Purchasing & Genera...	Solid Waste Manag-	Other	None chosen		
<u>Q60. Other City employees</u>																					
Excellent	29.7%	29.4%	11.1%	28.6%	47.4%	57.1%	41.7%	0.0%	20.0%	50.0%	0.0%	18.4%	17.4%	23.4%	20.6%	18.1%	21.9%	20.3%	20.6%	22.5%	
Good	56.3%	52.9%	88.9%	57.1%	42.1%	14.3%	50.0%	80.0%	63.3%	50.0%	100.0%	58.9%	50.0%	55.5%	55.6%	61.7%	59.2%	40.7%	61.0%	57.2%	
Only Fair	10.9%	17.6%	0.0%	14.3%	5.3%	28.6%	8.3%	20.0%	16.7%	0.0%	0.0%	19.6%	32.6%	16.5%	18.8%	18.1%	15.8%	23.7%	15.7%	16.7%	
Poor	3.1%	0.0%	0.0%	0.0%	5.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	3.0%	0.0%	4.6%	5.0%	2.1%	3.0%	15.3%	2.7%	3.5%	

**Non-City Sources (Excluding No Response)**

**Q61-Q64. Please indicate if you rely on the following non-city sources a lot, a little or not at all.(excluding "no responses")**

	Q72. Name of your department																						
	Animal Care Services	Aviation	Capital Improvement Mana...	Center City Developmen...	Comm-unications & Publi...	Code Enforc-ement	Comm-unity Initiatives	Conv. & Visitor-s Bure-au	Conven-tion Sports & Entert...	Custo-mer Service/311	Devel-opment Serv-ices	Down-town Operat-ions	Finance	Fire	Human Resources	Informa-tion Techno-logy S...	Interg-overn-mental Relati...	Interna-tional Relations Of...	Interna-tional & Econo-mic D...	Library	Metro-politan Health District	Munic-icipal Court	
<u>Q61. Television</u>																							
A Lot	24.1%	29.2%	23.5%	0.0%	46.2%	35.8%	32.3%	47.3%	27.0%	41.8%	27.4%	29.3%	25.4%	27.6%	31.9%	23.8%	66.7%	33.3%	22.2%	30.6%	36.9%	25.0%	
A Little	48.1%	38.0%	46.4%	50.0%	53.8%	36.6%	45.1%	24.2%	44.4%	38.2%	46.7%	38.8%	50.7%	48.7%	46.2%	44.2%	33.3%	0.0%	50.0%	42.8%	39.7%	40.6%	
Not At All	27.8%	32.9%	30.1%	50.0%	0.0%	27.6%	22.6%	28.6%	28.6%	20.0%	25.9%	32.0%	23.9%	23.7%	22.0%	32.0%	0.0%	66.7%	27.8%	26.6%	23.4%	34.4%	

	Q72. Name of your department																			Total	
	Office of the City Attor...	Office of the City Auditor	Office of the City Clerk	Office of the City Council	Office of the City Mana...	Office of Cultural Affa...	Office of Envir-onmen...	Office of Histor-ic Pre...	Office of Manag-ement &...	Office of the Mayor	Office of Milita-ry Affa...	Parks & Recreat-ion	Planni-ng & Comm-unity ...	Police	Public Works	Purcha-sing & Genera-l Servi...	Solid Waste Manag-ement	Other	None chosen		
<u>Q61. Television</u>																					
A Lot	33.8%	33.3%	33.3%	37.5%	35.0%	33.3%	12.5%	40.0%	24.2%	0.0%	50.0%	25.4%	34.4%	26.4%	25.1%	31.6%	31.1%	27.4%	28.4%	28.5%	
A Little	41.9%	33.3%	33.3%	50.0%	55.0%	22.2%	56.3%	40.0%	51.5%	50.0%	0.0%	47.4%	44.3%	39.8%	41.6%	50.0%	40.5%	31.0%	41.5%	42.9%	
Not At All	24.3%	33.3%	33.3%	12.5%	10.0%	44.4%	31.3%	20.0%	24.2%	50.0%	50.0%	27.3%	21.3%	33.8%	33.3%	18.4%	28.5%	41.7%	30.2%	28.6%	

**Non-City Sources (Excluding No Response)**

**Q61-Q64. Please indicate if you rely on the following non-city sources a lot, a little or not at all.(excluding "no responses")**

	Q72. Name of your department																						
	Animal Care Services	Aviation	Capital Improvement Mana...	Center City Development...	Comm-unications & Publi...	Code Enforc-ement	Comm-unity Initiatives	Conv. & Visitor-s Bure-au	Conven-tion Sports & Entert...	Custo-mer Service/311	Devel-opment Services	Down-town Operat-ions	Finance	Fire	Human Resources	Informa-tion Techno-logy S...	Interg-overn-mental Relati...	Interna-tional Relations Of...	Interna-tional & Econo-mic D...	Library	Metro-politan Health District	Munic-icipal Court	
<u>Q62. Radio</u>																							
A Lot	20.4%	19.5%	18.0%	100.0%	23.1%	27.4%	24.3%	25.8%	13.7%	21.8%	24.8%	22.9%	16.7%	16.1%	18.0%	19.3%	33.3%	33.3%	33.3%	21.7%	26.9%	16.9%	
A Little	37.0%	39.2%	39.9%	0.0%	38.5%	37.9%	44.1%	32.6%	43.5%	45.5%	44.4%	41.0%	45.5%	46.2%	44.9%	39.8%	33.3%	0.0%	33.3%	42.0%	40.8%	40.0%	
Not At All	42.6%	41.3%	42.1%	0.0%	38.5%	34.7%	31.6%	41.6%	42.7%	32.7%	30.8%	36.1%	37.9%	37.8%	37.1%	40.9%	33.3%	66.7%	33.3%	36.2%	32.3%	43.1%	

	Q72. Name of your department																				Total
	Office of the City Attor...	Office of the City Auditor	Office of the City Clerk	Office of the City Council	Office of the City Mana...	Office of Cultural Affa...	Office of Envir-onmen...	Office of Histor-ic Pre...	Office of Manag-ement &...	Office of the Mayor	Office of Milita-ry Affa...	Parks & Recreat-ion	Planni-ng & Comm-unity ...	Police	Public Works	Purcha-sing & Genera-tion Servi...	Solid Waste Manag-ement	Other	None chosen		
<u>Q62. Radio</u>																					
A Lot	20.5%	16.7%	40.0%	25.0%	20.0%	0.0%	25.0%	20.0%	6.1%	0.0%	50.0%	22.7%	27.9%	20.5%	18.1%	24.8%	24.8%	25.0%	19.6%	20.4%	
A Little	46.6%	50.0%	20.0%	62.5%	50.0%	77.8%	56.3%	60.0%	51.5%	50.0%	0.0%	40.4%	42.6%	39.1%	40.7%	44.2%	41.6%	29.8%	44.0%	41.8%	
Not At All	32.9%	33.3%	40.0%	12.5%	30.0%	22.2%	18.8%	20.0%	42.4%	50.0%	50.0%	36.8%	29.5%	40.4%	41.2%	31.0%	33.6%	45.2%	36.3%	37.7%	

**Non-City Sources (Excluding No Response)**

**Q61-Q64. Please indicate if you rely on the following non-city sources a lot, a little or not at all.(excluding "no responses")**

	Q72. Name of your department																						
	Animal Care Services	Aviation	Capital Improvement Mana...	Center City Development...	Comm-unications & Publi...	Code Enforc-ement	Comm-unity Initiatives	Conv. & Visitor-s Bure-au	Conven-tion Sports & Entert...	Custo-mer Service/311	Devel-opment Services	Down-town Operat-ions	Finance	Fire	Human Resources	Informa-tion Techno-logy S...	Interg-overn-mental Relati...	Interna-tional Relations Of...	Interna-tional & Econo-mic D...	Library	Metro-politan Health District	Munic-icipal Court	
<u>Q63. Newspaper</u>																							
A Lot	13.0%	21.0%	19.8%	100.0%	23.1%	22.6%	24.7%	38.5%	22.7%	30.9%	15.8%	27.1%	15.4%	20.6%	30.3%	13.6%	100.0%	33.3%	37.5%	18.9%	23.8%	18.8%	
A Little	37.0%	43.4%	48.4%	0.0%	38.5%	40.3%	45.8%	34.1%	46.6%	43.6%	46.6%	41.0%	56.9%	51.6%	40.4%	41.4%	0.0%	33.3%	43.8%	49.4%	45.6%	42.2%	
Not At All	50.0%	35.6%	31.9%	0.0%	38.5%	37.1%	29.5%	27.5%	30.8%	25.5%	37.6%	31.9%	27.7%	27.8%	29.2%	45.0%	0.0%	33.3%	18.8%	31.7%	30.6%	39.1%	

	Q72. Name of your department																				Total
	Office of the City Attor...	Office of the City Auditor	Office of the City Clerk	Office of the City Council	Office of the City Mana...	Office of Cultural Affa...	Office of Environmen...	Office of Historic Pre...	Office of Managem-ent &...	Office of the Mayor	Office of Milita-ry Affa...	Parks & Recreat-ion	Planni-ng & Comm-unity ...	Police	Public Works	Purcha-sing & Genera-l Servi...	Solid Waste Manag-ement	Other	None chosen		
<u>Q63. Newspaper</u>																					
A Lot	32.4%	33.3%	50.0%	37.5%	50.0%	11.1%	31.3%	40.0%	42.4%	50.0%	50.0%	23.5%	31.7%	15.7%	16.0%	14.9%	22.4%	26.2%	23.0%	20.8%	
A Little	39.2%	50.0%	20.0%	50.0%	40.0%	55.6%	50.0%	40.0%	42.4%	50.0%	0.0%	41.6%	50.0%	38.5%	45.2%	60.5%	47.0%	32.1%	43.7%	44.6%	
Not At All	28.4%	16.7%	30.0%	12.5%	10.0%	33.3%	18.8%	20.0%	15.2%	0.0%	50.0%	34.9%	18.3%	45.8%	38.8%	24.6%	30.6%	41.7%	33.3%	34.6%	

