

City of Clinton Employee Satisfaction Survey

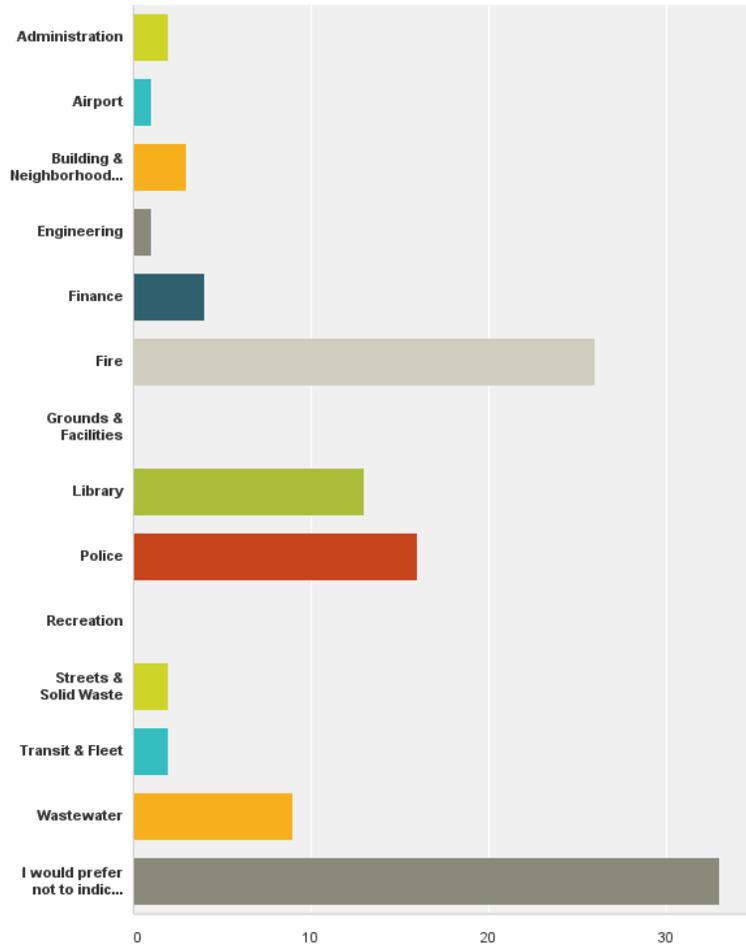
In Depth Analysis

2/22/2016

Survey Respondent Demographics

Q12 Which department do you work in?

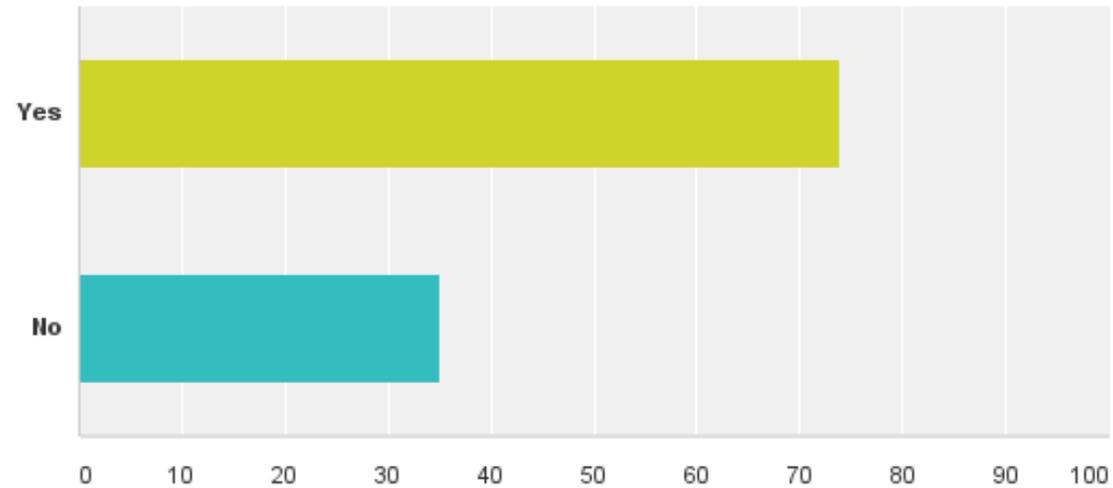
Answered: 112 Skipped: 12



Survey Respondent Demographics

Q11 Do you live in Clinton?

