

MyMinneapolis

Employee Engagement Survey

Regulatory Services

2014 My Minneapolis Employee Engagement Survey

Survey Administered: May/June 2014



Confidential - Prepared by IBM

2014 My Minneapolis Employee Engagement Survey
Regulatory Services
Table Of Contents

I) Response Summary	3
II) Understanding Your Report	5
III) Engagement Summary	11
IV) Performance Enablement Summary	14
V) Behavior Change Index	16
VI) Theme Summary	18
VII) Item Summary	27
VIII) Most Favorable/Most Unfavorable Summary	57

I) Response Summary

2014 My Minneapolis Employee Engagement Survey

Regulatory Services

I) Response Summary

Report Grouping	Headcount	Surveys Completed	Response Rate
City of Minneapolis Overall	3,708	2,461	66%
Regulatory Services	160	146	91%
Administration	27	21	78%
Animal Care & Control	21	16	76%
Fire Inspections	15	12	80%
Housing Inspection Services	41	41	100%
Problem Properties Unit	11	13	118%
Traffic Control	45	43	96%

II) Understanding Your Report

2014 My Minneapolis Employee Engagement Survey

Regulatory Services

II) Understanding Your Report

Survey Goals

The 2014 My Minneapolis Employee Engagement Survey has three goals:

1. Provide each employee an opportunity to share thoughts on what is working well and where there are opportunities for improvement in the City.
2. Develop effective action plans that respond to Citywide and department specific employee engagement issues.
3. Implement lasting change to our work environment that makes the City a great place to work, and supports the achievement of City goals.

In response to previous surveys, the City has successfully taken action and made changes designed to improve an employee's overall work experience. In response to the 2012 survey results, a team began work to improve employee recognition practices at both the enterprise and department levels. In May of 2014, the team announced a pilot Enterprise Employee Recognition Program.

Other examples of initiatives undertaken in response to previous surveys are:

1. Implementation of Business Process Improvement (BPI)
2. Total Compensation Statements
3. Minneapolis Matters Employee Newsletter
4. Alternative Work Arrangements Policy and procedures

In addition to City-wide efforts, departments have done significant work to take action in response to survey findings at the departmental level.

The concept of employee engagement is also incorporated into City goals and values which were approved by the City Council on March 28, 2014.

- Goal: "A City that works: City government runs well and connects to the community it serves. Engaged and talented employees reflect our community, have the resources they need to succeed and are empowered to improve our efficiency and effectiveness."
- Values: "We work by..."
 - o Showing employees they are valued - Employees are supported and take pride in public service.
 - o Innovating and being creative - New ideas drive continuous improvement.
 - o Driving toward results - Our efficient, effective work meets measurable goals for today and tomorrow.
 - o Engaging the community - All have a voice and are heard.
 - o Building public trust - All have access to services and information. We work in an open, ethical and transparent manner.
 - o Collaborating - We work better together as one team. We are a valued partner in the community."

Employee engagement was also integrated into other City processes including Results Minneapolis and Business Planning.

2014 My Minneapolis Employee Engagement Survey

Regulatory Services

II) Understanding Your Report

Before you can share survey results with others in your organization, it is essential to understand the data yourself. This report presents results for your organization and is arranged into several key sections:

Sections within Your Report

Engagement Index and Engagement Priority Items Summary

This section displays the Engagement Index results and the top priorities for improving engagement. Engagement is a combination of perceptions that have a positive impact on behavior; including commitment, pride and a willingness to be an advocate for the organization.

The engagement priority items are listed in rank order of importance. They identify the survey items most likely to influence engagement for your group. A minimum of 30 responses is required to perform the analysis. If your workgroup had fewer than 30 responses, you will see the priority items identified for a higher level in the organization (i.e. City Overall or Department), and the results for your specific work unit. This is noted above the priority items.

Performance Enablement Summary

Performance Enablement focuses on those things that reflect how the organization supports and enables employees' ability to get the work done.

Behavior Change Index

The Behavior Change Index measures the employee perception of the amount of action taken in response to the previous survey. Experience has demonstrated that constructively acting upon survey results leads to higher response rates and higher scores in subsequent surveys and consequent improvements in performance.

Theme Summary

Survey items are grouped into topic areas, or themes. Theme results give an overall representation for items with a similar focus.

