

A: Equipment and Resources

(N=638)

	Strongly disagree 1	Disagree 2	Neutral 3	Agree 4	Strongly agree 5	NA/ Don't know 9
Q1 I have the equipment I need to do my job well	1.6%	11.0%	9.6%	55.6%	21.6%	0.6%
Q2 The equipment I use is well-maintained	0.5%	5.6%	15.7%	57.1%	20.4%	0.8%
Q3 Repairs to the equipment I need to do my job are completed in a timely manner	1.3%	13.3%	23.8%	44.7%	15.5%	1.4%
Q4 Facilities are well maintained in my work area	2.2%	7.1%	16.5%	53.6%	20.1%	0.6%
Q5 Adequate facilities and resources are available to successfully complete my job	2.8%	10.3%	14.3%	54.9%	16.8%	0.9%
Q6 Job vacancies are filled in a timely manner	5.3%	19.4%	25.2%	37.8%	7.4%	4.9%
Q7 We have enough staff in my Department to do our job	16.0%	31.2%	19.6%	25.9%	6.4%	0.9%
Q8 The gloves, clothing & protective items I need to do my job safely are readily available	3.0%	6.4%	9.9%	41.8%	27.7%	11.1%
Q9 Overall, I am satisfied with the quality and availability of equipment and resources in my Department	1.6%	10.2%	16.8%	56.1%	14.9%	0.5%

A: Equipment and Resources (excluding don't knows)

(N=638)

	Strongly disagree 1	Disagree 2	Neutral 3	Agree 4	Strongly agree 5
Q1 I have the equipment I need to do my job well	1.6%	11.0%	9.6%	56.0%	21.8%
Q2 The equipment I use is well-maintained	0.5%	5.7%	15.8%	57.5%	20.5%
Q3 Repairs to the equipment I need to do my job are completed in a timely manner	1.3%	13.5%	24.2%	45.3%	15.7%
Q4 Facilities are well maintained in my work area	2.2%	7.1%	16.6%	53.9%	20.2%
Q5 Adequate facilities and resources are available to successfully complete my job	2.8%	10.4%	14.4%	55.4%	16.9%
Q6 Job vacancies are filled in a timely manner	5.6%	20.4%	26.5%	39.7%	7.7%
Q7 We have enough staff in my Department to do our job	16.1%	31.5%	19.8%	26.1%	6.5%
Q8 The gloves, clothing & protective items I need to do my job safely are readily available	3.4%	7.2%	11.1%	47.1%	31.2%
Q9 Overall, I am satisfied with the quality and availability of equipment and resources in my Department	1.6%	10.2%	16.9%	56.4%	15.0%

B: Safety

(N=638)

	Strongly disagree 1	Disagree 2	Neutral 3	Agree 4	Strongly agree 5	NA/ Don't know 9
Q10 I receive enough training to help me do my job safely	0.9%	4.4%	11.9%	60.0%	21.5%	1.3%
Q11 Workers in my department are adequately informed about safety policies and procedures	0.8%	5.5%	13.5%	57.4%	21.3%	1.6%
Q12 When there is an accident, there is a complete investigation	1.1%	4.1%	16.1%	45.0%	22.3%	11.4%
Q13 Safety is continually emphasized by Department management	1.1%	7.5%	17.4%	45.5%	24.6%	3.9%
Q14 My immediate supervisor does everything reasonably possible to prevent on-the-job accidents	0.9%	5.5%	15.4%	46.4%	28.7%	3.1%
Q15 Department Management does everything reasonably possible to prevent on-the-job accidents	1.1%	6.4%	18.5%	45.3%	24.0%	4.7%
Q16 City Management does everything reasonably possible to prevent on-the-job accidents	1.6%	6.4%	27.4%	42.2%	13.2%	9.2%
Q17 Overall, I feel safe when doing my job	0.5%	3.8%	15.0%	59.2%	21.0%	0.5%

B: Safety (excluding don't knows)

(N=638)

	Strongly disagree 1	Disagree 2	Neutral 3	Agree 4	Strongly agree 5
Q10 I receive enough training to help me do my job safely	1.0%	4.4%	12.1%	60.8%	21.7%
Q11 Workers in my department are adequately informed about safety policies and procedures	0.8%	5.6%	13.7%	58.3%	21.7%
Q12 When there is an accident, there is a complete investigation	1.2%	4.6%	18.2%	50.8%	25.1%
Q13 Safety is continually emphasized by Department management	1.1%	7.8%	18.1%	47.3%	25.6%
Q14 My immediate supervisor does everything reasonably possible to prevent on-the-job accidents	1.0%	5.7%	15.9%	47.9%	29.6%
Q15 Department Management does everything reasonably possible to prevent on-the-job accidents	1.2%	6.7%	19.4%	47.5%	25.2%
Q16 City Management does everything reasonably possible to prevent on-the-job accidents	1.7%	7.1%	30.2%	46.5%	14.5%
Q17 Overall, I feel safe when doing my job	0.5%	3.8%	15.1%	59.5%	21.1%

C: Working Environment

(N=638)

	Strongly disagree 1	Disagree 2	Neutral 3	Agree 4	Strongly agree 5	NA/ Don't know 9
Q18 My co-workers accept fellow employees who are different from themselves	2.2%	7.8%	11.9%	50.6%	26.5%	0.9%
Q19 I believe that co-workers who treat others unfairly are disciplined as they should be disciplined	5.6%	12.5%	25.2%	38.2%	11.8%	6.6%
Q20 My co-workers treat me with respect	1.1%	4.4%	12.1%	56.0%	26.2%	0.3%
Q21 My immediate supervisor treats me with respect	1.9%	6.4%	10.3%	45.1%	35.6%	0.6%
Q22 I am able to take the time to do my job right	2.4%	10.3%	14.7%	51.7%	20.2%	0.6%
Q23 The work I am asked to do during a shift is the right amount	2.4%	11.3%	19.9%	50.9%	14.4%	1.1%
Q24 I am able to work a shift that meets my needs	0.3%	3.4%	11.9%	56.7%	25.2%	2.4%
Q25 Assignments to shifts are fair	2.0%	6.6%	19.7%	48.6%	15.8%	7.2%
Q26 Overall, I am satisfied with the working environment in my Department	2.7%	5.2%	15.5%	57.1%	19.3%	0.3%

C: Working Environment (excluding don't knows)

(N=638)

	Strongly disagree 1	Disagree 2	Neutral 3	Agree 4	Strongly agree 5
Q18 My co-workers accept fellow employees who are different from themselves	2.2%	7.9%	12.0%	51.1%	26.7%
Q19 I believe that co-workers who treat others unfairly are disciplined as they should be disciplined	6.0%	13.4%	27.0%	40.9%	12.6%
Q20 My co-workers treat me with respect	1.1%	4.4%	12.1%	56.1%	26.3%
Q21 My immediate supervisor treats me with respect	1.9%	6.5%	10.4%	45.4%	35.8%
Q22 I am able to take the time to do my job right	2.4%	10.4%	14.8%	52.1%	20.3%
Q23 The work I am asked to do during a shift is the right amount	2.4%	11.4%	20.1%	51.5%	14.6%
Q24 I am able to work a shift that meets my needs	0.3%	3.5%	12.2%	58.1%	25.8%
Q25 Assignments to shifts are fair	2.2%	7.1%	21.3%	52.4%	17.1%
Q26 Overall, I am satisfied with the working environment in my Department	2.7%	5.2%	15.6%	57.2%	19.3%

D: Compensation and Benefits

(N=638)