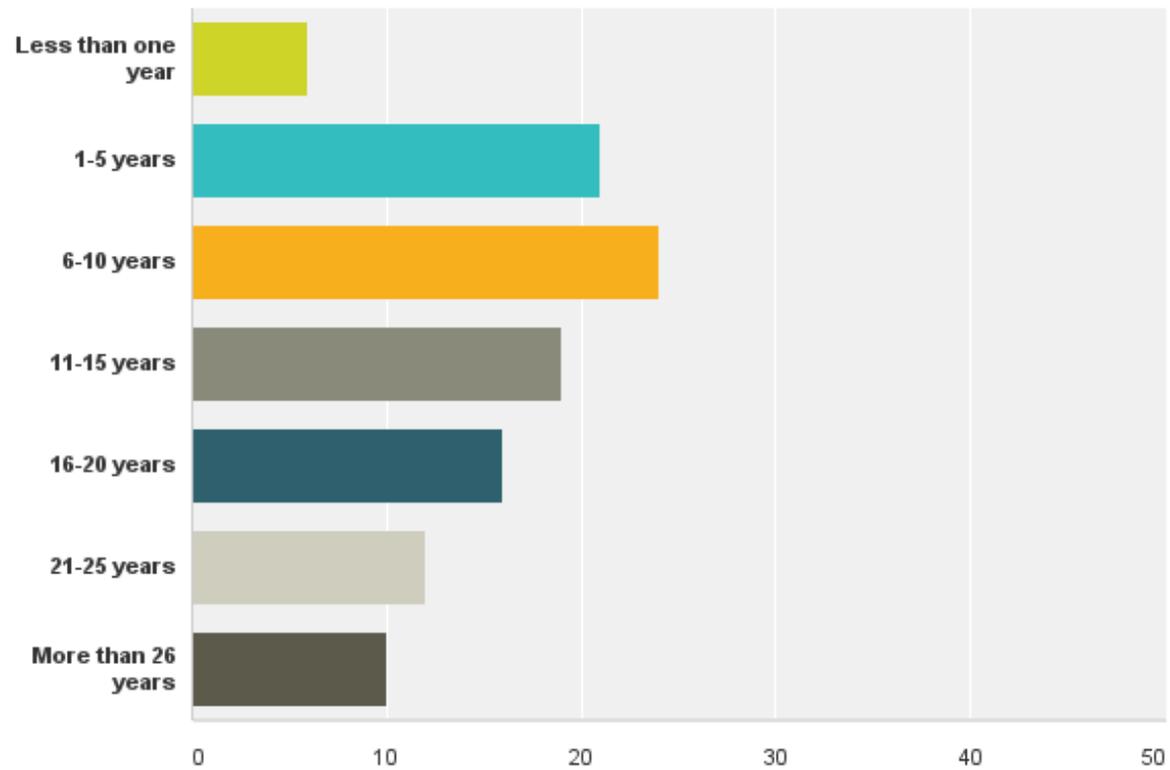
Answered: 109 Skipped: 15



Survey Respondent Demographics

Q9 I have worked for the City of Clinton for

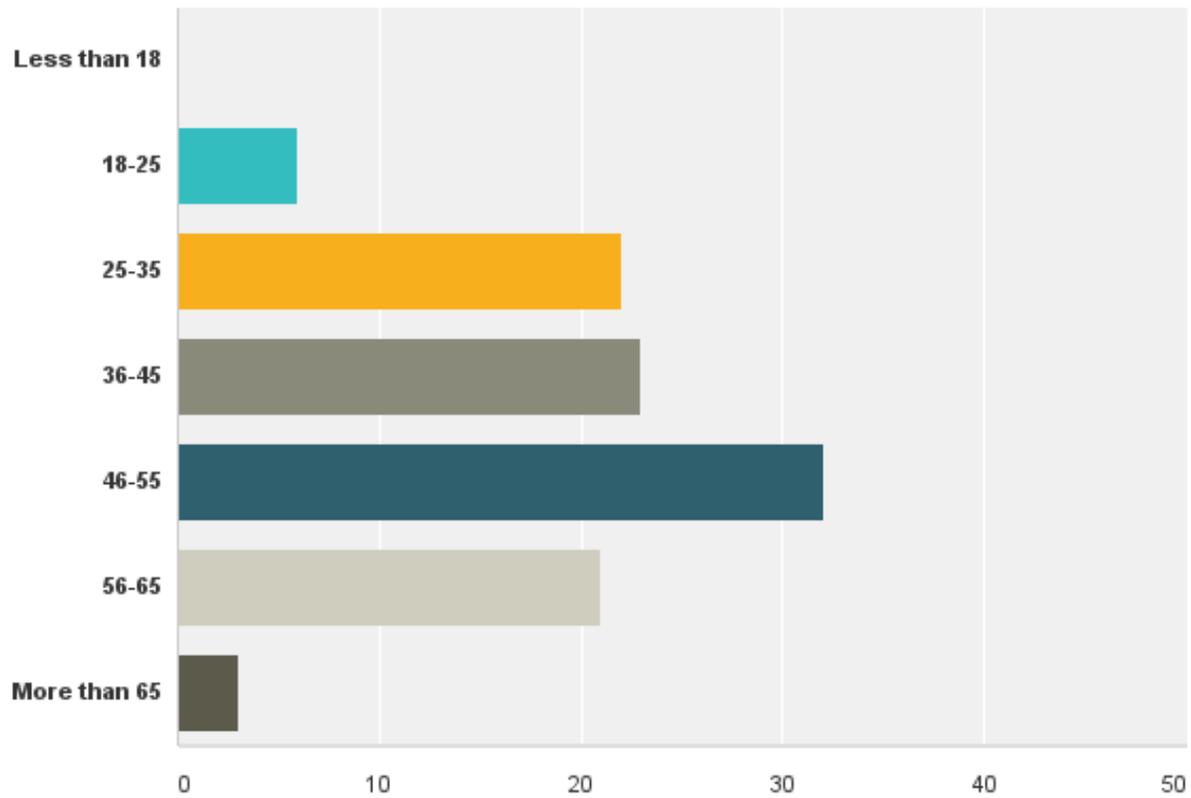
Answered: 108 Skipped: 16



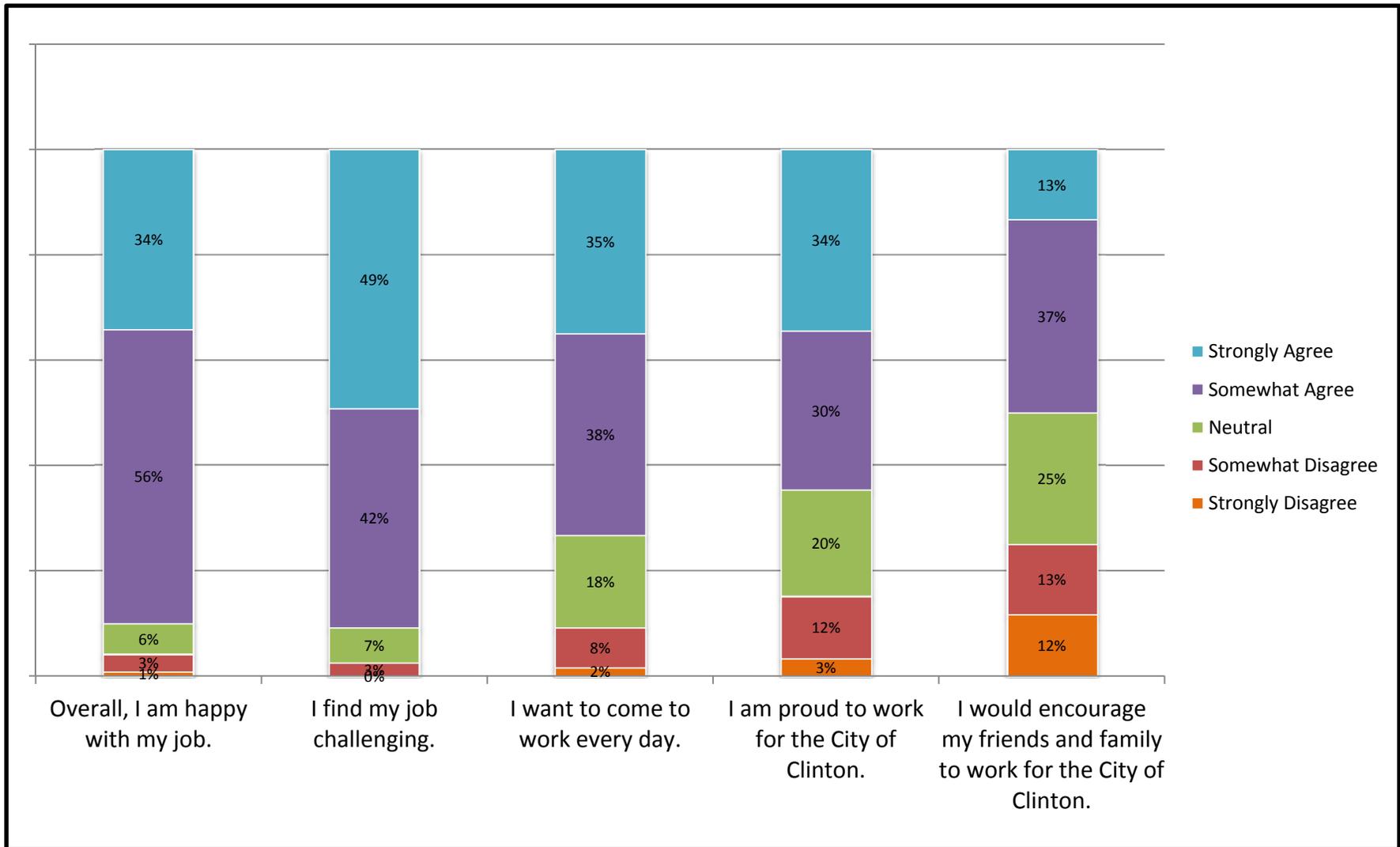
Survey Respondent Demographics

Q10 What is your age?