**Non-City Sources (Excluding No Response)**

**Q61-Q64. Please indicate if you rely on the following non-city sources a lot, a little or not at all.(excluding "no responses")**

	Q72. Name of your department																					
	Animal Care Services	Aviation	Capital Improvement Mana...	Center City Development...	Comm-unications & Publi...	Code Enforc-ement	Comm-unity Initi-atives	Conv. & Visitor-s Bure-au	Conven-tion Sports & Entert...	Custo-mer Service/311	Devel-opment Serv-ices	Down-town Operat-ions	Finance	Fire	Human Resources	Informa-tion Techno-logy S...	Interg-overn-mental Relati...	Interna-tional Relati- ons Of...	Interna-tional & Econo- mic D...	Library	Metro-politan Health District	Munic- ipal Court
<u>Q64. Internet</u>																						
A Lot	46.3%	44.3%	50.3%	100.0%	46.2%	52.4%	56.6%	64.1%	31.0%	69.6%	41.8%	32.2%	48.4%	42.0%	64.0%	54.4%	100.0%	66.7%	55.6%	61.4%	53.6%	35.9%
A Little	35.2%	35.1%	35.5%	0.0%	46.2%	34.7%	30.6%	19.6%	38.7%	21.4%	39.6%	36.4%	34.4%	42.2%	24.7%	31.0%	0.0%	0.0%	44.4%	27.5%	29.7%	28.1%
Not At All	18.5%	20.6%	14.2%	0.0%	7.7%	12.9%	12.8%	16.3%	30.2%	8.9%	18.7%	31.5%	17.2%	15.8%	11.2%	14.6%	0.0%	33.3%	0.0%	11.0%	16.7%	35.9%

	Q72. Name of your department																				Total
	Office of the City Attor...	Office of the City Auditor	Office of the City Clerk	Office of the City Council	Office of the City Mana...	Office of Cultural Affa...	Office of Envir-onmen...	Office of Histor-ic Pre...	Office of Manag-ement &...	Office of the Mayor	Office of Milita-ry Affa...	Parks & Recreat- ion	Planni- ng & Comm-unity ...	Police	Public Works	Purcha- sing & Genera- l Servi...	Solid Waste Manag-ement	Other	None chosen		
<u>Q64. Internet</u>																					
A Lot	52.1%	50.0%	60.0%	62.5%	60.0%	66.7%	56.3%	100.0%	60.6%	100.0%	0.0%	44.8%	59.0%	42.1%	33.1%	43.8%	34.3%	35.7%	42.3%	44.6%	
A Little	38.4%	44.4%	10.0%	25.0%	25.0%	33.3%	37.5%	0.0%	33.3%	0.0%	100.0%	38.5%	34.4%	39.1%	37.0%	33.9%	35.1%	39.3%	39.7%	36.5%	
Not At All	9.6%	5.6%	30.0%	12.5%	15.0%	0.0%	6.3%	0.0%	6.1%	0.0%	0.0%	16.7%	6.6%	18.9%	29.9%	22.3%	30.6%	25.0%	17.9%	18.9%	

**Non-City Sources**

**Q61-Q64. Please rate each source you rely on. (excluding "no response")**

**Ratings by Employees Who Rely on the Following Either "A Little" or "A Lot".**

	Q72. Name of your department																					
	Animal Care Services	Aviation	Capital Improvement Mana...	Center City Devel-opmen...	Comm-unicat-ions & Publi...	Code Enforc-ement	Comm-unity Initi-atives	Conv. & Visitor-s Bure-au	Conven-tion Sports & Entert...	Custo-mer Service/311	Devel-opment Services	Down-town Operat-ions	Finance	Fire	Human Resources	Informa-tion Techno-logy S...	Interg-overn-mental Relati-...s	Interna-tional Relati-...s	Interna-tional & Econo-mic D...	Library	Metro-politan Health District	Munic-ipal Court
<u>Q61. Television</u>																						
Excellent	8.3%	17.4%	11.2%	0.0%	33.3%	14.4%	22.0%	23.3%	14.7%	19.1%	11.2%	21.8%	20.4%	18.2%	19.2%	13.0%	33.3%	50.0%	0.0%	20.6%	21.3%	17.9%
Good	66.7%	53.9%	60.4%	100.0%	33.3%	54.4%	59.8%	70.0%	52.5%	61.7%	58.2%	48.5%	67.3%	63.5%	71.2%	57.7%	66.7%	50.0%	78.6%	51.9%	58.8%	53.8%
Only Fair	16.7%	20.1%	24.6%	0.0%	33.3%	25.6%	13.6%	3.3%	26.0%	14.9%	28.6%	17.8%	10.2%	15.6%	9.6%	24.4%	0.0%	0.0%	21.4%	22.6%	16.3%	25.6%
Poor	8.3%	8.7%	3.7%	0.0%	0.0%	5.6%	4.7%	3.3%	6.8%	4.3%	2.0%	11.9%	2.0%	2.7%	0.0%	4.9%	0.0%	0.0%	0.0%	4.9%	3.6%	2.6%

	Q72. Name of your department																			Total
	Office of the City Attor...	Office of the City Auditor	Office of the City Clerk	Office of the City Council	Office of the City Mana...	Office of Cultural Affa...	Office of Environmen...	Office of Historic Pre...	Office of Manag-ement &...	Office of the Mayor	Office of Milita-ry Affa...	Parks & Recreat-ion	Planni-ng & Comm-unity ...	Police	Public Works	Purcha-sing & Genera-l Servi...	Solid Waste Manag-ement	Other	None chosen	
<u>Q61. Television</u>																				
Excellent	20.8%	20.0%	16.7%	16.7%	29.4%	25.0%	9.1%	0.0%	26.9%	0.0%	0.0%	15.8%	11.1%	17.1%	15.3%	24.2%	20.7%	18.8%	18.5%	17.8%
Good	54.7%	53.3%	66.7%	83.3%	58.8%	25.0%	54.5%	100.0%	46.2%	100.0%	100.0%	51.5%	66.7%	57.1%	52.4%	52.6%	53.7%	37.5%	57.1%	57.0%
Only Fair	17.0%	26.7%	16.7%	0.0%	11.8%	50.0%	36.4%	0.0%	26.9%	0.0%	0.0%	25.8%	20.0%	19.3%	28.6%	20.0%	20.2%	31.3%	18.5%	20.2%
Poor	7.5%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	6.9%	2.2%	6.4%	3.7%	3.2%	5.4%	12.5%	5.9%	5.0%

**Non-City Sources**

**Q61-Q64. Please rate each source you rely on. (excluding "no response")**

**Ratings by Employees Who Rely on the Following Either "A Little" or "A Lot".**

	Q72. Name of your department																					
	Animal Care Services	Aviation	Capital Improvement Mana...	Center City Development...	Comm-unications & Publi...	Code Enforcement	Comm-unity Initiatives	Conv. & Visitor-s Bureau	Conve-ntion Sports & Entert...	Custo-mer Service/311	Devel-opment Services	Down-town Operat-ions	Finance	Fire	Human Resources	Informa-tion Technology S...	Interg-overn-mental Relati...	Interna-tional Relati- ons Of...	Interna-tional & Econo- mic D...	Library	Metro-politan Health District	Munic- ipal Court
Q62. Radio																						
Excellent	12.1%	12.1%	11.1%	0.0%	22.2%	14.3%	16.9%	15.1%	8.9%	11.1%	13.5%	19.0%	15.6%	12.8%	14.5%	14.7%	0.0%	50.0%	7.7%	19.6%	18.6%	18.4%
Good	60.6%	49.5%	57.9%	100.0%	55.6%	52.4%	59.4%	66.0%	54.2%	57.8%	60.7%	45.0%	66.7%	63.7%	66.7%	57.8%	100.0%	50.0%	76.9%	50.0%	56.9%	50.0%
Only Fair	9.1%	28.0%	22.2%	0.0%	22.2%	29.8%	18.8%	15.1%	26.2%	24.4%	22.5%	23.0%	15.6%	18.4%	17.4%	20.7%	0.0%	0.0%	15.4%	24.8%	18.6%	26.3%
Poor	18.2%	10.3%	8.7%	0.0%	0.0%	3.6%	4.8%	3.8%	10.7%	6.7%	3.4%	13.0%	2.2%	5.1%	1.4%	6.9%	0.0%	0.0%	0.0%	5.7%	5.9%	5.3%