	Strongly disagree 1	Disagree 2	Neutral 3	Agree 4	Strongly agree 5	NA/ Don't know 9
Q27 The family contribution to my health care premium is reasonable	2.4%	9.7%	18.7%	46.1%	8.9%	14.3%
Q28 The City's contribution to the health care premium is reasonable	2.5%	11.0%	15.2%	53.4%	14.4%	3.4%
Q29 The wellness program provides me with the information I want	1.6%	5.8%	29.0%	49.4%	7.2%	7.1%
Q30 The Employee Assistance Program (EAP) is adequate to meet my needs	1.3%	2.2%	28.1%	42.2%	7.2%	19.1%
Q31 The City Management does a good job of informing me about benefit options	1.3%	7.5%	20.1%	56.1%	13.3%	1.7%
Q32 I am satisfied with the customer service from the City's health plan providers	0.9%	5.2%	22.1%	58.9%	9.6%	3.3%
Q33 I understand the KPERS/KP&F (retirement) program	3.0%	16.1%	25.4%	45.6%	7.7%	2.2%
Q34 The City's contribution to the retirement health care premium is reasonable	7.8%	13.9%	19.1%	31.7%	4.5%	22.9%
Q35 The benefits I receive make me want to stay at my job	1.3%	6.1%	22.4%	52.7%	16.9%	0.6%
Q36 Department management does a good job informing me of what to do if I am injured on the job	1.1%	7.4%	16.5%	51.4%	16.0%	7.7%
Q37 City management does a good job of providing medical care to injured workers	2.0%	7.2%	21.0%	40.8%	12.5%	16.5%
Q38 The City's health care plan meets my needs	2.2%	9.6%	15.4%	60.0%	12.1%	0.8%
Q39 I am paid fairly for the work I perform	4.7%	13.8%	20.7%	50.6%	9.9%	0.3%
Q40 Overall, I am satisfied with compensation and benefits I receive	1.4%	8.9%	22.9%	58.0%	8.5%	0.3%

D: Compensation and Benefits (excluding don't knows)

(N=638)

	Strongly disagree 1	Disagree 2	Neutral 3	Agree 4	Strongly agree 5
Q27 The family contribution to my health care premium is reasonable	2.7%	11.3%	21.8%	53.7%	10.4%
Q28 The City's contribution to the health care premium is reasonable	2.6%	11.4%	15.7%	55.4%	14.9%
Q29 The wellness program provides me with the information I want	1.7%	6.2%	31.2%	53.1%	7.8%
Q30 The Employee Assistance Program (EAP) is adequate to meet my needs	1.6%	2.7%	34.7%	52.1%	8.9%
Q31 The City Management does a good job of informing me about benefit options	1.3%	7.7%	20.4%	57.1%	13.6%
Q32 I am satisfied with the customer service from the City's health plan providers	1.0%	5.3%	22.9%	60.9%	9.9%
Q33 I understand the KPERS/KP&F (retirement) program	3.0%	16.5%	26.0%	46.6%	7.9%
Q34 The City's contribution to the retirement health care premium is reasonable	10.2%	18.1%	24.8%	41.1%	5.9%
Q35 The benefits I receive make me want to stay at my job	1.3%	6.2%	22.6%	53.0%	17.0%
Q36 Department management does a good job informing me of what to do if I am injured on the job	1.2%	8.0%	17.8%	55.7%	17.3%
Q37 City management does a good job of providing medical care to injured workers	2.4%	8.6%	25.1%	48.8%	15.0%
Q38 The City's health care plan meets my needs	2.2%	9.6%	15.5%	60.5%	12.2%
Q39 I am paid fairly for the work I perform	4.7%	13.8%	20.8%	50.8%	9.9%
Q40 Overall, I am satisfied with compensation and benefits I receive	1.4%	9.0%	23.0%	58.2%	8.5%

E: Customer Service and Community Relations-Personal Attitudes about Customer Service

(N=638)

	Strongly disagree 1	Disagree 2	Neutral 3	Agree 4	Strongly agree 5	NA/ Don't know 9
Q41 Contact with Lawrence Citizens, as part of my job, is a pleasant experience	1.6%	11.3%	26.2%	46.7%	12.9%	1.4%
Q42 Good citizen/customer service is continually emphasized by my Department management	0.3%	3.9%	12.5%	55.2%	26.5%	1.6%
Q43 I like working with the public	0.9%	2.4%	14.6%	50.6%	29.8%	1.7%
Q44 Through my job at the City of Lawrence, I have grown in my ability to work with the public	0.3%	2.7%	10.0%	56.4%	29.3%	1.3%

E: Customer Service and Community Relations-Personal Attitudes about Customer Service (excluding don't knows)

(N=638)

	Strongly disagree 1	Disagree 2	Neutral 3	Agree 4	Strongly agree 5
Q41 Contact with Lawrence Citizens, as part of my job, is a pleasant experience	1.6%	11.4%	26.6%	47.4%	13.0%
Q42 Good citizen/customer service is continually emphasized by my Department management	0.3%	4.0%	12.7%	56.1%	26.9%
Q43 I like working with the public	1.0%	2.4%	14.8%	51.5%	30.3%
Q44 Through my job at the City of Lawrence, I have grown in my ability to work with the public	0.3%	2.7%	10.2%	57.1%	29.7%

E: Customer Service and Community Relations-Training

(N=638)

	Strongly disagree 1	Disagree 2	Neutral 3	Agree 4	Strongly agree 5	NA/ Don't know 9
Q45 I believe that I need more training in customer service	9.7%	43.1%	30.4%	12.5%	2.7%	1.6%
Q46 My training at the City of Lawrence has helped me interact with citizens better	2.0%	9.7%	33.5%	42.2%	10.0%	2.5%

E: Customer Service and Community Relations-Training (excluding don't knows)

(N=638)

	Strongly disagree 1	Disagree 2	Neutral 3	Agree 4	Strongly agree 5
Q45 I believe that I need more training in customer service	9.9%	43.8%	30.9%	12.7%	2.7%
Q46 My training at the City of Lawrence has helped me interact with citizens better	2.1%	10.0%	34.4%	43.2%	10.3%

E: Customer Service and Community Relations-Reputation of my Department

(N=638)

	Strongly disagree 1	Disagree 2	Neutral 3	Agree 4	Strongly agree 5	NA/ Don't know 9
Q47 My Department has a good reputation with Lawrence citizens	4.5%	11.4%	23.5%	35.4%	20.8%	4.2%
Q48 My Department has a good reputation with the Lawrence business community	2.7%	7.4%	21.3%	43.6%	18.8%	6.3%
Q49 My Department has a good reputation with other cities and agencies	0.3%	3.0%	15.8%	46.7%	25.5%	8.6%
Q50 Overall, I am satisfied with quality of service provided by my department	1.1%	2.7%	14.6%	56.3%	24.3%	1.1%

E: Customer Service and Community Relations-Reputation of my Department (excluding don't knows)

(N=638)

	Strongly disagree 1	Disagree 2	Neutral 3	Agree 4	Strongly agree 5
Q47 My Department has a good reputation with Lawrence citizens	4.7%	11.9%	24.5%	37.0%	21.8%
Q48 My Department has a good reputation with the Lawrence business community	2.8%	7.9%	22.7%	46.5%	20.1%
Q49 My Department has a good reputation with other cities and agencies	0.3%	3.3%	17.3%	51.1%	28.0%
Q50 Overall, I am satisfied with quality of service provided by my department	1.1%	2.7%	14.7%	56.9%	24.6%

F: Leadership and Managerial Effectiveness-Immediate Supervisor

(N=638)