Answered: 107 Skipped: 17

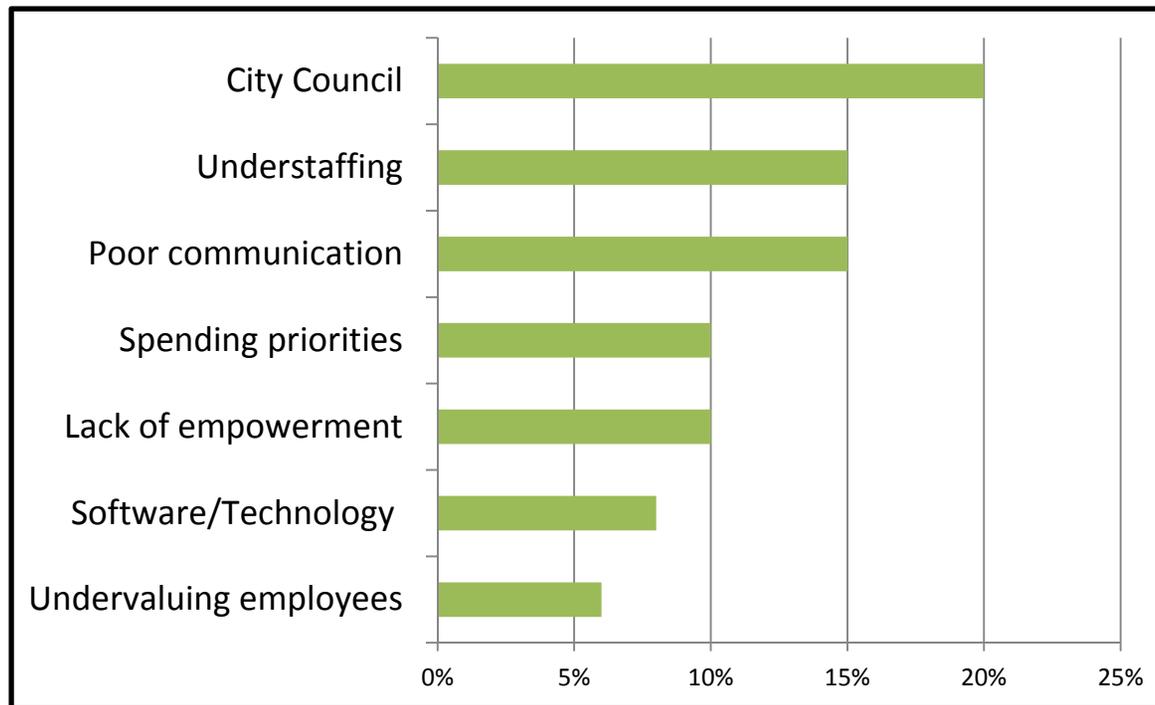


Satisfaction

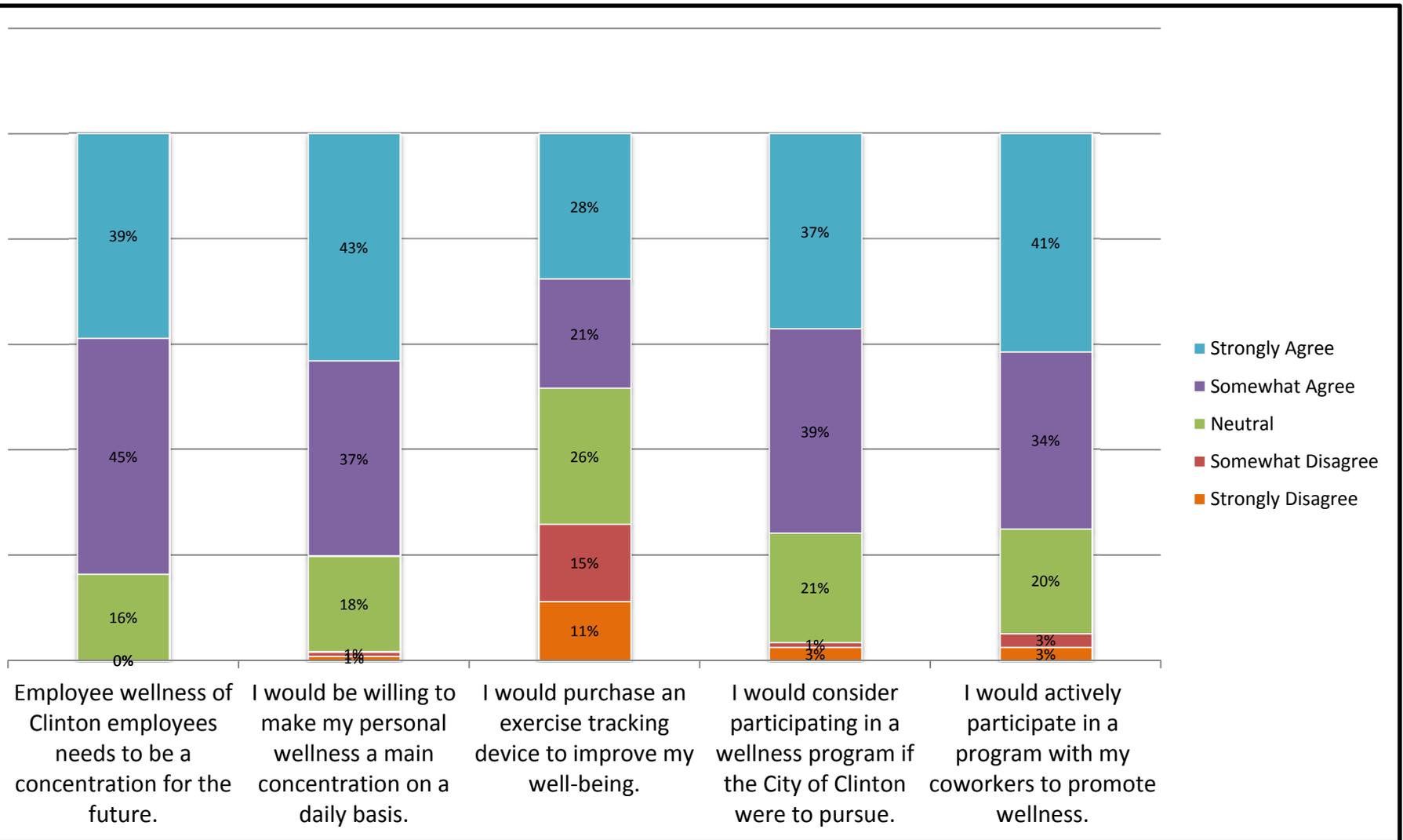


Satisfaction

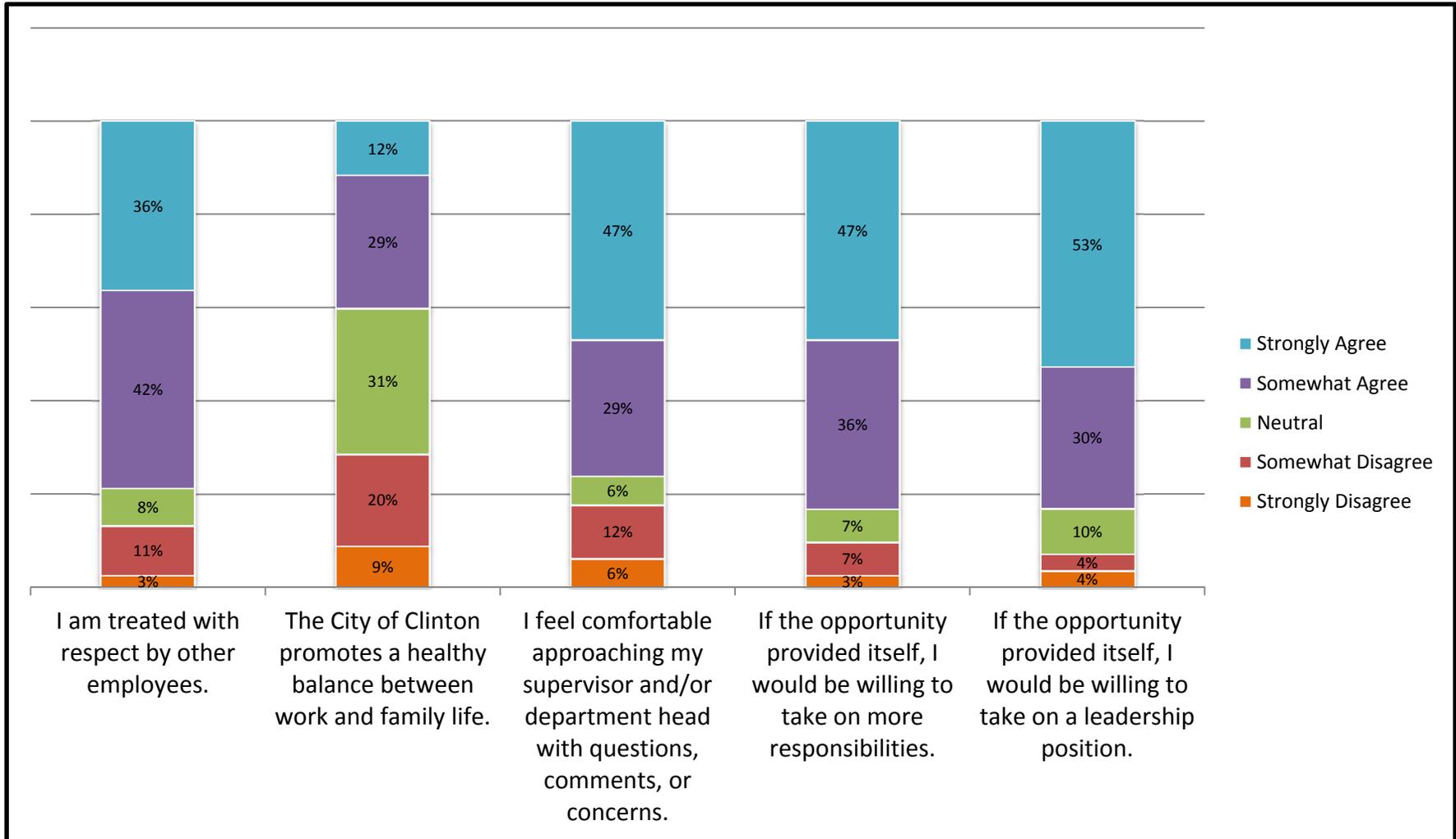
Those who disagreed with these satisfaction questions reported the following reasons:



Wellness

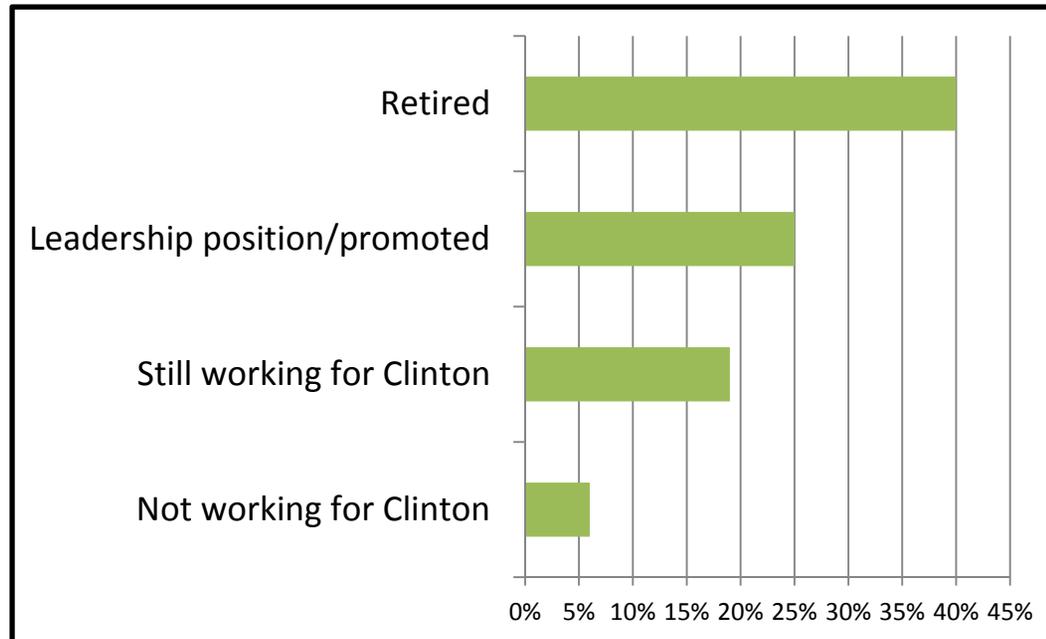


Culture



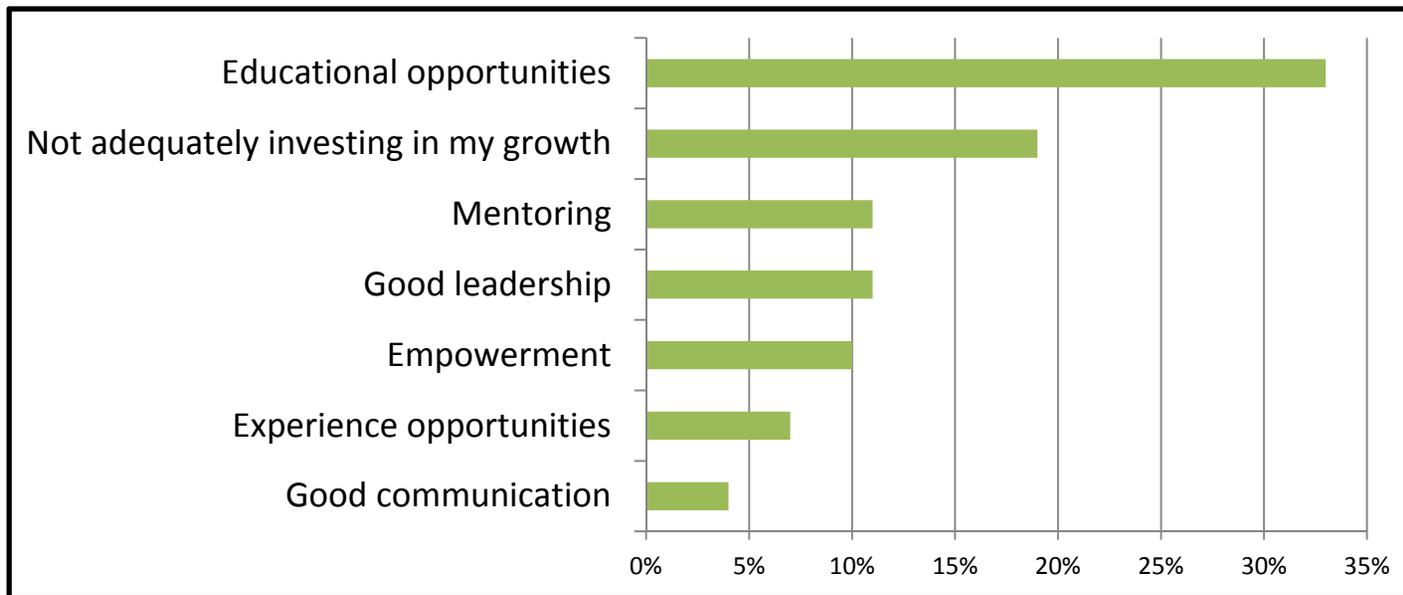
Culture

Where do you see yourself in ten years?