Special note about Theme 2011% Favorable Scores: The following themes have been affected by changes made to the 2014 My Minneapolis Survey: Customer Service, Department Leadership, Equity, Ethics, Immediate Supervisor, Performance Management, Recognition and Work Environment. While the report shows a percent favorable rating for 2011, the rating may not be identical to the ratings shown on the reports published in 2011, as the items/questions which now make up these themes were changed. So, although all items in these themes were on your 2011 survey, they were grouped differently. IBM/Kenexa has recalculated the 2011 scores given the new 2014 theme configuration.

Item Summary

This section uses a combination of bar charts and tables to display results and comparative data for all survey items. Survey items are grouped by theme.

2014 My Minneapolis Employee Engagement Survey

Regulatory Services

II) Understanding Your Report

What to look for...

When comparing your results to those of other groups or to previous survey results, use the following guidelines to determine whether differences are meaningful.

If number of respondents in smallest unit compared is ...	Look for differences in Percent Favorable of...
100 or more	5% or more
50 to 99	10% or more
Less than 50	15% or more

Most Favorable / Most Unfavorable Summary

This section reflects your team's highest and lowest scoring items. Specifically, the Most Favorable items represent those with the highest Percent Favorable and the Most Unfavorable items represent those with the highest Percent Unfavorable scores.

2014 My Minneapolis Employee Engagement Survey

Regulatory Services

II) Understanding Your Report

Sample Results

Report Grouping	Valid Returns	Percent Favorable					2014 % Fav	2011 % Fav	City's Most Engaged Units	Kenexa US World Norm	Strength/ Opportunity		
		Percent Favorable		Percent Neutral		Percent Unfavorable							
City Overall	500	28		38		16	10	8	66%	64%	75%	89%	S
Department	100	8	15	30	27	20	23%	30%	75%	89%	O		
Division	3						--	--	--	--	--		

Valid Returns

This number indicates how many employees provided an answer for a specific item in the survey. An "Unable to Rate" response is not considered valid. Thus Unable to Rate responses are not included in the "Valid Returns" count.

Bar Chart

To facilitate the interpretation of results, responses are grouped into three categories:

Percent Favorable - Top two most favorable responses (i.e. Strongly Agree & Agree)

Percent Neutral - Neither favorable nor unfavorable response (i.e. Neither Agree nor Disagree)

Percent Unfavorable - Bottom two least favorable responses (i.e. Strongly Disagree & Disagree)

2014 % Fav

The percentage of respondents who selected the most positive responses, typically the top two.

2014 % Unfav

The percentage of respondents who selected the most negative responses, typically the bottom two.

2011 % Fav

The percentage of respondents who selected the most positive responses, typically the top two. These values, if present, are reported from the previous survey administration.

City's Most Engaged Units

In order to calculate the "Most Engaged Units" we rank the work units within the City by their Employee Engagement scores; then, we select the top 20%. These groups make up the "Most Engaged Units" and become your internal benchmark. Scores for each question on the survey are then calculated for this group and offered for comparison purpose.

2014 My Minneapolis Employee Engagement Survey

Regulatory Services

II) Understanding Your Report

Kenexa US World Norm

The Kenexa US World Norm is a composite of employee responses for US based organizations. It provides comparative results that represent the average scores across multiple organizations. When a value is not displayed in this column, a norm is not available.

S/O (Strengths / Opportunities)

An “S” or an “O” in this column identifies items that are possible Strengths or Opportunities for improvement when compared to the City’s Most Engaged Unit scores. The guidelines below are used to determine which items represent strengths and which are opportunities for your organization. If your results do not meet either of the criteria, consider them “mid-range” results.

	Strengths	Opportunities for Improvement
Percent Favorable	65% or greater, and	50% or less, and
Percent Unfavorable	Less than 20%	either 20% or greater, or
Percent Neutral	--	30% or more

These guidelines should be used in interpreting all theme and item results contained in this report.

Insufficient Data to Report

Double dashes (--) are displayed for a report group when the number of responses for the item or dimension being reported did not meet the minimum required for reporting, or when scores are not available for an item or dimension.