	Q72. Name of your department																				Total
	Office of the City Attor...	Office of the City Auditor	Office of the City Clerk	Office of the City Council	Office of the City Mana...	Office of Cultural Affa...	Office of Environmen...	Office of Historic Pre...	Office of Manag-ement &...	Office of the Mayor	Office of Milita-ry Affa...	Parks & Recreat- ion	Planni- ng & Comm-unity ...	Police	Public Works	Purcha- sing & Genera- l Servi...	Solid Waste Manag-ement	Other	None chosen		
Q62. Radio																					
Excellent	17.0%	13.3%	20.0%	16.7%	31.3%	25.0%	15.4%	0.0%	16.0%	0.0%	0.0%	15.2%	9.5%	15.5%	12.9%	19.8%	15.4%	18.8%	13.2%		14.7%
Good	58.5%	53.3%	80.0%	83.3%	37.5%	37.5%	61.5%	100.0%	48.0%	100.0%	100.0%	50.1%	66.7%	56.3%	48.8%	51.6%	55.0%	31.3%	60.9%		56.1%
Only Fair	20.8%	20.0%	0.0%	0.0%	25.0%	37.5%	23.1%	0.0%	36.0%	0.0%	0.0%	23.8%	16.7%	20.4%	32.0%	19.8%	20.8%	31.3%	19.0%		22.0%
Poor	3.8%	13.3%	0.0%	0.0%	6.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	10.9%	7.1%	7.8%	6.3%	8.8%	8.8%	18.8%	6.9%		7.2%

**Non-City Sources**

**Q61-Q64. Please rate each source you rely on. (excluding "no response")**

**Ratings by Employees Who Rely on the Following Either "A Little" or "A Lot".**

	Q72. Name of your department																					
	Animal Care Services	Aviation	Capital Improvement Mana...	Center City Development...	Communications & Publi...	Code Enforcement	Community Initiatives	Conv. & Visitor's Bureau	Convention Sports & Entert...	Customer Service/311	Development Services	Downtown Operations	Finance	Fire	Human Resources	Information Technology S...	Intergovernmental Relati...	International Relations Of...	International & Economic D...	Library	Metropolitan Health District	Municipal Court
<u>Q63. Newspaper</u>																						
Excellent	12.1%	15.0%	9.8%	0.0%	28.6%	10.1%	21.3%	17.7%	15.6%	16.7%	9.5%	21.2%	13.0%	15.1%	17.8%	11.7%	33.3%	100.0%	0.0%	17.8%	14.1%	20.5%
Good	51.5%	50.5%	60.2%	100.0%	28.6%	48.3%	55.9%	64.5%	54.9%	50.0%	63.1%	47.5%	67.4%	63.5%	61.6%	54.1%	66.7%	0.0%	92.3%	54.2%	57.3%	46.2%
Only Fair	18.2%	27.6%	23.3%	0.0%	42.9%	32.6%	18.0%	12.9%	20.8%	25.0%	21.4%	23.2%	19.6%	17.1%	17.8%	28.8%	0.0%	0.0%	7.7%	24.6%	23.0%	28.2%
Poor	18.2%	7.0%	6.8%	0.0%	0.0%	9.0%	4.7%	4.8%	8.7%	8.3%	6.0%	8.1%	0.0%	4.2%	2.7%	5.4%	0.0%	0.0%	0.0%	3.4%	5.6%	5.1%

	Q72. Name of your department																			Total
	Office of the City Attorney	Office of the City Auditor	Office of the City Clerk	Office of the City Council	Office of the City Mana...	Office of Cultural Affa...	Office of Environmental...	Office of Historic Pre...	Office of Management &...	Office of the Mayor	Office of Military Affa...	Parks & Recreation	Planning & Community ...	Police	Public Works	Purchasing & Genera... l Servi...	Solid Waste Manag-	Other	None chosen	
<u>Q63. Newspaper</u>																				
Excellent	13.8%	25.0%	0.0%	33.3%	31.3%	12.5%	16.7%	0.0%	24.1%	0.0%	0.0%	15.1%	15.9%	12.2%	13.3%	13.0%	14.2%	12.8%	14.1%	14.7%
Good	58.6%	56.3%	100.0%	66.7%	50.0%	25.0%	58.3%	100.0%	48.3%	100.0%	100.0%	48.7%	63.6%	52.8%	49.5%	62.0%	55.4%	46.8%	58.6%	55.7%
Only Fair	20.7%	18.8%	0.0%	0.0%	18.8%	50.0%	16.7%	0.0%	24.1%	0.0%	0.0%	27.7%	15.9%	24.4%	29.3%	20.7%	24.2%	23.4%	20.7%	22.9%
Poor	6.9%	0.0%	0.0%	0.0%	0.0%	12.5%	8.3%	0.0%	3.4%	0.0%	0.0%	8.4%	4.5%	10.6%	7.9%	4.3%	6.3%	17.0%	6.6%	6.8%

**Non-City Sources**

**Q61-Q64. Please rate each source you rely on. (excluding "no response")**

**Ratings by Employees Who Rely on the Following Either "A Little" or "A Lot".**

	Q72. Name of your department																					
	Animal Care Services	Aviation	Capital Improvement Mana...	Center City Development...	Comm-unications & Publi...	Code Enforcement	Comm-unity Initiatives	Conv. & Visitor-s Bureau	Conve-ntion Sports & Entert...	Custo-mer Service/311	Devel-opment Services	Down-town Operat-ions	Finance	Fire	Human Resources	Informa-tion Techno-logy S...	Interg-overn-mental Relati...	Interna-tional Relati- ons Of...	Interna-tional & Econo- mic D...	Library	Metro-politan Health District	Munic- ipal Court
<u>Q64. Internet</u>																						
Excellent	19.4%	26.7%	29.8%	0.0%	37.5%	29.5%	41.0%	43.5%	20.1%	41.2%	27.0%	29.9%	27.1%	24.5%	37.2%	30.6%	33.3%	100.0%	13.3%	34.1%	27.4%	33.3%
Good	66.7%	55.6%	57.4%	100.0%	37.5%	49.5%	48.2%	48.4%	55.7%	47.1%	56.0%	43.3%	64.6%	63.0%	59.0%	55.2%	66.7%	0.0%	86.7%	55.3%	58.4%	43.6%
Only Fair	11.1%	14.7%	11.3%	0.0%	25.0%	18.9%	7.7%	8.1%	18.4%	9.8%	17.0%	17.5%	6.3%	11.3%	3.8%	13.4%	0.0%	0.0%	0.0%	9.9%	10.6%	17.9%
Poor	2.8%	3.1%	1.4%	0.0%	0.0%	2.1%	3.2%	0.0%	5.7%	2.0%	0.0%	9.3%	2.1%	1.3%	0.0%	0.7%	0.0%	0.0%	0.0%	0.7%	3.5%	5.1%

	Q72. Name of your department																			Total
	Office of the City Attor...	Office of the City Auditor	Office of the City Clerk	Office of the City Council	Office of the City Mana...	Office of Cultural Affa...	Office of Envir-onmen...	Office of Historic Pre...	Office of Manag-ement &...	Office of the Mayor	Office of Milita-ry Affa...	Parks & Recreat- ion	Planni- ng & Comm-unity ...	Police	Public Works	Purcha- sing & Genera- l Servi...	Solid Waste Manag-ement	Other	None chosen	
<u>Q64. Internet</u>																				
Excellent	27.6%	41.2%	33.3%	50.0%	56.3%	37.5%	23.1%	33.3%	34.5%	50.0%	0.0%	28.2%	28.3%	25.9%	23.0%	33.3%	26.2%	24.0%	27.1%	28.0%
Good	65.5%	52.9%	66.7%	50.0%	37.5%	62.5%	61.5%	33.3%	55.2%	50.0%	100.0%	53.2%	60.9%	58.9%	54.2%	51.6%	53.2%	48.0%	58.1%	56.6%
Only Fair	6.9%	5.9%	0.0%	0.0%	6.3%	0.0%	15.4%	33.3%	10.3%	0.0%	0.0%	13.2%	8.7%	13.4%	17.7%	12.9%	15.2%	16.0%	12.5%	12.7%
Poor	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	5.4%	2.2%	1.8%	5.0%	2.2%	5.5%	12.0%	2.4%	2.7%

**Q66. Based on your own experience, would you rate the following as excellent, good, only fair or poor? (excluding "no response")**

	Q72. Name of your department																					
	Animal Care Services	Aviation	Capital Improvement Mana...	Center City Developmen...	Comm-unications & Publi...	Code Enforc-ement	Comm-unity Initiatives	Conv. & Visitor-s Bure-au	Conven-tion Sports & Entert...	Custo-mer Service/311	Devel-opment Servic-es	Down-town Operat-ions	Finance	Fire	Human Resources	Informa-tion Techno-logy S...	Interg-overn-mental Relati...	Interna-tional Relati- ons Of...	Interna-tional & Econo- mic D...	Library	Metro-politan Health District	Munic- ipal Court

Q66a. Methods by which City communicates with employees

Excellent	9.1%	8.9%	17.3%	0.0%	15.4%	12.5%	15.2%	15.8%	7.3%	21.1%	16.7%	8.4%	16.2%	7.9%	13.0%	2.9%	33.3%	0.0%	11.1%	11.7%	9.0%	13.6%
Good	36.4%	44.3%	64.3%	0.0%	46.2%	47.7%	52.4%	57.9%	43.7%	43.9%	51.4%	40.6%	61.8%	59.4%	57.6%	51.7%	66.7%	66.7%	66.7%	52.1%	49.0%	48.5%
Only Fair	30.9%	31.5%	11.9%	100.0%	23.1%	28.1%	25.2%	21.1%	27.6%	28.1%	24.6%	31.0%	20.6%	27.3%	23.9%	34.5%	0.0%	0.0%	11.1%	27.1%	30.0%	25.8%
Poor	23.6%	15.4%	6.5%	0.0%	15.4%	11.7%	7.2%	5.3%	21.5%	7.0%	7.2%	20.0%	1.5%	5.4%	5.4%	10.9%	0.0%	33.3%	11.1%	9.1%	12.0%	12.1%