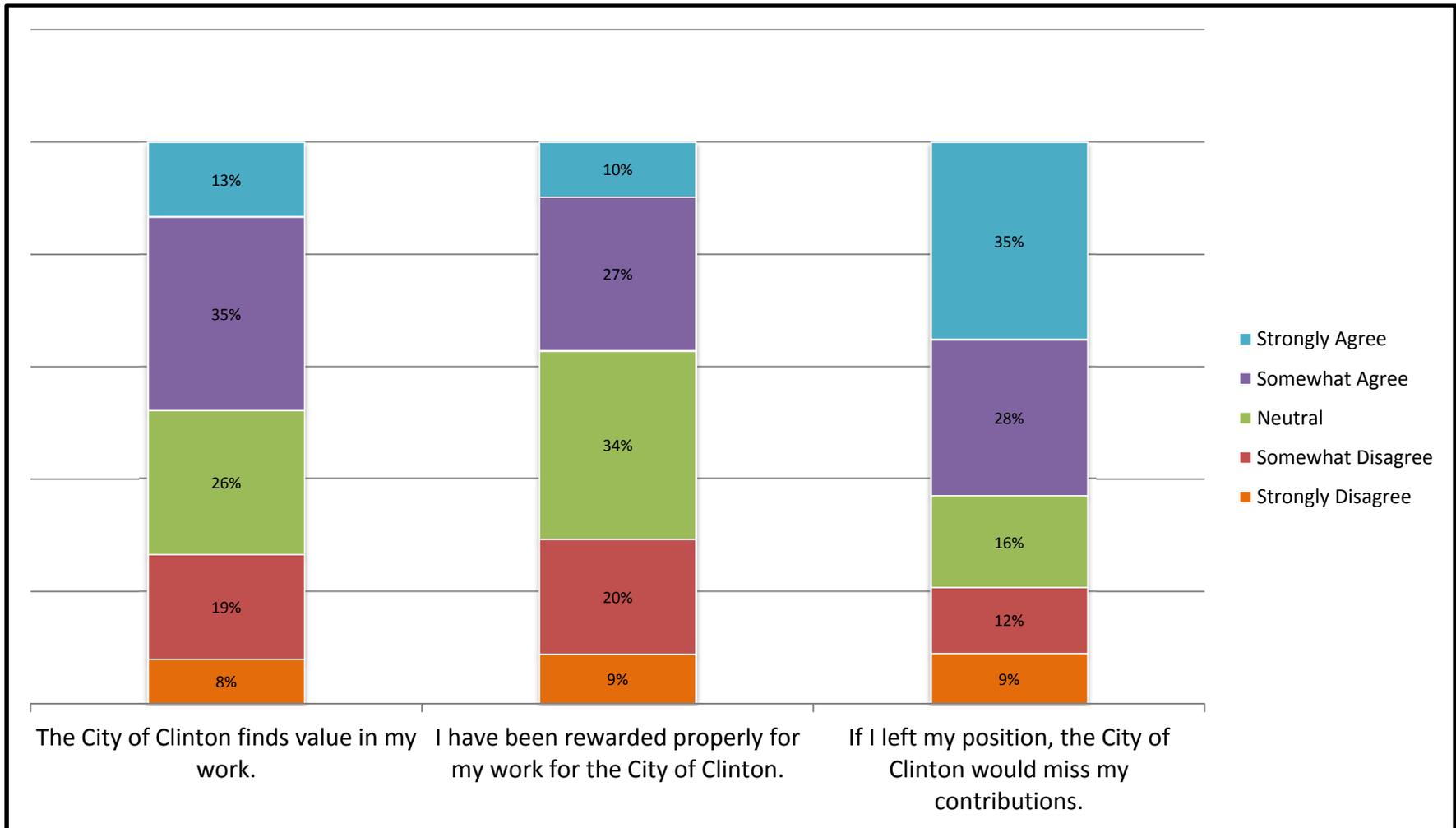


Culture

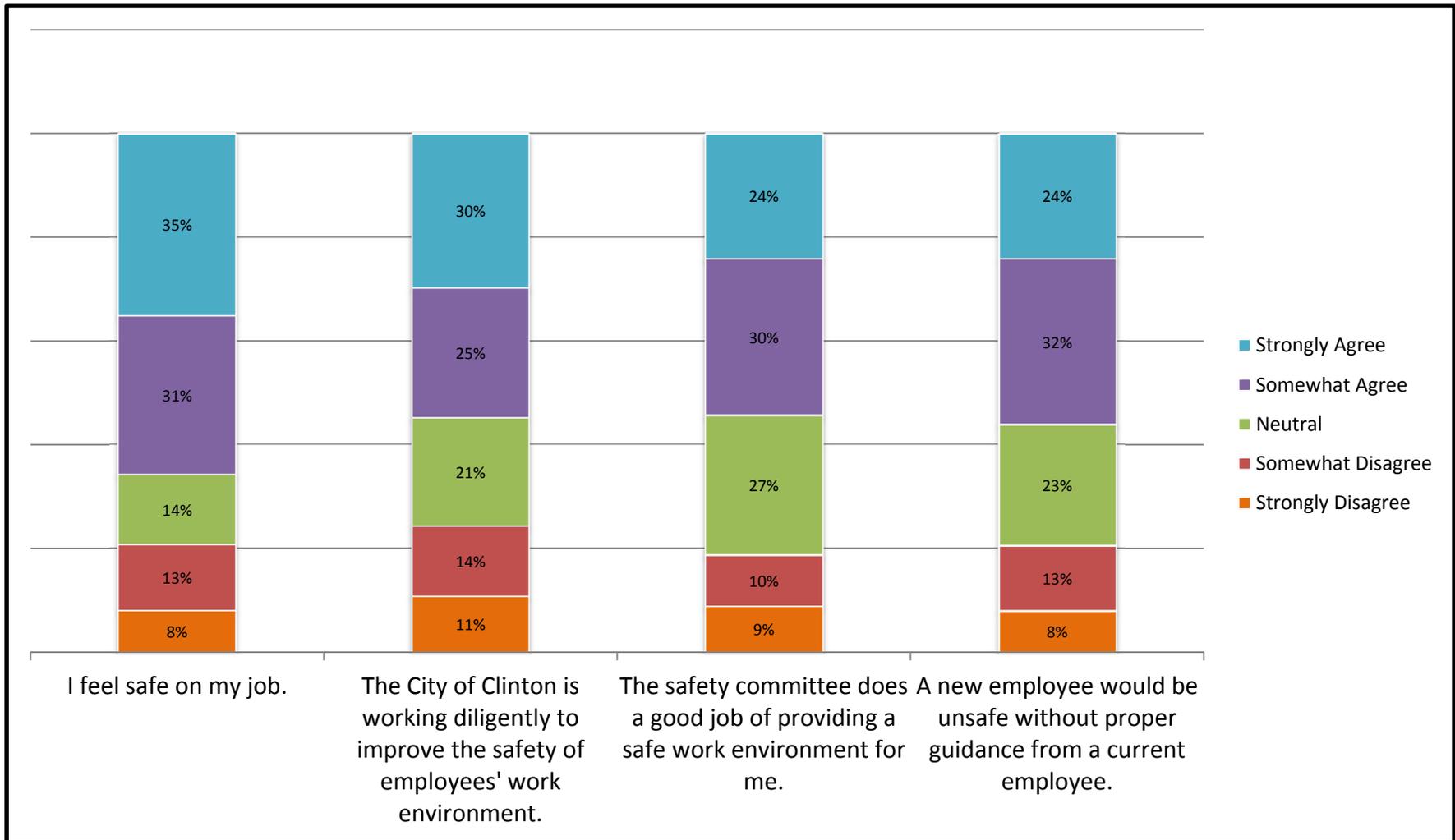
In what ways is your supervisor investing in your growth?