III) Engagement Summary

2014 My Minneapolis Employee Engagement Survey

Regulatory Services

III) Engagement Summary

	Percent Favorable		Percent Neutral		Percent Unfavorable		2014 % Fav	2011 % Fav	City's Most Engaged Units	Kenexa US World Norm	Strength/ Opportunity
Engagement											
City of Minneapolis Overall	27	36	19	11	7	63%	56%	79%	69%		
Regulatory Services	33	37	19	8	7	70%	55%	79%	69%	S	
Administration	42	32	21	5		74%	57%	79%	69%	S	
Animal Care & Control	19	35	38	6		54%	35%	79%	69%		
Fire Inspections	23	51	11	15		74%	63%	79%	69%	S	
Housing Inspection Services	29	36	20	10		65%	48%	79%	69%	S	
Problem Properties Unit	29	41	20	10		71%	75%	79%	69%	S	
Traffic Control	40	36	11	6	7	76%	55%	79%	69%	S	

Survey Items Included

31. I rarely think about looking for a new job with another organization (If retiring or going on leave within the next 12 months, please do not answer this question).
32. I am proud to work for the City.
33. I would recommend the City as a great place to work.
34. Overall, I am extremely satisfied with the City as a place to work.

Priority Items

Items Determined by: Regulatory Services

Scores Displayed for: Regulatory Services

	2014 % Fav	2011 % Fav	City's Most Engaged Units	Kenexa US World Norm	Strength/ Opportunity
53. There is a promising future for me at the City. (My Career)	57%	41%	65%	58%	
50. I feel valued as an employee of the City. (Recognition)	50%	45%	70%	65%	O
5. I have confidence in the future of my department. (Department Leadership)	71%	43%	83%	68%	S
55. I am satisfied with my opportunity for career development in the City. (My Career)	55%	41%	57%	60%	
27. My performance on the job is evaluated fairly. (Equity)	69%	64%	83%	68%	S
23. Where I work, I am treated with dignity and respect. (Inclusion)	61%	58%	82%	80%	
52. My job makes good use of my talents, skills and abilities. (My Career)	63%	--	80%	74%	

2014 My Minneapolis Employee Engagement Survey

Regulatory Services

Priority Items

Items Determined by: Regulatory Services

Scores Displayed for: Regulatory Services

	2014 % Fav	2011 % Fav	City's Most Engaged Units	Kenexa US World Norm	Strength/ Opportunity
49. I receive recognition that is meaningful to me. (Recognition)	43%	46%	63%	--	O
20. I feel that I am part of a team. (Inclusion)	67%	--	83%	77%	S
2. My Department Leadership demonstrates that employees are important to the success of the City. (Department Leadership)	68%	50%	81%	68%	S

IV) Performance Enablement Summary

2014 My Minneapolis Employee Engagement Survey

Regulatory Services

IV) Performance Enablement Summary

	Percent Favorable		Percent Neutral		Percent Unfavorable		2014 % Fav	2011 % Fav	City's Most Engaged Units	Kenexa US World Norm	Strength/ Opportunity
Performance Enablement Index											
City of Minneapolis Overall	22	42	18	11	7	64%	57%	77%	72%		
Regulatory Services	22	43	19	11	7	66%	54%	77%	72%	S	
Administration	28	50	10	12		78%	73%	77%	72%	S	
Animal Care & Control	36	20	29	13		39%	37%	77%	72%	O	
Fire Inspections	29	49	13	9		78%	53%	77%	72%	S	
Housing Inspection Services	22	48	21	8		70%	41%	77%	72%	S	
Problem Properties Unit	25	48	17	6		73%	74%	77%	72%	S	
Traffic Control	25	36	25	9	5	61%	40%	77%	72%		

Scores Displayed for: Regulatory Services

	2014 % Fav	2011 % Fav	City's Most Engaged Units	Kenexa US World Norm	Strength/ Opportunity
14. Where I work, we set clear standards for product/service quality.	59%	57%	78%	75%	
17. Where I work, customer feedback is used to improve our work processes.	48%	45%	72%	65%	O
18. Where I work, employees are getting the training and development needed to keep up with customer demands.	65%	51%	69%	63%	S
19. Customer problems get corrected quickly.	71%	57%	75%	74%	S
4. My Department Leadership is committed to providing high quality products and services to customers.	77%	59%	89%	77%	S
29. City employees are encouraged to participate in making decisions that affect their work.	65%	44%	74%	67%	S
48. The people I work with cooperate to get the job done.	74%	64%	85%	82%	S