	Q72. Name of your department																				Total
	Office of the City Attor...	Office of the City Auditor	Office of the City Clerk	Office of the City Council	Office of the City Mana...	Office of Cultural Affa...	Office of Envir-onmen...	Office of Histor-ic Pre...	Office of Manag-ement &...	Office of the Mayor	Office of Milita-ry Affa...	Parks & Recreation	Planni-ng & Comm-unity ...	Police	Public Works	Purcha-sing & Genera- l Servi...	Solid Waste Manag-ement	Other	None chosen		

Q66a. Methods by which City communicates with employees

Excellent	16.2%	0.0%	0.0%	37.5%	40.9%	22.2%	18.8%	14.3%	18.2%	0.0%	0.0%	11.7%	12.9%	6.3%	7.8%	7.6%	14.5%	9.3%	9.8%	9.9%
Good	63.5%	78.9%	90.0%	50.0%	45.5%	66.7%	62.5%	71.4%	66.7%	100.0%	100.0%	44.1%	53.2%	48.9%	43.8%	49.2%	49.5%	34.9%	51.0%	50.6%
Only Fair	13.5%	21.1%	10.0%	0.0%	9.1%	11.1%	18.8%	14.3%	15.2%	0.0%	0.0%	31.0%	27.4%	32.6%	28.9%	26.3%	27.4%	37.2%	27.4%	28.2%
Poor	6.8%	0.0%	0.0%	12.5%	4.5%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	13.2%	6.5%	12.1%	19.4%	16.9%	8.7%	18.6%	11.8%	11.3%

**Q66. Based on your own experience, would you rate the following as excellent, good, only fair or poor? (excluding "no response")**

		Q72. Name of your department																					
Animal Care Services	Aviation	Capital Improvement Mana...	Center City Development...	Comm-unications & Publi...	Code Enforc-ement	Comm-unity Initiatives	Conv. & Visitor- s Bure- au	Conve-ntion Sports & Entert...	Custo-mer Service/ 311	Devel- opment Servics	Down- town Operat- ions	Finance	Fire	Human Resources	Informa- tion Techno-logy S...	Interg- overn- mental Relati...	Interna- tional Relations Of...	Interna- tional & Econo- mic D...	Library	Metro- politan Health District	Munic- ipal Court		

Q66b. Methods by which City communicates with employees in your Department

Excellent	7.4%	7.2%	20.0%	0.0%	38.5%	10.2%	13.4%	13.3%	8.0%	19.3%	16.5%	10.9%	14.7%	10.6%	9.8%	2.9%	33.3%	33.3%	11.1%	12.0%	9.7%	12.3%
Good	25.9%	40.0%	58.4%	100.0%	15.4%	45.3%	46.9%	59.2%	38.9%	43.9%	46.8%	34.6%	57.4%	57.2%	59.8%	40.2%	33.3%	66.7%	55.6%	47.3%	41.0%	40.0%
Only Fair	40.7%	30.2%	14.1%	0.0%	23.1%	28.1%	28.6%	20.4%	26.3%	26.3%	26.6%	31.4%	23.5%	25.9%	23.9%	35.6%	33.3%	0.0%	22.2%	30.2%	31.3%	33.8%
Poor	25.9%	22.6%	7.6%	0.0%	23.1%	16.4%	11.0%	7.1%	26.7%	10.5%	10.1%	23.1%	4.4%	6.3%	6.5%	21.3%	0.0%	0.0%	11.1%	10.5%	18.0%	13.8%

		Q72. Name of your department																			Total
Office of the City Attor...	Office of the City Auditor	Office of the City Clerk	Office of the City Council	Office of the City Mana...	Office of Cultural Affa...	Office of Envir- onmen...	Office of Histor- ic Pre...	Office of Manag- ement &...	Office of the Mayor	Office of Milita- ry Affa...	Parks & Recreat- ion	Planni- ng & Comm- unity ...	Police	Public Works	Purcha- sing & Genera- l Servi...	Solid Waste Manag- ement	Other	None chosen			

Q66b. Methods by which City communicates with employees in your Department

Excellent	16.2%	5.3%	0.0%	37.5%	45.5%	0.0%	25.0%	14.3%	18.2%	50.0%	0.0%	11.7%	12.9%	7.5%	7.0%	7.6%	17.8%	10.5%	10.8%	10.6%
Good	56.8%	57.9%	90.0%	50.0%	40.9%	77.8%	50.0%	42.9%	54.5%	50.0%	100.0%	41.5%	41.9%	45.3%	40.2%	41.5%	45.7%	33.7%	47.1%	46.4%
Only Fair	18.9%	31.6%	10.0%	12.5%	9.1%	22.2%	25.0%	42.9%	21.2%	0.0%	0.0%	32.6%	32.3%	31.4%	31.3%	30.5%	26.8%	34.9%	28.2%	28.8%
Poor	8.1%	5.3%	0.0%	0.0%	4.5%	0.0%	0.0%	0.0%	6.1%	0.0%	0.0%	14.2%	12.9%	15.8%	21.5%	20.3%	9.7%	20.9%	13.9%	14.1%

**Q66. Based on your own experience, would you rate the following as excellent, good, only fair or poor? (excluding "no response")**

	Q72. Name of your department																					
	Animal Care Services	Aviation	Capital Improvement Mana...	Center City Developmen...	Comm-unications & Publi...	Code Enforc-ement	Comm-unity Initiatives	Conv. & Visitor- s Bure- au	Conve-ntion Sports & Entert...	Custo-mer Service/ 311	Devel- opment Servic- es	Down- town Operat- ions	Finance	Fire	Human Resources	Informa- tion Techno-logy S...	Interg- overn- mental Relati...	Interna- tional Relati- ons Of...	Interna- tional & Econo- mic D...	Library	Metro- politan Health District	Munic- ipal Court

Q66c. Methods by which your Department communicates with you

Excellent	7.4%	10.8%	26.1%	0.0%	38.5%	11.7%	17.6%	27.3%	8.4%	36.8%	18.7%	11.0%	19.4%	18.7%	13.0%	6.9%	33.3%	66.7%	11.1%	19.4%	11.3%	10.4%
Good	37.0%	36.4%	53.8%	100.0%	15.4%	42.2%	39.4%	48.5%	38.2%	33.3%	46.8%	38.1%	49.3%	58.1%	47.8%	33.3%	33.3%	0.0%	50.0%	45.0%	43.7%	37.3%
Only Fair	25.9%	29.2%	14.1%	0.0%	38.5%	26.6%	23.9%	15.2%	24.4%	15.8%	20.9%	25.2%	26.9%	18.1%	26.1%	27.6%	33.3%	33.3%	22.2%	23.9%	23.0%	20.9%
Poor	29.6%	23.6%	6.0%	0.0%	7.7%	19.5%	19.0%	9.1%	29.0%	14.0%	13.7%	25.8%	4.5%	5.1%	13.0%	32.2%	0.0%	0.0%	16.7%	11.7%	22.0%	31.3%

	Q72. Name of your department																			Total
	Office of the City Attor...	Office of the City Auditor	Office of the City Clerk	Office of the City Council	Office of the City Mana...	Office of Cultural Affa...	Office of Envir- onmen...	Office of Histor- ic Pre...	Office of Manag- ement &...	Office of the Mayor	Office of Milita- ry Affa...	Parks & Recreation	Planni- ng & Comm- unity ...	Police	Public Works	Purcha- sing & Genera- l Servi...	Solid Waste Manag- ement	Other	None chosen	

Q66c. Methods by which your Department communicates with you

Excellent	35.1%	21.1%	10.0%	50.0%	54.5%	22.2%	37.5%	28.6%	15.2%	50.0%	100.0%	15.0%	4.8%	9.1%	8.5%	10.2%	20.3%	10.3%	14.2%	14.5%
Good	40.5%	47.4%	70.0%	37.5%	27.3%	33.3%	50.0%	57.1%	69.7%	50.0%	0.0%	41.9%	45.2%	48.9%	40.2%	33.1%	43.7%	35.6%	45.6%	45.5%
Only Fair	14.9%	31.6%	10.0%	12.5%	18.2%	44.4%	6.3%	14.3%	6.1%	0.0%	0.0%	27.3%	29.0%	26.5%	29.4%	32.2%	26.8%	41.4%	27.9%	24.7%
Poor	9.5%	0.0%	10.0%	0.0%	0.0%	0.0%	6.3%	0.0%	9.1%	0.0%	0.0%	15.8%	21.0%	15.6%	21.8%	24.6%	9.2%	12.6%	12.3%	15.3%

**Q67. Overall, how satisfied are you with your current job?**

	Q72. Name of your department																					
	Animal Care Services	Aviation	Capital Improvement Mana...	Center City Development...	Communications & Publi...	Code Enforcement	Community Initiatives	Conv. & Visitor- s Bure- au	Convention Sports & Entert...	Customer Service/ 311	Development Services	Down- town Operat- ions	Finance	Fire	Human Resources	Informa- tion Techno- logy S...	Interg- overn- mental Relati...	Interna- tional Relations Of...	Interna- tional & Econo- mic D...	Library	Metro- politan Health District	Munic- ipal Court
<u>Q67. How satisfied are you with your current job</u>																						
Very satisfied	18.2%	18.7%	22.7%	50.0%	38.5%	24.2%	35.3%	38.0%	15.8%	31.6%	24.5%	21.2%	41.2%	54.6%	23.9%	11.5%	33.3%	33.3%	33.3%	29.6%	18.3%	25.4%
Satisfied	50.9%	51.8%	61.1%	0.0%	53.8%	60.2%	44.1%	53.0%	56.6%	50.9%	48.9%	51.7%	54.4%	36.4%	50.0%	64.9%	66.7%	33.3%	44.4%	54.4%	59.5%	50.7%
Dissatisfied	20.0%	18.0%	8.1%	0.0%	7.7%	10.2%	9.8%	6.0%	17.7%	10.5%	15.8%	15.9%	1.5%	3.0%	18.5%	17.8%	0.0%	0.0%	22.2%	10.0%	12.3%	9.0%
Very dissatisfied	5.5%	4.6%	4.3%	50.0%	0.0%	2.3%	6.3%	2.0%	4.9%	1.8%	5.0%	6.6%	0.0%	1.9%	5.4%	3.4%	0.0%	33.3%	0.0%	3.7%	5.0%	9.0%
No Response	5.5%	6.9%	3.8%	0.0%	0.0%	3.1%	4.5%	1.0%	4.9%	5.3%	5.8%	4.6%	2.9%	4.0%	2.2%	2.3%	0.0%	0.0%	0.0%	2.3%	5.0%	6.0%