	Strongly disagree 1	Disagree 2	Neutral 3	Agree 4	Strongly agree 5	NA/ Don't know 9
Q51 I feel comfortable asking about a decision my immediate supervisor has made	6.3%	15.4%	13.0%	46.9%	17.7%	0.8%
Q52 My immediate supervisor evaluates employees using the same standards for everyone	7.8%	12.1%	15.0%	43.6%	15.8%	5.6%
Q53 I would feel comfortable talking to my immediate supervisor about something that is bothering me at work	5.5%	9.6%	13.0%	47.2%	24.0%	0.8%
Q54 My immediate supervisor listens and is interested when I have an idea about how things should be done	6.1%	9.4%	13.3%	45.9%	24.0%	1.3%
Q55 My immediate supervisor encourages employees to work together as a team	2.0%	8.2%	13.2%	47.0%	28.4%	1.3%
Q56 My immediate supervisor gives me helpful feedback about my performance	4.2%	9.9%	16.3%	47.0%	21.8%	0.8%
Q57 Overall, I am satisfied with the leadership of my immediate supervisor	6.3%	8.8%	13.2%	42.9%	27.9%	0.9%

F: Leadership and Managerial Effectiveness-Immediate Supervisor (excluding don't knows)

(N=638)

	Strongly disagree 1	Disagree 2	Neutral 3	Agree 4	Strongly agree 5
Q51 I feel comfortable asking about a decision my immediate supervisor has made	6.3%	15.5%	13.1%	47.2%	17.9%
Q52 My immediate supervisor evaluates employees using the same standards for everyone	8.3%	12.8%	15.9%	46.2%	16.8%
Q53 I would feel comfortable talking to my immediate supervisor about something that is bothering me at work	5.5%	9.6%	13.1%	47.6%	24.2%
Q54 My immediate supervisor listens and is interested when I have an idea about how things should be done	6.2%	9.5%	13.5%	46.5%	24.3%
Q55 My immediate supervisor encourages employees to work together as a team	2.1%	8.3%	13.3%	47.6%	28.7%
Q56 My immediate supervisor gives me helpful feedback about my performance	4.3%	10.0%	16.4%	47.4%	22.0%
Q57 Overall, I am satisfied with the leadership of my immediate supervisor	6.3%	8.9%	13.3%	43.4%	28.2%

F: Leadership and Managerial Effectiveness-Department Managers

(N=638)

	Strongly disagree 1	Disagree 2	Neutral 3	Agree 4	Strongly agree 5	NA/ Don't know 9
Q58 I feel comfortable asking about a decision my Department Management has made	8.0%	17.6%	23.5%	38.9%	9.9%	2.2%
Q59 I know what my Department Management expects of me	2.5%	6.7%	17.7%	56.7%	14.7%	1.6%
Q60 In my department, performance evaluations are fair	6.0%	11.8%	21.3%	45.9%	11.1%	3.9%
Q61 In my department, discipline is fair	8.6%	15.5%	22.1%	39.5%	9.2%	5.0%
Q62 Department Management values me and my work	3.6%	6.1%	24.6%	47.2%	15.8%	2.7%
Q63 Department Management respects me and my work	3.9%	6.7%	21.3%	49.5%	15.8%	2.7%
Q64 My Department operates efficiently and smoothly	4.9%	12.7%	29.9%	42.3%	9.4%	0.8%
Q65 Morale is good in my department	11.1%	16.3%	27.4%	36.4%	7.2%	1.6%
Q66 Overall, I am satisfied with the leadership of my Department management	5.6%	10.2%	24.3%	45.9%	12.9%	1.1%

F: Leadership and Managerial Effectiveness-Department Managers (excluding don't knows)

(N=638)

	Strongly disagree 1	Disagree 2	Neutral 3	Agree 4	Strongly agree 5
Q58 I feel comfortable asking about a decision my Department Management has made	8.2%	17.9%	24.0%	39.7%	10.1%
Q59 I know what my Department Management expects of me	2.5%	6.8%	18.0%	57.6%	15.0%
Q60 In my department, performance evaluations are fair	6.2%	12.2%	22.2%	47.8%	11.6%
Q61 In my department, discipline is fair	9.1%	16.3%	23.3%	41.6%	9.7%
Q62 Department Management values me and my work	3.7%	6.3%	25.3%	48.5%	16.3%
Q63 Department Management respects me and my work	4.0%	6.9%	21.9%	50.9%	16.3%
Q64 My Department operates efficiently and smoothly	4.9%	12.8%	30.2%	42.7%	9.5%
Q65 Morale is good in my department	11.3%	16.6%	27.9%	36.9%	7.3%
Q66 Overall, I am satisfied with the leadership of my Department management	5.7%	10.3%	24.6%	46.4%	13.0%

F: Leadership and Managerial Effectiveness-City Management

(N=638)

	Strongly disagree 1	Disagree 2	Neutral 3	Agree 4	Strongly agree 5	NA/ Don't know 9
Q67 I know what City Management expects of me	4.4%	12.5%	27.7%	44.0%	7.2%	4.1%
Q68 I feel comfortable asking about a decision City Management has made	11.6%	21.8%	31.8%	24.9%	5.6%	4.2%
Q69 Overall, I am satisfied with the leadership provided by City Management	6.4%	14.1%	36.7%	33.5%	6.1%	3.1%

F: Leadership and Managerial Effectiveness-City Management (excluding don't knows)

(N=638)

	Strongly disagree 1	Disagree 2	Neutral 3	Agree 4	Strongly agree 5
Q67 I know what City Management expects of me	4.6%	13.1%	28.9%	45.9%	7.5%
Q68 I feel comfortable asking about a decision City Management has made	12.1%	22.7%	33.2%	26.0%	5.9%
Q69 Overall, I am satisfied with the leadership provided by City Management	6.6%	14.6%	37.9%	34.6%	6.3%

G: Employee Recognition

(N=638)

	Strongly disagree 1	Disagree 2	Neutral 3	Agree 4	Strongly agree 5	NA/ Don't know 9
Q70 Department Management tells me when I do a good job	5.5%	17.9%	25.2%	39.8%	8.8%	2.8%
Q71 Employees are appropriately recognized for a job well done	5.8%	20.1%	28.4%	36.4%	5.6%	3.8%
Q72 My work is appreciated by my immediate supervisor	1.9%	9.2%	13.6%	51.1%	21.3%	2.8%
Q73 My work is appreciated by my Department management	4.9%	10.5%	26.0%	41.8%	12.5%	4.2%
Q74 My work is appreciated by City Management	5.8%	12.7%	36.7%	29.9%	6.1%	8.8%
Q75 The LEAP Award program does a good job at recognizing an employee's outstanding work performance	5.6%	11.8%	34.8%	27.1%	6.0%	14.7%
Q76 The employee newsletter recognizes workers when they do a good job	3.1%	10.0%	40.6%	24.3%	3.0%	19.0%
Q77 Employees who perform well receive adequate recognition	5.8%	21.3%	37.6%	27.0%	1.9%	6.4%
Q78 Rewards and recognition are distributed fairly in my department	8.3%	19.0%	32.6%	27.9%	3.0%	9.2%
Q79 Overall, I am satisfied with the level of employee recognition in my department	7.5%	19.0%	34.8%	30.3%	3.3%	5.2%
Q80 Employees are appropriately recognized for working safely	6.9%	16.9%	35.6%	24.9%	4.2%	11.4%

G: Employee Recognition (excluding don't knows)

(N=638)

