



2011 City of San Antonio Employee Survey

Appendix C: Crosstabular Data by Demographics

Submitted to:

The City of San Antonio



725 W. Frontier Circle

Olathe, KS

66061

August 2011

Equipment and Resources (Excluding Don't Know)

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)

N=7852	Q70. Your gender			Q71. Your ethnicity/national origin							Q73. Job type							Total			
	Male	Female	Not Provided	White/Anglo	Asian/Pacific Islander	Hispanic/Latino	Black/African	Native American	Other	No Response	Officials/Administrators	Protective Services	Skilled Craft	Professionals	Paraprofessionals	Service/Maintenance	Technicians		Clerical	Other	None chosen
<u>Q1. I have the equipment I need to do my job well</u>																					
Strongly Agree	16.4%	20.7%	13.6%	14.4%	17.4%	19.4%	23.4%	12.3%	10.6%	13.7%	28.1%	12.6%	17.2%	16.7%	15.1%	17.7%	15.3%	27.8%	18.7%	15.1%	17.5%
Agree	41.2%	41.6%	43.8%	45.1%	55.8%	39.5%	41.1%	29.2%	35.1%	42.2%	40.6%	44.1%	36.4%	44.9%	43.5%	32.0%	36.5%	38.2%	38.9%	43.4%	41.4%
Neutral	19.6%	15.6%	18.9%	16.4%	16.3%	19.6%	18.8%	9.2%	23.4%	17.5%	13.2%	17.7%	23.6%	17.2%	18.5%	23.2%	19.3%	15.5%	16.3%	19.8%	18.4%
Disagree	15.5%	13.8%	17.8%	17.2%	7.0%	13.8%	12.0%	32.3%	21.3%	17.1%	13.5%	16.8%	15.8%	14.6%	15.4%	16.4%	19.9%	11.3%	13.8%	15.1%	15.1%
Strongly Disagree	7.3%	8.4%	5.9%	7.0%	3.5%	7.7%	4.6%	16.9%	9.6%	9.5%	4.6%	8.8%	7.0%	6.7%	7.6%	10.8%	9.0%	7.2%	12.3%	6.6%	7.6%
<u>Q2. The equipment I use is well-maintained</u>																					
Strongly Agree	14.9%	17.0%	10.4%	12.3%	18.4%	17.1%	18.8%	12.5%	12.8%	11.6%	21.2%	11.9%	14.4%	14.5%	14.6%	13.5%	19.3%	23.4%	15.0%	14.4%	15.4%
Agree	40.2%	41.7%	44.0%	42.9%	47.1%	40.5%	40.1%	34.4%	28.7%	38.9%	45.1%	39.0%	38.1%	44.5%	42.7%	34.6%	39.7%	36.2%	35.5%	41.2%	40.8%
Neutral	24.6%	20.9%	22.0%	24.6%	19.5%	22.8%	22.6%	14.1%	29.8%	25.1%	18.1%	23.4%	26.4%	23.5%	24.3%	24.6%	20.3%	22.9%	25.5%	23.4%	23.5%
Disagree	14.3%	13.5%	18.2%	14.6%	10.3%	13.4%	14.4%	25.0%	19.1%	17.1%	11.6%	19.1%	15.0%	12.9%	12.3%	16.8%	14.3%	10.6%	11.5%	15.4%	14.2%
Strongly Disagree	5.9%	6.8%	5.4%	5.6%	4.6%	6.2%	4.1%	14.1%	9.6%	7.3%	4.1%	6.6%	6.0%	4.6%	6.1%	10.5%	6.3%	7.0%	12.5%	5.6%	6.2%
<u>Q3. Repairs to the equipment are completed in a timely manner</u>																					
Strongly Agree	10.8%	12.6%	10.0%	9.0%	16.3%	12.4%	13.8%	8.1%	7.8%	10.1%	15.8%	7.7%	10.9%	10.8%	9.6%	10.6%	13.9%	17.8%	13.2%	10.8%	11.3%
Agree	30.0%	33.8%	30.5%	30.2%	40.7%	32.1%	32.0%	19.4%	30.0%	27.1%	38.0%	27.4%	28.6%	33.7%	32.3%	24.4%	36.6%	29.5%	28.9%	30.1%	31.1%
Neutral	26.5%	25.2%	30.2%	25.7%	27.9%	26.7%	26.2%	27.4%	21.1%	27.0%	20.4%	27.3%	27.3%	25.2%	29.0%	28.0%	21.4%	28.5%	26.4%	27.8%	26.3%
Disagree	21.3%	17.0%	18.4%	22.6%	10.5%	18.4%	19.8%	30.6%	22.2%	21.2%	16.8%	23.2%	19.4%	20.7%	20.1%	21.7%	17.6%	13.6%	18.8%	19.8%	19.9%
Strongly Disagree	11.4%	11.4%	10.9%	12.5%	4.7%	10.5%	8.3%	14.5%	18.9%	14.7%	9.0%	14.4%	13.8%	9.7%	8.9%	15.3%	10.5%	10.5%	12.7%	11.5%	11.4%

Equipment and Resources (Excluding Don't Know)

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)

N=7852	Q70. Your gender			Q71. Your ethnicity/national origin							Q73. Job type							Total				
	Male	Female	Not Provided	White/Anglo	Asian/Pacific Islander	Hispanic/Latino	Black/African	Native American	Other	No Response	Officials/Administrators	Protective Services	Skilled Craft	Professionals	Paraprofessionals	Service/Maintenance	Technicians		Clerical	Other	None chosen	
<u>Q4. Facilities are well maintained in my work area</u>																						
Strongly Agree	15.5%	17.8%	10.8%	14.9%	22.1%	16.8%	18.1%	14.1%	20.4%	11.2%	20.0%	13.5%	14.9%	15.0%	15.6%	16.8%	15.0%	22.3%	23.9%	13.1%	16.0%	
Agree	40.9%	39.3%	40.7%	40.8%	43.0%	41.0%	43.8%	23.4%	24.7%	37.3%	42.4%	42.6%	34.7%	43.0%	38.4%	38.7%	41.0%	35.6%	34.8%	41.1%	40.4%	
Neutral	24.3%	20.6%	25.9%	23.8%	19.8%	22.7%	21.9%	28.1%	20.4%	26.4%	19.3%	21.8%	29.3%	23.1%	25.0%	24.4%	22.0%	21.6%	22.4%	23.0%	23.3%	
Disagree	12.4%	13.9%	15.1%	13.7%	10.5%	12.3%	9.6%	21.9%	23.7%	14.4%	10.8%	14.4%	14.2%	12.4%	14.5%	12.6%	13.0%	11.5%	9.5%	14.3%	12.9%	
Strongly Disagree	7.0%	8.3%	7.5%	6.7%	4.7%	7.2%	6.6%	12.5%	10.8%	10.6%	7.5%	7.6%	6.9%	6.5%	6.6%	7.5%	9.0%	9.1%	9.5%	8.5%	7.4%	
<u>Q5. Job vacancies are filled in a timely manner</u>																						
Strongly Agree	6.6%	4.8%	5.0%	5.7%	3.5%	5.9%	7.9%	6.7%	7.8%	5.4%	5.4%	7.0%	6.0%	5.7%	3.7%	6.6%	5.5%	5.7%	10.1%	6.1%	5.9%	
Agree	19.9%	15.2%	13.2%	20.8%	18.6%	18.3%	16.4%	18.3%	7.8%	12.3%	14.2%	26.7%	16.3%	18.2%	19.1%	14.8%	15.0%	15.7%	20.6%	14.0%	18.2%	
Neutral	25.3%	22.6%	30.7%	23.2%	33.7%	24.6%	28.6%	23.3%	15.6%	28.6%	16.4%	24.9%	26.6%	24.6%	26.9%	23.0%	25.3%	24.5%	27.5%	27.6%	24.7%	
Disagree	22.5%	26.1%	24.1%	23.0%	26.7%	23.5%	24.4%	21.7%	35.6%	24.0%	28.9%	17.8%	23.5%	23.0%	27.0%	25.5%	23.2%	25.6%	22.2%	25.7%	23.6%	
Strongly Disagree	25.7%	31.4%	27.0%	27.3%	17.4%	27.7%	22.7%	30.0%	33.3%	29.6%	35.0%	23.6%	27.6%	28.5%	23.4%	30.2%	31.1%	28.4%	19.6%	26.6%	27.5%	
<u>Q6. We have enough staff in my department to do our job</u>																						
Strongly Agree	8.5%	8.1%	7.0%	8.3%	5.7%	8.4%	9.4%	3.2%	8.6%	7.7%	4.8%	7.4%	10.3%	8.1%	8.2%	8.2%	7.7%	11.4%	9.1%	8.2%	8.3%	
Agree	20.2%	20.3%	24.6%	21.6%	26.4%	20.1%	20.2%	19.4%	12.9%	18.6%	21.3%	20.9%	18.2%	20.5%	22.2%	17.9%	17.4%	19.8%	27.9%	20.3%	20.4%	
Neutral	17.6%	16.9%	20.1%	16.1%	21.8%	17.0%	22.7%	24.2%	20.4%	20.7%	17.4%	14.7%	18.8%	17.6%	17.5%	17.1%	19.5%	18.3%	20.3%	19.2%	17.5%	
Disagree	24.5%	26.2%	25.2%	25.6%	20.7%	24.7%	26.9%	22.6%	26.9%	25.6%	24.7%	22.8%	24.8%	26.0%	27.0%	23.1%	27.5%	24.3%	17.3%	27.2%	25.0%	
Strongly Disagree	29.2%	28.5%	23.1%	28.4%	25.3%	29.8%	20.8%	30.6%	31.2%	27.4%	31.7%	34.1%	27.9%	27.8%	25.2%	33.7%	27.9%	26.2%	25.4%	25.1%	28.7%	

Equipment and Resources (Excluding Don't Know)

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)

N=7852	Q70. Your gender			Q71. Your ethnicity/national origin							Q73. Job type									Total		
	Male	Female	Not Provided	White/Anglo	Asian/Pacific Islander	Hispanic/Latino	Black/African	Native American	Other	No Response	Officials/Administrators	Protective Services	Skilled Craft	Professionals	Paraprofessionals	Service/Maintenance	Technicians	Clerical	Other		None chosen	
<u>Q7. Technology available in my department meets my needs</u>																						
Strongly Agree	10.1%	13.4%	5.1%	9.2%	10.5%	11.8%	16.1%	6.5%	9.7%	7.4%	14.3%	7.7%	10.0%	10.0%	11.2%	10.3%	13.8%	18.4%	11.7%	9.1%	10.9%	
Agree	33.4%	35.4%	37.5%	35.8%	33.7%	33.8%	33.3%	22.6%	25.8%	34.0%	38.0%	33.0%	26.6%	35.7%	34.0%	32.2%	30.0%	35.5%	37.1%	36.7%	34.2%	
Neutral	26.7%	23.2%	27.2%	23.8%	27.9%	26.1%	25.3%	24.2%	25.8%	28.9%	20.1%	24.3%	32.9%	24.7%	27.1%	27.5%	25.9%	24.5%	24.9%	26.5%	25.7%	
Disagree	18.6%	17.4%	19.0%	20.0%	18.6%	17.4%	16.7%	27.4%	21.5%	18.2%	16.5%	21.2%	17.9%	19.3%	17.8%	18.7%	18.5%	12.6%	15.7%	17.5%	18.3%	
Strongly Disagree	11.2%	10.6%	11.2%	11.2%	9.3%	10.8%	8.6%	19.4%	17.2%	11.5%	11.1%	13.8%	12.7%	10.3%	9.9%	11.2%	11.8%	9.0%	10.7%	10.0%	11.0%	
<u>Q8. I am satisfied with quality & availability of equipment & resources in my department</u>																						
Strongly Agree	8.7%	11.2%	6.0%	7.9%	11.4%	10.2%	12.7%	3.1%	5.3%	7.2%	11.4%	7.3%	8.5%	8.5%	8.2%	9.6%	8.7%	17.2%	12.9%	8.3%	9.3%	
Agree	34.9%	35.4%	32.3%	36.0%	39.8%	34.9%	37.4%	34.4%	23.4%	30.8%	38.3%	33.8%	30.6%	36.9%	36.6%	30.4%	34.9%	34.2%	33.8%	34.2%	34.9%	
Neutral	28.2%	26.1%	32.0%	26.2%	28.4%	28.2%	26.3%	14.1%	34.0%	30.5%	25.5%	26.6%	30.1%	28.1%	29.2%	26.8%	23.8%	26.0%	25.9%	30.8%	27.7%	
Disagree	19.3%	17.6%	23.1%	21.0%	10.2%	17.7%	16.1%	35.9%	22.3%	21.8%	17.2%	22.5%	18.6%	18.7%	17.3%	22.1%	22.8%	13.8%	16.9%	18.6%	19.0%	
Strongly Disagree	8.9%	9.7%	6.6%	8.9%	10.2%	9.0%	7.5%	12.5%	14.9%	9.7%	7.5%	9.8%	12.1%	7.8%	8.8%	11.1%	9.7%	8.8%	10.4%	8.0%	9.1%	

Working Environment (Excluding Don't Know)

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)

N=7852	Q70. Your gender			Q71. Your ethnicity/national origin							Q73. Job type								Total		
	Male	Female	Not Provided	White/Anglo	Asian/Pacific Islander	Hispanic/Latino	Black/African	Native American	Other	No Response	Officials/Administrators	Protective Services	Skilled Craft	Professionals	Paraprofessionals	Service/Maintenance	Technicians	Clerical		Other	None chosen
<u>Q9. My co-workers treat me with respect</u>																					
Strongly Agree	35.6%	36.0%	27.9%	37.9%	32.2%	35.5%	38.5%	20.0%	26.6%	28.5%	38.9%	37.1%	27.0%	39.7%	38.2%	28.6%	33.4%	34.1%	34.0%	29.3%	35.4%
Agree	47.7%	42.3%	49.0%	47.9%	55.2%	45.2%	44.2%	43.1%	39.4%	48.2%	49.3%	51.4%	45.4%	47.2%	41.7%	44.6%	45.2%	39.5%	42.7%	46.7%	46.2%
Neutral	10.9%	12.5%	15.4%	8.8%	9.2%	12.2%	10.7%	16.9%	22.3%	14.3%	6.0%	7.8%	19.2%	7.8%	12.0%	15.8%	13.0%	18.6%	14.1%	14.3%	11.5%
Disagree	3.6%	4.8%	5.3%	3.5%	1.1%	4.1%	3.6%	7.7%	5.3%	5.9%	2.4%	1.7%	5.6%	3.3%	5.8%	7.4%	4.0%	3.7%	4.9%	5.4%	4.1%
Strongly Disagree	2.2%	4.3%	2.4%	1.9%	2.3%	3.0%	3.0%	12.3%	6.4%	3.1%	3.4%	2.0%	2.8%	2.0%	2.3%	3.7%	4.3%	4.1%	4.4%	4.3%	2.8%
<u>Q10. My immediate supervisor treats me with respect</u>																					
Strongly Agree	45.7%	46.2%	36.4%	49.0%	45.5%	45.0%	46.9%	37.1%	36.6%	38.3%	51.3%	49.5%	32.0%	50.0%	47.3%	33.4%	44.1%	48.6%	45.9%	39.3%	45.4%
Agree	36.8%	32.6%	42.4%	36.6%	39.8%	35.2%	34.4%	29.0%	34.4%	39.1%	33.3%	38.6%	37.7%	34.6%	32.3%	39.9%	36.5%	31.7%	31.9%	39.2%	35.8%
Neutral	9.8%	10.9%	14.9%	7.3%	10.2%	11.1%	11.1%	12.9%	10.8%	13.8%	7.7%	7.5%	17.1%	8.0%	10.3%	14.6%	11.0%	10.8%	12.6%	13.3%	10.4%
Disagree	4.2%	4.6%	3.9%	3.3%	2.3%	4.5%	4.2%	8.1%	10.8%	5.0%	3.1%	2.0%	8.7%	3.5%	5.3%	6.5%	4.0%	4.6%	3.4%	4.2%	4.3%
Strongly Disagree	3.4%	5.7%	2.4%	3.8%	2.3%	4.2%	3.3%	12.9%	7.5%	3.9%	4.6%	2.3%	4.5%	3.8%	4.7%	5.5%	4.3%	4.2%	6.3%	4.0%	4.1%
<u>Q11. I am comfortable expressing opinions about work related issues to my immediate supervisor</u>																					
Strongly Agree	38.9%	38.6%	30.5%	43.5%	36.4%	37.3%	40.7%	29.0%	29.8%	30.5%	44.7%	41.8%	28.9%	43.4%	40.0%	27.5%	36.6%	38.0%	37.0%	30.9%	38.4%
Agree	37.4%	31.4%	39.3%	35.9%	33.0%	35.8%	37.6%	27.4%	24.5%	35.9%	33.3%	39.9%	36.7%	34.7%	31.4%	39.2%	34.6%	31.5%	32.2%	38.5%	35.7%
Neutral	11.5%	13.4%	13.9%	9.5%	14.8%	13.0%	9.9%	17.7%	18.1%	15.2%	10.0%	9.5%	16.6%	10.5%	12.9%	14.4%	12.4%	14.2%	15.4%	14.3%	12.2%
Disagree	6.8%	8.6%	10.4%	5.8%	11.4%	7.5%	7.1%	8.1%	21.3%	10.8%	6.0%	5.0%	9.0%	6.1%	9.3%	9.7%	8.7%	9.5%	7.7%	10.4%	7.5%
Strongly Disagree	5.4%	8.0%	5.9%	5.3%	4.5%	6.4%	4.7%	17.7%	6.4%	7.5%	6.0%	3.9%	8.8%	5.3%	6.4%	9.1%	7.7%	6.8%	7.7%	5.9%	6.2%