	Q72. Name of your department																				Total
	Office of the City Attor...	Office of the City Auditor	Office of the City Clerk	Office of the City Council	Office of the City Mana...	Office of Cultural Affa...	Office of Environmen...	Office of Historic Pre...	Office of Managem- ent &...	Office of the Mayor	Office of Milita- ry Affa...	Parks & Recreat- ion	Planni- ng & Commu- nity ...	Police	Public Works	Purcha- sing & Genera- l Servi...	Solid Waste Manag- ement	Other	None chosen		
<u>Q67. How satisfied are you with your current job</u>																					
Very satisfied	37.8%	31.6%	20.0%	50.0%	45.5%	11.1%	43.8%	28.6%	28.1%	100.0%	50.0%	27.5%	14.5%	33.3%	18.8%	24.4%	25.2%	25.3%	25.0%	30.2%	
Satisfied	52.7%	52.6%	70.0%	50.0%	45.5%	77.8%	43.8%	57.1%	43.8%	0.0%	50.0%	48.9%	53.2%	48.7%	51.5%	48.7%	51.8%	42.5%	47.2%	49.2%	
Dissatisfied	6.8%	10.5%	10.0%	0.0%	4.5%	11.1%	12.5%	14.3%	21.9%	0.0%	0.0%	11.6%	22.6%	9.0%	14.5%	16.0%	10.0%	19.5%	11.1%	10.7%	
Very dissatisfied	1.4%	5.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	6.3%	0.0%	0.0%	2.4%	6.5%	3.2%	5.7%	2.5%	2.7%	6.9%	2.5%	3.6%	
No Response	1.4%	0.0%	0.0%	0.0%	4.5%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	9.6%	3.2%	5.9%	9.5%	8.4%	10.3%	5.7%	14.2%	6.3%	

**Q67. Overall, how satisfied are you with your current job? (excluding "no response")**

	Q72. Name of your department																					
	Animal Care Services	Aviation	Capital Improvement Mana...	Center City Developmen...	Comm-unications & Publi...	Code Enforc-ement	Comm-unity Initiatives	Conv. & Visitor- s Bure- au	Conven- tion Sports & Entert...	Custo- mer Service/ 311	Devel- opment Servic- es	Down- town Operat- ions	Finance	Fire	Human Resources	Informa- tion Techno-logy S...	Interg- overn- mental Relati...	Interna- tional Relations Of...	Interna- tional & Econo- mic D...	Library	Metro- politan Health District	Munic- ipal Court

Q67. How satisfied are you with your current job

Very satisfied	19.2%	20.1%	23.6%	50.0%	38.5%	25.0%	37.0%	38.4%	16.7%	33.3%	26.0%	22.2%	42.4%	56.9%	24.4%	11.8%	33.3%	33.3%	33.3%	30.3%	19.2%	27.0%
Satisfied	53.8%	55.6%	63.5%	0.0%	53.8%	62.1%	46.2%	53.5%	59.5%	53.7%	51.9%	54.2%	56.1%	37.9%	51.1%	66.5%	66.7%	33.3%	44.4%	55.7%	62.6%	54.0%
Dissatisfied	21.2%	19.4%	8.4%	0.0%	7.7%	10.5%	10.3%	6.1%	18.7%	11.1%	16.8%	16.7%	1.5%	3.2%	18.9%	18.2%	0.0%	0.0%	22.2%	10.2%	12.9%	9.5%
Very dissatisfied	5.8%	4.9%	4.5%	50.0%	0.0%	2.4%	6.6%	2.0%	5.2%	1.9%	5.3%	6.9%	0.0%	2.0%	5.6%	3.5%	0.0%	33.3%	0.0%	3.8%	5.2%	9.5%

	Q72. Name of your department																				Total
	Office of the City Attor...	Office of the City Auditor	Office of the City Clerk	Office of the City Council	Office of the City Mana...	Office of Cultural Affa...	Office of Envir- onmen...	Office of Histor- ic Pre...	Office of Manag- ement &...	Office of the Mayor	Office of Milita- ry Affa...	Parks & Recreation	Planni- ng & Comm- unity ...	Police	Public Works	Purcha- sing & Genera- l Servi...	Solid Waste Manag- ement	Other	None chosen		

Q67. How satisfied are you with your current job

Very satisfied	38.4%	31.6%	20.0%	50.0%	47.6%	11.1%	43.8%	28.6%	28.1%	100.0%	50.0%	30.4%	15.0%	35.4%	20.7%	26.6%	28.1%	26.8%	29.1%	32.3%
Satisfied	53.4%	52.6%	70.0%	50.0%	47.6%	77.8%	43.8%	57.1%	43.8%	0.0%	50.0%	54.1%	55.0%	51.7%	56.9%	53.2%	57.7%	45.1%	55.1%	52.5%
Dissatisfied	6.8%	10.5%	10.0%	0.0%	4.8%	11.1%	12.5%	14.3%	21.9%	0.0%	0.0%	12.9%	23.3%	9.5%	16.0%	17.4%	11.2%	20.7%	12.9%	11.4%
Very dissatisfied	1.4%	5.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	6.3%	0.0%	0.0%	2.7%	6.7%	3.4%	6.3%	2.8%	3.0%	7.3%	2.9%	3.8%

**Q68. Please indicate how important the following items are to your job satisfaction. (excluding "no response")**

	Q72. Name of your department																					
	Animal Care Services	Aviation	Capital Improvement Mana...	Center City Developmen...	Comm-unications & Publi...	Code Enforc-ement	Comm-unity Initiatives	Conv. & Visitor- s Bure- au	Conven- tion Sports & Entert...	Custo- mer Service/ 311	Devel- opment Servic- es	Down- town Operat- ions	Finance	Fire	Human Resources	Informa- tion Techno-logy S...	Interg- overn- mental Relati...	Interna- tional Relations Of...	Interna- tional & Econo- mic D...	Library	Metro- politan Health District	Munic- ipal Court
<u>Q68a. Salary</u>																						
Very Important	76.4%	77.0%	80.0%	50.0%	100.0%	88.3%	79.0%	84.0%	84.7%	87.7%	80.6%	81.5%	72.1%	72.5%	70.7%	73.6%	33.3%	0.0%	66.7%	73.4%	82.0%	86.6%
Important	21.8%	20.1%	18.4%	50.0%	0.0%	10.2%	19.2%	15.0%	14.9%	8.8%	18.0%	15.3%	27.9%	26.9%	28.3%	25.9%	66.7%	66.7%	22.2%	24.1%	17.7%	13.4%
Not Very Important	1.8%	1.3%	1.6%	0.0%	0.0%	1.6%	1.0%	1.0%	0.0%	3.5%	0.7%	1.3%	0.0%	0.6%	1.1%	0.0%	0.0%	33.3%	5.6%	2.0%	0.3%	0.0%
Not At All Important	0.0%	1.6%	0.0%	0.0%	0.0%	0.0%	0.7%	0.0%	0.4%	0.0%	0.7%	1.9%	0.0%	0.0%	0.0%	0.6%	0.0%	0.0%	5.6%	0.6%	0.0%	0.0%

	Q72. Name of your department																				Total
	Office of the City Attor...	Office of the City Auditor	Office of the City Clerk	Office of the City Council	Office of the City Mana...	Office of Cultural Affa...	Office of Envir- onmen...	Office of Histor- ic Pre...	Office of Manag- ement &...	Office of the Mayor	Office of Milita- ry Affa...	Parks & Recreation	Planni- ng & Comm- unity ...	Police	Public Works	Purcha- sing & Genera- l Servi...	Solid Waste Manag- ement	Other	None chosen		
<u>Q68a. Salary</u>																					
Very Important	79.5%	73.7%	80.0%	100.0%	59.1%	77.8%	56.3%	85.7%	60.6%	0.0%	50.0%	75.8%	69.4%	82.4%	79.4%	84.0%	81.9%	75.0%	75.4%	78.2%	
Important	19.2%	21.1%	20.0%	0.0%	36.4%	22.2%	43.8%	14.3%	36.4%	50.0%	50.0%	21.4%	29.0%	16.6%	17.2%	16.0%	14.7%	22.7%	20.4%	19.9%	
Not Very Important	0.0%	5.3%	0.0%	0.0%	4.5%	0.0%	0.0%	0.0%	3.0%	0.0%	0.0%	2.0%	0.0%	0.9%	2.5%	0.0%	2.1%	1.1%	2.3%	1.3%	
Not At All Important	1.4%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	50.0%	0.0%	0.8%	1.6%	0.1%	1.0%	0.0%	1.3%	1.1%	1.9%	0.6%	