	Strongly disagree 1	Disagree 2	Neutral 3	Agree 4	Strongly agree 5
Q70 Department Management tells me when I do a good job	5.6%	18.4%	26.0%	41.0%	9.0%
Q71 Employees are appropriately recognized for a job well done	6.0%	20.8%	29.5%	37.8%	5.9%
Q72 My work is appreciated by my immediate supervisor	1.9%	9.5%	14.0%	52.6%	21.9%
Q73 My work is appreciated by my Department management	5.1%	11.0%	27.2%	43.7%	13.1%
Q74 My work is appreciated by City Management	6.4%	13.9%	40.2%	32.8%	6.7%
Q75 The LEAP Award program does a good job at recognizing an employee's outstanding work performance	6.6%	13.8%	40.8%	31.8%	7.0%
Q76 The employee newsletter recognizes workers when they do a good job	3.9%	12.4%	50.1%	30.0%	3.7%
Q77 Employees who perform well receive adequate recognition	6.2%	22.8%	40.2%	28.8%	2.0%
Q78 Rewards and recognition are distributed fairly in my department	9.2%	20.9%	35.9%	30.7%	3.3%
Q79 Overall, I am satisfied with the level of employee recognition in my department	7.9%	20.0%	36.7%	31.9%	3.5%
Q80 Employees are appropriately recognized for working safely	7.8%	19.1%	40.2%	28.1%	4.8%

H: Communication-Within my Department

(N=638)

	Strongly disagree 1	Disagree 2	Neutral 3	Agree 4	Strongly agree 5	NA/ Don't know 9
Q81 My immediate supervisor informs me about changes that take place	4.2%	12.1%	13.8%	49.7%	16.6%	3.6%
Q82 I receive information that affects my work from my Department in a timely manner	4.5%	11.8%	24.0%	46.4%	10.2%	3.1%
Q83 Department Management communicates well with employees on citywide issues, plans and developments	5.6%	18.5%	28.4%	36.4%	7.2%	3.9%
Q84 Communication from Department Management helps me understand the big picture	6.0%	16.8%	29.5%	36.2%	8.5%	3.1%
Q85 It is easy to contact Department Management	3.4%	10.3%	22.6%	46.6%	13.2%	3.9%
Q86 Department Management listens to my suggestions	5.8%	14.4%	30.9%	31.7%	8.9%	8.3%
Q87 Overall, I am satisfied with the quality of communication within my department	6.9%	13.2%	29.3%	40.0%	7.5%	3.1%

H: Communication-Within my Department (excluding don't knows)

(N=638)

	Strongly disagree 1	Disagree 2	Neutral 3	Agree 4	Strongly agree 5
Q81 My immediate supervisor informs me about changes that take place	4.4%	12.5%	14.3%	51.5%	17.2%
Q82 I receive information that affects my work from my Department in a timely manner	4.7%	12.1%	24.8%	47.9%	10.5%
Q83 Department Management communicates well with employees on citywide issues, plans and developments	5.9%	19.2%	29.5%	37.8%	7.5%
Q84 Communication from Department Management helps me understand the big picture	6.1%	17.3%	30.4%	37.4%	8.7%
Q85 It is easy to contact Department Management	3.6%	10.8%	23.5%	48.5%	13.7%
Q86 Department Management listens to my suggestions	6.3%	15.7%	33.7%	34.5%	9.7%
Q87 Overall, I am satisfied with the quality of communication within my department	7.1%	13.6%	30.3%	41.3%	7.8%

H: Communication-With other work units and City Management

(N=638)

	Strongly disagree 1	Disagree 2	Neutral 3	Agree 4	Strongly agree 5	NA/ Don't know 9
Q88 I receive the information that affects my work from City Management in a timely manner	3.3%	13.2%	36.2%	33.5%	3.0%	10.8%
Q89 Communication from City Management helps me understand the big picture	5.0%	19.7%	36.5%	26.2%	3.3%	9.2%
Q90 It is easy to contact City Management	5.3%	14.9%	33.4%	29.9%	4.9%	11.6%
Q91 What I have to say is important to City Management	8.8%	20.7%	34.8%	18.3%	3.6%	13.8%
Q92 I know what is going on in other departments	14.1%	39.8%	26.5%	8.5%	1.6%	9.6%
Q93 The information I receive from City Management is easy to understand	3.3%	13.6%	37.3%	35.0%	3.0%	7.8%
Q94 The information I receive from City Management is relevant to my department	3.1%	12.5%	42.9%	29.2%	2.8%	9.4%
Q95 The information I receive from City Management helps me develop skills in my field	7.1%	25.1%	39.7%	15.4%	2.2%	10.7%
Q96 The information I receive from City Management helps me do my job better	6.1%	20.7%	41.4%	19.0%	2.4%	10.5%
Q97 If I am not included in a meeting, I get a good report about what was discussed	10.3%	26.5%	31.0%	21.5%	2.2%	8.5%
Q98 When an informational meeting is held, I am included	6.4%	19.3%	32.3%	29.0%	3.9%	9.1%
Q99 Overall, I am satisfied with the quality communication between departments	6.3%	24.9%	37.5%	21.8%	2.2%	7.4%

H: Communication-With other work units and City Management (excluding don't knows)

(N=638)

	Strongly disagree 1	Disagree 2	Neutral 3	Agree 4	Strongly agree 5
Q88 I receive the information that affects my work from City Management in a timely manner	3.7%	14.8%	40.6%	37.6%	3.3%
Q89 Communication from City Management helps me understand the big picture	5.5%	21.8%	40.2%	28.8%	3.6%
Q90 It is easy to contact City Management	6.0%	16.8%	37.8%	33.9%	5.5%
Q91 What I have to say is important to City Management	10.2%	24.0%	40.4%	21.3%	4.2%
Q92 I know what is going on in other departments	15.6%	44.0%	29.3%	9.4%	1.7%
Q93 The information I receive from City Management is easy to understand	3.6%	14.8%	40.5%	37.9%	3.2%
Q94 The information I receive from City Management is relevant to my department	3.5%	13.8%	47.4%	32.2%	3.1%
Q95 The information I receive from City Management helps me develop skills in my field	7.9%	28.1%	44.4%	17.2%	2.5%
Q96 The information I receive from City Management helps me do my job better	6.8%	23.1%	46.2%	21.2%	2.6%
Q97 If I am not included in a meeting, I get a good report about what was discussed	11.3%	28.9%	33.9%	23.5%	2.4%
Q98 When an informational meeting is held, I am included	7.1%	21.2%	35.5%	31.9%	4.3%
Q99 Overall, I am satisfied with the quality communication between departments	6.8%	26.9%	40.4%	23.5%	2.4%

I: Professional Development Opportunities

(N=638)

	Strongly disagree 1	Disagree 2	Neutral 3	Agree 4	Strongly agree 5	NA/ Don't know 9
Q100 My immediate supervisor understands my career/job goals	3.4%	10.2%	19.3%	47.2%	15.8%	4.1%
Q101 Department management provides me opportunities to move toward my career/job goals	4.9%	13.8%	24.9%	39.7%	12.1%	4.7%
Q102 My immediate supervisor provides me opportunities to move toward my career/job goals	5.2%	9.9%	20.4%	44.2%	15.7%	4.7%
Q103 City Management provides me opportunities to move toward my career/job goals	6.1%	15.0%	35.9%	30.4%	5.3%	7.2%
Q104 There are adequate opportunities for professional development in my Department	8.8%	19.3%	27.0%	34.8%	6.1%	4.1%
Q105 All qualified individuals are considered for promotions	10.7%	14.9%	22.7%	34.6%	7.5%	9.6%
Q106 Internal promotions are handled fairly	10.7%	16.1%	24.5%	31.3%	5.8%	11.6%
Q107 Overall, I am satisfied with the professional development opportunities that are available to me at the City	6.0%	15.8%	32.9%	37.1%	4.7%	3.4%