V) Behavior Change Index

2014 My Minneapolis Employee Engagement Survey

Regulatory Services

V) Behavior Change Index

	Percent Favorable		Percent Neutral		Percent Unfavorable		2014 % Fav	2011 % Fav	City's Most Engaged Units	Kenexa US World Norm	Strength/ Opportunity
Behavior Change Index											
City of Minneapolis Overall	18	37	24	12	8	56%	56%	74%	62%		
Regulatory Services	22	42	25	8	3	64%	66%	74%	62%		
Administration	31	50	15			81%	83%	74%	62%	S	
Animal Care & Control	17	46	23	15		63%	62%	74%	62%		
Fire Inspections	30	41	19	7	3	70%	45%	74%	62%	S	
Housing Inspection Services	30	35	19	10	5	66%	62%	74%	62%	S	
Problem Properties Unit	15	44	35			59%	74%	74%	62%		
Traffic Control	12	43	33	7	5	55%	59%	74%	62%		

Scores Displayed for: Regulatory Services

	2014 % Fav	2011 % Fav	City's Most Engaged Units	Kenexa US World Norm	Strength/ Opportunity
8. I was given an opportunity to see/hear about the 2011-2012 Employee Engagement Survey results.	80%	89%	86%	65%	S
9. I was given the opportunity to discuss my ideas about the results of the 2011-2012 Employee Engagement Survey.	58%	63%	69%	65%	
10. My Department Leadership has taken action based on the feedback received from the 2011-2012 Employee Engagement Survey.	53%	45%	66%	55%	

VI) Theme Summary

2014 My Minneapolis Employee Engagement Survey

Regulatory Services

VI) Theme Summary

	Percent Favorable					Percent Neutral					Percent Unfavorable					2014 % Fav	2011 % Fav	City's Most Engaged Units	Kenexa US World Norm	Strength/ Opportunity
Engagement																				
City of Minneapolis Overall	27					36					19					63%	56%	79%	69%	
Regulatory Services	33					37					19					70%	55%	79%	69%	S
Administration	42					32					21					74%	57%	79%	69%	S
Animal Care & Control	19					35					38					54%	35%	79%	69%	
Fire Inspections	23					51					11					74%	63%	79%	69%	S
Housing Inspection Services	29					36					20					65%	48%	79%	69%	S
Problem Properties Unit	29					41					20					71%	75%	79%	69%	S
Traffic Control	40					36					11					76%	55%	79%	69%	S
Performance Enablement Index																				
City of Minneapolis Overall	22					42					18					64%	57%	77%	72%	
Regulatory Services	22					43					19					66%	54%	77%	72%	S
Administration	28					50					10					78%	73%	77%	72%	S
Animal Care & Control	36					20					29					39%	37%	77%	72%	O
Fire Inspections	29					49					13					78%	53%	77%	72%	S
Housing Inspection Services	22					48					21					70%	41%	77%	72%	S
Problem Properties Unit	25					48					17					73%	74%	77%	72%	S
Traffic Control	25					36					25					61%	40%	77%	72%	

2014 My Minneapolis Employee Engagement Survey

Regulatory Services

VI) Theme Summary

	Percent Favorable		Percent Neutral		Percent Unfavorable		2014 % Fav	2011 % Fav	City's Most Engaged Units	Kenexa US World Norm	Strength/ Opportunity
Behavior Change Index											
City of Minneapolis Overall	18	37	24	12	8		56%	56%	74%	62%	
Regulatory Services	22	42	25	8			64%	66%	74%	62%	
Administration	31	50	15				81%	83%	74%	62%	S
Animal Care & Control	17	46	23	15			63%	62%	74%	62%	
Fire Inspections	30	41	19	7			70%	45%	74%	62%	S
Housing Inspection Services	30	35	19	10	5		66%	62%	74%	62%	S
Problem Properties Unit	15	44	35				59%	74%	74%	62%	
Traffic Control	12	43	33	7	5		55%	59%	74%	62%	
Communications											
City of Minneapolis Overall	15	39	19	16	11		54%	--	71%	--	
Regulatory Services	18	41	19	16	6		59%	--	71%	--	
Administration	19	51	7	24			69%	--	71%	--	
Animal Care & Control	6	28	28	28	11		34%	--	71%	--	O
Fire Inspections	20	51	17	9			71%	--	71%	--	S
Housing Inspection Services	19	39	18	15	9		58%	--	71%	--	
Problem Properties Unit	18	51	21	10			69%	--	71%	--	S
Traffic Control	20	38	22	13	6		58%	--	71%	--	