Working Environment (Excluding Don't Know)

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)

N=7852	Q70. Your gender			Q71. Your ethnicity/national origin							Q73. Job type							Total			
	Male	Female	Not Provided	White/Anglo	Asian/Pacific Islander	Hispanic/Latino	Black/African	Native American	Other	No Response	Officials/Administrators	Protective Services	Skilled Craft	Professionals	Paraprofessionals	Service/Maintenance	Technicians		Clerical	Other	None chosen
<u>Q12. Executive Team Staff/Command Staff in my department listens to employees</u>																					
Strongly Agree	16.1%	17.1%	12.3%	17.0%	20.7%	16.3%	18.0%	13.1%	15.1%	12.1%	26.4%	15.6%	12.2%	17.2%	12.9%	13.3%	17.1%	17.1%	19.2%	14.5%	16.2%
Agree	31.1%	28.7%	31.0%	32.6%	28.7%	30.5%	32.3%	19.7%	15.1%	25.1%	35.6%	31.2%	26.1%	33.0%	26.5%	28.1%	28.3%	28.1%	27.1%	29.2%	30.4%
Neutral	26.2%	25.0%	26.4%	23.8%	28.7%	26.5%	27.1%	26.2%	23.7%	26.8%	17.7%	27.4%	28.8%	24.2%	29.4%	26.2%	27.3%	27.2%	28.6%	25.1%	25.8%
Disagree	15.0%	15.7%	18.4%	14.8%	16.1%	15.0%	11.9%	16.4%	28.0%	19.2%	10.2%	14.3%	16.6%	14.3%	15.5%	18.9%	17.4%	16.2%	15.3%	18.4%	15.4%
Strongly Disagree	11.7%	13.5%	12.0%	11.7%	5.7%	11.7%	10.8%	24.6%	18.3%	16.8%	10.2%	11.4%	16.4%	11.2%	15.7%	13.5%	9.9%	11.3%	9.9%	12.8%	12.2%
<u>Q13. Conflict between co-workers is resolved effectively</u>																					
Strongly Agree	16.1%	12.6%	14.9%	15.7%	10.8%	15.1%	14.3%	8.3%	17.0%	13.2%	17.8%	18.1%	11.8%	16.3%	10.4%	12.8%	17.5%	13.8%	13.2%	13.5%	15.0%
Agree	40.0%	32.5%	35.4%	41.3%	43.4%	36.4%	41.3%	30.0%	21.6%	33.2%	42.2%	43.8%	34.8%	38.7%	33.8%	32.9%	39.4%	31.1%	34.2%	36.7%	37.5%
Neutral	27.7%	26.6%	25.2%	27.0%	28.9%	27.4%	26.1%	25.0%	25.0%	28.4%	22.2%	24.4%	32.3%	27.4%	31.9%	26.8%	26.0%	27.9%	26.3%	26.7%	27.3%
Disagree	10.1%	15.1%	19.6%	10.4%	9.6%	11.9%	11.2%	20.0%	20.5%	16.2%	12.2%	7.8%	12.1%	11.3%	13.0%	14.3%	10.3%	15.2%	15.8%	15.4%	12.0%
Strongly Disagree	6.0%	13.2%	5.0%	5.6%	7.2%	9.1%	7.2%	16.7%	15.9%	9.0%	5.6%	5.9%	9.1%	6.3%	10.9%	13.2%	6.8%	12.0%	10.5%	7.7%	8.1%
<u>Q14. Conflict between managers/supervisors & employees is resolved effectively</u>																					
Strongly Agree	14.7%	12.6%	14.4%	14.3%	14.3%	14.3%	14.3%	9.7%	13.6%	11.5%	19.0%	16.4%	9.9%	14.4%	11.6%	12.3%	15.5%	13.6%	14.4%	13.2%	14.0%
Agree	36.4%	31.1%	27.6%	38.9%	29.8%	34.3%	36.8%	22.6%	18.2%	24.7%	41.1%	41.3%	28.4%	36.1%	31.0%	31.8%	33.6%	29.5%	33.0%	29.8%	34.5%
Neutral	28.0%	28.4%	32.4%	28.0%	40.5%	27.5%	24.6%	27.4%	20.5%	35.2%	23.9%	26.5%	29.8%	28.6%	29.7%	25.2%	26.5%	30.2%	29.9%	31.7%	28.3%
Disagree	12.6%	15.5%	16.3%	11.8%	10.7%	13.5%	16.4%	16.1%	30.7%	15.8%	9.1%	9.2%	17.8%	13.2%	16.3%	16.1%	15.9%	15.0%	10.8%	15.0%	13.6%
Strongly Disagree	8.4%	12.4%	9.3%	6.9%	4.8%	10.4%	7.9%	24.2%	17.0%	12.7%	6.9%	6.6%	14.1%	7.7%	11.4%	14.6%	8.5%	11.8%	11.9%	10.2%	9.6%

Working Environment (Excluding Don't Know)

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)

N=7852	Q70. Your gender			Q71. Your ethnicity/national origin							Q73. Job type								Total		
	Male	Female	Not Provided	White/Anglo	Asian/Pacific Islander	Hispanic/Latino	Black/African	Native American	Other	No Response	Officials/Administrators	Protective Services	Skilled Craft	Professionals	Paraprofessionals	Service/Maintenance	Technicians	Clerical		Other	None chosen
<u>Q15. Assignments in my department are distributed fairly</u>																					
Strongly Agree	15.5%	13.6%	9.9%	16.9%	10.5%	14.5%	14.0%	6.3%	13.0%	10.4%	18.6%	15.8%	11.9%	15.3%	12.5%	11.9%	17.2%	15.7%	16.4%	12.3%	14.7%
Agree	36.9%	32.3%	36.4%	39.2%	37.2%	33.9%	40.3%	25.4%	27.2%	33.1%	41.4%	39.2%	30.9%	38.2%	31.8%	30.8%	35.1%	30.6%	31.8%	34.0%	35.4%
Neutral	22.7%	22.1%	27.2%	21.4%	31.4%	23.0%	19.6%	23.8%	27.2%	25.3%	16.9%	24.1%	25.0%	21.8%	23.3%	23.2%	23.3%	23.9%	19.4%	24.2%	22.7%
Disagree	14.3%	17.0%	15.2%	13.4%	12.8%	15.5%	14.8%	20.6%	17.4%	18.4%	12.3%	12.7%	16.6%	14.0%	19.1%	19.0%	11.5%	15.6%	15.4%	17.9%	15.2%
Strongly Disagree	10.6%	15.1%	11.3%	9.1%	8.1%	13.1%	11.2%	23.8%	15.2%	12.8%	10.8%	8.2%	15.7%	10.7%	13.3%	15.0%	12.8%	14.2%	16.9%	11.6%	12.0%
<u>Q16. Poor job performance is dealt with effectively by managers/supervisors</u>																					
Strongly Agree	12.3%	9.8%	11.3%	11.7%	14.0%	12.0%	11.1%	7.9%	10.9%	8.6%	16.1%	11.5%	9.8%	11.7%	9.0%	10.0%	14.1%	11.8%	14.6%	10.5%	11.5%
Agree	29.6%	27.3%	28.8%	29.1%	26.7%	30.0%	32.4%	15.9%	15.2%	23.4%	35.9%	30.5%	25.6%	28.3%	28.3%	30.5%	32.0%	28.1%	24.2%	26.9%	28.9%
Neutral	26.8%	25.8%	22.2%	26.1%	30.2%	26.2%	26.4%	31.7%	26.1%	26.4%	24.4%	26.4%	30.9%	26.4%	25.4%	25.8%	25.1%	24.4%	29.3%	25.0%	26.3%
Disagree	18.2%	19.9%	24.1%	20.1%	22.1%	17.3%	18.5%	20.6%	23.9%	23.8%	13.2%	18.5%	17.7%	20.0%	20.9%	19.6%	15.5%	17.9%	16.7%	21.9%	19.0%
Strongly Disagree	13.1%	17.4%	13.8%	13.0%	7.0%	14.5%	11.6%	23.8%	23.9%	17.8%	10.3%	13.2%	16.0%	13.6%	16.5%	14.2%	13.4%	17.8%	15.2%	15.6%	14.4%
<u>Q17. Workplace safety is continually emphasized in my department</u>																					
Strongly Agree	26.7%	17.6%	18.2%	26.1%	20.9%	23.3%	22.4%	25.0%	17.2%	18.8%	23.4%	31.5%	18.9%	24.4%	18.5%	19.8%	27.1%	19.3%	27.2%	21.2%	23.5%
Agree	41.9%	35.8%	40.9%	41.9%	48.8%	39.2%	43.9%	26.6%	35.5%	38.3%	43.9%	45.6%	39.1%	40.6%	33.3%	42.8%	41.7%	34.3%	33.7%	37.8%	40.1%
Neutral	19.6%	26.1%	27.9%	20.7%	22.1%	22.1%	21.0%	18.8%	17.2%	26.3%	23.2%	14.5%	22.2%	22.2%	28.2%	18.3%	18.6%	27.2%	22.8%	26.3%	21.9%
Disagree	7.2%	12.4%	8.8%	7.1%	4.7%	9.3%	7.5%	17.2%	22.6%	10.4%	6.3%	4.7%	10.6%	8.5%	13.0%	10.9%	5.8%	11.7%	8.4%	9.4%	8.8%
Strongly Disagree	4.7%	8.1%	4.2%	4.3%	3.5%	6.2%	5.2%	12.5%	7.5%	6.2%	3.2%	3.7%	9.1%	4.4%	7.0%	8.3%	6.8%	7.4%	7.9%	5.3%	5.7%

Working Environment (Excluding Don't Know)

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)

N=7852	Q70. Your gender			Q71. Your ethnicity/national origin						Q73. Job type									Total		
	Male	Female	Not Provided	White/Anglo	Asian/Pacific Islander	Hispanic/Latino	Black/African	Native American	Other	No Response	Officials/Administrators	Protective Services	Skilled Craft	Professionals	Paraprofessionals	Service/Maintenance	Technicians	Clerical		Other	None chosen
<u>Q18. I am satisfied with working environment in my department</u>																					
Strongly Agree	19.0%	16.9%	15.5%	19.7%	18.4%	18.3%	20.5%	14.3%	13.8%	13.2%	22.8%	20.7%	13.2%	19.4%	14.0%	16.9%	17.5%	18.0%	21.4%	16.2%	18.2%
Agree	43.4%	38.7%	43.0%	47.0%	46.0%	40.7%	42.7%	20.6%	27.7%	38.6%	48.6%	48.9%	34.5%	45.3%	38.2%	34.6%	40.4%	37.1%	37.9%	39.0%	42.0%
Neutral	22.4%	25.4%	25.7%	18.9%	24.1%	25.2%	17.8%	34.9%	33.0%	27.9%	17.8%	18.1%	30.9%	20.6%	27.0%	28.8%	27.3%	26.8%	21.8%	27.1%	23.5%
Disagree	9.8%	11.8%	9.3%	10.5%	6.9%	9.6%	11.5%	20.6%	14.9%	12.2%	6.0%	8.4%	12.9%	9.7%	14.8%	11.5%	9.8%	10.5%	12.1%	10.4%	10.4%
Strongly Disagree	5.3%	7.1%	6.6%	3.9%	4.6%	6.3%	7.4%	9.5%	10.6%	8.1%	4.8%	3.9%	8.5%	5.0%	5.9%	8.1%	5.1%	7.6%	6.8%	7.3%	5.9%

Employee Recognition (Excluding Don't Know)

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)

N=7852	Q70. Your gender			Q71. Your ethnicity/national origin							Q73. Job type								Total		
	Male	Female	Not Provided	White/Anglo	Asian/Pacific Islander	Hispanic/Latino	Black/African	Native American	Other	No Response	Officials/Administrators	Protective Services	Skilled Craft	Professionals	Paraprofessionals	Service/Maintenance	Technicians	Clerical		Other	None chosen
<u>Q19. My immediate supervisor tells me when I do a good job</u>																					
Strongly Agree	28.6%	30.4%	24.9%	31.1%	31.8%	28.3%	30.5%	21.9%	25.5%	26.3%	34.1%	30.1%	22.2%	31.0%	30.8%	24.3%	28.8%	30.6%	27.7%	24.6%	29.0%
Agree	37.6%	30.6%	36.5%	37.4%	38.6%	35.2%	34.9%	20.3%	23.4%	34.0%	32.1%	42.3%	33.3%	37.2%	31.6%	31.6%	35.1%	29.8%	30.1%	36.1%	35.4%
Neutral	17.9%	17.3%	20.1%	17.0%	20.5%	18.0%	18.0%	20.3%	21.3%	18.6%	17.1%	14.9%	18.1%	16.7%	19.5%	20.4%	19.7%	18.9%	20.9%	20.6%	17.9%
Disagree	8.7%	11.3%	12.3%	8.1%	5.7%	9.8%	8.6%	17.2%	18.1%	12.5%	9.4%	7.1%	13.2%	8.9%	10.1%	12.2%	8.7%	10.7%	9.2%	10.2%	9.6%
Strongly Disagree	7.1%	10.4%	6.3%	6.3%	3.4%	8.7%	8.0%	20.3%	11.7%	8.7%	7.2%	5.6%	13.2%	6.2%	7.9%	11.5%	7.7%	10.0%	12.1%	8.4%	8.1%
<u>Q20. My work is appreciated by my immediate supervisor</u>																					
Strongly Agree	29.4%	31.7%	24.5%	33.0%	26.4%	28.7%	32.7%	20.0%	26.9%	26.3%	36.7%	31.1%	21.6%	33.0%	30.3%	22.5%	27.0%	32.5%	30.2%	24.9%	29.8%
Agree	39.8%	32.4%	38.8%	39.6%	54.0%	37.2%	33.8%	23.1%	25.8%	37.1%	35.7%	43.1%	36.1%	37.8%	35.9%	36.1%	38.0%	32.7%	30.7%	39.6%	37.6%
Neutral	17.5%	17.6%	22.6%	15.9%	9.2%	18.2%	17.7%	20.0%	19.4%	21.1%	14.6%	15.2%	20.3%	16.5%	17.3%	21.6%	19.7%	16.9%	21.5%	21.5%	17.7%
Disagree	7.4%	9.5%	8.6%	6.5%	9.2%	8.4%	7.6%	16.9%	17.2%	9.1%	6.3%	6.4%	11.2%	7.2%	9.6%	10.0%	9.0%	9.5%	6.3%	8.0%	8.1%
Strongly Disagree	5.9%	8.9%	5.5%	5.0%	1.1%	7.5%	8.2%	20.0%	10.8%	6.4%	6.8%	4.2%	10.9%	5.5%	6.9%	9.8%	6.3%	8.4%	11.2%	6.0%	6.8%
<u>Q21. My work is appreciated by Executive Team Staff/Command Staff</u>																					
Strongly Agree	15.9%	17.8%	14.5%	17.2%	23.3%	16.4%	19.7%	6.6%	11.1%	12.5%	30.0%	13.4%	12.3%	18.0%	13.1%	14.9%	13.2%	18.1%	19.9%	13.1%	16.4%
Agree	31.9%	28.8%	28.6%	32.1%	37.2%	30.8%	33.1%	26.2%	21.1%	27.9%	31.0%	33.3%	28.2%	31.1%	30.7%	32.2%	31.3%	27.8%	26.9%	31.2%	30.9%
Neutral	28.6%	26.0%	32.4%	28.0%	25.6%	28.1%	26.0%	21.3%	25.6%	29.7%	21.0%	31.2%	27.7%	28.1%	30.0%	22.6%	30.2%	29.1%	28.4%	29.5%	28.0%
Disagree	13.5%	14.9%	15.1%	13.4%	10.5%	13.4%	12.3%	21.3%	26.7%	17.7%	9.8%	13.3%	15.9%	12.7%	13.4%	17.8%	14.9%	14.4%	12.9%	16.3%	14.0%
Strongly Disagree	10.1%	12.5%	9.4%	9.2%	3.5%	11.4%	8.9%	24.6%	15.6%	12.2%	8.3%	8.7%	15.9%	10.0%	12.9%	12.5%	10.4%	10.6%	11.9%	9.8%	10.8%

Employee Recognition (Excluding Don't Know)

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)