I: Professional Development Opportunities (excluding don't knows)

(N=638)

	Strongly disagree 1	Disagree 2	Neutral 3	Agree 4	Strongly agree 5
Q100 My immediate supervisor understands my career/job goals	3.6%	10.6%	20.1%	49.2%	16.5%
Q101 Department management provides me opportunities to move toward my career/job goals	5.1%	14.5%	26.2%	41.6%	12.7%
Q102 My immediate supervisor provides me opportunities to move toward my career/job goals	5.4%	10.4%	21.4%	46.4%	16.4%
Q103 City Management provides me opportunities to move toward my career/job goals	6.6%	16.2%	38.7%	32.8%	5.7%
Q104 There are adequate opportunities for professional development in my Department	9.2%	20.1%	28.1%	36.3%	6.4%
Q105 All qualified individuals are considered for promotions	11.8%	16.5%	25.1%	38.3%	8.3%
Q106 Internal promotions are handled fairly	12.1%	18.3%	27.7%	35.5%	6.6%
Q107 Overall, I am satisfied with the professional development opportunities that are available to me at the City	6.2%	16.4%	34.1%	38.5%	4.9%

J: Policies and Procedures

(N=638)

	Strongly disagree 1	Disagree 2	Neutral 3	Agree 4	Strongly agree 5	NA/ Don't know 9
Q108 I understand the rules and regulations related to my job	0.6%	1.3%	8.2%	70.4%	19.4%	0.2%
Q109 I understand the City's performance standards for employees	0.8%	4.4%	13.0%	65.4%	16.3%	0.2%
Q110 I understand the City's procedures for disciplinary matters	1.1%	6.4%	16.6%	61.0%	13.3%	1.6%
Q111 I understand the City's grievance procedures	1.6%	10.5%	20.2%	52.4%	11.8%	3.6%
Q112 I receive adequate training on policies and procedures	2.4%	8.8%	23.0%	53.8%	11.0%	1.1%
Q113 Overall, the City's policies and procedures serve the needs of my Department	1.6%	4.4%	23.0%	58.6%	9.4%	3.0%

J: Policies and Procedures (excluding don't knows)

(N=638)

	Strongly disagree 1	Disagree 2	Neutral 3	Agree 4	Strongly agree 5
Q108 I understand the rules and regulations related to my job	0.6%	1.3%	8.2%	70.5%	19.5%
Q109 I understand the City's performance standards for employees	0.8%	4.4%	13.0%	65.5%	16.3%
Q110 I understand the City's procedures for disciplinary matters	1.1%	6.5%	16.9%	61.9%	13.5%
Q111 I understand the City's grievance procedures	1.6%	10.9%	21.0%	54.3%	12.2%
Q112 I receive adequate training on policies and procedures	2.4%	8.9%	23.3%	54.4%	11.1%
Q113 Overall, the City's policies and procedures serve the needs of my Department	1.6%	4.5%	23.7%	60.4%	9.7%

K: City Commission

(N=638)

	Strongly disagree 1	Disagree 2	Neutral 3	Agree 4	Strongly agree 5	NA/ Don't know 9
Q114 I believe the City Commission is concerned about city workers	8.8%	22.9%	29.5%	32.1%	3.4%	3.3%
Q115 I believe the City Commission makes decisions based on what is best for the entire community	14.7%	22.9%	27.1%	29.8%	3.3%	2.2%
Q116 I believe the City Commission listens to what city workers have to say	13.3%	28.2%	31.7%	19.1%	2.0%	5.6%
Q117 I believe the City Commission values the work I do for the community	10.3%	16.3%	32.3%	30.7%	5.6%	4.7%
Q118 I believe the City Commission understands the working conditions in my department	21.0%	33.1%	23.4%	15.7%	2.4%	4.5%
Q119 I believe the City Commission considers the best interest of city workers when making decisions	17.2%	26.2%	31.5%	18.2%	2.0%	4.9%
Q120 I believe the City Commission supports my department's goals	12.4%	19.3%	32.0%	27.1%	3.8%	5.5%

K: City Commission (excluding don't knows)

(N=638)

	Strongly disagree 1	Disagree 2	Neutral 3	Agree 4	Strongly agree 5
Q114 I believe the City Commission is concerned about city workers	9.1%	23.7%	30.5%	33.2%	3.6%
Q115 I believe the City Commission makes decisions based on what is best for the entire community	15.1%	23.4%	27.7%	30.4%	3.4%
Q116 I believe the City Commission listens to what city workers have to say	14.1%	29.9%	33.6%	20.3%	2.2%
Q117 I believe the City Commission values the work I do for the community	10.9%	17.1%	33.9%	32.2%	5.9%
Q118 I believe the City Commission understands the working conditions in my department	22.0%	34.6%	24.5%	16.4%	2.5%
Q119 I believe the City Commission considers the best interest of city workers when making decisions	18.1%	27.5%	33.1%	19.1%	2.1%
Q120 I believe the City Commission supports my department's goals	13.1%	20.4%	33.8%	28.7%	4.0%

Q121. Of the eleven major areas that have been assessed on this survey, which THREE do you think should be the top priority for improvement in your Department over the next two years.

Q121 Top priority for improvement in your Department over the next two years	Number	Percent
A=Equipment and Resources	107	16.8 %
B=Safety	49	7.7 %
C=Working Environment	37	5.8 %
D=Compensation and Benefits	167	26.2 %
E=Customer Service and Community Relations	9	1.4 %
F=Leadership and Managerial Effectiveness	74	11.6 %
G=Employee Recognition	17	2.7 %
H=Communication	81	12.7 %
I=Professional Development Opportunities	32	5.0 %
J=Policies and Procedures	10	1.6 %
K=City Commission	46	7.2 %
Z=No response	9	1.4 %
Total	638	100.0 %

Missing Cases = 0

Response Percent = 100.0 %

Q121. Of the eleven major areas that have been assessed on this survey, which THREE do you think should be the top priority for improvement in your Department over the next two years.

Q121 2nd	Number	Percent
A=Equipment and Resources	95	14.9 %
B=Safety	41	6.4 %
C=Working Environment	59	9.2 %
D=Compensation and Benefits	105	16.5 %
E=Customer Service and Community Relations	16	2.5 %
F=Leadership and Managerial Effectiveness	64	10.0 %
G=Employee Recognition	51	8.0 %
H=Communication	82	12.9 %
I=Professional Development Opportunities	57	8.9 %
J=Policies and Procedures	22	3.4 %
K=City Commission	30	4.7 %
Z=No response	16	2.5 %
Total	638	100.0 %

Missing Cases = 0

Response Percent = 100.0 %

Q121. Of the eleven major areas that have been assessed on this survey, which THREE do you think should be the top priority for improvement in your Department over the next two years.