2014 My Minneapolis Employee Engagement Survey

Regulatory Services

VI) Theme Summary

	Percent Favorable		Percent Neutral		Percent Unfavorable		2014 % Fav	2011 % Fav	City's Most Engaged Units	Kenexa US World Norm	Strength/ Opportunity
Customer Service											
City of Minneapolis Overall	22	43	19	10	6		65%	56%	77%	--	S
Regulatory Services	23	42	20	11			65%	53%	77%	--	S
Administration	33	46	8	12			79%	72%	77%	--	S
Animal Care & Control	31	16	36	14			34%	34%	77%	--	O
Fire Inspections	32	46	13	7			78%	47%	77%	--	S
Housing Inspection Services	23	45	22	8			68%	33%	77%	--	S
Problem Properties Unit	27	49	15	7			76%	78%	77%	--	S
Traffic Control	21	38	29	8			59%	40%	77%	--	
Department Leadership											
City of Minneapolis Overall	24	37	17	12	10		61%	51%	81%	69%	
Regulatory Services	30	40	15	12			70%	50%	81%	69%	S
Administration	44	36	13	7			80%	70%	81%	69%	S
Animal Care & Control	15	47	22	14			62%	41%	81%	69%	
Fire Inspections	44	33	11	12			77%	44%	81%	69%	S
Housing Inspection Services	26	47	15	8			73%	38%	81%	69%	S
Problem Properties Unit	38	35	12	12			74%	75%	81%	69%	S
Traffic Control	27	35	17	16	5		62%	36%	81%	69%	

2014 My Minneapolis Employee Engagement Survey

Regulatory Services

VI) Theme Summary

	Percent Favorable		Percent Neutral		Percent Unfavorable		2014 % Fav	2011 % Fav	City's Most Engaged Units	Kenexa US World Norm	Strength/ Opportunity
Employee Involvement											
City of Minneapolis Overall	16	38	21	14	11		53%	--	75%	67%	
Regulatory Services	22	40	20	12	6		61%	--	75%	67%	
Administration	40	47	10				86%	--	75%	67%	S
Animal Care & Control	29	27	23	17			33%	--	75%	67%	O
Fire Inspections	17	60	9	14			77%	--	75%	67%	S
Housing Inspection Services	14	41	26	15	5		55%	--	75%	67%	
Problem Properties Unit	28	44	21	5			72%	--	75%	67%	S
Traffic Control	26	33	20	12	9		60%	--	75%	67%	
Equity											
City of Minneapolis Overall	23	35	16	13	12		58%	54%	71%	--	
Regulatory Services	23	33	17	17	10		57%	50%	71%	--	
Administration	38	41	7	8	7		78%	66%	71%	--	S
Animal Care & Control	6	21	37	22	14		27%	32%	71%	--	O
Fire Inspections	32	43	11	13			74%	65%	71%	--	S
Housing Inspection Services	17	33	19	19	11		50%	41%	71%	--	O
Problem Properties Unit	37	35	6	16	6		71%	72%	71%	--	
Traffic Control	23	32	17	17	11		55%	26%	71%	--	