N=7852	Q70. Your gender			Q71. Your ethnicity/national origin							Q73. Job type							Total			
	Male	Female	Not Provided	White/Anglo	Asian/Pacific Islander	Hispanic/Latino	Black/African	Native American	Other	No Response	Officials/Administrators	Protective Services	Skilled Craft	Professionals	Paraprofessionals	Service/Maintenance	Technicians		Clerical	Other	None chosen
<u>Q22. Employees who perform well receive adequate recognition</u>																					
Strongly Agree	10.4%	10.1%	8.4%	10.4%	14.0%	10.5%	9.0%	6.6%	7.5%	8.1%	14.5%	10.0%	7.2%	11.1%	8.7%	8.3%	8.1%	11.3%	12.6%	9.4%	10.2%
Agree	25.1%	21.8%	22.0%	25.9%	24.4%	23.6%	26.8%	9.8%	14.0%	20.8%	35.1%	28.9%	19.1%	25.3%	20.7%	19.8%	23.3%	18.8%	19.2%	21.8%	23.9%
Neutral	29.6%	25.6%	30.7%	28.6%	31.4%	27.9%	31.1%	19.7%	21.5%	31.5%	24.3%	31.7%	28.8%	28.1%	27.4%	24.2%	31.1%	29.3%	27.3%	30.0%	28.5%
Disagree	19.9%	22.2%	24.1%	22.2%	17.4%	19.8%	18.9%	29.5%	24.7%	22.8%	13.8%	17.2%	21.4%	21.1%	23.7%	24.0%	21.6%	21.3%	21.2%	23.0%	20.8%
Strongly Disagree	15.1%	20.3%	14.8%	12.9%	12.8%	18.2%	14.1%	34.4%	32.3%	16.9%	12.3%	12.2%	23.5%	14.4%	19.5%	23.7%	15.9%	19.3%	19.7%	15.8%	16.6%
<u>Q23. Rewards & recognition are distributed fairly in my department</u>																					
Strongly Agree	9.4%	8.1%	7.3%	9.5%	10.8%	8.9%	10.4%	3.2%	5.7%	6.5%	14.1%	8.8%	6.7%	10.1%	6.8%	7.6%	6.5%	9.0%	9.5%	7.5%	8.9%
Agree	23.4%	20.0%	21.1%	25.5%	21.7%	21.8%	22.9%	7.9%	10.2%	18.4%	30.7%	27.5%	17.2%	23.6%	19.5%	17.3%	23.5%	17.4%	17.1%	21.9%	22.3%
Neutral	30.5%	27.4%	31.9%	30.4%	37.3%	28.4%	29.9%	22.2%	27.3%	34.4%	29.0%	32.4%	28.7%	29.7%	27.5%	25.3%	27.6%	31.4%	30.7%	31.7%	29.6%
Disagree	20.1%	21.8%	22.4%	19.9%	15.7%	20.8%	21.4%	31.7%	28.4%	21.6%	12.1%	18.4%	21.7%	19.8%	24.8%	25.0%	21.5%	21.9%	22.1%	22.7%	20.8%
Strongly Disagree	16.5%	22.6%	17.4%	14.7%	14.5%	20.1%	15.4%	34.9%	28.4%	19.1%	14.1%	12.9%	25.8%	16.9%	21.3%	24.8%	20.8%	20.3%	20.6%	16.2%	18.4%
<u>Q24. I am satisfied with level of employee recognition in my department</u>																					
Strongly Agree	10.9%	10.2%	9.2%	11.0%	10.2%	10.9%	11.8%	3.2%	8.7%	7.4%	16.7%	10.5%	7.2%	11.7%	8.3%	10.5%	8.4%	11.7%	11.6%	7.5%	10.6%
Agree	28.2%	22.2%	23.6%	29.1%	31.8%	26.0%	25.2%	12.9%	12.0%	21.7%	31.6%	31.7%	24.1%	27.6%	22.4%	20.4%	28.8%	21.0%	22.1%	25.0%	26.2%
Neutral	30.3%	28.9%	34.0%	30.3%	36.4%	29.2%	27.7%	17.7%	26.1%	35.8%	28.2%	31.8%	27.2%	29.9%	30.1%	27.4%	30.1%	30.9%	29.6%	33.5%	30.1%
Disagree	17.8%	20.7%	19.3%	19.0%	11.4%	18.1%	20.7%	33.9%	28.3%	19.7%	14.1%	15.7%	20.6%	18.2%	21.7%	22.0%	18.4%	18.7%	21.6%	20.8%	18.8%
Strongly Disagree	12.8%	17.9%	13.8%	10.5%	10.2%	15.8%	14.6%	32.3%	25.0%	15.4%	9.5%	10.3%	20.8%	12.7%	17.5%	19.6%	14.4%	17.7%	15.1%	13.1%	14.4%

Professional Development (Excluding Don't Know)

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)

N=7852	Q70. Your gender			Q71. Your ethnicity/national origin							Q73. Job type								Total		
	Male	Female	Not Provided	White/Anglo	Asian/Pacific Islander	Hispanic/Latino	Black/African	Native American	Other	No Response	Officials/Administrators	Protective Services	Skilled Craft	Professionals	Paraprofessionals	Service/Maintenance	Technicians	Clerical		Other	None chosen
<u>Q25. I receive adequate training to do my job properly</u>																					
Strongly Agree	17.5%	15.3%	11.2%	17.8%	9.1%	16.8%	16.7%	15.6%	11.7%	12.4%	19.2%	19.8%	12.9%	17.1%	13.4%	14.5%	13.0%	17.3%	22.3%	14.3%	16.5%
Agree	40.9%	39.2%	37.9%	42.6%	42.0%	39.6%	45.4%	18.8%	34.0%	37.3%	36.7%	47.1%	35.9%	39.9%	42.8%	38.5%	32.3%	40.2%	39.3%	39.3%	40.2%
Neutral	22.3%	23.6%	30.9%	20.8%	28.4%	23.8%	19.4%	34.4%	24.5%	25.9%	24.9%	18.0%	27.3%	22.3%	26.3%	22.3%	28.0%	23.6%	17.5%	26.3%	23.1%
Disagree	12.1%	13.3%	13.3%	12.9%	12.5%	11.8%	12.3%	20.3%	19.1%	14.6%	12.9%	10.3%	12.8%	14.0%	11.4%	13.2%	15.7%	10.5%	11.7%	11.8%	12.5%
Strongly Disagree	7.3%	8.5%	6.7%	5.9%	8.0%	8.1%	6.3%	10.9%	10.6%	9.8%	6.2%	4.8%	11.1%	6.8%	6.1%	11.5%	11.0%	8.3%	9.2%	8.3%	7.6%
<u>Q26. The work I perform is evaluated fairly</u>																					
Strongly Agree	15.4%	15.8%	10.4%	16.9%	12.8%	14.9%	17.3%	12.9%	9.7%	12.3%	19.2%	15.8%	12.9%	16.1%	13.5%	12.7%	14.8%	18.0%	20.8%	11.3%	15.3%
Agree	44.3%	40.9%	41.3%	46.2%	44.2%	43.1%	42.3%	29.0%	29.0%	38.3%	48.4%	49.9%	34.6%	46.0%	41.1%	34.7%	40.9%	39.5%	37.6%	42.9%	43.2%
Neutral	24.5%	24.3%	32.7%	23.5%	27.9%	24.6%	22.8%	24.2%	34.4%	29.9%	18.7%	23.6%	29.6%	23.3%	26.8%	27.6%	24.2%	25.0%	21.3%	28.7%	24.8%
Disagree	9.9%	10.5%	8.6%	8.3%	8.1%	10.1%	11.1%	19.4%	18.3%	12.7%	7.4%	6.8%	14.7%	9.2%	11.3%	14.2%	10.4%	10.6%	6.9%	10.6%	10.0%
Strongly Disagree	5.9%	8.5%	7.0%	5.1%	7.0%	7.4%	6.4%	14.5%	8.6%	6.9%	6.4%	4.0%	8.2%	5.4%	7.2%	10.8%	9.7%	6.9%	13.4%	6.5%	6.7%
<u>Q27. I receive constructive feedback on my job performance from my immediate supervisor</u>																					
Strongly Agree	19.7%	19.9%	15.4%	21.8%	19.3%	19.0%	20.9%	14.1%	16.1%	16.0%	24.1%	21.9%	14.3%	21.0%	19.0%	15.3%	18.6%	21.6%	21.1%	15.4%	19.6%
Agree	43.0%	36.6%	42.0%	43.4%	45.5%	40.6%	41.9%	28.1%	22.6%	39.7%	39.3%	50.0%	34.0%	43.1%	40.1%	34.1%	39.5%	34.4%	34.8%	42.2%	41.1%
Neutral	21.2%	22.5%	25.4%	19.9%	23.9%	22.2%	20.9%	14.1%	31.2%	25.2%	21.2%	16.7%	25.9%	21.0%	23.3%	24.0%	23.3%	23.0%	21.1%	25.0%	21.8%
Disagree	10.4%	12.0%	11.8%	9.5%	8.0%	11.1%	10.3%	21.9%	18.3%	12.3%	9.5%	7.5%	17.4%	8.9%	10.8%	15.3%	12.3%	13.2%	14.7%	10.8%	10.9%
Strongly Disagree	5.7%	9.0%	5.4%	5.4%	3.4%	7.1%	5.9%	21.9%	11.8%	6.7%	5.9%	4.0%	8.4%	5.9%	6.8%	11.3%	6.3%	7.7%	8.3%	6.6%	6.7%

Professional Development (Excluding Don't Know)

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)

N=7852	Q70. Your gender			Q71. Your ethnicity/national origin							Q73. Job type								Total		
	Male	Female	Not Provided	White/Anglo	Asian/Pacific Islander	Hispanic/Latino	Black/African	Native American	Other	No Response	Officials/Administrators	Protective Services	Skilled Craft	Professionals	Paraprofessionals	Service/Maintenance	Technicians	Clerical		Other	None chosen
<u>Q28. My immediate supervisor understands my career/job goals</u>																					
Strongly Agree	23.3%	23.1%	15.7%	26.3%	14.3%	21.8%	22.6%	23.8%	22.6%	19.2%	28.3%	23.7%	17.6%	25.4%	23.1%	18.7%	21.4%	24.0%	23.2%	17.6%	22.9%
Agree	39.8%	34.4%	38.8%	41.0%	50.0%	37.9%	34.9%	17.5%	26.9%	35.4%	36.1%	48.6%	32.0%	39.0%	38.7%	31.2%	35.8%	32.2%	32.8%	38.9%	38.1%
Neutral	20.9%	22.6%	28.3%	19.4%	22.6%	22.0%	21.5%	22.2%	20.4%	26.8%	17.8%	17.2%	25.0%	20.2%	22.8%	22.9%	24.4%	24.2%	22.7%	27.7%	21.8%
Disagree	9.6%	10.3%	8.6%	7.3%	9.5%	10.3%	14.5%	19.0%	18.3%	10.0%	10.5%	6.7%	14.0%	8.5%	8.4%	16.0%	10.4%	11.7%	9.6%	8.6%	9.8%
Strongly Disagree	6.4%	9.6%	8.6%	6.0%	3.6%	7.9%	6.4%	17.5%	11.8%	8.7%	7.3%	3.8%	11.3%	6.9%	7.0%	11.2%	8.0%	7.8%	11.6%	7.1%	7.5%
<u>Q29. I have a mentor at work</u>																					
Strongly Agree	11.0%	10.9%	7.8%	12.0%	9.4%	10.5%	12.2%	8.2%	10.2%	8.2%	13.2%	10.9%	8.7%	12.4%	10.2%	8.9%	8.7%	9.6%	12.9%	8.8%	10.8%
Agree	19.7%	16.3%	21.6%	20.2%	20.0%	18.5%	17.3%	8.2%	11.4%	18.6%	19.3%	22.6%	15.8%	18.9%	14.9%	18.2%	19.5%	16.8%	19.9%	19.4%	18.7%
Neutral	30.6%	26.2%	29.2%	28.9%	35.3%	29.8%	24.2%	24.6%	18.2%	31.0%	24.6%	33.3%	26.7%	28.2%	31.4%	25.9%	30.7%	30.1%	25.8%	33.5%	29.2%
Disagree	20.7%	24.3%	22.9%	21.2%	18.8%	21.5%	25.4%	27.9%	34.1%	22.9%	23.9%	17.3%	25.0%	21.2%	23.7%	24.1%	23.3%	23.5%	19.4%	22.4%	21.9%
Strongly Disagree	18.0%	22.3%	18.5%	17.7%	16.5%	19.7%	20.9%	31.1%	26.1%	19.2%	19.0%	15.8%	23.8%	19.3%	19.9%	22.9%	17.8%	20.0%	22.0%	15.8%	19.3%
<u>Q30. I am satisfied with professional development opportunities</u>																					
Strongly Agree	13.4%	13.0%	9.0%	14.2%	9.1%	13.5%	12.2%	3.1%	12.8%	8.7%	18.0%	15.3%	10.4%	12.9%	10.4%	13.4%	11.0%	13.5%	18.3%	10.4%	13.1%
Agree	35.0%	29.4%	26.8%	34.7%	39.8%	33.5%	35.3%	17.2%	17.0%	26.9%	35.3%	41.2%	27.1%	34.2%	31.7%	29.3%	31.1%	29.2%	28.7%	29.9%	33.0%
Neutral	28.5%	30.1%	34.3%	28.4%	31.8%	29.3%	24.7%	32.8%	26.6%	33.2%	25.8%	26.3%	30.9%	28.8%	31.6%	29.5%	26.4%	32.6%	27.7%	33.3%	29.3%
Disagree	13.4%	15.2%	17.8%	14.5%	10.2%	12.8%	16.4%	26.6%	24.5%	18.0%	13.1%	10.7%	16.7%	14.0%	15.5%	15.5%	19.4%	12.3%	13.4%	15.7%	14.1%
Strongly Disagree	9.6%	12.3%	12.0%	8.2%	9.1%	10.8%	11.4%	20.3%	19.1%	13.2%	7.8%	6.6%	15.0%	10.1%	10.8%	12.4%	12.0%	12.4%	11.9%	10.7%	10.5%

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

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)

N=7852	Q70. Your gender			Q71. Your ethnicity/national origin							Q73. Job type								Total		
	Male	Female	Not Provided	White/Anglo	Asian/Pacific Islander	Hispanic/Latino	Black/African	Native American	Other	No Response	Officials/Administrators	Protective Services	Skilled Craft	Professionals	Paraprofessionals	Service/Maintenance	Technicians	Clerical		Other	None chosen
<u>Q31. I know my department's mission</u>																					
Strongly Agree	30.8%	35.2%	25.9%	34.1%	40.0%	31.4%	32.6%	31.3%	31.9%	26.6%	42.6%	31.6%	23.4%	33.4%	31.6%	28.9%	29.3%	32.9%	40.6%	28.5%	31.9%
Agree	49.1%	46.5%	48.6%	49.7%	41.2%	48.3%	45.3%	43.8%	37.2%	49.2%	43.6%	54.1%	45.1%	48.4%	48.7%	47.9%	49.3%	46.1%	41.1%	48.4%	48.4%
Neutral	12.8%	11.2%	15.3%	10.1%	12.9%	13.1%	13.8%	12.5%	19.1%	13.8%	8.0%	9.6%	19.8%	11.0%	12.0%	14.8%	14.0%	14.6%	12.4%	14.2%	12.4%
Disagree	4.7%	4.8%	7.2%	4.1%	2.4%	4.8%	5.5%	6.3%	9.6%	6.6%	3.6%	3.1%	7.5%	4.6%	5.7%	5.2%	5.0%	4.1%	4.0%	6.3%	4.8%
Strongly Disagree	2.6%	2.2%	3.1%	2.0%	3.5%	2.5%	2.8%	6.3%	2.1%	3.8%	2.2%	1.7%	4.2%	2.6%	2.1%	3.1%	2.3%	2.2%	2.0%	2.6%	2.5%
<u>Q32. Staff members in my department are organized effectively</u>																					
Strongly Agree	11.7%	12.4%	9.6%	12.3%	10.5%	12.0%	11.0%	6.3%	13.3%	9.5%	18.8%	11.3%	10.0%	12.1%	9.5%	9.9%	9.6%	14.7%	14.9%	10.1%	11.8%
Agree	37.8%	34.9%	34.4%	40.1%	44.2%	36.3%	36.1%	20.6%	20.0%	33.4%	40.6%	44.2%	26.3%	39.2%	34.7%	31.2%	34.2%	32.6%	34.3%	37.6%	36.8%
Neutral	28.9%	27.7%	29.7%	26.9%	24.4%	28.4%	33.3%	31.7%	28.9%	32.3%	22.7%	26.5%	34.4%	26.7%	31.1%	31.9%	30.9%	29.4%	28.9%	29.3%	28.5%
Disagree	14.4%	16.9%	19.2%	14.9%	10.5%	15.3%	12.1%	33.3%	25.6%	16.6%	12.1%	12.1%	14.4%	15.7%	17.5%	18.2%	17.3%	15.4%	15.9%	16.5%	15.4%
Strongly Disagree	7.2%	8.0%	7.1%	5.8%	10.5%	8.0%	7.4%	7.9%	12.2%	8.2%	5.8%	5.8%	14.9%	6.3%	7.0%	8.8%	8.0%	8.0%	6.0%	6.6%	7.4%
<u>Q33. Employees in my department are highly motivated about accomplishing our goals</u>																					
Strongly Agree	12.5%	12.7%	12.5%	12.2%	11.8%	12.6%	12.4%	10.9%	13.0%	12.4%	15.9%	12.4%	10.3%	13.2%	9.6%	9.8%	12.3%	14.2%	18.4%	11.8%	12.5%
Agree	34.3%	30.8%	33.6%	37.3%	27.1%	31.8%	37.9%	18.8%	21.7%	29.5%	38.2%	37.4%	26.4%	36.3%	28.3%	28.3%	30.6%	29.9%	32.3%	32.2%	33.2%
Neutral	29.8%	29.2%	31.2%	29.2%	36.5%	30.1%	26.1%	28.1%	28.3%	31.5%	25.1%	30.8%	30.3%	29.5%	30.7%	31.3%	29.6%	29.5%	26.9%	30.7%	29.7%
Disagree	16.0%	17.2%	15.9%	14.5%	16.5%	16.9%	15.9%	31.3%	26.1%	16.9%	14.7%	13.4%	21.0%	15.0%	21.4%	17.9%	18.3%	16.7%	10.9%	16.9%	16.4%
Strongly Disagree	7.4%	10.1%	6.9%	6.8%	8.2%	8.7%	7.7%	10.9%	10.9%	9.7%	6.0%	6.0%	12.0%	6.0%	9.9%	12.7%	9.3%	9.7%	11.4%	8.4%	8.2%