**Q68. Please indicate how important the following items are to your job satisfaction. (excluding "no response")**

	Q72. Name of your department																					
	Animal Care Services	Aviation	Capital Improvement Mana...	Center City Developmen...	Comm-unications & Publi...	Code Enforc-ement	Comm-unity Initiatives	Conv. & Visitor-s Bure-au	Conven-tion Sports & Entert...	Custo-mer Service/311	Devel-opment Services	Down-town Operat-ions	Finance	Fire	Human Resources	Informa-tion Techno-logy S...	Interg-overn-mental Relati...	Interna-tional Relations Of...	Interna-tional & Econo-mic D...	Library	Metro-politan Health District	Munic-ipal Court
<u>Q68b. Benefits</u>																						
Very Important	81.8%	79.2%	83.2%	100.0%	100.0%	86.7%	79.7%	74.2%	82.3%	89.5%	84.2%	83.4%	77.9%	88.6%	75.0%	73.0%	33.3%	0.0%	55.6%	69.9%	84.0%	92.5%
Important	16.4%	16.8%	14.1%	0.0%	0.0%	10.2%	16.5%	10.3%	13.8%	5.3%	15.1%	12.1%	22.1%	11.1%	20.7%	25.3%	66.7%	33.3%	44.4%	22.4%	14.0%	7.5%
Not Very Important	1.8%	2.6%	2.7%	0.0%	0.0%	3.1%	2.1%	9.3%	2.3%	3.5%	0.0%	1.9%	0.0%	0.3%	3.3%	1.1%	0.0%	66.7%	0.0%	4.8%	1.0%	0.0%
Not At All Important	0.0%	1.3%	0.0%	0.0%	0.0%	0.0%	1.7%	6.2%	1.5%	1.8%	0.7%	2.5%	0.0%	0.1%	1.1%	0.6%	0.0%	0.0%	0.0%	2.8%	1.0%	0.0%

	Q72. Name of your department																				Total
	Office of the City Attor...	Office of the City Auditor	Office of the City Clerk	Office of the City Council	Office of the City Mana...	Office of Cultural Affa...	Office of Envir-onmen...	Office of Histor-ic Pre...	Office of Manag-ement &...	Office of the Mayor	Office of Milita-ry Affa...	Parks & Recreation	Planni-ng & Comm-unity ...	Police	Public Works	Purcha-sing & Genera-l Servi...	Solid Waste Manag-ement	Other	None chosen		
<u>Q68b. Benefits</u>																					
Very Important	71.6%	73.7%	90.0%	75.0%	68.2%	77.8%	56.3%	85.7%	60.6%	50.0%	50.0%	78.7%	79.0%	90.3%	81.5%	85.7%	83.2%	73.9%	78.1%	82.7%	
Important	25.7%	26.3%	10.0%	25.0%	31.8%	22.2%	43.8%	14.3%	39.4%	0.0%	50.0%	17.5%	19.4%	9.0%	13.4%	12.6%	14.4%	20.5%	18.2%	14.5%	
Not Very Important	1.4%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	50.0%	0.0%	2.4%	0.0%	0.7%	3.4%	0.0%	1.6%	2.3%	2.1%	1.8%	
Not At All Important	1.4%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	1.4%	1.6%	0.1%	1.6%	1.7%	0.8%	3.4%	1.6%	1.0%	

**Q68. Please indicate how important the following items are to your job satisfaction. (excluding "no response")**

	Q72. Name of your department																					
	Animal Care Services	Aviation	Capital Improvement Mana...	Center City Developmen...	Comm-unications & Publi...	Code Enforc-ement	Comm-unity Initiatives	Conv. & Visitor- s Bure- au	Conven- tion Sports & Entert...	Custo- mer Service/ 311	Devel- opment Servic- es	Down- town Operat- ions	Finance	Fire	Human Resources	Informa- tion Techno-logy S...	Interg- overn- mental Relati...	Interna- tional Relations Of...	Interna- tional & Econo- mic D...	Library	Metro- politan Health District	Munic- ipal Court
<u>Q68c. Workload</u>																						
Very Important	52.7%	48.8%	47.6%	50.0%	38.5%	55.5%	55.3%	46.9%	45.4%	43.9%	53.2%	43.9%	36.8%	38.4%	43.5%	36.8%	33.3%	33.3%	33.3%	43.4%	50.7%	49.3%
Important	36.4%	42.2%	47.0%	50.0%	46.2%	40.6%	39.5%	45.8%	46.9%	45.6%	41.7%	43.9%	57.4%	48.1%	50.0%	55.7%	66.7%	66.7%	61.1%	47.1%	42.3%	44.8%
Not Very Important	9.1%	6.9%	5.4%	0.0%	15.4%	3.9%	4.5%	5.2%	6.1%	10.5%	3.6%	10.2%	5.9%	11.6%	6.5%	6.9%	0.0%	0.0%	0.0%	8.6%	6.3%	6.0%
Not At All Important	1.8%	2.0%	0.0%	0.0%	0.0%	0.0%	0.7%	2.1%	1.5%	0.0%	1.4%	1.9%	0.0%	1.9%	0.0%	0.6%	0.0%	0.0%	5.6%	0.9%	0.7%	0.0%

	Q72. Name of your department																				Total
	Office of the City Attor...	Office of the City Auditor	Office of the City Clerk	Office of the City Council	Office of the City Mana...	Office of Cultural Affa...	Office of Envir- onmen...	Office of Histor- ic Pre...	Office of Manag- ement &...	Office of the Mayor	Office of Milita- ry Affa...	Parks & Recreat- ion	Planni- ng & Comm- unity ...	Police	Public Works	Purcha- sing & Genera- l Servi...	Solid Waste Manag- ement	Other	None chosen		
<u>Q68c. Workload</u>																					
Very Important	44.6%	36.8%	30.0%	37.5%	54.5%	22.2%	25.0%	28.6%	54.5%	0.0%	0.0%	43.4%	46.8%	39.9%	51.1%	58.8%	59.2%	43.2%	46.5%	45.3%	
Important	52.7%	52.6%	60.0%	50.0%	31.8%	66.7%	56.3%	57.1%	45.5%	50.0%	50.0%	46.2%	48.4%	48.4%	40.5%	37.8%	35.3%	46.6%	41.0%	45.1%	
Not Very Important	1.4%	10.5%	10.0%	12.5%	9.1%	11.1%	12.5%	14.3%	0.0%	50.0%	50.0%	8.7%	3.2%	10.5%	6.1%	2.5%	4.7%	8.0%	10.2%	8.2%	
Not At All Important	1.4%	0.0%	0.0%	0.0%	4.5%	0.0%	6.3%	0.0%	0.0%	0.0%	0.0%	1.6%	1.6%	1.2%	2.3%	0.8%	0.8%	2.3%	2.3%	1.4%	

**Q68. Please indicate how important the following items are to your job satisfaction. (excluding "no response")**

	Q72. Name of your department																						
	Animal Care Services	Aviation	Capital Improvement Mana...	Center City Developmen...	Comm-unications & Publi...	Code Enforc-ement	Comm-unity Initiatives	Conv. & Visitor- s Bure- au	Conve- ntion Sports & Entert...	Custo- mer Service/ 311	Devel- opment Servics	Down- town Operat- ions	Finance	Fire	Human Resources	Informa- tion Techno- logy S...	Interg- overn- mental Relati...	Interna- tional Relations Of...	Interna- tional & Econo- mic D...	Library	Metro- politan Health District	Munic- ipal Court	
<u>Q68d. Office environment</u>																							
Very Important	54.5%	52.3%	54.1%	50.0%	69.2%	47.7%	56.6%	49.5%	44.6%	66.1%	56.1%	46.8%	42.6%	31.7%	47.8%	44.3%	33.3%	100.0%	44.4%	56.3%	55.5%	47.8%	
Important	36.4%	34.5%	39.5%	50.0%	30.8%	39.1%	37.9%	39.2%	41.5%	30.4%	36.0%	42.3%	51.5%	43.3%	48.9%	45.4%	66.7%	0.0%	44.4%	38.4%	40.1%	47.8%	
Not Very Important	7.3%	10.9%	5.9%	0.0%	0.0%	11.7%	4.5%	6.2%	11.9%	3.6%	6.5%	5.8%	5.9%	19.0%	3.3%	9.8%	0.0%	0.0%	11.1%	4.8%	4.0%	4.5%	
Not At All Important	1.8%	2.3%	0.5%	0.0%	0.0%	1.6%	1.0%	5.2%	1.9%	0.0%	1.4%	5.1%	0.0%	5.9%	0.0%	0.6%	0.0%	0.0%	0.0%	0.6%	0.3%	0.0%	

	Q72. Name of your department																				Total
	Office of the City Attor...	Office of the City Auditor	Office of the City Clerk	Office of the City Council	Office of the City Mana...	Office of Cultural Affa...	Office of Envir- onmen...	Office of Histor- ic Pre...	Office of Manag- ement &...	Office of the Mayor	Office of Milita- ry Affa...	Parks & Recreation	Planni- ng & Comm- unity ...	Police	Public Works	Purcha- sing & Genera- l Servi...	Solid Waste Manag- ement	Other	None chosen		
<u>Q68d. Office environment</u>																					
Very Important	51.4%	52.6%	60.0%	37.5%	45.5%	66.7%	62.5%	42.9%	60.6%	0.0%	50.0%	40.0%	59.7%	41.8%	44.9%	47.9%	54.0%	52.3%	47.8%	45.8%	
Important	44.6%	42.1%	30.0%	50.0%	45.5%	22.2%	18.8%	57.1%	39.4%	100.0%	50.0%	42.4%	33.9%	42.8%	37.7%	40.3%	30.4%	31.4%	40.4%	40.3%	
Not Very Important	2.7%	0.0%	10.0%	12.5%	9.1%	11.1%	18.8%	0.0%	0.0%	0.0%	0.0%	15.0%	4.8%	13.4%	12.6%	7.6%	11.6%	14.0%	8.3%	11.1%	
Not At All Important	1.4%	5.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	2.6%	1.6%	2.0%	4.8%	4.2%	4.0%	2.3%	3.5%	2.8%	