2014 My Minneapolis Employee Engagement Survey

Regulatory Services

VI) Theme Summary

	Percent Favorable		Percent Neutral		Percent Unfavorable		2014 % Fav	2011 % Fav	City's Most Engaged Units	Kenexa US World Norm	Strength/ Opportunity
Ethics											
City of Minneapolis Overall	22	45	17	9	7		67%	56%	82%	--	S
Regulatory Services	20	45	18	12	6		65%	46%	82%	--	S
Administration	20	47	15	17			68%	56%	82%	--	S
Animal Care & Control	21	45	21	11			66%	63%	82%	--	S
Fire Inspections	31	62		8			92%	55%	82%	--	S
Housing Inspection Services	15	46	20	8	11		61%	33%	82%	--	
Problem Properties Unit	31	53		11			83%	60%	82%	--	S
Traffic Control	17	37	21	18	7		54%	41%	82%	--	
Immediate Supervisor											
City of Minneapolis Overall	31	40	14	9	7		71%	60%	80%	--	S
Regulatory Services	28	36	18	10	8		64%	59%	80%	--	
Administration	40	45		8	7		84%	76%	80%	--	S
Animal Care & Control	9	23	33	13	24		31%	30%	80%	--	O
Fire Inspections	42	42		5	10		85%	64%	80%	--	S
Housing Inspection Services	30	34	20	9	7		64%	60%	80%	--	
Problem Properties Unit	36	39	11	9	5		75%	76%	80%	--	S
Traffic Control	20	37	22	12	9		57%	37%	80%	--	

2014 My Minneapolis Employee Engagement Survey

Regulatory Services

VI) Theme Summary

	Percent Favorable		Percent Neutral		Percent Unfavorable		2014 % Fav	2011 % Fav	City's Most Engaged Units	Kenexa US World Norm	Strength/ Opportunity
Inclusion											
City of Minneapolis Overall	27	40	16	10	8		67%	--	80%	76%	S
Regulatory Services	27	40	19	8	6		67%	--	80%	76%	S
Administration	35	36	16	8	5		71%	--	80%	76%	S
Animal Care & Control	5	33	41	14	8		38%	--	80%	76%	O
Fire Inspections	30	48	16	7			77%	--	80%	76%	S
Housing Inspection Services	24	43	20	8	5		67%	--	80%	76%	S
Problem Properties Unit	35	41	12	6	6		76%	--	80%	76%	S
Traffic Control	33	38	14	8	8		70%	--	80%	76%	S
My Career											
City of Minneapolis Overall	16	41	21	13	9		58%	--	71%	--	
Regulatory Services	20	43	23	10			63%	--	71%	--	
Administration	23	54	17				77%	--	71%	--	S
Animal Care & Control		30	33	28	6		34%	--	71%	--	O
Fire Inspections	44	31	7	17			75%	--	71%	--	S
Housing Inspection Services	17	44	25	10	5		61%	--	71%	--	
Problem Properties Unit	17	57	15	8			74%	--	71%	--	S
Traffic Control	21	41	28	6	5		62%	--	71%	--	

2014 My Minneapolis Employee Engagement Survey

Regulatory Services

VI) Theme Summary

	Percent Favorable		Percent Neutral		Percent Unfavorable		2014 % Fav	2011 % Fav	City's Most Engaged Units	Kenexa US World Norm	Strength/ Opportunity
Performance Management											
City of Minneapolis Overall	31	43	13	8	5		74%	67%	84%	77%	S
Regulatory Services	32	40	14	8	6		72%	68%	84%	77%	S
Administration	46	42		5			88%	83%	84%	77%	S
Animal Care & Control	15	30	26	15	15		45%	49%	84%	77%	O
Fire Inspections	42	44			11		86%	63%	84%	77%	S
Housing Inspection Services	34	39	16	7	5		73%	66%	84%	77%	S
Problem Properties Unit	37	45	16				82%	80%	84%	77%	S
Traffic Control	26	43	15	9	7		69%	53%	84%	77%	S
Recognition											
City of Minneapolis Overall	13	37	23	15	11		50%	47%	66%	--	O
Regulatory Services	14	31	28	21	6		45%	44%	66%	--	O
Administration	25	46	11	18			70%	57%	66%	--	S
Animal Care & Control	13	44	38				15%	33%	66%	--	O
Fire Inspections	8	58	11	17	6		67%	39%	66%	--	
Housing Inspection Services	11	32	32	18	8		43%	33%	66%	--	O
Problem Properties Unit	26	26	23	21	5		51%	76%	66%	--	
Traffic Control	13	25	33	20	9		38%	24%	66%	--	O