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

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)

N=7852	Q70. Your gender			Q71. Your ethnicity/national origin							Q73. Job type								Total		
	Male	Female	Not Provided	White/Anglo	Asian/Pacific Islander	Hispanic/Latino	Black/African	Native American	Other	No Response	Officials/Administrators	Protective Services	Skilled Craft	Professionals	Paraprofessionals	Service/Maintenance	Technicians	Clerical		Other	None chosen
<u>Q34. My immediate supervisor gives me clear expectations for work assignments</u>																					
Strongly Agree	24.1%	24.9%	18.2%	27.1%	18.8%	23.3%	24.7%	17.5%	23.4%	20.1%	27.4%	25.6%	18.3%	26.7%	24.1%	17.6%	23.5%	25.4%	29.6%	18.8%	24.1%
Agree	46.0%	39.6%	46.4%	44.9%	55.3%	44.2%	42.6%	30.2%	34.0%	44.1%	43.1%	53.8%	37.4%	42.2%	41.3%	46.2%	44.6%	42.6%	33.5%	47.9%	44.1%
Neutral	17.9%	18.1%	22.6%	16.6%	11.8%	18.5%	16.8%	23.8%	22.3%	21.9%	15.7%	13.3%	24.4%	17.3%	21.1%	19.4%	15.8%	17.9%	22.3%	20.9%	18.1%
Disagree	7.8%	10.3%	9.7%	7.3%	12.9%	8.7%	11.0%	19.0%	12.8%	8.8%	8.2%	4.5%	12.6%	8.7%	8.6%	10.3%	9.7%	9.0%	8.7%	9.0%	8.7%
Strongly Disagree	4.1%	7.2%	3.1%	4.2%	1.2%	5.4%	4.9%	9.5%	7.4%	5.1%	5.6%	2.8%	7.3%	5.0%	5.0%	6.5%	6.4%	5.1%	5.8%	3.5%	5.0%
<u>Q35. My immediate supervisor makes good use of my time</u>																					
Strongly Agree	24.9%	26.9%	20.4%	27.5%	20.9%	24.8%	25.5%	17.2%	23.9%	21.8%	28.4%	25.0%	19.2%	26.8%	26.9%	20.6%	23.7%	29.3%	33.5%	21.2%	25.3%
Agree	44.7%	39.3%	42.6%	43.8%	46.5%	43.3%	42.4%	34.4%	30.4%	41.9%	41.0%	51.4%	36.9%	41.6%	41.2%	43.3%	43.7%	42.1%	37.5%	45.3%	43.0%
Neutral	18.6%	19.0%	23.8%	17.2%	17.4%	19.1%	18.0%	21.9%	25.0%	23.0%	18.0%	16.2%	24.3%	18.1%	20.2%	19.1%	16.3%	19.8%	16.5%	22.0%	18.9%
Disagree	7.5%	8.0%	9.1%	7.3%	14.0%	7.5%	8.6%	9.4%	13.0%	8.5%	6.8%	4.7%	11.3%	8.8%	6.3%	9.8%	11.0%	4.1%	6.5%	7.6%	7.7%
Strongly Disagree	4.3%	6.9%	4.1%	4.1%	1.2%	5.3%	5.5%	17.2%	7.6%	4.8%	5.8%	2.7%	8.2%	4.6%	5.5%	7.3%	5.3%	4.8%	6.0%	4.0%	5.0%
<u>Q36. I am committed to my job</u>																					
Strongly Agree	58.3%	62.0%	55.5%	61.1%	54.7%	60.0%	57.1%	45.3%	46.2%	55.6%	65.5%	62.4%	51.2%	61.8%	60.1%	52.6%	54.5%	58.6%	63.3%	57.6%	59.3%
Agree	33.5%	30.2%	32.5%	31.7%	37.2%	32.3%	33.6%	29.7%	45.2%	32.3%	28.3%	31.7%	36.9%	30.7%	31.8%	37.6%	38.5%	32.0%	28.5%	31.7%	32.4%
Neutral	6.1%	6.1%	9.8%	5.3%	4.7%	6.1%	6.8%	17.2%	4.3%	8.9%	3.6%	4.5%	8.9%	5.8%	7.0%	6.8%	5.7%	6.8%	6.8%	8.4%	6.3%
Disagree	1.2%	0.9%	1.2%	1.3%	2.3%	0.9%	1.1%	1.6%	2.2%	1.7%	1.4%	0.8%	1.6%	1.0%	0.5%	1.6%	0.7%	1.5%	1.0%	1.2%	1.1%
Strongly Disagree	0.9%	0.8%	0.9%	0.5%	1.2%	0.8%	1.4%	6.3%	2.2%	1.5%	1.2%	0.6%	1.6%	0.6%	0.6%	1.3%	0.7%	1.0%	0.5%	1.1%	0.9%

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

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)

N=7852	Q70. Your gender			Q71. Your ethnicity/national origin							Q73. Job type										Total
	Male	Female	Not Provided	White/Anglo	Asian/Pacific Islander	Hispanic/Latino	Black/African	Native American	Other	No Response	Officials/Administrators	Protective Services	Skilled Craft	Professionals	Paraprofessionals	Service/Maintenance	Technicians	Clerical	Other	None chosen	
<u>Q37. I am proud to work for City of San Antonio</u>																					
Strongly Agree	57.7%	56.4%	51.2%	54.7%	57.0%	60.1%	54.5%	51.6%	43.6%	50.3%	63.9%	61.5%	50.0%	56.7%	56.6%	56.7%	56.5%	55.2%	64.6%	53.9%	57.0%
Agree	29.5%	28.8%	28.2%	31.8%	25.6%	27.8%	30.7%	23.4%	31.9%	29.8%	24.6%	28.3%	32.7%	29.8%	27.6%	28.8%	32.6%	30.4%	24.3%	28.8%	29.2%
Neutral	9.6%	11.5%	18.1%	10.2%	10.5%	9.6%	9.6%	14.1%	18.1%	16.2%	8.0%	7.3%	13.0%	10.4%	13.2%	10.7%	8.3%	12.1%	7.8%	13.9%	10.6%
Disagree	1.8%	1.9%	1.2%	2.0%	5.8%	1.4%	3.6%	1.6%	2.1%	1.5%	2.7%	1.2%	2.5%	1.9%	1.9%	2.0%	1.3%	1.2%	1.5%	1.8%	1.8%
Strongly Disagree	1.4%	1.4%	1.2%	1.3%	1.2%	1.1%	1.6%	9.4%	4.3%	2.2%	1.0%	1.7%	1.9%	1.3%	0.8%	1.8%	1.3%	1.2%	1.9%	1.5%	1.4%
<u>Q38. I think City is moving in right direction</u>																					
Strongly Agree	24.0%	25.2%	21.5%	21.8%	24.4%	26.4%	25.8%	15.9%	21.5%	18.7%	33.5%	22.4%	22.0%	24.6%	20.0%	23.6%	22.3%	27.7%	27.8%	23.2%	24.2%
Agree	36.6%	34.3%	32.0%	39.9%	41.9%	34.4%	40.4%	23.8%	20.4%	31.1%	40.8%	40.9%	29.3%	38.0%	37.8%	31.6%	32.8%	29.2%	26.3%	33.7%	35.7%
Neutral	24.0%	27.1%	29.2%	24.5%	18.6%	24.6%	21.3%	25.4%	32.3%	31.3%	15.4%	21.9%	27.8%	24.4%	26.7%	25.2%	26.0%	30.6%	33.8%	26.7%	25.2%
Disagree	9.2%	8.2%	11.4%	9.2%	7.0%	8.4%	8.3%	17.5%	15.1%	11.8%	6.8%	8.7%	10.8%	8.2%	11.1%	11.0%	12.2%	7.6%	4.5%	9.8%	9.0%
Strongly Disagree	6.2%	5.3%	5.8%	4.6%	8.1%	6.3%	4.2%	17.5%	10.8%	7.0%	3.4%	6.0%	10.1%	4.7%	4.4%	8.5%	6.8%	5.0%	7.6%	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")

N=7852	Q70. Your gender			Q71. Your ethnicity/national origin							Q73. Job type									Total	
	Male	Female	Not Provided	White/Anglo	Asian/Pacific Islander	Hispanic/Latino	Black/African American	Native American	Other	No Response	Officials/Administratives	Protective Services	Skilled Craft	Professionals	Paraprofessionals	Service/Maintenance	Technicians	Clerical	Other		None chosen
Q39. Employee newsletter - In the City																					
A Lot	10.2%	19.2%	10.2%	7.2%	26.8%	16.0%	13.0%	8.2%	11.0%	11.5%	17.6%	4.7%	13.5%	12.0%	16.8%	16.4%	14.7%	21.3%	13.9%	11.2%	12.9%
A Little	43.3%	50.4%	45.1%	42.9%	40.2%	47.2%	50.0%	36.1%	45.1%	42.7%	53.2%	33.5%	45.7%	47.9%	49.8%	46.1%	48.8%	47.8%	36.6%	45.8%	45.5%
Not At All	46.5%	30.4%	44.8%	49.9%	32.9%	36.8%	37.0%	55.7%	44.0%	45.7%	29.2%	61.9%	40.8%	40.2%	33.4%	37.6%	36.5%	30.9%	49.5%	43.0%	41.5%
Q40. Government access channel (TVSA)programs																					
A Lot	4.0%	4.5%	3.8%	1.7%	4.9%	5.3%	5.7%	1.7%	5.5%	3.9%	6.9%	1.1%	5.9%	3.2%	3.1%	9.0%	7.8%	3.4%	5.7%	3.9%	4.2%
A Little	19.6%	21.9%	21.7%	11.5%	28.4%	24.7%	28.9%	13.6%	22.0%	18.0%	27.3%	11.0%	28.6%	18.5%	20.4%	32.4%	19.8%	22.5%	17.0%	19.2%	20.4%
Not At All	76.4%	73.5%	74.5%	86.8%	66.7%	70.0%	65.4%	84.7%	72.5%	78.1%	65.8%	87.9%	65.5%	78.4%	76.5%	58.5%	72.4%	74.1%	77.3%	76.9%	75.4%
Q41. Department Website																					
A Lot	32.7%	49.8%	40.3%	34.8%	39.5%	40.5%	41.3%	20.3%	22.0%	36.6%	48.4%	32.5%	26.5%	40.5%	48.0%	27.9%	31.9%	53.8%	26.8%	36.0%	38.2%
A Little	43.9%	34.7%	40.3%	45.5%	39.5%	38.6%	41.9%	35.6%	40.7%	41.8%	40.5%	48.6%	41.2%	41.8%	36.3%	38.4%	40.3%	31.4%	39.7%	42.0%	41.0%
Not At All	23.4%	15.4%	19.5%	19.7%	21.0%	20.9%	16.8%	44.1%	37.4%	21.6%	11.1%	18.9%	32.2%	17.7%	15.8%	33.6%	27.8%	14.8%	33.5%	22.0%	20.8%
Q42. City website - www.sanantonio.gov																					
A Lot	39.5%	60.6%	45.7%	40.2%	48.1%	49.5%	53.0%	28.3%	28.9%	45.1%	62.3%	34.2%	38.3%	47.9%	58.2%	36.7%	43.1%	64.5%	35.8%	42.1%	46.2%
A Little	44.3%	32.6%	39.5%	46.7%	39.5%	37.9%	36.1%	40.0%	37.8%	40.1%	33.6%	49.7%	40.6%	41.9%	34.0%	39.8%	41.0%	28.6%	43.5%	42.4%	40.6%
Not At All	16.1%	6.7%	14.8%	13.1%	12.3%	12.6%	10.9%	31.7%	33.3%	14.8%	4.2%	16.1%	21.1%	10.2%	7.9%	23.4%	15.9%	6.9%	20.7%	15.5%	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")

N=7852	Q70. Your gender			Q71. Your ethnicity/national origin							Q73. Job type									Total	
	Male	Female	Not Provided	White/Anglo	Asian/Pacific Islander	Hispanic/Latino	Black/African American	Native American	Other	No Response	Officials/Administratives	Protective Services	Skilled Craft	Professionals	Paraprofessionals	Service/Maintenance	Technicians	Clerical	Other		None chosen
Q43. COSA Web (City Intranet)																					
A Lot	43.5%	58.1%	49.0%	47.4%	51.9%	48.7%	49.4%	39.3%	42.5%	47.8%	64.0%	46.0%	30.0%	54.4%	59.6%	26.3%	41.8%	56.6%	36.5%	43.6%	48.1%
A Little	38.7%	29.3%	34.9%	39.9%	33.3%	33.7%	34.9%	29.5%	23.0%	37.2%	28.3%	41.8%	37.5%	35.3%	29.9%	35.7%	39.1%	31.7%	33.3%	39.8%	35.7%
Not At All	17.8%	12.5%	16.1%	12.7%	14.8%	17.6%	15.7%	31.1%	34.5%	15.0%	7.6%	12.2%	32.5%	10.3%	10.5%	38.0%	19.0%	11.8%	30.2%	16.6%	16.1%
Q44. All COSA emails																					
A Lot	44.9%	58.5%	47.2%	48.1%	51.9%	50.5%	49.0%	20.3%	38.2%	48.2%	65.9%	45.4%	29.8%	55.8%	58.1%	28.4%	47.5%	59.8%	35.1%	44.9%	49.1%
A Little	34.8%	27.9%	35.8%	38.1%	28.4%	29.4%	33.8%	39.0%	31.5%	35.8%	28.9%	38.7%	29.5%	34.2%	31.0%	27.5%	28.5%	27.0%	32.5%	37.2%	32.7%
Not At All	20.4%	13.6%	16.9%	13.8%	19.8%	20.1%	17.2%	40.7%	30.3%	16.0%	5.1%	15.9%	40.7%	10.0%	10.9%	44.1%	24.1%	13.2%	32.5%	17.9%	18.2%
Q45. Department bulletin boards																					
A Lot	18.1%	16.9%	13.3%	14.6%	27.2%	19.7%	20.1%	1.7%	11.5%	13.5%	17.0%	26.9%	17.4%	14.7%	14.0%	22.5%	11.3%	17.2%	23.0%	13.3%	17.5%
A Little	45.3%	39.3%	39.2%	42.2%	29.6%	45.2%	40.7%	31.7%	37.9%	39.7%	38.7%	43.6%	48.2%	41.5%	42.7%	48.3%	47.8%	43.3%	38.7%	42.8%	43.2%
Not At All	36.6%	43.8%	47.6%	43.1%	43.2%	35.1%	39.3%	66.7%	50.6%	46.8%	44.3%	29.6%	34.4%	43.8%	43.3%	29.2%	41.0%	39.5%	38.2%	43.9%	39.2%
Q46. City news releases																					
A Lot	10.8%	19.5%	11.0%	8.6%	23.5%	16.1%	16.3%	5.2%	9.0%	11.6%	22.9%	6.9%	13.5%	12.9%	13.6%	16.7%	13.3%	19.1%	11.5%	12.8%	13.5%
A Little	46.3%	48.8%	45.3%	44.9%	46.9%	48.3%	50.9%	37.9%	46.1%	44.3%	49.5%	42.2%	46.6%	49.7%	50.8%	45.6%	46.1%	50.7%	32.8%	42.9%	47.0%
Not At All	42.9%	31.7%	43.7%	46.5%	29.6%	35.6%	32.9%	56.9%	44.9%	44.0%	27.6%	50.9%	39.9%	37.4%	35.6%	37.7%	40.6%	30.2%	55.7%	44.3%	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")