**Q68. Please indicate how important the following items are to your job satisfaction. (excluding "no response")**

	Q72. Name of your department																					
	Animal Care Services	Aviation	Capital Improvement Mana...	Center City Developmen...	Comm-unications & Publi...	Code Enforc-ement	Comm-unity Initiatives	Conv. & Visitor-s Bure- au	Conve-ntion Sports & Entert...	Custo-mer Service/ 311	Devel- opment Servic- es	Down- town Operat- ions	Finance	Fire	Human Resources	Informa- tion Techno-logy S...	Interg- overn- mental Relati...	Interna- tional Relations Of...	Interna- tional & Econo- mic D...	Library	Metro- politan Health District	Munic- ipal Court
<u>Q68e. Job security</u>																						
Very Important	78.2%	78.9%	73.0%	50.0%	76.9%	89.1%	80.3%	65.3%	80.8%	84.2%	79.1%	75.8%	76.5%	89.5%	71.7%	71.3%	0.0%	100.0%	38.9%	75.3%	77.3%	92.5%
Important	18.2%	17.4%	21.6%	50.0%	23.1%	9.4%	17.6%	26.5%	15.3%	14.0%	18.7%	20.4%	22.1%	9.8%	27.2%	23.6%	100.0%	0.0%	38.9%	23.9%	17.7%	6.0%
Not Very Important	1.8%	2.0%	5.4%	0.0%	0.0%	1.6%	1.4%	6.1%	3.1%	1.8%	2.2%	2.5%	1.5%	0.5%	1.1%	2.9%	0.0%	0.0%	22.2%	0.9%	5.0%	1.5%
Not At All Important	1.8%	1.6%	0.0%	0.0%	0.0%	0.0%	0.7%	2.0%	0.8%	0.0%	0.0%	1.3%	0.0%	0.1%	0.0%	2.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

	Q72. Name of your department																				Total
	Office of the City Attor...	Office of the City Auditor	Office of the City Clerk	Office of the City Council	Office of the City Mana...	Office of Cultural Affa...	Office of Envir- onmen...	Office of Histor- ic Pre...	Office of Manag- ement &...	Office of the Mayor	Office of Milita- ry Affa...	Parks & Recreation	Planni- ng & Comm- unity ...	Police	Public Works	Purcha- sing & Genera- l Servi...	Solid Waste Manag- ement	Other	None chosen		
<u>Q68e. Job security</u>																					
Very Important	73.0%	78.9%	60.0%	100.0%	40.9%	55.6%	62.5%	71.4%	66.7%	0.0%	50.0%	73.9%	72.6%	83.0%	78.2%	81.2%	83.0%	80.7%	76.2%	79.9%	
Important	24.3%	15.8%	30.0%	0.0%	50.0%	44.4%	18.8%	28.6%	27.3%	50.0%	0.0%	20.4%	21.0%	15.0%	17.8%	17.1%	12.8%	17.0%	19.2%	17.0%	
Not Very Important	1.4%	5.3%	10.0%	0.0%	9.1%	0.0%	18.8%	0.0%	3.0%	50.0%	50.0%	3.4%	4.8%	1.9%	2.8%	0.9%	3.9%	1.1%	3.3%	2.5%	
Not At All Important	1.4%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	3.0%	0.0%	0.0%	2.2%	1.6%	0.1%	1.1%	0.9%	0.3%	1.1%	1.2%	0.7%	

**Q68. Please indicate how important the following items are to your job satisfaction. (excluding "no response")**

	Q72. Name of your department																					
	Animal Care Services	Aviation	Capital Improvement Mana...	Center City Developmen...	Comm-unications & Publi...	Code Enforc-ement	Comm-unity Initiatives	Conv. & Visitor-s Bure-au	Conven-tion Sports & Entert...	Custo-mer Service/311	Devel-opment Services	Down-town Operat-ions	Finance	Fire	Human Resources	Informa-tion Techno-logy S...	Interg-overn-mental Relati...	Interna-tional Relations Of...	Interna-tional & Econo-mic D...	Library	Metro-politan Health District	Munic-icipal Court
<u>Q68f. Management support</u>																						
Very Important	68.5%	66.6%	69.7%	50.0%	92.3%	76.6%	69.1%	67.0%	61.7%	82.5%	77.0%	61.9%	63.2%	50.2%	70.7%	71.3%	66.7%	100.0%	50.0%	59.3%	68.9%	67.2%
Important	27.8%	28.8%	28.1%	50.0%	7.7%	18.8%	27.5%	29.0%	31.8%	14.0%	20.9%	31.6%	35.3%	42.4%	27.2%	25.9%	33.3%	0.0%	50.0%	35.9%	28.1%	26.9%
Not Very Important	1.9%	2.0%	2.2%	0.0%	0.0%	2.3%	3.1%	1.0%	5.0%	3.5%	2.2%	3.9%	1.5%	6.4%	2.2%	1.7%	0.0%	0.0%	0.0%	4.0%	2.7%	6.0%
Not At All Important	1.9%	2.6%	0.0%	0.0%	0.0%	2.3%	0.3%	3.0%	1.5%	0.0%	0.0%	2.6%	0.0%	1.0%	0.0%	1.1%	0.0%	0.0%	0.0%	0.9%	0.3%	0.0%

	Q72. Name of your department																				Total
	Office of the City Attor...	Office of the City Auditor	Office of the City Clerk	Office of the City Council	Office of the City Mana...	Office of Cultural Affa...	Office of Envir-onmen...	Office of Histor-ic Pre...	Office of Manag-ement &...	Office of the Mayor	Office of Milita-ry Affa...	Parks & Recreation	Planni-ng & Comm-unity ...	Police	Public Works	Purcha-sing & Genera-l Servi...	Solid Waste Manag-ement	Other	None chosen		
<u>Q68f. Management support</u>																					
Very Important	60.8%	47.4%	90.0%	50.0%	71.4%	66.7%	43.8%	57.1%	78.8%	0.0%	50.0%	56.6%	69.4%	57.3%	62.6%	63.0%	62.4%	55.7%	60.3%	61.0%	
Important	36.5%	42.1%	0.0%	50.0%	28.6%	22.2%	56.3%	42.9%	21.2%	100.0%	50.0%	35.4%	27.4%	35.5%	26.9%	33.6%	25.6%	33.0%	32.3%	32.5%	
Not Very Important	1.4%	10.5%	10.0%	0.0%	0.0%	11.1%	0.0%	0.0%	0.0%	0.0%	0.0%	4.1%	1.6%	6.4%	7.2%	2.5%	9.4%	5.7%	5.6%	5.0%	
Not At All Important	1.4%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	3.9%	1.6%	0.7%	3.3%	0.8%	2.6%	5.7%	1.8%	1.5%	

**Q68. Please indicate how important the following items are to your job satisfaction. (excluding "no response")**

	Q72. Name of your department																					
	Animal Care Services	Aviation	Capital Improvement Mana...	Center City Developmen...	Comm-unications & Publi...	Code Enforc-ement	Comm-unity Initiatives	Conv. & Visitor-s Bure-au	Conven-tion Sports & Entert...	Custo-mer Service/311	Devel-opment Servic-es	Down-town Operat-ions	Finance	Fire	Human Resources	Informa-tion Techno-logy S...	Interg-overn-mental Relati...	Interna-tional Relations Of...	Interna-tional & Econo-mic D...	Library	Metro-politan Health District	Munic-icipal Court
<u>Q68g. Recognition</u>																						
Very Important	38.2%	47.2%	40.5%	0.0%	46.2%	45.3%	47.8%	35.0%	52.9%	49.1%	52.5%	54.2%	41.2%	23.6%	39.1%	39.3%	0.0%	100.0%	33.3%	45.0%	49.2%	59.7%
Important	34.5%	37.6%	36.8%	100.0%	30.8%	32.8%	36.4%	43.0%	33.3%	36.8%	30.2%	31.0%	29.4%	35.6%	41.3%	35.3%	100.0%	0.0%	50.0%	36.0%	34.1%	29.9%
Not Very Important	23.6%	10.9%	20.5%	0.0%	23.1%	16.4%	13.1%	21.0%	11.1%	14.0%	14.4%	9.7%	26.5%	33.5%	16.3%	23.1%	0.0%	0.0%	16.7%	17.3%	13.0%	7.5%
Not At All Important	3.6%	4.3%	2.2%	0.0%	0.0%	5.5%	2.7%	1.0%	2.7%	0.0%	2.9%	5.2%	2.9%	7.3%	3.3%	2.3%	0.0%	0.0%	0.0%	1.7%	3.7%	3.0%