2014 My Minneapolis Employee Engagement Survey

Regulatory Services

VI) Theme Summary

	Percent Favorable		Percent Neutral		Percent Unfavorable		2014 % Fav	2011 % Fav	City's Most Engaged Units	Kenexa US World Norm	Strength/ Opportunity
Work Environment											
City of Minneapolis Overall	22	44	14	12	8	66%	63%	76%	--		
Regulatory Services	23	45	16	11	6	67%	64%	76%	--	S	
Administration	21	44	15	16		65%	75%	76%	--		
Animal Care & Control	8	41	19	17	16	49%	37%	76%	--	O	
Fire Inspections	15	50	14	17	5	65%	52%	76%	--		
Housing Inspection Services	22	45	19	8	6	67%	53%	76%	--	S	
Problem Properties Unit	24	50	14	10		74%	78%	76%	--	S	
Traffic Control	30	43	13	7	6	74%	65%	76%	--	S	

VII) Item Summary

2014 My Minneapolis Employee Engagement Survey

Regulatory Services

VII) Item Summary

Indicates Priority Item for Your Group

	Valid Returns						2014 % Fav	2011 % Fav	City's Most Engaged Units	Kenexa US World Norm	Strength/ Opportunity	
		Percent Favorable	Percent Neutral	Percent Unfavorable								
Engagement												
31. I rarely think about looking for a new job with another organization (If retiring or going on leave within the next 12 months, please do not answer this question).												
City of Minneapolis Overall	2,269	22	28	17	19	14	50%	49%	63%	58%	O	
Regulatory Services	137	19	28	23	20	10	47%	43%	63%	58%	O	
Administration	19	16	37	37		11	53%	29%	63%	58%		
Animal Care & Control	15	13	13	53		13	7	27%	27%	63%	58%	O
Fire Inspections	12	33		33	8	25	67%	80%	63%	58%		
Housing Inspection Services	39	15	31	13	28	13	46%	32%	63%	58%	O	
Problem Properties Unit	12	8	33	33		25	42%	57%	63%	58%	O	
Traffic Control	40	25	23	15	18	20	48%	37%	63%	58%	O	
32. I am proud to work for the City.												
City of Minneapolis Overall	2,407	36		40		16	6	75%	68%	90%	79%	S
Regulatory Services	144	47		40		10		87%	73%	90%	79%	S
Administration	20	60		30		10		90%	86%	90%	79%	S
Animal Care & Control	16	38		56		6		94%	53%	90%	79%	S
Fire Inspections	11	36		45		9	9	82%	64%	90%	79%	S
Housing Inspection Services	41	37		39		20	5	76%	70%	90%	79%	S
Problem Properties Unit	13	46		54				100%	93%	90%	79%	S
Traffic Control	43	56		35		7		91%	71%	90%	79%	S

2014 My Minneapolis Employee Engagement Survey

Regulatory Services

VII) Item Summary

Indicates Priority Item for Your Group

	Valid Returns					2014 % Fav	2011 % Fav	City's Most Engaged Units	Kenexa US World Norm	Strength/ Opportunity
		Percent Favorable	Percent Neutral	Percent Unfavorable						
Engagement										
33. I would recommend the City as a great place to work.										
City of Minneapolis Overall	2,400	27	37	21	10	6	63%	53%	82%	69%
Regulatory Services	145	35	39	21			74%	53%	82%	69% S
Administration	20	55	15	25	5		70%	71%	82%	69% S
Animal Care & Control	16	13	31	50	6		44%	33%	82%	69% O
Fire Inspections	12	8	67	17	8		75%	55%	82%	69% S
Housing Inspection Services	41	34	44	15	5		78%	43%	82%	69% S
Problem Properties Unit	13	31	46	23			77%	73%	82%	69% S
Traffic Control	43	44	37	14			81%	58%	82%	69% S
34. Overall, I am extremely satisfied with the City as a place to work.										
City of Minneapolis Overall	2,413	25	38	20	11	6	62%	54%	81%	71%
Regulatory Services	143	29	41	21	7		71%	52%	81%	71% S
Administration	19	37	47	11	5		84%	43%	81%	71% S
Animal Care & Control	16	13	38	44	6		50%	27%	81%	71% O
Fire Inspections	12	17	58	8	17		75%	55%	81%	71% S
Housing Inspection Services	41	29	32	32	5		61%	46%	81%	71%
Problem Properties Unit	13	31	31	23	15		62%	73%	81%	71%
Traffic Control	42	36	48	10	5		83%	53%	81%	71% S