N=7852	Q70. Your gender			Q71. Your ethnicity/national origin							Q73. Job type									Total	
	Male	Female	Not Provided	White/Anglo	Asian/Pacific Islander	Hispanic/Latino	Black/African American	Native American	Other	No Response	Officials/Administratives	Protective Services	Skilled Craft	Professionals	Paraprofessionals	Service/Maintenance	Technicians	Clerical	Other		None chosen
Q47. City Annual Report																					
A Lot	8.5%	11.1%	8.8%	6.4%	13.6%	11.0%	12.2%	0.0%	7.9%	7.8%	17.7%	3.7%	11.6%	9.7%	7.9%	12.9%	7.2%	10.7%	7.7%	7.9%	9.3%
A Little	34.7%	39.8%	33.7%	32.6%	45.7%	37.8%	40.6%	35.6%	36.0%	33.6%	42.1%	27.3%	39.6%	38.5%	39.0%	37.6%	39.6%	35.9%	26.7%	32.5%	36.2%
Not At All	56.8%	49.1%	57.5%	61.1%	40.7%	51.2%	47.2%	64.4%	56.2%	58.7%	40.1%	68.9%	48.8%	51.8%	53.1%	49.5%	53.2%	53.4%	65.6%	59.6%	54.5%
Q48. Human Resources website																					
A Lot	11.5%	23.9%	13.2%	8.2%	24.7%	18.8%	19.1%	8.3%	7.9%	15.3%	24.4%	4.4%	17.1%	14.0%	19.9%	17.4%	13.4%	27.9%	10.8%	15.4%	15.3%
A Little	35.3%	44.1%	45.0%	34.4%	39.5%	39.8%	45.6%	40.0%	36.0%	38.6%	45.1%	25.1%	38.4%	39.9%	46.9%	39.3%	45.9%	41.0%	31.4%	38.7%	38.4%
Not At All	53.2%	31.9%	41.8%	57.3%	35.8%	41.4%	35.3%	51.7%	56.2%	46.1%	30.5%	70.5%	44.5%	46.2%	33.2%	43.3%	40.8%	31.2%	57.7%	45.9%	46.2%
Q49. Department newsletter																					
A Lot	15.9%	21.2%	16.6%	15.1%	28.8%	19.2%	18.8%	8.9%	14.6%	14.4%	32.0%	15.0%	16.5%	16.7%	18.2%	17.6%	15.1%	20.1%	16.2%	14.9%	17.5%
A Little	42.5%	42.1%	44.5%	40.6%	40.0%	43.8%	42.5%	30.4%	40.4%	42.4%	38.8%	38.2%	43.9%	45.2%	43.3%	41.3%	49.5%	40.5%	34.6%	43.3%	42.5%
Not At All	41.5%	36.7%	38.9%	44.3%	31.3%	37.0%	38.7%	60.7%	44.9%	43.2%	29.3%	46.8%	39.6%	38.1%	38.5%	41.1%	35.4%	39.4%	49.2%	41.8%	40.0%
Q50. Other communications tool																					
A Lot	11.5%	15.8%	10.8%	11.2%	16.3%	12.9%	17.3%	11.4%	15.1%	10.1%	18.1%	8.5%	11.8%	12.4%	17.1%	15.3%	9.7%	14.0%	14.0%	10.4%	12.5%
A Little	23.8%	20.5%	25.2%	15.8%	16.3%	26.9%	23.2%	20.5%	18.9%	19.6%	28.8%	15.4%	31.4%	23.5%	18.0%	31.5%	26.0%	17.7%	20.6%	20.9%	23.0%
Not At All	64.7%	63.7%	64.0%	72.9%	67.4%	60.2%	59.5%	68.2%	66.0%	70.3%	53.1%	76.1%	56.8%	64.1%	64.9%	53.1%	64.3%	68.3%	65.4%	68.7%	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".

N=7424	Q70. Your gender			Q71. Your ethnicity/national origin							Q73. Job type									Total	
	Male	Female	Not Provided	White/Anglo	Asian/Pacific Islander	Hispanic/Latino	Black/African American	Native American	No Response	Officials/Administrative	Protective Services	Skilled Craft	Professionals	Paraprofessionals	Service/Maintenance				None chosen		
					Technicians	Clerical	Other	None chosen													
<u>Q39. Employee newsletter - In the City</u>																					
Excellent	10.6%	17.1%	11.2%	10.3%	21.0%	14.3%	11.4%	12.5%	9.1%	10.8%	21.2%	7.0%	10.3%	12.9%	14.7%	11.9%	12.8%	17.1%	10.9%	12.3%	12.8%
Good	52.2%	60.6%	58.9%	58.9%	46.8%	53.8%	56.3%	27.5%	50.0%	55.2%	57.9%	51.9%	47.8%	58.6%	54.2%	47.3%	54.0%	59.1%	48.1%	58.6%	55.2%
Only Fair	25.8%	18.5%	25.4%	22.8%	22.6%	23.1%	23.9%	40.0%	21.2%	27.4%	17.1%	28.7%	27.6%	21.8%	26.1%	25.2%	21.7%	19.2%	28.7%	22.1%	23.5%
Poor	11.3%	3.8%	4.5%	8.0%	9.7%	8.8%	8.5%	20.0%	19.7%	6.6%	3.8%	12.4%	14.3%	6.7%	5.0%	15.6%	11.5%	4.6%	12.4%	7.0%	8.6%
<u>Q40. Government access channel (TVSA)programs</u>																					
Excellent	5.2%	6.8%	7.1%	3.7%	9.8%	6.2%	6.4%	10.3%	5.4%	7.5%	8.2%	3.3%	5.5%	5.1%	6.0%	8.4%	6.5%	6.3%	3.8%	7.5%	5.8%
Good	37.3%	46.5%	45.2%	38.5%	29.4%	41.3%	40.6%	23.1%	35.7%	42.0%	48.3%	31.6%	40.5%	42.4%	40.4%	36.7%	35.3%	44.8%	39.0%	42.7%	40.3%
Only Fair	36.6%	35.0%	33.9%	38.1%	43.1%	35.1%	40.6%	30.8%	30.4%	33.3%	30.9%	39.3%	34.0%	34.8%	40.6%	36.2%	34.8%	39.3%	33.3%	33.0%	36.0%
Poor	20.9%	11.8%	13.7%	19.6%	17.6%	17.4%	12.4%	35.9%	28.6%	17.2%	12.6%	25.8%	20.0%	17.7%	13.0%	18.8%	23.4%	9.6%	23.8%	16.8%	17.9%
<u>Q41. Department Website</u>																					
Excellent	18.8%	23.5%	16.3%	16.7%	18.0%	22.5%	24.0%	12.5%	18.2%	15.4%	26.7%	16.9%	16.3%	19.1%	26.0%	19.7%	19.7%	26.6%	18.2%	16.9%	20.1%
Good	55.4%	55.9%	58.1%	59.5%	57.4%	53.1%	55.9%	40.0%	43.9%	60.5%	50.9%	62.1%	51.8%	56.9%	51.1%	47.9%	51.6%	56.2%	48.9%	61.7%	55.6%
Only Fair	19.1%	15.7%	20.7%	18.6%	18.0%	17.9%	15.6%	25.0%	22.7%	18.5%	14.7%	16.1%	22.8%	18.3%	20.3%	22.6%	18.4%	12.4%	24.1%	16.5%	18.1%
Poor	6.8%	4.9%	4.9%	5.2%	6.6%	6.4%	4.5%	22.5%	15.2%	5.6%	7.8%	4.9%	9.1%	5.6%	2.6%	9.8%	10.3%	4.9%	8.8%	4.9%	6.1%
<u>Q42. City website - www.sanantonio.gov</u>																					
Excellent	22.7%	29.0%	19.0%	19.4%	22.7%	28.0%	31.8%	18.6%	17.1%	18.0%	27.1%	19.9%	24.4%	22.6%	30.1%	26.6%	24.7%	34.8%	19.9%	22.0%	24.6%
Good	57.8%	58.3%	65.5%	63.2%	59.1%	55.1%	54.5%	51.2%	51.4%	64.2%	58.3%	63.8%	52.9%	60.5%	56.3%	47.5%	56.8%	54.3%	55.3%	62.1%	58.3%
Only Fair	15.9%	10.7%	13.5%	14.6%	15.2%	13.8%	12.3%	18.6%	22.9%	15.4%	11.6%	14.5%	17.9%	14.3%	11.4%	20.5%	14.5%	8.9%	19.1%	13.0%	14.2%
Poor	3.5%	2.0%	2.0%	2.8%	3.0%	3.1%	1.4%	11.6%	8.6%	2.4%	3.0%	1.9%	4.8%	2.6%	2.1%	5.4%	4.0%	2.0%	5.7%	2.9%	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".

N=7424	<u>Q70. Your gender</u>			<u>Q71. Your ethnicity/national origin</u>							<u>Q73. Job type</u>										<u>Total</u>
	Male	Female	Not Provided	White/Anglo	Asian/Pacific Islander	Hispanic/Latino	Black/African American	Native American	No Response	Officials/Administrators	Protective Services	Skilled Craft	Professionals	Paraprofessionals	Service/Maintenance	Technicians	Clerical	Other	None chosen		
<u>Q43. COSA Web (City Intranet)</u>																					
Excellent	21.9%	28.1%	14.1%	19.2%	25.8%	26.9%	25.9%	21.7%	22.1%	15.8%	28.9%	22.6%	19.7%	23.1%	29.4%	16.3%	24.6%	33.2%	17.8%	17.7%	23.5%
Good	55.9%	56.3%	64.5%	61.3%	56.5%	53.2%	55.9%	41.3%	48.5%	62.3%	53.1%	62.2%	50.4%	58.5%	53.0%	48.5%	53.9%	52.1%	55.6%	62.1%	56.4%
Only Fair	16.8%	12.2%	19.0%	15.7%	16.1%	15.0%	16.1%	15.2%	10.3%	17.8%	13.2%	12.6%	19.9%	14.5%	14.9%	25.3%	15.8%	12.0%	17.8%	16.5%	15.5%
Poor	5.3%	3.4%	2.4%	3.9%	1.6%	4.9%	2.1%	21.7%	19.1%	4.2%	4.8%	2.5%	10.0%	3.9%	2.7%	9.9%	5.7%	2.7%	8.9%	3.7%	4.6%
<u>Q44. All COSA emails</u>																					
Excellent	25.0%	28.9%	18.0%	21.3%	19.4%	29.7%	25.9%	14.6%	25.0%	19.1%	33.8%	24.0%	20.1%	26.0%	31.0%	17.8%	27.3%	33.9%	20.9%	22.4%	25.9%
Good	52.4%	55.7%	66.1%	60.3%	53.2%	49.7%	55.0%	41.5%	38.9%	62.8%	55.3%	57.6%	42.4%	57.0%	51.7%	42.9%	50.2%	52.4%	52.7%	62.0%	54.0%
Only Fair	16.7%	12.1%	13.9%	15.2%	21.0%	14.5%	14.9%	26.8%	22.2%	16.3%	8.4%	14.9%	22.5%	14.3%	14.0%	26.4%	12.6%	11.6%	15.5%	12.2%	15.2%
Poor	6.0%	3.3%	2.0%	3.3%	6.5%	6.1%	4.3%	17.1%	13.9%	1.8%	2.5%	3.5%	15.0%	2.7%	3.3%	12.9%	10.0%	2.0%	10.9%	3.4%	5.0%
<u>Q45. Department bulletin boards</u>																					
Excellent	11.5%	10.3%	10.4%	8.7%	17.9%	12.5%	12.9%	0.0%	4.8%	10.3%	10.9%	16.1%	11.8%	9.2%	9.4%	12.5%	7.6%	11.2%	13.2%	11.4%	11.1%
Good	47.6%	46.3%	47.7%	49.0%	26.8%	47.1%	45.6%	33.3%	49.2%	46.0%	46.9%	54.1%	41.5%	47.6%	42.1%	45.6%	45.2%	45.8%	48.8%	50.2%	47.2%
Only Fair	28.9%	29.6%	30.2%	30.7%	33.9%	28.3%	28.5%	28.2%	31.7%	29.5%	30.0%	23.0%	32.5%	29.8%	34.4%	29.9%	31.9%	28.7%	25.6%	26.4%	29.2%
Poor	12.0%	13.8%	11.7%	11.6%	21.4%	12.1%	12.9%	38.5%	14.3%	14.1%	12.2%	6.9%	14.3%	13.5%	14.2%	12.0%	15.2%	14.3%	12.4%	11.9%	12.5%
<u>Q46. City news releases</u>																					
Excellent	9.0%	13.0%	8.7%	7.3%	13.8%	12.0%	9.6%	0.0%	4.9%	9.2%	12.6%	6.9%	9.1%	10.2%	12.0%	10.5%	11.9%	12.4%	8.6%	10.8%	10.2%
Good	48.6%	56.3%	60.2%	53.5%	43.1%	50.5%	51.6%	45.2%	50.8%	53.9%	58.8%	48.8%	43.7%	54.4%	49.6%	45.3%	44.8%	54.7%	47.4%	57.2%	51.5%
Only Fair	31.8%	24.5%	25.7%	30.1%	32.8%	28.5%	31.2%	28.6%	27.9%	29.4%	23.1%	34.8%	33.5%	26.8%	31.8%	33.2%	31.0%	26.7%	26.7%	25.1%	29.2%
Poor	10.6%	6.3%	5.3%	9.1%	10.3%	8.9%	7.6%	26.2%	16.4%	7.4%	5.5%	9.5%	13.6%	8.6%	6.6%	11.0%	12.4%	6.3%	17.2%	6.9%	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".

N=7424	<u>Q70. Your gender</u>			<u>Q71. Your ethnicity/national origin</u>							<u>Q73. Job type</u>										<u>Total</u>
	Male	Female	Not Provided	White/Anglo	Asian/Pacific Islander	Hispanic/Latino	Black/African	Native American	Other	No Response	Officials/Administrators	Protective Services	Skilled Craft	Professionals	Paraprofessionals	Service/Maintenance	Technicians	Clerical	Other	None chosen	
<u>Q47. City Annual Report</u>																					
Excellent	9.2%	9.0%	8.0%	8.9%	13.2%	9.4%	9.3%	2.6%	1.7%	8.2%	15.7%	5.7%	10.5%	10.1%	7.4%	8.8%	6.5%	7.5%	4.7%	9.5%	9.1%
Good	44.5%	56.5%	60.6%	49.2%	47.2%	48.4%	48.2%	36.8%	44.8%	53.1%	56.9%	44.0%	40.0%	52.5%	47.3%	42.9%	44.7%	49.8%	44.9%	56.4%	48.9%
Only Fair	32.1%	26.7%	25.5%	30.8%	28.3%	30.1%	32.0%	26.3%	32.8%	28.7%	21.7%	35.7%	32.6%	27.1%	35.8%	32.9%	31.7%	33.3%	28.0%	25.2%	30.2%
Poor	14.1%	7.8%	5.9%	11.0%	11.3%	12.2%	10.5%	34.2%	20.7%	10.0%	5.7%	14.5%	17.0%	10.3%	9.5%	15.3%	17.1%	9.5%	22.4%	8.9%	11.8%
<u>Q48. Human Resources website</u>																					
Excellent	9.7%	15.4%	10.0%	8.3%	16.1%	13.4%	13.3%	2.4%	4.9%	10.0%	13.3%	6.5%	12.4%	10.9%	12.4%	10.8%	11.4%	20.0%	8.0%	11.9%	11.6%
Good	46.3%	57.2%	58.4%	50.6%	41.1%	50.0%	50.8%	43.9%	52.5%	52.7%	56.2%	44.6%	44.9%	51.9%	50.8%	46.5%	50.7%	53.3%	47.8%	55.6%	50.4%
Only Fair	30.8%	21.1%	25.4%	30.0%	28.6%	26.2%	28.5%	24.4%	18.0%	28.8%	22.5%	35.7%	26.3%	26.9%	31.2%	28.5%	23.2%	21.5%	30.1%	24.9%	27.4%
Poor	13.2%	6.3%	6.2%	11.2%	14.3%	10.4%	7.4%	29.3%	24.6%	8.5%	8.0%	13.2%	16.4%	10.3%	5.6%	14.2%	14.7%	5.2%	14.2%	7.6%	10.6%
<u>Q49. Department newsletter</u>																					
Excellent	12.6%	16.7%	15.0%	12.0%	31.5%	15.1%	12.4%	8.3%	3.1%	13.4%	23.1%	11.7%	11.8%	14.7%	13.5%	11.5%	9.8%	16.4%	10.1%	13.5%	13.9%
Good	48.6%	52.3%	52.6%	53.0%	38.9%	48.8%	48.6%	27.8%	46.2%	51.0%	50.6%	52.6%	44.2%	52.3%	46.7%	42.3%	49.8%	48.6%	51.3%	54.4%	49.9%
Only Fair	26.2%	21.1%	23.9%	24.2%	20.4%	24.7%	27.9%	25.0%	26.2%	24.3%	19.2%	25.7%	28.6%	22.2%	27.8%	29.6%	27.9%	24.5%	21.0%	22.3%	24.6%
Poor	12.6%	9.9%	8.5%	10.7%	9.3%	11.5%	11.2%	38.9%	24.6%	11.3%	7.1%	9.9%	15.4%	10.8%	12.0%	16.5%	12.6%	10.5%	17.6%	9.8%	11.6%
<u>Q50. Other communications tool</u>																					
Excellent	10.7%	12.4%	13.1%	11.8%	29.2%	10.5%	12.4%	11.1%	12.1%	12.4%	16.5%	8.5%	9.0%	11.1%	16.6%	10.9%	10.8%	11.5%	9.0%	12.6%	11.2%
Good	36.9%	44.2%	51.2%	38.9%	25.0%	39.8%	34.3%	22.2%	36.4%	41.8%	46.8%	38.5%	37.6%	43.5%	28.9%	35.9%	33.3%	39.5%	35.9%	43.4%	39.2%
Only Fair	31.2%	27.2%	27.4%	30.4%	20.8%	30.2%	32.8%	29.6%	21.2%	30.9%	23.9%	32.2%	31.8%	27.4%	36.5%	33.7%	28.3%	29.5%	29.5%	27.5%	30.2%
Poor	21.1%	16.1%	8.3%	18.9%	25.0%	19.6%	20.4%	37.0%	30.3%	14.9%	12.8%	20.8%	21.5%	18.0%	18.0%	19.6%	27.5%	19.5%	25.6%	16.5%	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")