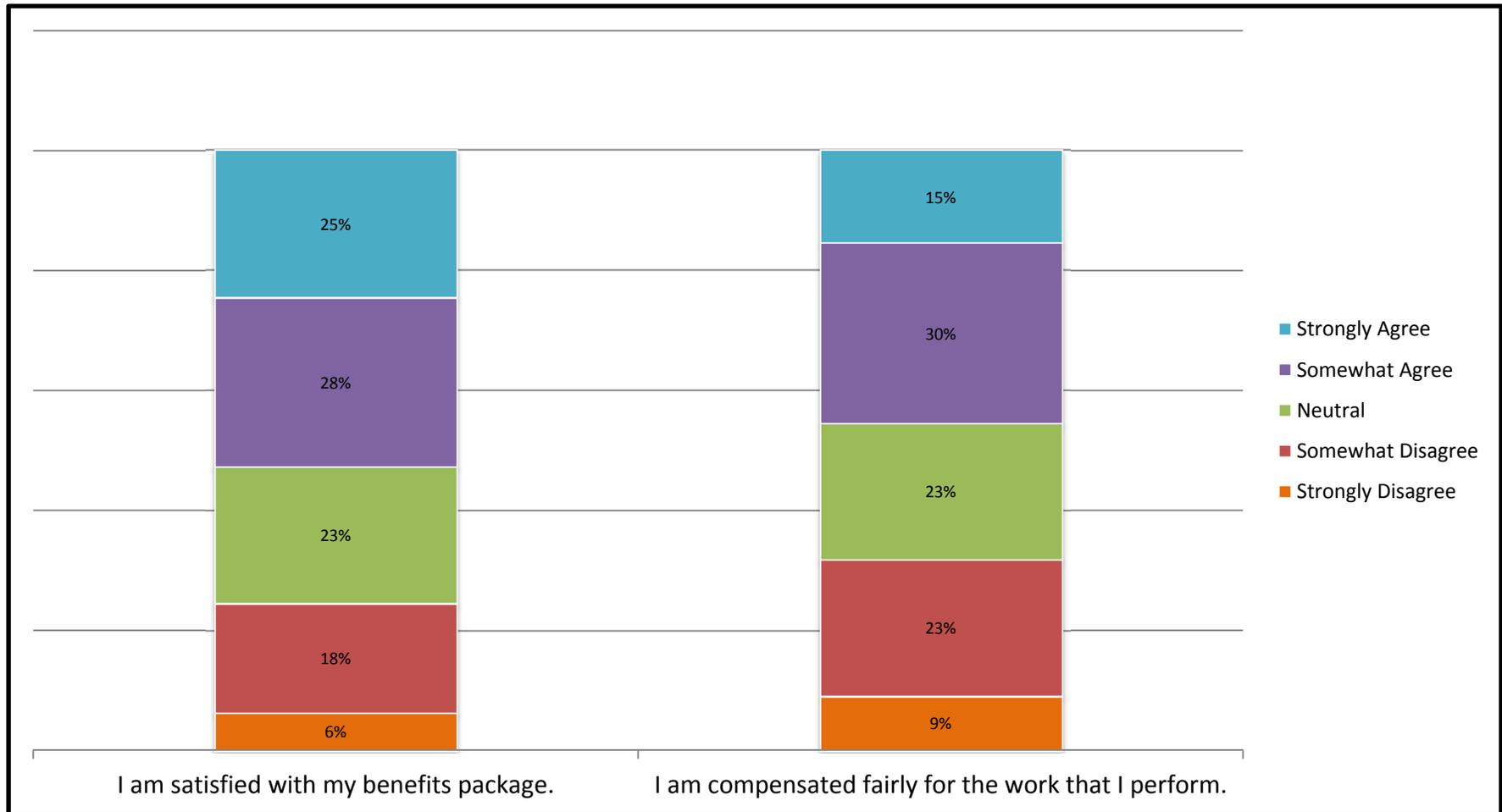
Employee Recognition



Safety

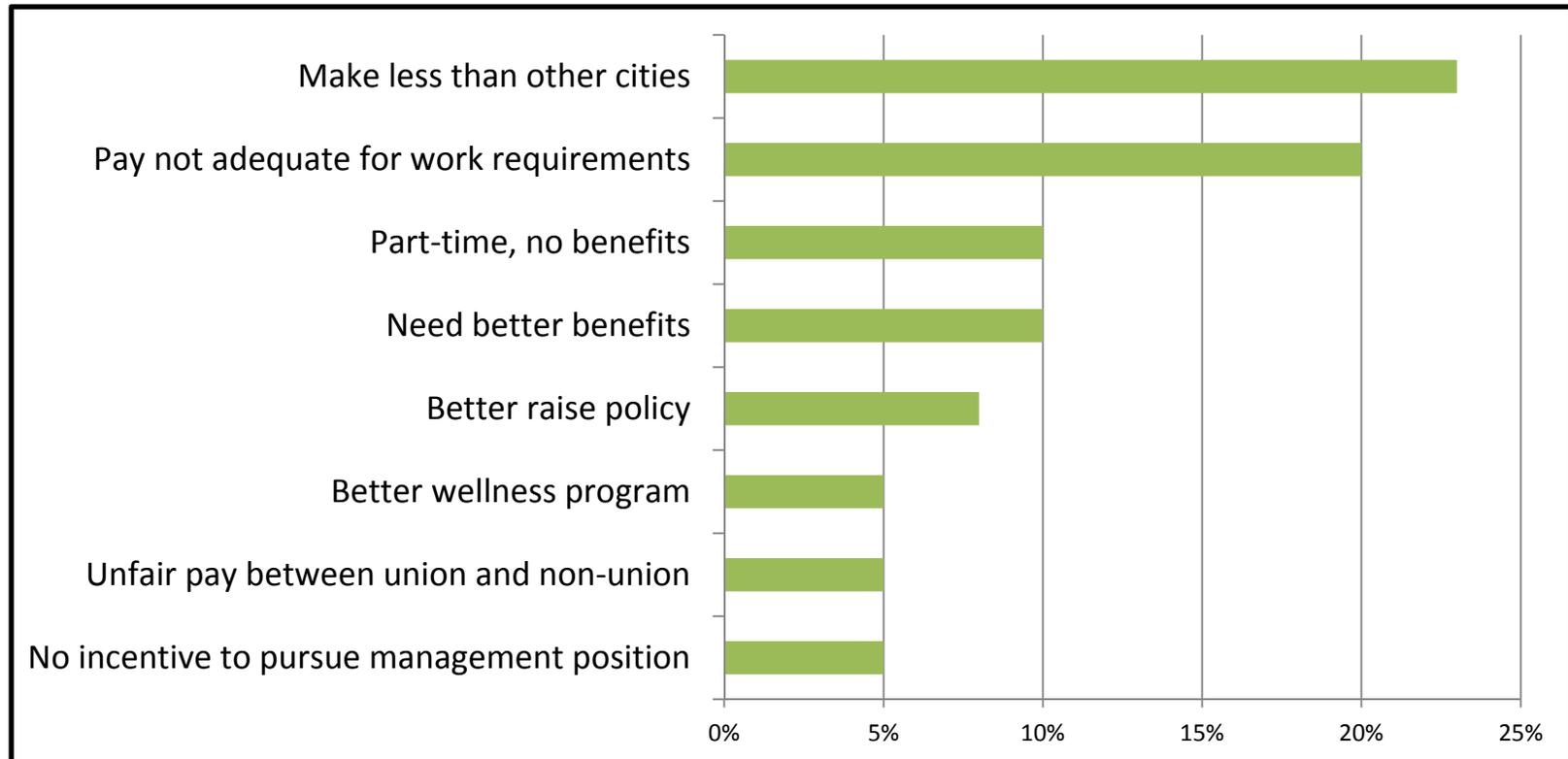


Compensation and Benefits



Compensation and Benefits

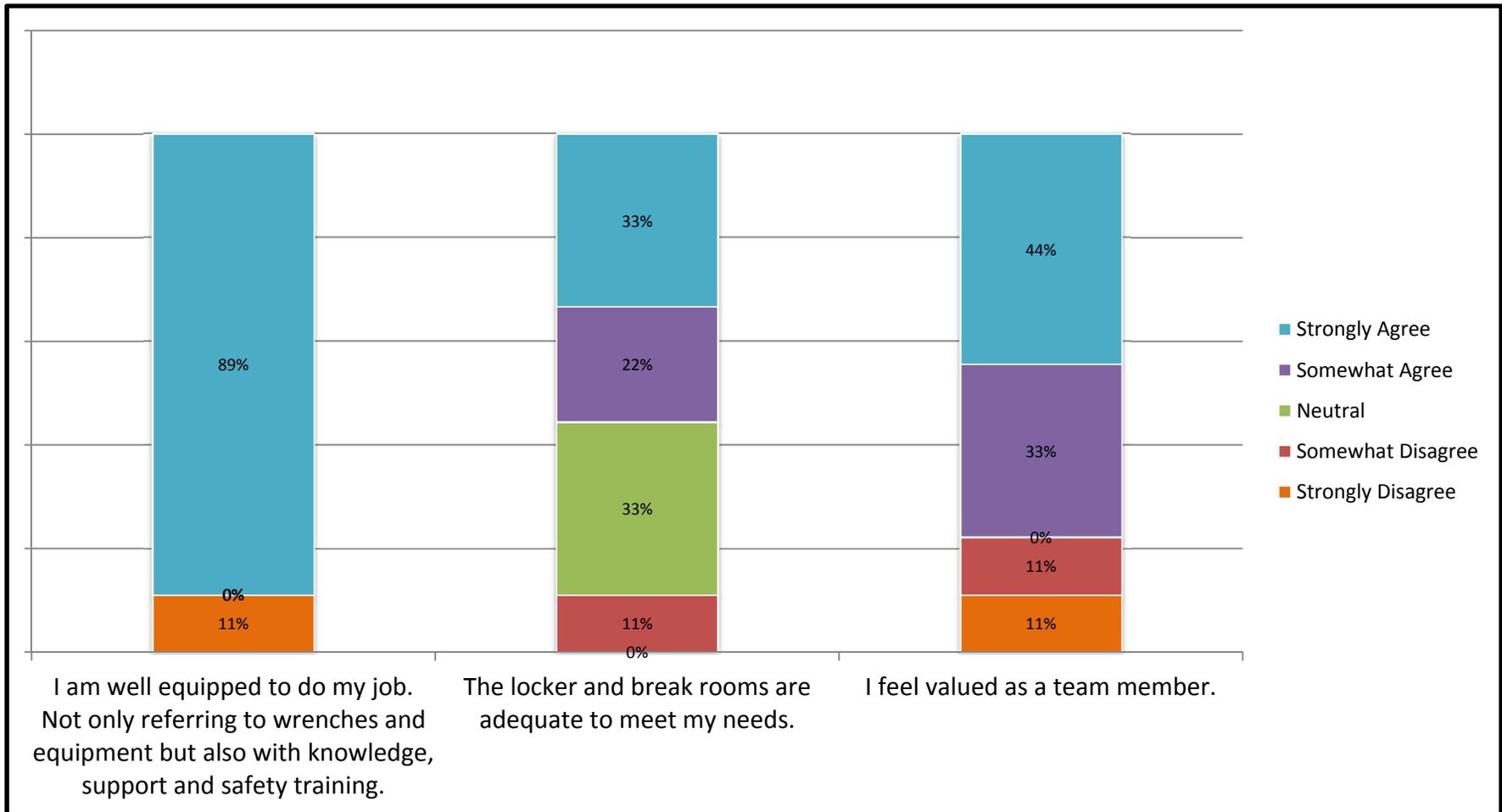
When employees answered negatively to the compensation and benefits questions, they provided the following comments:



Finance Department

Insufficient responses to ensure anonymity.

Wastewater Department



Wastewater Department

What are 2-3 things you would improve within your department?

“Better communications more input in plant operations.”

“Employee morale.”

“Morale, facilities.”

“More hands on more involved let people do their job, not mgmt.”

“Respect. Both ways. Expand the knowledge base of the labor force. Let us prove ourselves.”

“A bigger garage.”