	Q72. Name of your department																				Total
	Office of the City Attor...	Office of the City Auditor	Office of the City Clerk	Office of the City Council	Office of the City Mana...	Office of Cultural Affa...	Office of Envir-onmen...	Office of Histor-ic Pre...	Office of Manag-ement &...	Office of the Mayor	Office of Milita-ry Affa...	Parks & Recreation	Planni-ng & Comm-unity ...	Police	Public Works	Purcha-sing & Genera-l Servi...	Solid Waste Manag-ement	Other	None chosen		
<u>Q68g. Recognition</u>																					
Very Important	41.9%	52.6%	30.0%	12.5%	36.4%	44.4%	25.0%	14.3%	51.5%	0.0%	50.0%	43.0%	25.8%	33.0%	48.8%	47.1%	58.5%	44.3%	36.7%	40.3%	
Important	45.9%	21.1%	40.0%	62.5%	50.0%	22.2%	50.0%	57.1%	48.5%	50.0%	0.0%	35.5%	43.5%	36.1%	31.6%	32.8%	26.8%	30.7%	34.3%	34.9%	
Not Very Important	8.1%	21.1%	30.0%	25.0%	13.6%	22.2%	25.0%	28.6%	0.0%	50.0%	50.0%	16.0%	22.6%	25.6%	14.1%	16.8%	10.5%	19.3%	22.1%	20.0%	
Not At All Important	4.1%	5.3%	0.0%	0.0%	0.0%	11.1%	0.0%	0.0%	0.0%	0.0%	0.0%	5.5%	8.1%	5.2%	5.6%	3.4%	4.2%	5.7%	6.9%	4.8%	

**Q69. How has the quality of the work environment in your department changed during the last 2 years?**

	Q72. Name of your department																					
	Animal Care Services	Aviation	Capital Improvement Mana...	Center City Development...	Communications & Publi...	Code Enforcement	Community Initiatives	Conv. & Visitor- Sports & Entert...	Convention Sports & Entert...	Customer Service/ 311	Development Services	Down-town Operations	Finance	Fire	Human Resources	Information - Techno-logy S...	Intergovernmental Relati...	International Relations Of...	International & Economic D...	Library	Metropolitan Health District	Municipal Court

Q69. How has quality of work environment in your department changed

Much better	3.6%	11.8%	19.5%	50.0%	23.1%	11.7%	15.9%	22.0%	9.1%	14.0%	10.8%	12.9%	23.5%	13.6%	16.3%	10.9%	0.0%	0.0%	27.8%	13.6%	13.6%	14.9%
Somewhat better	20.0%	20.3%	28.1%	0.0%	7.7%	20.3%	22.1%	34.0%	24.9%	12.3%	23.7%	17.4%	29.4%	34.8%	21.7%	18.4%	33.3%	33.3%	22.2%	26.1%	18.6%	32.8%
Stayed the same	18.2%	23.0%	22.7%	50.0%	23.1%	12.5%	20.0%	24.0%	24.2%	28.1%	31.7%	26.5%	25.0%	26.4%	25.0%	20.7%	0.0%	0.0%	22.2%	25.0%	24.6%	14.9%
Somewhat worse	14.5%	23.0%	10.3%	0.0%	30.8%	28.9%	18.3%	8.0%	20.4%	24.6%	20.1%	20.0%	10.3%	12.4%	15.2%	24.1%	0.0%	33.3%	5.6%	20.2%	16.6%	14.9%
Much worse	18.2%	13.1%	5.4%	0.0%	0.0%	17.2%	12.8%	5.0%	13.2%	8.8%	11.5%	11.6%	1.5%	4.6%	8.7%	13.8%	0.0%	33.3%	5.6%	8.0%	11.0%	13.4%
No response	25.5%	8.9%	14.1%	0.0%	15.4%	9.4%	11.0%	7.0%	8.3%	12.3%	2.2%	11.6%	10.3%	8.3%	13.0%	12.1%	66.7%	0.0%	16.7%	7.1%	15.6%	9.0%

	Q72. Name of your department																				Total
	Office of the City Attor...	Office of the City Auditor	Office of the City Clerk	Office of the City Council	Office of the City Mana...	Office of Cultural Affa...	Office of Environmental...	Office of Historic Pre...	Office of Management &...	Office of the Mayor	Office of Military Affa...	Parks & Recreation	Planning & Community ...	Police	Public Works	Purchasing & Genera- l Servi...	Solid Waste Manag- ement	Other	None chosen		

Q69. How has quality of work environment in your department changed

Much better	16.2%	31.6%	10.0%	25.0%	36.4%	22.2%	12.5%	28.6%	9.1%	0.0%	0.0%	15.6%	11.3%	7.4%	15.7%	10.9%	21.8%	8.0%	12.5%	13.2%
Somewhat better	36.5%	31.6%	20.0%	37.5%	22.7%	33.3%	18.8%	0.0%	15.2%	0.0%	50.0%	30.3%	16.1%	22.8%	23.7%	22.7%	33.6%	21.6%	22.9%	25.6%
Stayed the same	29.7%	15.8%	30.0%	12.5%	18.2%	22.2%	12.5%	14.3%	12.1%	100.0%	0.0%	18.8%	21.0%	27.9%	20.6%	17.6%	19.2%	26.1%	24.3%	23.7%
Somewhat worse	8.1%	0.0%	10.0%	0.0%	4.5%	11.1%	6.3%	0.0%	30.3%	0.0%	0.0%	18.2%	19.4%	21.3%	17.3%	21.0%	13.4%	17.0%	16.6%	17.5%
Much worse	4.1%	10.5%	20.0%	0.0%	0.0%	0.0%	0.0%	0.0%	3.0%	0.0%	0.0%	9.0%	21.0%	11.7%	15.5%	19.3%	5.8%	14.8%	6.8%	9.9%
No response	5.4%	10.5%	10.0%	25.0%	18.2%	11.1%	50.0%	57.1%	30.3%	0.0%	50.0%	8.0%	11.3%	8.8%	7.3%	8.4%	6.3%	12.5%	16.9%	10.0%

**Q69. How has the quality of the work environment in your department changed during the last 2 years? (excluding "don't know -was not here 2 years ago")**

	Q72. Name of your department																					
	Animal Care Services	Aviation	Capital Improvement Mana...	Center City Devel-opmen...	Comm-unicat-ions & Publi...	Code Enforc-ement	Comm-unity Initiat-ives	Conv. & Visitor-s Bure-au	Conven-tion Sports & Entert...	Custo-mer Service/311	Devel-opment Services	Down-town Operat-ions	Finance	Fire	Human Resources	Informa-tion Techno-logy S...	Inter-govern-mental Relati...	Interna-tional Relati-ons Of...	Interna-tional & Econo-mic D...	Library	Metro-politan Health District	Munic-ipal Court
<u>Q69. How has quality of work environment in your department changed</u>																						
Much better	4.9%	12.9%	22.6%	50.0%	27.3%	12.9%	17.8%	23.7%	9.9%	16.0%	11.0%	14.6%	26.2%	14.9%	18.8%	12.4%	0.0%	0.0%	33.3%	14.7%	16.1%	16.4%
Somewhat better	26.8%	22.3%	32.7%	0.0%	9.1%	22.4%	24.8%	36.6%	27.2%	14.0%	24.3%	19.7%	32.8%	37.9%	25.0%	20.9%	100.0%	33.3%	26.7%	28.1%	22.0%	36.1%
Stayed the same	24.4%	25.2%	26.4%	50.0%	27.3%	13.8%	22.5%	25.8%	26.3%	32.0%	32.4%	29.9%	27.9%	28.7%	28.8%	23.5%	0.0%	0.0%	26.7%	26.9%	29.1%	16.4%
Somewhat worse	19.5%	25.2%	11.9%	0.0%	36.4%	31.9%	20.5%	8.6%	22.2%	28.0%	20.6%	22.6%	11.5%	13.5%	17.5%	27.5%	0.0%	33.3%	6.7%	21.7%	19.7%	16.4%
Much worse	24.4%	14.4%	6.3%	0.0%	0.0%	19.0%	14.3%	5.4%	14.4%	10.0%	11.8%	13.1%	1.6%	5.0%	10.0%	15.7%	0.0%	33.3%	6.7%	8.6%	13.0%	14.8%

	Q72. Name of your department																				Total
	Office of the City Attor...	Office of the City Auditor	Office of the City Clerk	Office of the City Council	Office of the City Mana...	Office of Cultural Affa...	Office of Envir-onmen...	Office of Histor-ic Pre...	Office of Manag-ement &...	Office of the Mayor	Office of Milita-ry Affa...	Parks & Recreat-ion	Planni-ng & Comm-unity ...	Police	Public Works	Purchas-ing & Genera-tion Servi...	Solid Waste Manag-ement	Other	None chosen		
<u>Q69. How has quality of work environment in your department changed</u>																					
Much better	17.1%	35.3%	11.1%	33.3%	44.4%	25.0%	25.0%	66.7%	13.0%	0.0%	0.0%	17.0%	12.7%	8.1%	16.9%	11.9%	23.2%	9.1%	15.0%	14.6%	
Somewhat better	38.6%	35.3%	22.2%	50.0%	27.8%	37.5%	37.5%	0.0%	21.7%	0.0%	100.0%	32.9%	18.2%	25.1%	25.5%	24.8%	35.9%	24.7%	27.6%	28.5%	
Stayed the same	31.4%	17.6%	33.3%	16.7%	22.2%	25.0%	25.0%	33.3%	17.4%	100.0%	0.0%	20.5%	23.6%	30.6%	22.2%	19.3%	20.4%	29.9%	29.2%	26.4%	
Somewhat worse	8.6%	0.0%	11.1%	0.0%	5.6%	12.5%	12.5%	0.0%	43.5%	0.0%	0.0%	19.8%	21.8%	23.4%	18.7%	22.9%	14.3%	19.5%	20.0%	19.5%	
Much worse	4.3%	11.8%	22.2%	0.0%	0.0%	0.0%	0.0%	0.0%	4.3%	0.0%	0.0%	9.8%	23.6%	12.8%	16.7%	21.1%	6.2%	16.9%	8.2%	11.0%	