



Office of Strategic Management & Diversity

To: Mayor and City Council
From: Rosa Inchausti, Strategic Management and Diversity Director
Date: December 9, 2016
Subject: **Employee and Community Survey 2016**

Chris Tatham from ETC Institute will present the findings from the 2016 Employee and Community Survey at the January 5, 2017 Work Study Session.

Employee Survey: For the first time in 14 years, the City of Tempe conducted a survey of its workforce. A committee comprised of the Six-Sided Partnership, Human Resources, and the City Attorney's Office developed the survey with consultation from ETC Institute and Dr. Michael Baer from the ASU W.P. Carey Department of Management and Entrepreneurship. The survey focused on: Professional Development/Career Mobility, Organizational Support, Supervision/Working Environment, Compensation and Benefits, Employee Engagement, and Peer Relationships. The survey was made available online, in paper form, and in both English and Spanish. We received an outstanding response rate of 74% with more than 50% response from each department.

Community Survey: The City of Tempe has conducted a Community Survey since 2007. The survey occurred annually, except for 2015 when a suggestion was made to conduct it biannually due to the reinstatement of the Employee Survey. Historically, the vendor randomly selects 800 households by zip code and various demographic categories. The sample size provides a 95% level of confidence (+/- 3.5%).

The 2016 Community Survey format of the survey changed to include the Five Council Priorities and their Icons. Additionally, ETC Institute recommended completing a minimum of 100 surveys in each of the City's Character areas for a total of 800 surveys. This sample size allows the City to continue assessing the City's overall performance and objectively monitor trends for the eight Character Areas.

The results of both surveys will be part of the City's Strategic Management process. The Strategic Management and Diversity Office will work with city departments to assure for a budget and resource response to the identified areas of importance and need.