Q121 3rd	Number	Percent
A=Equipment and Resources	63	9.9 %
B=Safety	27	4.2 %
C=Working Environment	81	12.7 %
D=Compensation and Benefits	64	10.0 %
E=Customer Service and Community Relations	17	2.7 %
F=Leadership and Managerial Effectiveness	69	10.8 %
G=Employee Recognition	69	10.8 %
H=Communication	74	11.6 %
I=Professional Development Opportunities	57	8.9 %
J=Policies and Procedures	48	7.5 %
K=City Commission	49	7.7 %
Z=No response	20	3.1 %
Total	638	100.0 %

Missing Cases = 0

Response Percent = 100.0 %

Q121. Of the eleven major areas that have been assessed on this survey, which THREE do you think should be the top priority for improvement in your Department over the next two years. (all three selections)

Q121 Top priority for improvement in your Department over the next two years	Number	Percent
A = Equipment and Resources	265	41.5 %
B = Safety	117	18.3 %
C = Working Environment	177	27.7 %
D = Compensation and Benefits	336	52.7 %
E = Customer Service and Community Relations	42	6.6 %
F = Leadership and Managerial Effectiveness	207	32.4 %
G = Employee Recognition	137	21.5 %
H = Communication	237	37.1 %
I = Professional Development Opportunities	146	22.9 %
J = Policies and Procedures	80	12.5 %
K = City Commission	125	19.6 %
Z = No response	9	1.4 %
Total	1878	

Number of Cases = 638

Number of Responses = 1878

Average Number Of Responses Per Case = 2.9

Number Of Cases With At Least One Response = 638

Response Percent = 100.0 %

Q122. Overall, how satisfied are you with your employment at the City of Lawrence?

Q122 Overall, how satisfied are you with your employment at the City of Lawrence	Number	Percent
1=Very dissatisfied	3	0.5 %
2=Dissatisfied	22	3.4 %
3=Neutral	95	14.9 %
4=Satisfied	359	56.3 %
5=Very satisfied	155	24.3 %
9=Don't know	4	0.6 %
Total	638	100.0 %

Missing Cases = 0

Response Percent = 100.0 %

Q123. Compared to three years ago, how do you think the overall quality of the work environment in your Department has changed?

Q123 How do you think the overall quality of the work environment in your Department has changed

	Number	Percent
1=Much worse	30	4.7 %
2=Somewhat worse	72	11.3 %
3=Stayed the same	218	34.2 %
4=Somewhat better	183	28.7 %
5=Much better	52	8.2 %
9=Don't know	83	13.0 %
Total	638	100.0 %

Missing Cases = 0

Response Percent = 100.0 %

Q123. Compared to three years ago, how do you think the overall quality of the work environment in your Department has changed? (excluding don't know)

Q123 How do you think the overall quality of the work environment in your Department has changed

	Number	Percent
1=Much worse	30	5.4 %
2=Somewhat worse	72	13.0 %
3=Stayed the same	218	39.3 %
4=Somewhat better	183	33.0 %
5=Much better	52	9.4 %
Total	555	100.0 %

Missing Cases = 83

Response Percent = 87.0 %

Q124. How strongly do you agree with the following statement: "I believe City leadership will take action to improve the work environment based on the results of this survey."

Q124 How strongly do you agree	Number	Percent
1=Strongly disagree	61	9.6 %
2=Disagree	141	22.1 %
3=Neutral	220	34.5 %
4=Agree	151	23.7 %
5=Strongly agree	24	3.8 %
9=Don't know	41	6.4 %
Total	638	100.0 %

Missing Cases = 0

Response Percent = 100.0 %

Q124. How strongly do you agree with the following statement: "I believe City leadership will take action to improve the work environment based on the results of this survey." (excluding don't knows)

Q124 How strongly do you agree	Number	Percent
1=Strongly disagree	61	10.2 %
2=Disagree	141	23.6 %
3=Neutral	220	36.9 %
4=Agree	151	25.3 %
5=Strongly agree	24	4.0 %
Total	597	100.0 %

Missing Cases = 41

Response Percent = 93.6 %

Q125. Is there any information that is not currently provided to you that you would like to receive?

Q125 Is there any information that is not currently provided to you that you would like to receive

	Number	Percent
A BETTER JOB DESCRIPTION=	1	0.7 %
ADOPT NEW LAND DEV/ZONING COD...	1	0.7 %
ALCOHOL USE/ABUSE BY COWORKE...	1	0.7 %
ALL SCHOOLING=	1	0.7 %
BE MORE INCLUDED IN POLICY/PRO=	1	0.7 %
BENEFITS-RETIREMENT HEALTH ETC=	1	0.7 %
COMBINE POLICE IN ONE BUILDING=	1	0.7 %
COMPLETE A YEARLY EVALUATION=	1	0.7 %
CONSOLIDATE DEPT SOPS-TOO LONG=	1	0.7 %
DEPARTMENTS LONG TERM GOALS=	1	0.7 %
DETAILS ON CITY COMM REPORTS=	1	0.7 %
DOING BETTER CONNECTING CITY H=	1	0.7 %
EDUCATION BASE COMPENSATION=	1	0.7 %
EMPLOYEES SHOULD RATE MGMT=	1	0.7 %
EXTENSIVE DEPARTMENTALIZATION=	1	0.7 %
HOLD STAFF MEETINGS=	1	0.7 %
HOW THEY DETERMINE PROMOTIONS=	1	0.7 %
HOW TO BREAK THE GLASS CEILING=	1	0.7 %
HOW TO REQUEST MORE PERSONNEL=	1	0.7 %
INTRANET ACCESS/CROSS DEPT COM=	1	0.7 %
KPERS=	1	0.7 %
LONG RANGE PLANS=	1	0.7 %
MAKE Z SHIFT GO AWAY=	1	0.7 %
MAYBE=	1	0.7 %
MORE INFORMATION ABOUT KPERS=	1	0.7 %
MORE LEGAL UPDATES=	1	0.7 %
MORE ON THE JOB TRAINING=	1	0.7 %
N/A=	10	6.7 %
NEW HIRES-CHANGES IN POSITION=	1	0.7 %
NO=	88	59.1 %
NO COMMUNICATION FROM CITY H...	1	0.7 %
NO OPINION=	1	0.7 %
NO RESPECT FOR STAFF SKILLS=	1	0.7 %
NOT INFORMED ON PROJECTS CONC...	1	0.7 %
PERFORMANCE REVIEWS OF MGMT=	1	0.7 %
PROBLEM SOLVING-POSITIVE REINF=	1	0.7 %
PROMOTIONS-WHY RULES ARENT FO...	1	0.7 %

Q125. Is there any information that is not currently provided to you that you would like to receive?

Q125 Is there any information that is not currently provided to you that you would like to receive

	Number	Percent
PT JOBS W/BENEFITS AFTER RETIR=	1	0.7 %
REASONING FOR DEPT DECISIONS=	1	0.7 %
RETIREMENT INFO-BENEFITS REVIE=	1	0.7 %
WE DONT GET EMAILS RE MEETINGS=	1	0.7 %
WHAT CITY COMMISSION IS PLANNI=	1	0.7 %
WHAT IS ON THE INTERNET=	1	0.7 %
WHATS THE BIG PICTURE/MY ROLE=	1	0.7 %
WHY "NAME" CAN OVERRULE DECI=	1	0.7 %
WHY FIRE GETS \$-POLICE DOESNT=	1	0.7 %
WHY NO PROMOTING FROM WITHIN=	1	0.7 %
WHY THE CRISIS MGMT PHILOSOPHY=	1	0.7 %
WORK ON MORALE IN WATER DEPT=	1	0.7 %
WORKERS COMPENSATION BENEFITS=	1	0.7 %
YES=	3	2.0 %
Total	149	100.0 %

Missing Cases = 0

Response Percent = 100.0 %

Q126. Are you missing any tools, equipment, staff, or other resources that are needed for you to perform your job properly?