N=7852	Q70. Your gender			Q71. Your ethnicity/national origin							Q73. Job type									Total	
	Male	Female	Not Provided	White/Anglo	Asian/Pacific Islander	Hispanic/Latino	Black/African American	Native American	Other	No Response	Officials/Administratives	Protective Services	Skilled Craft	Professionals	Paraprofessionals	Service/Maintenance	Technicians	Clerical	Other		None chosen
<u>Q51. Staff meetings</u>																					
A Lot	30.5%	41.3%	33.7%	32.3%	39.5%	35.0%	40.6%	24.1%	24.7%	30.0%	56.3%	16.6%	31.8%	39.1%	45.2%	32.3%	27.7%	31.1%	19.9%	28.5%	33.9%
A Little	38.8%	36.3%	41.8%	37.1%	40.7%	38.5%	35.2%	31.0%	46.1%	40.2%	31.9%	34.6%	44.4%	36.4%	34.0%	47.2%	46.4%	38.8%	38.3%	41.1%	38.2%
Not At All	30.7%	22.4%	24.5%	30.6%	19.8%	26.5%	24.1%	44.8%	29.2%	29.8%	11.8%	48.8%	23.8%	24.5%	20.9%	20.5%	26.0%	30.1%	41.8%	30.3%	27.9%
<u>Q52. Telephone</u>																					
A Lot	41.1%	57.6%	51.1%	46.3%	46.9%	46.5%	49.0%	25.9%	38.6%	48.7%	67.1%	32.2%	40.8%	50.2%	58.6%	31.6%	43.7%	56.2%	39.4%	45.3%	46.6%
A Little	37.2%	29.3%	31.4%	36.6%	38.3%	34.3%	31.6%	44.4%	29.5%	31.7%	27.0%	39.4%	34.4%	35.7%	29.9%	38.8%	37.3%	29.3%	34.7%	32.7%	34.6%
Not At All	21.7%	13.0%	17.5%	17.0%	14.8%	19.2%	19.4%	29.6%	31.8%	19.6%	5.9%	28.4%	24.7%	14.2%	11.5%	29.7%	19.0%	14.5%	25.9%	22.0%	18.8%
<u>Q53. Email</u>																					
A Lot	55.4%	74.8%	67.0%	68.2%	63.0%	58.4%	60.2%	37.9%	56.8%	65.5%	86.5%	53.9%	32.8%	73.5%	75.9%	28.7%	52.2%	71.3%	43.1%	62.4%	61.8%
A Little	26.2%	15.7%	20.1%	22.1%	23.5%	23.0%	24.4%	25.9%	19.3%	22.5%	11.6%	33.3%	26.3%	19.8%	17.0%	27.4%	25.4%	18.7%	25.6%	23.3%	22.7%
Not At All	18.4%	9.5%	12.9%	9.7%	13.6%	18.6%	15.3%	36.2%	23.9%	12.0%	2.0%	12.9%	41.0%	6.7%	7.1%	43.9%	22.4%	10.0%	31.3%	14.3%	15.4%
<u>Q54. Interdepartmental Memos</u>																					
A Lot	25.6%	32.1%	24.2%	27.1%	22.5%	28.5%	29.1%	17.2%	25.3%	24.2%	33.8%	30.6%	14.5%	31.2%	30.4%	15.9%	18.1%	32.8%	24.4%	24.7%	27.5%
A Little	46.1%	44.8%	49.0%	49.6%	57.5%	43.3%	47.0%	39.7%	42.5%	48.3%	55.6%	48.1%	39.4%	48.5%	45.7%	40.6%	42.7%	42.4%	36.3%	46.1%	45.9%
Not At All	28.3%	23.1%	26.8%	23.3%	20.0%	28.3%	23.9%	43.1%	32.2%	27.5%	10.6%	21.3%	46.1%	20.3%	23.9%	43.5%	39.2%	24.8%	39.4%	29.2%	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")

N=7852	Q70. Your gender			Q71. Your ethnicity/national origin							Q73. Job type									Total	
	Male	Female	Not Provided	White/Anglo	Asian/Pacific Islander	Hispanic/Latino	Black/African American	Native American	Other	No Response	Officials/Administratives	Protective Services	Skilled Craft	Professionals	Paraprofessionals	Service/Maintenance	Technicians	Clerical	Other		None chosen
<u>Q55. Bin mail</u>																					
A Lot	16.4%	27.4%	20.3%	17.2%	17.7%	21.3%	25.2%	10.2%	17.2%	18.9%	29.5%	20.3%	10.9%	19.7%	25.5%	11.9%	10.0%	30.8%	14.5%	21.2%	19.9%
A Little	38.1%	37.6%	39.2%	41.0%	46.8%	36.9%	33.0%	32.2%	28.7%	37.1%	47.5%	38.3%	32.6%	42.9%	36.3%	29.6%	31.0%	33.5%	33.2%	36.9%	38.0%
Not At All	45.5%	35.0%	40.5%	41.8%	35.4%	41.7%	41.7%	57.6%	54.0%	44.0%	23.0%	41.3%	56.5%	37.4%	38.2%	58.5%	59.0%	35.7%	52.3%	41.9%	42.1%
<u>Q56. Paycheck</u>																					
A Lot	54.7%	64.9%	52.8%	55.7%	50.0%	60.1%	59.1%	33.9%	51.1%	52.1%	53.7%	59.9%	51.9%	57.0%	63.4%	51.7%	57.9%	70.1%	56.2%	53.7%	57.7%
A Little	28.7%	20.8%	26.4%	26.9%	33.8%	25.6%	25.1%	32.2%	33.0%	26.1%	28.2%	26.2%	29.8%	26.1%	22.9%	31.0%	28.4%	20.2%	25.8%	25.8%	26.2%
Not At All	16.6%	14.3%	20.8%	17.3%	16.3%	14.3%	15.7%	33.9%	15.9%	21.8%	18.1%	13.9%	18.3%	17.0%	13.7%	17.2%	13.7%	9.7%	18.0%	20.5%	16.1%
<u>Q57. City council meetings</u>																					
A Lot	8.3%	13.0%	11.2%	6.8%	12.2%	11.1%	14.4%	3.6%	10.6%	9.1%	23.4%	3.3%	8.9%	11.6%	7.4%	11.2%	8.9%	9.5%	2.8%	10.1%	9.8%
A Little	30.7%	33.9%	35.9%	28.2%	39.2%	33.3%	34.2%	17.9%	31.8%	33.6%	39.8%	25.0%	33.3%	35.0%	34.5%	30.2%	28.7%	29.1%	26.7%	30.2%	31.9%
Not At All	61.0%	53.1%	52.9%	65.0%	48.6%	55.6%	51.4%	78.6%	57.6%	57.3%	36.8%	71.8%	57.8%	53.4%	58.1%	58.6%	62.4%	61.4%	70.6%	59.7%	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".

N=7441	<u>Q70. Your gender</u>			<u>Q71. Your ethnicity/national origin</u>							<u>Q73. Job type</u>									<u>Total</u>	
	Male	Female	Not Provided	White/Anglo	Asian/Pacific Islander	Hispanic/Latino	Black/African American	Native American	Other	No Response	Officials/Administratives	Protective Services	Skilled Craft	Professionals	Paraprofessionals	Service/Maintenance	Technicians	Clerical	Other		None chosen
<u>Q51. Staff meetings</u>																					
Excellent	15.8%	17.3%	13.4%	15.9%	21.7%	17.2%	13.6%	11.1%	9.2%	12.1%	24.3%	13.2%	13.8%	16.8%	18.5%	14.9%	15.2%	16.1%	15.4%	12.7%	16.1%
Good	47.0%	49.0%	49.4%	51.8%	45.0%	45.6%	54.6%	47.2%	43.1%	46.3%	56.3%	43.5%	42.9%	51.4%	44.4%	42.0%	48.0%	42.8%	49.6%	51.6%	47.7%
Only Fair	25.2%	20.8%	22.6%	21.3%	23.3%	24.6%	19.8%	16.7%	30.8%	26.8%	13.8%	28.9%	29.4%	21.9%	23.5%	27.9%	23.3%	24.2%	20.3%	22.0%	23.8%
Poor	12.0%	12.9%	14.6%	11.0%	10.0%	12.6%	12.1%	25.0%	16.9%	14.7%	5.6%	14.4%	14.0%	9.9%	13.6%	15.1%	13.5%	16.9%	14.6%	13.7%	12.4%
<u>Q52. Telephone</u>																					
Excellent	24.6%	28.1%	22.5%	25.9%	28.6%	26.0%	22.7%	18.4%	21.3%	24.1%	36.1%	20.3%	21.1%	28.7%	22.7%	18.9%	28.3%	28.8%	25.0%	22.5%	25.6%
Good	51.5%	54.9%	58.8%	57.1%	50.0%	50.6%	53.2%	47.4%	42.6%	55.8%	54.6%	57.2%	45.7%	55.5%	53.8%	41.4%	48.3%	49.5%	55.5%	58.1%	52.9%
Only Fair	16.7%	12.3%	15.8%	12.9%	17.9%	16.0%	15.8%	26.3%	23.0%	16.1%	7.8%	17.2%	20.6%	12.4%	16.2%	23.1%	15.7%	15.7%	11.7%	15.3%	15.3%
Poor	7.2%	4.7%	2.9%	4.1%	3.6%	7.4%	8.3%	7.9%	13.1%	4.0%	1.4%	5.2%	12.6%	3.4%	7.3%	16.6%	7.8%	6.0%	7.8%	4.1%	6.2%
<u>Q53. Email</u>																					
Excellent	32.0%	39.1%	29.8%	35.3%	41.7%	34.1%	30.3%	35.1%	30.4%	32.1%	47.1%	28.8%	21.3%	39.1%	34.7%	20.1%	32.1%	39.6%	34.9%	32.4%	34.1%
Good	48.8%	49.9%	55.6%	53.2%	43.3%	46.9%	51.8%	29.7%	42.0%	53.5%	47.1%	57.0%	36.4%	51.2%	49.1%	39.8%	48.1%	48.9%	46.5%	53.7%	49.4%
Only Fair	13.0%	7.5%	12.7%	9.1%	10.0%	12.1%	13.0%	24.3%	17.4%	11.4%	4.8%	11.4%	23.6%	8.1%	13.1%	21.5%	9.3%	8.3%	12.4%	10.4%	11.3%
Poor	6.2%	3.5%	2.0%	2.4%	5.0%	6.8%	4.9%	10.8%	10.1%	2.9%	1.1%	2.9%	18.7%	1.6%	3.1%	18.6%	10.5%	3.2%	6.2%	3.5%	5.1%
<u>Q54. Interdepartmental Memos</u>																					
Excellent	15.1%	16.6%	9.4%	14.7%	15.4%	16.3%	15.8%	22.5%	10.9%	10.9%	17.4%	18.3%	10.2%	16.2%	13.1%	9.6%	15.3%	18.9%	15.0%	14.6%	15.3%
Good	52.3%	56.4%	59.8%	58.5%	53.8%	51.6%	51.5%	30.0%	40.6%	58.4%	61.9%	57.6%	39.4%	57.8%	53.9%	41.4%	43.5%	52.7%	51.7%	58.1%	53.9%
Only Fair	23.4%	19.3%	23.5%	21.2%	28.8%	21.9%	25.0%	32.5%	32.8%	22.2%	18.0%	18.1%	30.5%	21.5%	25.2%	29.8%	25.4%	17.8%	22.5%	19.7%	22.2%
Poor	9.1%	7.7%	7.3%	5.6%	1.9%	10.1%	7.7%	15.0%	15.6%	8.5%	2.6%	6.0%	19.9%	4.6%	7.8%	19.2%	15.8%	10.5%	10.8%	7.6%	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".

N=7441	<u>Q70. Your gender</u>			<u>Q71. Your ethnicity/national origin</u>							<u>Q73. Job type</u>										<u>Total</u>
	Male	Female	Not Provided	White/Anglo	Asian/Pacific Islander	Hispanic/Latino	Black/African American	Native American	Other	No Response	Officials/Administratives	Protective Services	Skilled Craft	Professionals	Paraprofessionals	Service/Maintenance	Technicians	Clerical	Other	None chosen	
					11.8%	16.3%	12.5%														
<u>Q55. Bin mail</u>																					
Excellent	11.8%	16.3%	12.5%	12.6%	17.6%	14.0%	14.1%	5.7%	8.3%	10.3%	15.3%	15.3%	8.3%	13.3%	14.8%	6.7%	10.2%	18.6%	11.0%	13.6%	13.2%
Good	46.5%	52.2%	57.7%	52.6%	39.2%	46.8%	41.4%	40.0%	38.3%	55.9%	54.2%	51.0%	36.3%	52.1%	47.8%	36.6%	38.3%	50.3%	50.0%	56.0%	48.7%
Only Fair	28.0%	21.8%	21.6%	25.4%	31.4%	25.5%	32.0%	31.4%	30.0%	23.9%	21.9%	23.8%	34.0%	26.1%	26.6%	31.8%	33.2%	20.4%	23.7%	18.8%	25.8%
Poor	13.7%	9.7%	8.2%	9.3%	11.8%	13.7%	12.5%	22.9%	23.3%	9.8%	8.7%	9.9%	21.5%	8.6%	10.8%	24.8%	18.4%	10.7%	15.3%	11.6%	12.2%
<u>Q56. Paycheck</u>																					
Excellent	31.3%	32.3%	24.0%	29.5%	25.0%	33.9%	31.7%	7.5%	18.2%	25.0%	33.2%	34.3%	26.3%	31.6%	30.8%	26.9%	31.5%	36.4%	32.6%	27.1%	31.3%
Good	44.1%	46.6%	54.9%	48.8%	46.2%	43.3%	39.6%	45.0%	47.0%	51.1%	43.5%	46.5%	42.3%	46.9%	42.8%	39.0%	45.8%	44.5%	46.4%	51.8%	45.4%
Only Fair	17.5%	15.3%	16.3%	15.9%	21.2%	16.3%	20.1%	30.0%	33.3%	17.0%	17.1%	14.2%	19.6%	15.9%	20.9%	23.0%	15.5%	13.3%	18.1%	14.3%	16.8%
Poor	7.1%	5.8%	4.7%	5.9%	7.7%	6.6%	8.6%	17.5%	1.5%	6.9%	6.2%	5.0%	11.8%	5.6%	5.4%	11.1%	7.1%	5.8%	2.9%	6.8%	6.6%
<u>Q57. City council meetings</u>																					
Excellent	7.8%	11.1%	7.6%	6.5%	18.8%	9.6%	8.5%	0.0%	7.5%	9.2%	16.2%	3.9%	6.0%	9.7%	6.8%	9.9%	11.8%	9.1%	5.2%	10.0%	8.8%
Good	42.7%	51.1%	54.1%	48.0%	31.3%	44.9%	43.8%	22.6%	43.4%	49.3%	56.5%	40.6%	38.3%	52.0%	43.8%	32.5%	37.4%	43.7%	44.8%	51.4%	45.7%
Only Fair	31.6%	26.6%	25.6%	30.2%	37.5%	29.6%	33.0%	32.3%	26.4%	27.5%	19.4%	37.5%	32.8%	26.5%	36.3%	35.8%	29.9%	30.8%	22.9%	23.8%	29.8%
Poor	17.9%	11.2%	12.8%	15.2%	12.5%	15.8%	14.7%	45.2%	22.6%	14.0%	7.9%	18.0%	22.9%	11.8%	13.3%	21.8%	20.9%	16.5%	27.1%	14.8%	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")

N=7852	<u>Q70. Your gender</u>			<u>Q71. Your ethnicity/national origin</u>							<u>Q73. Job type</u>								<u>Total</u>		
	<u>Male</u>	<u>Female</u>	<u>Not Provided</u>	<u>White/Anglo</u>	<u>Asian/Pacific Islander</u>	<u>Hispanic/Latino</u>	<u>Black/African American</u>	<u>Native American</u>	<u>Other</u>	<u>No Response</u>	<u>Officials/Administratives</u>	<u>Protective Services</u>	<u>Skilled Craft</u>	<u>Professionals</u>	<u>Paraprofessionals</u>	<u>Service/Maintenance</u>	<u>Technicians</u>	<u>Clerical</u>		<u>Other</u>	<u>None chosen</u>
<u>Q59. Immediate supervisor</u>																					
A Lot	59.4%	61.7%	56.7%	64.3%	54.3%	58.8%	58.4%	42.4%	48.9%	58.1%	65.2%	64.6%	47.9%	65.0%	61.9%	48.5%	56.8%	58.1%	50.0%	55.7%	60.0%
A Little	33.0%	29.9%	37.4%	30.6%	39.5%	32.5%	31.9%	35.6%	34.4%	35.3%	27.5%	29.4%	39.0%	28.7%	32.1%	38.5%	34.7%	34.3%	41.2%	36.0%	32.2%
Not At All	7.6%	8.4%	5.9%	5.2%	6.2%	8.8%	9.7%	22.0%	16.7%	6.6%	7.4%	6.0%	13.0%	6.2%	6.0%	13.0%	8.5%	7.6%	8.8%	8.2%	7.8%
<u>Q60. Other City employees</u>																					
A Lot	36.2%	44.6%	40.7%	39.5%	37.0%	39.3%	34.8%	17.2%	33.0%	40.0%	50.4%	34.8%	35.6%	41.7%	37.8%	34.8%	34.9%	41.0%	33.7%	37.6%	39.0%
A Little	50.9%	46.4%	49.3%	48.2%	54.3%	49.4%	56.1%	62.1%	46.6%	48.7%	42.7%	51.0%	52.9%	47.4%	52.8%	51.4%	55.5%	47.2%	49.7%	49.9%	49.5%
Not At All	12.9%	9.0%	10.0%	12.4%	8.6%	11.2%	9.1%	20.7%	20.5%	11.3%	6.9%	14.3%	11.4%	10.9%	9.4%	13.7%	9.6%	11.8%	16.6%	12.4%	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".