“1. Improve efficiency. 2. Always improve safety. 3. Encourage participation of the team.”

Wastewater Department

How can lines of communication be improved between management and labor?

“Weekly or monthly meetings.”

“Weekly or monthly meetings with informative information and employee input.”

“Inform EVERYONE when starting new procedures. Such as sewer shut-offs. Whether by email or teleconference or paper or face-to-face. This would have included City Hall, Public Works, Street Dept, Wastewater. Have official procedures in place BEFORE we begin new policies.”

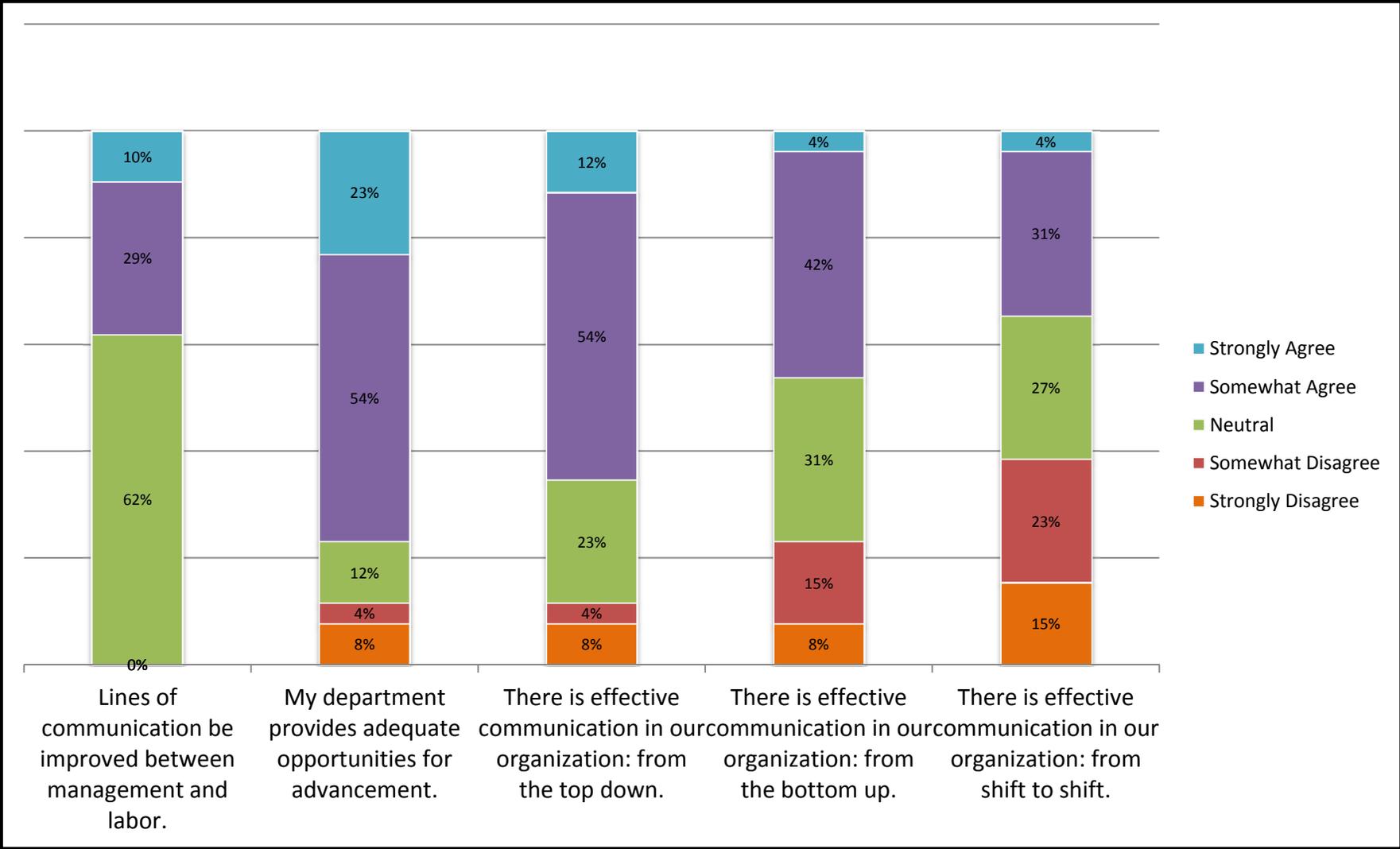
“Communication meetings one on one talks.”

“We work pretty close. lines of communication are good.”

“Have management treat us like adults not 3rd graders!!!”

“Actually listen to employees. When we recommend doing a job a different way than has been done in the past, or the way management thinks it should be done, find out the reasons why we want to do it differently. We may have first hand knowledge that management doesn't. Particularly if its jobs that management has never personally done. Things we do often, or a few times per year, we try to find efficiencies. We try to adapt to the job to get it done safely and quickly. Sometimes though, its just a long slow job, we will get it done. There is no magic elixir here. But some respect of ideas and actions of the workers goes a long way to lessening the animosity around the city.”

Fire Department



Fire Department

What are 2-3 things you would improve within your department?

“We need a well rounded, hands on training officer. We need to replace the Firehouse reporting software with a product that is more reliable and user friendly.”

“More staff or boundary changes to equalize call volumes and work loads, new hire training”

“Communications, making sure management is held accountable for their actions.”

“The main thing is all three shifts need to communicate more with information shared back and forth. It seems that one shift in particular looks to hold information for their own gain in trying to make the others inferior. All three shifts need a strong Battalion Chief to show a unified front eventually making everyone accountable for their actions or lack thereof. A unified approach to training with instructing by one individual to show the unified approach. Our job is very dangerous with one person slipping up which can result in an injury or even death to that person or his partner which makes a case for both training and communication.”

“Consistency in training on all shifts More meetings to keep things up to date with progress.”

“1. The major thing that is dangerous to our department is the serious lack of personnel to do our job safely. One example is the position of one of our battalion chiefs that is attempting to fulfill the position of Fire Marshall, Head of the building department, overseeing the cities OSHA program, and in charge of liquor and Sprinkler installation inspections. Because of the loss of rank of captain and reduction of personnel, we have to rely on a another city to take care of our shortfalls. With the number of calls we have, our resources are quickly exhausted. We routinely are without personnel to operate an ambulance parked in one of our three districts. 2. Funding or bringing in an outside voice for training 3. Take advantage of technology to help with the redundant paperwork. Networks within and between departments that aren't compatible doesn't work.”

“Communication meetings one on one talks.”

“Hire more people Run all 3 shifts the same way, some of our BCs and officers have to big of EGOS to do things the same way.”

Fire Department

What are 2-3 things you would improve within your department?

“Communication. Training distribution of work load.”

“Reestablish daytime training/EMS and Fire Marshal staff lost with assisting BNS and a failure of the budget being adjusted to compensate for the loss of personnel to BNS. Move forward on enhancing the services provided to our citizens through out of town transfers and possible community para-medicine.”

“Certain people having specialized training for to bring back to everyone. Not people taking all training and not bring anything back. Make ALL the employees feel like there opinions or ideas matter.”

“There is a lot of inconsistency throughout the department. There is a battalion chief that has consistently made everyone he works with miserable. If it weren't for that person the dept would be very good. Many complaints have been made with no results in past couple years. The communication from the top is lacking and it is very hard to get training with lack of a training officer. It makes our job much harder to try to absorb such an important job and I think it leaves our dept lacking greatly in proficiency and makes it more dangerous for us to complete task at hand.”

“Holding people accountable for their actions.”

“Technology- Everything we do is redundant. For example we need computers in the rigs. For starters we are averaging 14 calls a day, The was technology is now we write it on paper, come back and do a report on the computer, print that paper and then file it. We are way behind the times with technology in the fire service along with dispatching. Positions - We need to fill the positions that we need to make this city better or restructure. Need a full time law enforcement certified fire marshal. The PD is to busy to assist with our investigations, and therefore a lot of cases are going unfounded.”

“1. I would personal like to improve my fire suppression skills as I am a brand new Firefighter. 2. I would like to be instrumental in the advancement of our services if given the opportunity 3. I would like to see a more public relations aspect when we are not busy. I would like to see more community Presence.”

Fire Department

The thing that I most enjoy about working for the fire department is...

“Being able to help the community. Making a difference in someone's life.”