Q126 Are you missing any tools, equipment, staff
or other resources that are needed for you to
perform your job properly

	Number	Percent
1 FTE=	1	0.4 %
3 MAN MEDIC UNITS=	1	0.4 %
ABSOLUTELY=	1	0.4 %
ADD STAFF OR ALTER STANDARDS=	1	0.4 %
ADDITIONAL STAFF WOULD HELP=	1	0.4 %
ADEQUATE DESK & STORAGE SPACE=	1	0.4 %
AN UNDERSTANDING OF DEPARTME...	1	0.4 %
AN UP-TO-DATE FACILITY=	1	0.4 %
ANYTHING I NEED IS AVAILABLE=	1	0.4 %
BETTER COMMUNICATION W/DEPTS=	1	0.4 %
BETTER GLOVES/PROTECTIVE GEAR=	1	0.4 %
BETTER IT SERVICES NEEDED=	1	0.4 %
BIGGER SHOP FOR WATER DEPT DIS=	1	0.4 %
BOOTS-4 WHEEL DRIVE TRUCK=	1	0.4 %
BUILD US A BUILDING=	1	0.4 %
CAMERA=	1	0.4 %
CAMERAS-SAFETY EQUIPMENT=	1	0.4 %
COMFORTABLE BOOTS-STRUCTURAL=	1	0.4 %
COMPUTER SYSTEM THAT WORKS=	1	0.4 %
COMPUTER TECH FOR PATROL=	1	0.4 %
CONSTANTLY BROKEN MEDIC UNIT=	1	0.4 %
COULD DO MORE W/BETTER RESOUR...	1	0.4 %
COULD USE A BETTER CHAIR=	1	0.4 %
COULD USE SOME MORE HELP=	1	0.4 %
CROSS TRAINING IN DEPT-STAFF=	1	0.4 %
DEPT IS UNDERSTAFFED=	1	0.4 %
DEPT OUT OF MONEY-DOWN 5 EMPL...	1	0.4 %
DIGITAL VIDEO RECORDERS IN CAR=	1	0.4 %
DIRECTION ON MY JOB GOALS=	1	0.4 %
DONT TAKE MY CITY VEHICLE=	1	0.4 %
EDUCATION BENEFITS CITY-WIDE=	1	0.4 %
EQUIPMENT=	1	0.4 %
EQUIPMENT & STAFF=	2	0.8 %
EQUIPMENT & TRAINING=	1	0.4 %
EQUIPMENT-TOOLS-STAFF=	1	0.4 %
EQUIPMENT/TRNG IN ADVANCE AREA=	1	0.4 %

Q126. Are you missing any tools, equipment, staff, or other resources that are needed for you to perform your job properly?

Q126 Are you missing any tools, equipment, staff
or other resources that are needed for you to
perform your job properly

	Number	Percent
ERGONOMIC EQUIP-TIME TO TRAIN=	1	0.4 %
FACILITIES=	1	0.4 %
FACILITIES-WORK SPACE-COMPUTER=	1	0.4 %
FIX BROKEN EQUIPMENT=	1	0.4 %
FIX MY DEPT STAFF ORGANIZATION=	1	0.4 %
FUNDED AT 70% OF WHAT SHOULD B=	1	0.4 %
GEAR/EQUIP COULD BE UPDATED=	1	0.4 %
GET POLICE 1 LOCKERROOM AT ITC=	1	0.4 %
HIRE MORE STAFF=	1	0.4 %
INCREASE STAFF & UNITS=	1	0.4 %
INFO=	1	0.4 %
INVEST IN ALL ELECTRONIC FILES=	1	0.4 %
MONEY & PEOPLE=	1	0.4 %
MORE CAGED PATROL UNITS=	1	0.4 %
MORE EMPLOYEES=	1	0.4 %
MORE OFFICE SPACE-BIGGER AREAS=	1	0.4 %
MORE PATROL VEHICLES=	1	0.4 %
MORE PERSONNEL=	1	0.4 %
MORE PERSONNEL & EQUIPMENT=	1	0.4 %
MORE PERSONNEL ARE NEEDED=	1	0.4 %
MORE STAFF=	4	1.6 %
MORE STAFF & EQUIPMENT=	2	0.8 %
MORE STAFF FOR CREWS IN FIELD=	1	0.4 %
MORE STAFF-UPDATE TECHNOLOGY=	1	0.4 %
MORE TOOLS=	1	0.4 %
MY DEPARTMENT IS UNDERSTAFFED=	1	0.4 %
MY DEPT IS UNDERSTAFFED=	1	0.4 %
N/A=	5	2.0 %
NEED A LARGER BUILDING TO WORK=	1	0.4 %
NEED BASIC EQUIP-GUN & VEST=	1	0.4 %
NEED FULL TIME PERSONNEL=	1	0.4 %
NEED MORE DETECTIVES=	1	0.4 %
NEED MORE EMPLOYEES=	2	0.8 %
NEED MORE FACILITIES=	1	0.4 %
NEED MORE PEOPLE=	1	0.4 %
NEED MORE PERSONNEL-MEDICAL=	1	0.4 %

Q126. Are you missing any tools, equipment, staff, or other resources that are needed for you to perform your job properly?

Q126 Are you missing any tools, equipment, staff
or other resources that are needed for you to

<u>perform your job properly</u>	<u>Number</u>	<u>Percent</u>
NEED MORE STAFF=	2	0.8 %
NEED MORE STAFF-OFFICE ASST=	1	0.4 %
NEED MORE WORKERS=	2	0.8 %
NEED STAFF AND RESOURCES=	1	0.4 %
NEED STAFF TO DO THEIR WORK=	1	0.4 %
NEED STAFFING-MORE TRACTORS=	1	0.4 %
NEED TO UPDATE EQUIPMENT=	1	0.4 %
NEW POLICE STATION-PATROL CARS=	1	0.4 %
NEW TOOLS OR REPLACEMENT PART...	1	0.4 %
NEWER BETTER WORKING EQUIPMEN...	1	0.4 %
NO=	75	29.9 %
NOT ENOUGH STAFF=	1	0.4 %
NOT ENOUGH STAFF TO MAINTAIN=	1	0.4 %
NOT NEARLY ENOUGH STAFF=	2	0.8 %
OCCASIONALLY=	1	0.4 %
OFFICERS-VIDEO-LESS LETHAL FOR=	1	0.4 %
OUR DEPT NEEDS MORE EMPLOYEES=	1	0.4 %
OUT OF STATE TRAINING/CONFEREN=	1	0.4 %
OUTSIDE TRAINING=	1	0.4 %
PAID OUTSIDE TRAINING=	1	0.4 %
PEOPLE=	1	0.4 %
PLACE STATIONS RE:CITY GROWTH=	1	0.4 %
PLANNING NEEDS STAFF/RESOURCES=	1	0.4 %
PLANT OPERATORS-MAINT STAFF=	1	0.4 %
POLICE DEPT STAFF TO GET ALONG=	1	0.4 %
POLICE DEPT TASER GUNS=	1	0.4 %
POLICE NOT ADEQUATELY FUNDED=	1	0.4 %
POLICE STATION W/SECURE PARKIN=	1	0.4 %
PREVENTION STAFF FOR FIRE/MEDI=	1	0.4 %
PROCEDURES MANUAL=	1	0.4 %
PROPER SIZE BUILDING=	1	0.4 %
PROPER TOOLS TO MAKE JOB EASIE=	1	0.4 %
RED TRUCKS=	1	0.4 %
ROOM TEMP-UPDATE BLDG-RODENTS=	1	0.4 %
SHORT ON MAINTENANCE STAFF=	1	0.4 %
SHORT ON PERSONNEL=	1	0.4 %

Q126. Are you missing any tools, equipment, staff, or other resources that are needed for you to perform your job properly?