N=7307

	Q70. Your gender			Q71. Your ethnicity/national origin							Q73. Job type										Total
	Male	Female	Not Provided	White/Anglo	Asian/Pacific	Hispanic/Latino	Black/African	Native American	Other	No Response	Officials/Administra...	Protective Services	Skilled Craft	Professionals	Paraprofessionals	Service/Maintenance	Technicians	Clerical	Other	None chosen	
					Islander																
<u>Q59. Immediate supervisor</u>																					
Excellent	41.1%	39.3%	33.9%	44.8%	34.9%	39.5%	36.0%	37.2%	33.8%	34.7%	44.2%	51.8%	30.4%	41.6%	39.1%	29.9%	38.3%	40.2%	34.9%	35.2%	40.3%
Good	42.1%	38.2%	43.8%	40.3%	52.4%	40.7%	43.3%	37.2%	29.6%	43.0%	40.6%	39.0%	41.5%	40.3%	41.5%	42.3%	40.4%	38.6%	45.0%	46.5%	40.9%
Only Fair	11.9%	14.6%	17.9%	10.1%	12.7%	13.5%	14.9%	9.3%	23.9%	17.1%	12.0%	6.5%	18.7%	12.6%	12.7%	17.6%	14.2%	15.0%	13.4%	13.9%	13.0%
Poor	5.0%	7.8%	4.4%	4.8%	0.0%	6.3%	5.9%	16.3%	12.7%	5.3%	3.2%	2.8%	9.4%	5.5%	6.7%	10.2%	7.1%	6.2%	6.7%	4.3%	5.8%
<u>Q60. Other City employees</u>																					
Excellent	22.9%	21.9%	21.3%	24.8%	17.7%	23.0%	16.8%	10.0%	18.5%	18.3%	24.0%	26.0%	20.6%	21.8%	18.3%	23.5%	23.3%	26.6%	22.1%	20.3%	22.5%
Good	56.5%	58.3%	59.4%	56.9%	62.9%	56.7%	57.3%	55.0%	58.5%	60.3%	62.9%	55.2%	53.3%	59.9%	61.3%	49.0%	56.0%	51.3%	54.3%	60.3%	57.2%
Only Fair	16.8%	16.3%	18.8%	15.2%	16.1%	16.7%	21.9%	25.0%	10.8%	19.4%	10.5%	14.9%	22.3%	15.5%	17.3%	20.9%	17.7%	18.6%	17.1%	16.6%	16.7%
Poor	3.7%	3.5%	0.4%	3.1%	3.2%	3.7%	3.9%	10.0%	12.3%	2.0%	2.6%	3.9%	3.8%	2.9%	3.0%	6.6%	3.0%	3.6%	6.4%	2.8%	3.5%

Non-City Sources (Excluding No Response)

Q61-Q65. Please indicate if you rely on the following non-city sources a lot, a little or not at all. (excluding "no responses")

N=7852	<u>Q70. Your gender</u>			<u>Q71. Your ethnicity/national origin</u>							<u>Q73. Job type</u>									<u>Total</u>	
	<u>Male</u>	<u>Female</u>	<u>Not Provided</u>	<u>White/Anglo</u>	<u>Asian/Pacific Islander</u>	<u>Hispanic/Latino</u>	<u>Black/African American</u>	<u>Native American</u>	<u>Other</u>	<u>No Response</u>	<u>Officials/Administra...</u>	<u>Protective Services</u>	<u>Skilled Craft</u>	<u>Professionals</u>	<u>Paraprofessionals</u>	<u>Service/Maintenance</u>	<u>Technicians</u>	<u>Clerical</u>	<u>Other</u>		<u>None chosen</u>
<u>Q61. Television</u>																					
A Lot	26.0%	34.3%	26.5%	25.1%	27.2%	30.7%	30.3%	15.3%	23.3%	25.9%	32.7%	26.1%	26.4%	28.3%	30.3%	27.8%	27.1%	35.7%	25.7%	25.7%	28.5%
A Little	43.3%	41.5%	46.4%	44.2%	46.9%	42.3%	42.9%	42.4%	37.8%	42.9%	40.3%	44.6%	42.5%	43.6%	41.3%	45.0%	42.3%	38.4%	45.5%	42.9%	42.9%
Not At All	30.8%	24.2%	27.1%	30.7%	25.9%	27.0%	26.8%	42.4%	38.9%	31.2%	27.0%	29.3%	31.1%	28.1%	28.4%	27.2%	30.6%	25.9%	28.8%	31.4%	28.6%
<u>Q62. Radio</u>																					
A Lot	18.7%	24.2%	18.8%	18.8%	19.8%	21.6%	19.4%	20.0%	14.8%	20.0%	24.4%	18.7%	19.2%	19.3%	24.1%	22.1%	18.3%	24.1%	17.6%	19.2%	20.4%
A Little	42.1%	41.0%	43.4%	41.8%	46.9%	42.0%	39.0%	38.3%	42.0%	41.2%	42.4%	42.6%	40.7%	42.6%	37.4%	41.6%	43.1%	41.5%	43.6%	41.8%	41.8%
Not At All	39.2%	34.8%	37.8%	39.4%	33.3%	36.4%	41.6%	41.7%	43.2%	38.7%	33.3%	38.7%	40.2%	38.1%	38.5%	36.3%	38.6%	34.4%	38.8%	39.0%	37.7%
<u>Q63. Newspaper</u>																					
A Lot	18.8%	25.8%	18.1%	17.8%	20.7%	22.6%	20.7%	18.3%	18.0%	20.2%	28.1%	16.6%	17.7%	20.8%	23.5%	21.7%	16.6%	27.5%	15.3%	19.5%	20.8%
A Little	44.4%	44.7%	46.7%	44.3%	45.1%	45.4%	44.1%	45.0%	40.4%	40.7%	43.2%	43.5%	46.3%	45.9%	41.2%	46.6%	44.1%	40.9%	51.1%	44.4%	44.6%
Not At All	36.9%	29.5%	35.2%	37.9%	34.1%	32.1%	35.2%	36.7%	41.6%	39.1%	28.6%	39.9%	36.0%	33.3%	35.3%	31.7%	39.3%	31.7%	33.7%	36.1%	34.6%

Non-City Sources (Excluding No Response)

Q61-Q65. Please indicate if you rely on the following non-city sources a lot, a little or not at all. (excluding "no responses")

N=7852	<u>Q70. Your gender</u>			<u>Q71. Your ethnicity/national origin</u>							<u>Q73. Job type</u>								<u>Total</u>		
	<u>Male</u>	<u>Female</u>	<u>Not Provided</u>	<u>White/Anglo</u>	<u>Asian/Pacific Islander</u>	<u>Hispanic/Latino</u>	<u>Black/African American</u>	<u>Native American</u>	<u>Other</u>	<u>No Response</u>	<u>Officials/Administratives</u>	<u>Protective Services</u>	<u>Skilled Craft</u>	<u>Professionals</u>	<u>Paraprofessionals</u>	<u>Service/Maintenance</u>	<u>Technicians</u>	<u>Clerical</u>		<u>Other</u>	<u>None chosen</u>
<u>Q64. Internet</u>																					
A Lot	39.9%	54.9%	43.5%	44.7%	43.9%	45.3%	44.2%	35.1%	31.5%	42.7%	52.0%	40.7%	31.6%	49.8%	55.6%	29.5%	39.4%	52.1%	37.0%	40.3%	44.6%
A Little	38.7%	31.2%	38.9%	36.3%	37.8%	35.8%	39.9%	40.4%	33.7%	38.8%	35.4%	40.9%	37.9%	35.0%	31.0%	37.9%	36.7%	33.7%	38.5%	40.3%	36.5%
Not At All	21.4%	13.9%	17.6%	19.0%	18.3%	19.0%	15.9%	24.6%	34.8%	18.5%	12.6%	18.4%	30.4%	15.2%	13.4%	32.6%	23.9%	14.2%	24.5%	19.4%	18.9%
<u>Q65. Other-non City source</u>																					
A Lot	7.1%	12.3%	8.1%	5.9%	10.5%	9.5%	10.5%	2.9%	6.7%	7.1%	14.9%	3.4%	7.3%	8.7%	9.2%	9.5%	6.1%	13.9%	9.3%	8.6%	8.3%
A Little	27.0%	24.8%	27.0%	18.0%	28.9%	30.0%	27.3%	34.3%	22.2%	25.5%	29.8%	19.1%	34.7%	26.8%	22.7%	31.2%	22.7%	25.6%	25.0%	27.3%	26.5%
Not At All	65.9%	62.9%	64.9%	76.2%	60.5%	60.5%	62.2%	62.9%	71.1%	67.5%	55.3%	77.5%	58.0%	64.5%	68.1%	59.3%	71.2%	60.5%	65.7%	64.1%	65.2%

Non-City Sources

Q61-Q65. Please rate each source you rely on. (excluding "no response")

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

N=6701	<u>Q70. Your gender</u>			<u>Q71. Your ethnicity/national origin</u>							<u>Q73. Job type</u>										<u>Total</u>
	Male	Female	Not Provided	White/Anglo	Asian/Pacific Islander	Hispanic/Latino	Black/African	Native American	Other	No Response	Officials/Administra...	Protective Services	Skilled Craft	Professionals	Paraprofessionals	Service/Maintenance	Technicians	Clerical	Other	None chosen	
<u>Q61. Television</u>																					
Excellent	16.6%	20.8%	12.5%	14.4%	15.1%	20.0%	20.6%	13.5%	8.8%	13.6%	20.1%	15.8%	16.6%	16.7%	17.2%	19.4%	18.0%	23.0%	25.4%	15.6%	17.8%
Good	55.3%	59.7%	62.5%	59.9%	58.5%	55.9%	51.0%	56.8%	56.1%	57.8%	56.0%	59.1%	52.7%	59.4%	55.3%	48.7%	52.0%	57.6%	54.2%	61.8%	57.0%
Only Fair	22.3%	15.8%	21.4%	20.9%	20.8%	19.2%	21.8%	13.5%	31.6%	23.3%	18.8%	20.4%	24.5%	19.7%	22.3%	24.6%	25.0%	14.7%	14.4%	16.8%	20.2%
Poor	5.8%	3.7%	3.6%	4.8%	5.7%	4.9%	6.6%	16.2%	3.5%	5.4%	5.2%	4.7%	6.2%	4.3%	5.1%	7.3%	5.0%	4.6%	5.9%	5.8%	5.1%
<u>Q62. Radio</u>																					
Excellent	13.8%	17.3%	10.0%	13.4%	13.7%	16.0%	14.8%	25.0%	7.0%	10.8%	17.6%	14.5%	13.0%	13.8%	15.7%	15.7%	14.0%	17.3%	13.9%	14.0%	14.7%
Good	54.3%	58.9%	63.2%	59.6%	49.0%	55.1%	46.0%	41.7%	50.9%	59.6%	54.7%	57.9%	48.4%	58.7%	53.4%	47.2%	56.5%	56.9%	54.6%	63.2%	56.1%
Only Fair	23.9%	18.0%	21.1%	21.1%	31.4%	21.3%	29.1%	13.9%	29.8%	23.4%	20.4%	20.8%	27.9%	21.7%	24.1%	25.6%	23.7%	19.2%	22.2%	16.1%	21.9%
Poor	8.1%	5.8%	5.7%	5.8%	5.9%	7.7%	10.1%	19.4%	12.3%	6.2%	7.3%	6.7%	10.8%	5.9%	6.8%	11.5%	5.9%	6.6%	9.3%	6.7%	7.2%
<u>Q63. Newspaper</u>																					
Excellent	13.8%	17.0%	9.8%	11.8%	16.3%	16.3%	17.7%	14.7%	8.9%	10.3%	17.2%	13.0%	13.3%	13.6%	15.1%	17.9%	14.4%	19.1%	12.6%	12.2%	14.6%
Good	53.4%	59.6%	60.3%	56.6%	49.0%	55.6%	51.6%	47.1%	53.6%	57.0%	53.1%	55.8%	49.6%	58.4%	53.9%	47.9%	55.0%	57.0%	58.6%	60.2%	55.6%
Only Fair	24.6%	19.0%	24.0%	24.4%	30.6%	21.7%	23.4%	26.5%	30.4%	24.1%	21.1%	24.2%	28.6%	21.6%	24.6%	25.2%	25.0%	18.9%	21.6%	20.7%	22.9%
Poor	8.2%	4.4%	5.9%	7.2%	4.1%	6.4%	7.3%	11.8%	7.1%	8.5%	8.6%	6.9%	8.4%	6.3%	6.5%	8.9%	5.6%	5.0%	7.2%	6.9%	6.9%

Non-City Sources

Q61-Q65. Please rate each source you rely on. (excluding "no response")

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

N=6701

	<u>Q70. Your gender</u>			<u>Q71. Your ethnicity/national origin</u>							<u>Q73. Job type</u>										<u>Total</u>
	Male	Female	Not Provided	White/Anglo	Asian/Pacific Islander	Hispanic/Latino	Black/African American	Native American	Other	No Response	Officials/Administrative	Protective Services	Skilled Craft	Professionals	Paraprofessionals	Service/Maintenance	Technicians	Clerical	Other	None chosen	
<u>Q64. Internet</u>																					
Excellent	25.7%	32.9%	24.0%	24.7%	23.2%	30.2%	31.0%	30.8%	21.4%	23.3%	34.8%	24.6%	24.5%	29.4%	30.0%	24.2%	24.8%	34.1%	22.0%	23.7%	28.0%
Good	56.5%	55.7%	63.6%	61.8%	51.8%	53.9%	51.7%	56.4%	53.6%	59.9%	52.5%	61.7%	51.2%	58.0%	54.6%	46.4%	58.4%	54.0%	58.3%	63.1%	56.5%
Only Fair	14.5%	9.3%	11.1%	11.1%	21.4%	12.9%	14.9%	5.1%	17.9%	14.7%	11.7%	12.3%	18.1%	10.9%	12.7%	21.0%	12.9%	10.1%	13.4%	11.0%	12.7%
Poor	3.3%	2.1%	1.3%	2.4%	3.6%	3.0%	2.3%	7.7%	7.1%	2.1%	0.9%	1.5%	6.1%	1.7%	2.8%	8.3%	4.0%	1.8%	6.3%	2.2%	2.8%
<u>Q65. Other-non City source</u>																					
Excellent	9.0%	12.1%	11.3%	9.0%	18.8%	10.1%	8.5%	5.3%	4.8%	10.9%	21.7%	6.6%	7.6%	10.7%	6.2%	10.9%	5.0%	9.7%	14.9%	12.3%	9.8%
Good	43.0%	48.7%	51.6%	44.2%	43.8%	45.8%	36.2%	47.4%	33.3%	43.7%	44.9%	44.1%	40.4%	48.8%	42.6%	39.1%	46.7%	47.8%	29.8%	51.8%	44.7%
Only Fair	28.1%	22.0%	24.2%	25.2%	31.3%	25.5%	39.4%	21.1%	23.8%	29.4%	20.3%	27.7%	29.3%	25.4%	28.7%	30.5%	26.7%	22.4%	27.7%	21.9%	26.5%
Poor	20.0%	17.3%	12.9%	21.6%	6.3%	18.7%	16.0%	26.3%	38.1%	16.0%	13.0%	21.6%	22.7%	15.1%	22.5%	19.5%	21.7%	20.1%	27.7%	14.0%	19.0%