“The people I work with and the satisfaction of helping people in need.”

“The advancement for learning and knowing what I do matters to the people in need.”

“The schedule and my peers.”

“The job can be different everyday, you never know what to expect.”

“I enjoy being a firefighter and the different aspects of the job that come with that.”

“I enjoy coming to work, doing what is needed, helping the citizens, going home safe knowing I did a good days work.”

“Dealing with the public and providing compassionate professional service.”

“The interaction with the shift. It makes the day go by faster, making it more tolerable”

“Dealing directly with the public. While we are busy dealing with emergent calls, the staff remains up beat. As stated above when we waste time with paperwork taking away valuable time, moral goes down.”

“The ability to assist citizens in our community by working with a well trained professional group of employees.”

“I enjoy working for the fire department as each day is different with either something you see or something you get to do. I love working with my co-workers and enjoy the challenge of working within a group or "company" to perform a rescue or whatever the days activities bring. Getting to work with the guys/gal everyday is just like a second family and that in itself is challenging.”

“My co-workers.”

“Helping the citizens everyday. Teaching fellow employees the job and making a difference every single day in the city. Using skills I've learned to save a life is very rewarding.”

“I get great sanctification from helping the community. I enjoy my co-workers.”

“I love my career choice and enjoy working for the supervisor that I do. The guys are great. Even when times are tough and we are on the chopping block, our guys stay together and continue to fight through it to keep the citizens safe..”

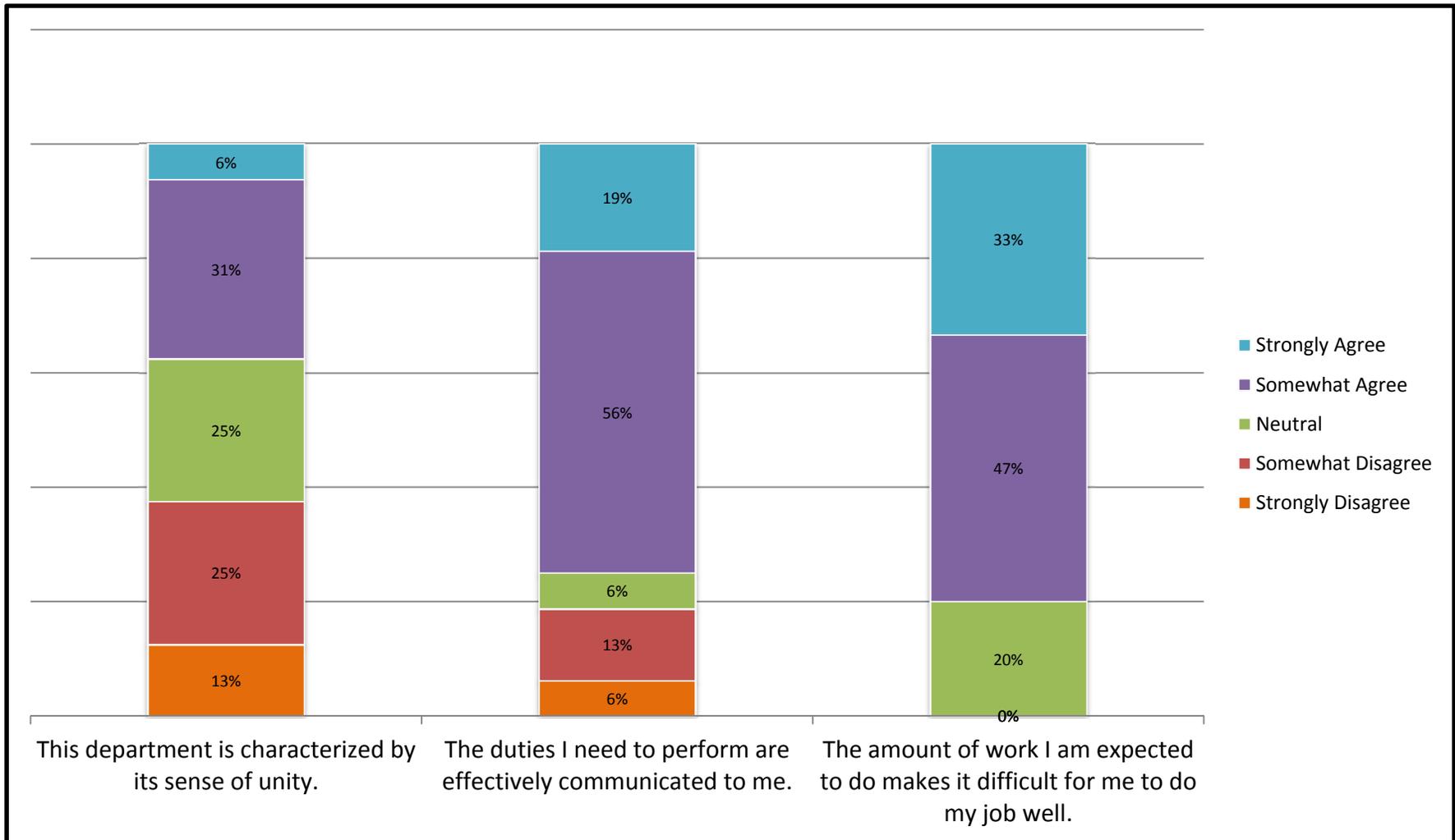
“The people.”

“The work that I do and the people that I work with. Job satisfaction.”

“The job itself. Helping people in their time of crisis. Either EMS, Fire, missing person, etc. Seems that we are called for almost all emergencies.”

“The other staff. This department has some, if not the most dedicated 45 Members that I have ever worked with. I absolutely enjoy the ability to communicate with my leadership with knowing that I am more then 1689, but that I am Andre Ruby, a valued member of the Dept.”

Police Department



Police Department

What are 2-3 things you would improve within your department?

“1. COMMUNICATION. 2. Promote and support different ideas/ways of doing things - this has greatly improved with the new department head, but still needs written from the others.”

“Integrity.”

“Communication, ethics”

“More staff to reduce workload.
More staff to reduce workload.”

“1. Hire more employees. Since hired we have lost several employees and the morale has gone down the tubes. 2. Why not re introduce Compensatory Time. Employees benefit from the time away from a stressful job and the City benefits by saving money. Most comp is not cashed out but is used for time off.”

“Training budget, vehicle replacement, increase staffing, building maintenance (Interior paint, furniture, carpet, etc. It's all 20+ years old).”

“Performance review.”

“We need a few more officers, not twenty four but at least bring the shifts to 7. Things are greatly improved with our new Chief, we are heading in the right direction. I would give the Chief more power to do what he needed to do to make a difference. I would change the promotional process. I would attempt to change the we against them attitude that was forced on us due to our former Chief. We should have one goal and achieve that goal by working together. We're coming out of an era where we were all lost and had no support from the former Chief and what I believed to be the city fathers.”

“Increase the number of sworn officers on staff at the department (options to accomplish this are currently being examined by the City Administrator, Finance Director and even the City Council).”

“Communication Communication Communication The office staff is what runs the department. We have no communication from our supervisors as to what is going on in. The department heads are in meetings all day nearly every day, but rarely with the office staff. I would install new equipment as it changes with the times. I would hire a full-time IT person specifically for our department”

“More officers, comp time, wellness program.”

“Equipment ,leadership, efficiency.”

Police Department

If I were the supervisor, I would do
_____ differently.

"I would be more transparent with the employees I work with instead of giving them false hope or promises."

"several things"

"Manage performance."

"Trust my employees to make decisions without micromanaging every miniscule detail. It is a department full of very qualified and good, smart officers, but we are rarely empowered to make the minor decisions to work more effectively and efficiently."

"Give more responsibility to people and help move change forward."

"The department is currently undergoing massive changes. I would describe the department as "coming to life" again and I am honestly excited to be part of the what I see developing. The Chief of Police is forcing all members of the department, including the management staff, to re-evaluate the current practices and procedures. The changes being made are too numerous to list on this report, but for the most part all changes are beneficial to the overall operations of the department.."

"Lead by example"

"I would be a supervisor and a leader. I would gain the respect of my employees by being a team leader by working with them and supervising them in a way to improve morale and a willingness to work together as a team instead of an only for me attitude. I would give incentives and recognition. I would make work a place where my employees enjoyed coming to for their shift and put in an honest working day"

"Nothing different, now we have a new chief."