Q126 Are you missing any tools, equipment, staff
or other resources that are needed for you to
perform your job properly

	Number	Percent
SHORT STAFFED MOST OF THE TIME=	1	0.4 %
SOME EQUIPMENT=	1	0.4 %
STAFF=	13	5.2 %
STAFF & SPACE=	1	0.4 %
STAFF DUE TO CITY GROWTH=	1	0.4 %
STAFF FOR INSPECTIONS-CIVILIAN=	1	0.4 %
STAFF IS LOW-TIME TO TRAIN=	1	0.4 %
STAFF SHORTAGE=	1	0.4 %
STAFF-BETTER JOB DESCRIPTION=	1	0.4 %
STAFF-CUSTODIAL=	1	0.4 %
STAFF-EQUIPMENT=	1	0.4 %
STAFF-SPECIAL TEAM EQUIPMENT=	1	0.4 %
SUPERVISOR TRAINING-PROF DEVEL=	1	0.4 %
SUPPORT TO ATTAIN COLLEGE DEGR=	1	0.4 %
TASERS FOR POLICE DEPT=	1	0.4 %
TASERS-BETTER INTRANET RECEPTI=	1	0.4 %
TASERS-PATROL CAR VIDEO CAMERA=	1	0.4 %
TASERS-PATROL RIFLES-MORE CARS=	1	0.4 %
TASERS-RIFLES-MORE CARS-GUNS=	1	0.4 %
TAZERS=	1	0.4 %
TECH BUDGET FOR FORENSIC EXAMS=	1	0.4 %
TESTING EQUIPMENT=	1	0.4 %
TOOLS ARE JUNK-GET NEW ONES=	1	0.4 %
TOOLS-EQUIPMENT-OTHER RESOURC...	1	0.4 %
TRAINING=	1	0.4 %
TRAINING-EQUIPMENT-PERSONNEL=	1	0.4 %
UNSAFE ELEVATOR AT KAW WATER P=	1	0.4 %
UPDATE COMPUTER SYSTEM/PROGRA...	1	0.4 %
UPDATE VEHICLES/FIRE APPARATUS=	1	0.4 %
VEHICLE MAINT TAKES TOO LONG=	1	0.4 %
VERY HIGH STAFF TURNOVER RATE=	1	0.4 %
WE NEED MORE STAFF=	4	1.6 %
WE NEED STAFF=	1	0.4 %
YES=	8	3.2 %
Total	251	100.0 %

Q126. Are you missing any tools, equipment, staff, or other resources that are needed for you to perform your job properly?

Missing Cases = 0

Response Percent = 100.0 %

Q127. When do you typically work?

Q127 When do you typically work	Number	Percent
1=M-F Daytime	414	64.9 %
2=Evenings	23	3.6 %
3=Nights	17	2.7 %
4=Rotating	154	24.1 %
9=No response	30	4.7 %
Total	638	100.0 %

Missing Cases = 0

Response Percent = 100.0 %

Q128. What is your typical shift length?

Q128 What is your typical shift length	Number	Percent
1=24 hour shift	106	16.6 %
2=12 hour shift	26	4.1 %
3=8 hour shift	463	72.6 %
4=less than 8 hours	18	2.8 %
9=No response	25	3.9 %
Total	638	100.0 %

Missing Cases = 0

Response Percent = 100.0 %

Q129. How many years have you been employed by the City of Lawrence?

Q129 How many years have you been employed by the City of Lawrence	Number	Percent
1=Under 1 year	30	4.7 %
2=1-5 years	190	29.8 %
3=6-10 years	121	19.0 %
4=11-15 years	100	15.7 %
5=16-20 years	71	11.1 %
6=More than 20 years	94	14.7 %
9=No response	32	5.0 %
Total	638	100.0 %

Missing Cases = 0

Response Percent = 100.0 %

Q130. What is your educational level?

<u>Q130 What is your educational level</u>	<u>Number</u>	<u>Percent</u>
1=Some high school	9	1.4 %
2=High school diploma/GED	155	24.3 %
3=Some college	172	27.0 %
4=Associate's degree	75	11.8 %
5=Bachelor's degree	154	24.1 %
6=Master's/Doctorate	41	6.4 %
9=No response	32	5.0 %
Total	638	100.0 %

Missing Cases = 0

Response Percent = 100.0 %

Q131. What is your supervisory status?

<u>Q131 What is your supervisory status</u>	<u>Number</u>	<u>Percent</u>
1=Non-supervisor	453	71.0 %
2=First-line supervisor	89	13.9 %
3=Manager	45	7.1 %
9=No response	51	8.0 %
Total	638	100.0 %

Missing Cases = 0

Response Percent = 100.0 %

132. In which department do you currently work?

<u>Q132 In which department do you currently work</u>	<u>Number</u>	<u>Percent</u>
01=Admin Services	11	1.7 %
02=City Mgr's Office	8	1.3 %
03=Finance	12	1.9 %
04=Fire-Medical	125	19.6 %
05=Neigh-borhood Resource	17	2.7 %
06=Human Relations	1	0.2 %
07=Inform Systems	7	1.1 %
08=Legal Serv	12	1.9 %
09=Parks/Rec	57	8.9 %
10=Planning	10	1.6 %
11=Police Dept	127	19.9 %
12=Public Works	155	24.3 %
13=Utilities	71	11.1 %
99=Not provided	25	3.9 %
Total	638	100.0 %

Missing Cases = 0

Response Percent = 100.0 %

Q132a. Police Department: Which area?

<u>Q132 Police Department area</u>	<u>Number</u>	<u>Percent</u>
A=Patrol	73	57.5 %
B=Other	44	34.6 %
Z=No response	10	7.9 %
Total	127	100.0 %

Missing Cases = 0

Response Percent = 100.0 %

Q132b. Public Works: Which area?

<u>Q132 Public Works area</u>	<u>Number</u>	<u>Percent</u>
A=Streets	33	21.3 %
B=Solid Waste	78	50.3 %
C=Other	29	18.7 %
Z=No response	15	9.7 %
Total	155	100.0 %

Missing Cases = 0

Response Percent = 100.0 %

Q132c. Utilities: Which area?

Q132 Utilities area	Number	Percent
A=Water	41	57.7 %
B=Waste Water	26	36.6 %
C=Other	1	1.4 %
Z=No response	3	4.2 %
Total	71	100.0 %

Missing Cases = 0

Response Percent = 100.0 %

Q133. What is your gender?

Q133 What is your gender	Number	Percent
1=Male	534	83.7 %
2=Female	104	16.3 %
Total	638	100.0 %

Missing Cases = 0

Response Percent = 100.0 %

Q134. What is your age?

Q134 What is your age	Number	Percent
2=21-29	79	12.4 %
3=30-39	192	30.1 %
4=40-49	186	29.2 %
5=50-59	107	16.8 %
6=60+	17	2.7 %
9=No response	57	8.9 %
Total	638	100.0 %

Missing Cases = 0

Response Percent = 100.0 %

Q135. What is your ethnicity/national origin?

<u>Q135 What is your ethnicity/national origin</u>	<u>Number</u>	<u>Percent</u>
1 = Asian American	9	1.4 %
2 = Black/African American	27	4.2 %
3 = Hispanic American	23	3.6 %
4 = Native American	18	2.8 %
5 = White/European American	499	78.2 %
6 = Other	7	1.1 %
9 = No response	60	9.4 %
Total	643	

Number of Cases = 638

Number of Responses = 643

Average Number Of Responses Per Case = 1.0

Number Of Cases With At Least One Response = 638

Response Percent = 100.0 %

Q136. Where do you live?

<u>Q136 Where do you live</u>	<u>Number</u>	<u>Percent</u>
1=Lawrence	360	56.4 %
2=Outside Lawrence City Limits	233	36.5 %
9=No response	45	7.1 %
Total	638	100.0 %

Missing Cases = 0

Response Percent = 100.0 %