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

N=7852	Q70. Your gender			Q71. Your ethnicity/national origin							Q73. Job type									Total	
	Male	Female	Not Provided	White/Anglo	Asian/Pacific Islander	Hispanic/Latino	Black/African American	Native American	Other	No Response	Officials/Administrative	Protective Services	Skilled Craft	Professionals	Paraprofessionals	Service/Maintenance	Technicians	Clerical	Other		None chosen
					10.3%	11.3%	11.8%	9.1%			5.3%	6.3%	14.7%	7.5%	10.7%	9.2%	8.6%	10.1%	10.6%		14.8%
<u>Q66a. Methods by which City communicates with employees</u>																					
Excellent	9.2%	12.0%	5.6%	7.9%	10.3%	11.3%	11.8%	9.1%	5.3%	6.3%	14.7%	7.5%	10.7%	9.2%	8.6%	10.1%	10.6%	14.8%	11.2%	7.8%	9.9%
Good	50.5%	51.2%	48.3%	53.1%	54.0%	50.1%	51.9%	37.9%	42.1%	48.2%	55.9%	50.9%	40.8%	55.4%	53.0%	40.4%	45.7%	49.5%	48.8%	50.7%	50.6%
Only Fair	28.6%	26.4%	33.6%	29.3%	26.4%	27.2%	23.9%	28.8%	32.6%	32.6%	24.3%	31.4%	30.1%	26.8%	26.8%	31.9%	29.8%	26.0%	25.4%	29.6%	28.2%
Poor	11.7%	10.4%	12.5%	9.7%	9.2%	11.4%	12.4%	24.2%	20.0%	12.8%	5.1%	10.3%	18.3%	8.7%	11.7%	17.5%	13.9%	9.7%	14.6%	11.9%	11.3%
<u>Q66b. Methods by which City communicates with employees in your Department</u>																					
Excellent	10.4%	11.6%	6.9%	9.0%	9.3%	11.8%	12.9%	9.2%	7.4%	7.7%	15.2%	9.2%	12.0%	10.3%	8.3%	10.7%	10.3%	12.2%	11.7%	9.8%	10.6%
Good	46.9%	45.5%	46.5%	49.4%	58.1%	45.5%	46.6%	29.2%	34.7%	44.4%	50.4%	48.8%	37.6%	49.9%	46.7%	37.0%	46.4%	45.0%	42.9%	47.4%	46.4%
Only Fair	28.8%	28.2%	32.7%	28.8%	26.7%	28.3%	25.5%	30.8%	35.8%	32.9%	27.0%	30.0%	31.7%	27.4%	30.7%	30.8%	25.5%	29.2%	27.8%	29.1%	28.8%
Poor	13.9%	14.7%	13.8%	12.8%	5.8%	14.4%	15.1%	30.8%	22.1%	15.0%	7.5%	12.1%	18.7%	12.5%	14.3%	21.4%	17.9%	13.6%	17.6%	13.6%	14.1%
<u>Q66c. Methods by which your Department communicates with you</u>																					
Excellent	14.0%	16.1%	10.1%	14.7%	12.8%	15.2%	15.3%	9.2%	12.6%	9.9%	23.4%	13.7%	12.6%	14.7%	11.5%	13.8%	14.6%	16.2%	16.8%	11.5%	14.5%
Good	47.3%	41.8%	44.0%	50.5%	48.8%	43.7%	45.5%	30.8%	33.7%	44.5%	48.0%	51.6%	37.9%	48.5%	45.6%	36.3%	41.7%	41.3%	41.8%	46.9%	45.5%
Only Fair	24.6%	24.2%	29.6%	21.7%	29.1%	25.1%	23.0%	26.2%	26.3%	31.0%	17.1%	24.0%	28.6%	22.4%	27.5%	29.2%	24.8%	26.2%	23.6%	28.0%	24.7%
Poor	14.0%	17.9%	16.4%	13.1%	9.3%	16.0%	16.2%	33.8%	27.4%	14.6%	11.6%	10.7%	20.8%	14.4%	15.4%	20.7%	18.9%	16.3%	17.8%	13.7%	15.3%

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

N=7852	<u>Q70. Your gender</u>			<u>Q71. Your ethnicity/national origin</u>							<u>Q73. Job type</u>								<u>Total</u>		
	<u>Male</u>	<u>Female</u>	<u>Not Provided</u>	<u>White/Anglo</u>	<u>Asian/Pacific Islander</u>	<u>Hispanic/Latino</u>	<u>Black/African American</u>	<u>Native American</u>	<u>Other</u>	<u>No Response</u>	<u>Officials/Administra...</u>	<u>Protective Services</u>	<u>Skilled Craft</u>	<u>Professionals</u>	<u>Paraprofessionals</u>	<u>Service/Maintenance</u>	<u>Technicians</u>	<u>Clerical</u>		<u>Other</u>	<u>None chosen</u>
<u>Q67. How satisfied are you with your current job</u>																					
Very satisfied	34.8%	27.6%	28.1%	36.2%	23.2%	31.8%	32.8%	19.3%	19.5%	26.5%	36.8%	44.7%	24.0%	33.5%	26.4%	28.0%	25.1%	27.3%	34.2%	28.7%	32.3%
Satisfied	50.6%	56.2%	54.9%	49.2%	61.0%	53.7%	49.9%	49.1%	58.5%	55.8%	51.7%	44.2%	55.0%	51.0%	59.5%	52.2%	61.1%	58.0%	49.2%	55.6%	52.5%
Dissatisfied	11.2%	11.7%	13.2%	11.5%	9.8%	10.4%	13.4%	22.8%	15.9%	14.7%	8.8%	7.7%	15.6%	11.7%	11.0%	15.5%	10.6%	10.1%	12.4%	12.2%	11.4%
Very dissatisfied	3.5%	4.5%	3.7%	3.2%	6.1%	4.1%	3.9%	8.8%	6.1%	2.9%	2.7%	3.4%	5.4%	3.8%	3.1%	4.3%	3.2%	4.6%	4.1%	3.4%	3.8%

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

N=7852	Q70. Your gender			Q71. Your ethnicity/national origin							Q73. Job type									Total	
	Male	Female	Not Provided	White/Anglo	Asian/Pacific Islander	Hispanic/Latino	Black/African American	Native American	Other	No Response	Officials/Administratives	Protective Services	Skilled Craft	Professionals	Paraprofessionals	Service/Maintenance	Technicians	Clerical	Other		None chosen
Q68a. Salary																					
Very Important	77.3%	81.7%	67.5%	72.1%	78.4%	82.6%	82.0%	63.1%	70.5%	72.0%	74.6%	78.1%	82.0%	74.5%	81.7%	82.0%	83.4%	85.4%	80.8%	74.1%	78.2%
Important	20.7%	16.9%	28.5%	26.4%	17.0%	15.9%	16.1%	29.2%	21.1%	24.9%	24.0%	21.2%	14.9%	23.8%	17.3%	15.2%	15.3%	13.0%	14.9%	22.6%	19.9%
Not Very Important	1.3%	1.1%	2.5%	1.2%	4.5%	1.1%	1.1%	4.6%	3.2%	1.5%	1.2%	0.7%	2.2%	1.3%	0.8%	1.3%	1.3%	1.0%	1.0%	1.8%	1.3%
Not At All Important	0.7%	0.3%	1.5%	0.3%	0.0%	0.5%	0.8%	3.1%	5.3%	1.5%	0.2%	0.0%	0.9%	0.4%	0.2%	1.5%	0.0%	0.5%	3.4%	1.5%	0.6%
Q68b. Benefits																					
Very Important	83.3%	83.0%	72.7%	79.9%	81.8%	85.4%	82.2%	77.3%	75.8%	78.0%	78.4%	90.0%	82.9%	81.2%	83.7%	81.3%	83.3%	83.7%	79.4%	80.8%	82.7%
Important	14.2%	13.8%	23.9%	17.2%	15.9%	12.4%	14.2%	16.7%	14.7%	18.4%	18.9%	9.4%	14.6%	16.2%	13.5%	14.1%	15.7%	11.5%	12.7%	16.5%	14.5%
Not Very Important	1.7%	1.9%	2.5%	2.0%	2.3%	1.5%	1.9%	3.0%	5.3%	2.2%	1.9%	0.5%	1.7%	1.8%	2.0%	2.7%	0.7%	3.1%	3.4%	1.5%	1.8%
Not At All Important	0.8%	1.3%	0.9%	0.9%	0.0%	0.8%	1.6%	3.0%	4.2%	1.4%	0.7%	0.1%	0.8%	0.8%	0.8%	1.9%	0.3%	1.7%	4.4%	1.2%	1.0%
Q68c. Workload																					
Very Important	43.2%	51.2%	37.4%	35.1%	34.1%	51.2%	47.9%	44.6%	42.6%	41.5%	44.4%	37.2%	50.3%	42.4%	47.3%	49.9%	52.2%	52.7%	53.4%	45.8%	45.3%
Important	45.7%	43.2%	50.3%	51.0%	56.8%	42.2%	43.8%	40.0%	43.6%	45.3%	46.3%	49.8%	39.9%	47.8%	44.5%	42.1%	40.9%	41.5%	37.4%	43.2%	45.1%
Not Very Important	9.4%	5.0%	10.7%	12.3%	6.8%	5.6%	6.8%	12.3%	9.6%	11.0%	8.4%	11.3%	7.6%	8.5%	7.4%	6.7%	5.6%	5.1%	6.8%	9.2%	8.2%
Not At All Important	1.7%	0.6%	1.6%	1.6%	2.3%	1.0%	1.4%	3.1%	4.3%	2.3%	1.0%	1.7%	2.2%	1.3%	0.8%	1.3%	1.3%	0.7%	2.4%	1.8%	1.4%

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

N=7852	Q70. Your gender			Q71. Your ethnicity/national origin							Q73. Job type									Total	
	Male	Female	Not Provided	White/Anglo	Asian/Pacific Islander	Hispanic/Latino	Black/African American	Native American	Other	No Response	Officials/Administratives	Protective Services	Skilled Craft	Professionals	Paraprofessionals	Service/Maintenance	Technicians	Clerical	Other		None chosen
Q68d. Office environment																					
Very Important	40.3%	57.8%	45.3%	37.1%	50.0%	50.0%	51.6%	34.4%	41.5%	44.1%	48.6%	35.4%	44.5%	44.5%	50.5%	41.2%	49.3%	63.9%	53.5%	47.0%	45.8%
Important	42.3%	35.9%	41.5%	43.5%	36.4%	38.8%	36.8%	39.1%	36.2%	42.9%	44.2%	44.7%	36.1%	42.4%	40.1%	39.3%	36.7%	32.0%	30.7%	39.8%	40.3%
Not Very Important	13.8%	5.4%	9.7%	16.2%	11.4%	9.1%	8.0%	15.6%	8.5%	9.4%	6.5%	16.4%	14.5%	11.0%	8.5%	14.3%	11.3%	3.1%	9.9%	9.2%	11.1%
Not At All Important	3.7%	0.9%	3.5%	3.2%	2.3%	2.1%	3.6%	10.9%	13.8%	3.5%	0.7%	3.4%	5.0%	2.1%	0.9%	5.3%	2.7%	1.0%	5.9%	4.0%	2.8%
Q68e. Job security																					
Very Important	80.0%	80.8%	71.9%	75.3%	73.9%	83.1%	82.2%	72.3%	75.5%	76.1%	68.6%	86.7%	80.0%	77.2%	83.9%	79.3%	81.7%	86.1%	75.5%	78.0%	79.9%
Important	16.6%	16.8%	23.1%	20.8%	20.5%	14.5%	15.3%	16.9%	18.1%	20.2%	27.1%	12.4%	15.0%	19.0%	14.7%	16.4%	16.3%	12.0%	20.1%	19.2%	17.0%
Not Very Important	2.5%	2.1%	4.4%	3.2%	2.3%	2.0%	1.9%	7.7%	3.2%	2.7%	3.6%	0.8%	3.7%	3.3%	1.4%	2.8%	1.7%	1.4%	2.0%	1.8%	2.5%
Not At All Important	0.9%	0.3%	0.6%	0.6%	3.4%	0.4%	0.5%	3.1%	3.2%	1.0%	0.7%	0.1%	1.2%	0.6%	0.0%	1.5%	0.3%	0.5%	2.5%	0.9%	0.7%
Q68f. Management support																					
Very Important	56.8%	70.7%	57.9%	53.0%	65.9%	65.4%	61.5%	56.3%	61.1%	58.9%	70.4%	52.5%	60.2%	61.3%	65.2%	57.5%	60.0%	71.4%	61.0%	59.9%	61.0%
Important	35.0%	26.5%	35.5%	39.2%	25.0%	29.1%	32.0%	28.1%	24.2%	34.6%	26.7%	40.6%	29.3%	32.7%	31.3%	33.6%	32.0%	25.9%	31.2%	32.0%	32.5%
Not Very Important	6.2%	2.1%	5.6%	6.4%	5.7%	4.1%	4.9%	7.8%	8.4%	5.5%	1.9%	6.1%	7.3%	5.1%	2.5%	5.5%	5.7%	2.0%	3.4%	6.6%	5.0%
Not At All Important	1.9%	0.6%	0.9%	1.4%	3.4%	1.4%	1.6%	7.8%	6.3%	1.0%	1.0%	0.7%	3.3%	0.8%	1.1%	3.4%	2.3%	0.7%	4.4%	1.5%	1.5%
Q68g. Recognition																					
Very Important	38.0%	46.5%	31.3%	27.2%	42.0%	48.8%	38.0%	32.3%	37.2%	32.3%	40.5%	27.0%	55.3%	34.2%	42.5%	54.9%	45.2%	54.0%	49.3%	36.3%	40.3%
Important	34.1%	36.6%	35.6%	38.6%	33.0%	32.9%	35.2%	43.1%	31.9%	34.9%	33.8%	37.7%	27.9%	37.7%	36.5%	31.5%	34.2%	31.5%	31.9%	33.4%	34.9%
Not Very Important	22.0%	14.8%	25.6%	28.9%	18.2%	14.9%	22.1%	18.5%	13.8%	23.5%	21.3%	30.0%	12.1%	22.8%	16.8%	9.3%	15.9%	12.7%	14.0%	24.2%	20.0%
Not At All Important	5.8%	2.1%	7.5%	5.2%	6.8%	3.4%	4.6%	6.2%	17.0%	9.3%	4.3%	5.3%	4.7%	5.3%	4.2%	4.4%	4.7%	1.9%	4.8%	6.0%	4.8%

**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")**

N=7852

	Q70. Your gender			Q71. Your ethnicity/national origin							Q73. Job type										Total
	Male	Female	Not Provided	White/Anglo	Asian/Pacific Islander	Hispanic/Latino	Black/African American	Native American	Other	No Response	Officials/Administratives	Protective Services	Skilled Craft	Professionals	Paraprofessionals	Service/Maintenance	Technicians	Clerical	Other	None chosen	
<u>Q69. How has quality of work environment in your department changed</u>																					
Much better	14.2%	16.1%	11.6%	11.3%	19.2%	17.1%	13.2%	11.9%	12.4%	10.5%	23.6%	9.6%	13.7%	15.1%	12.2%	15.3%	20.1%	17.2%	11.8%	14.7%	14.6%
Somewhat better	29.8%	26.3%	22.4%	29.0%	29.5%	28.6%	34.5%	27.1%	23.6%	23.4%	33.0%	30.2%	26.8%	28.7%	28.8%	27.8%	27.9%	28.3%	28.8%	23.5%	28.5%
Stayed the same	26.5%	25.6%	30.0%	29.5%	33.3%	24.4%	25.5%	23.7%	19.1%	30.0%	21.2%	29.4%	24.2%	26.5%	24.1%	24.3%	25.8%	26.1%	30.0%	30.1%	26.4%
Somewhat worse	18.8%	20.6%	23.1%	19.0%	10.3%	19.3%	16.3%	22.0%	27.0%	23.7%	14.2%	21.0%	21.0%	19.1%	21.2%	19.7%	16.3%	20.6%	19.4%	19.8%	19.5%
Much worse	10.7%	11.5%	13.0%	11.2%	7.7%	10.6%	10.5%	15.3%	18.0%	12.4%	8.0%	9.9%	14.3%	10.6%	13.7%	12.8%	9.9%	7.8%	10.0%	11.9%	11.0%