2014 My Minneapolis Employee Engagement Survey

Regulatory Services

VII) Item Summary

Indicates Priority Item for Your Group

	Valid Returns	Percent Favorable	Percent Neutral	Percent Unfavorable	2014 % Fav	2011 % Fav	City's Most Engaged Units	Kenexa US World Norm	Strength/ Opportunity
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Behavior Change Index

8. I was given an opportunity to see/hear about the 2011-2012 Employee Engagement Survey results.

City of Minneapolis Overall	2,136	24	50	15	7	73%	77%	86%	65%	S
Regulatory Services	128	28	52	15		80%	89%	86%	65%	S
Administration	19	32	63		5	95%	100%	86%	65%	S
Animal Care & Control	16	25	56		19	81%	80%	86%	65%	S
Fire Inspections	10	30	50	10	10	80%	82%	86%	65%	S
Housing Inspection Services	34	41	44		9	85%	88%	86%	65%	S
Problem Properties Unit	11	18	45	27	9	64%	85%	86%	65%	
Traffic Control	38	18	53		26	71%	86%	86%	65%	S

9. I was given the opportunity to discuss my ideas about the results of the 2011-2012 Employee Engagement Survey.

City of Minneapolis Overall	2,074	16	33	25	16	9	49%	50%	69%	65%	O
Regulatory Services	124	20	38	27	10	5	58%	63%	69%	65%	
Administration	17	24	53	18	6		76%	71%	69%	65%	S
Animal Care & Control	16	13	44	19	25		56%	71%	69%	65%	
Fire Inspections	10	30	30	20	10	10	60%	27%	69%	65%	
Housing Inspection Services	33	30	36	15	12	6	67%	58%	69%	65%	S
Problem Properties Unit	11	18	27	45		9	45%	77%	69%	65%	O
Traffic Control	37	11	35	41	8	5	46%	58%	69%	65%	O

2014 My Minneapolis Employee Engagement Survey

Regulatory Services

VII) Item Summary

 Indicates Priority Item for Your Group

	Valid Returns	Percent Favorable	Percent Neutral	Percent Unfavorable	2014 % Fav	2011 % Fav	City's Most Engaged Units	Kenexa US World Norm	Strength/ Opportunity
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Behavior Change Index

10. My Department Leadership has taken action based on the feedback received from the 2011-2012 Employee Engagement Survey.

City of Minneapolis Overall	2,011	14	29	33	14	10	43%	40%	66%	55%	O
Regulatory Services	118	16	37	33	10		53%	45%	66%	55%	
Administration	18	39	33	22	6		72%	77%	66%	55%	S
Animal Care & Control	16	13	38	31	19		50%	31%	66%	55%	O
Fire Inspections	7	29	43	29			71%	14%	66%	55%	S
Housing Inspection Services	29	17	24	41	10	7	41%	39%	66%	55%	O
Problem Properties Unit	12	8	58	33			67%	62%	66%	55%	S
Traffic Control	36	6	42	33	14	6	47%	32%	66%	55%	O

Communications

11. Where I work, we are told of upcoming changes in time to prepare for them.

City of Minneapolis Overall	2,402	14	39	19	18	11	53%	44%	73%	61%	
Regulatory Services	141	16	36	23	17	7	52%	39%	73%	61%	
Administration	20	15	65	10	10		80%	62%	73%	61%	S
Animal Care & Control	16	6	19	19	38	19	25%	13%	73%	61%	O
Fire Inspections	12	25	50	17	8		75%	30%	73%	61%	S
Housing Inspection Services	39	18	26	33	13	10	44%	28%	73%	61%	O
Problem Properties Unit	13	15	46	23	15		62%	47%	73%	61%	
Traffic Control	41	17	32	24	20	7	49%	34%	73%	61%	O

2014 My Minneapolis Employee Engagement Survey

Regulatory Services

VII) Item Summary

Indicates Priority Item for Your Group

	Valid Returns	Percent Favorable	Percent Neutral	Percent Unfavorable	2014 % Fav	2011 % Fav	City's Most Engaged Units	Kenexa US World Norm	Strength/ Opportunity
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Communications

12. I can easily access the information I need to do my job.

City of Minneapolis Overall	2,431	21	49	14	11	70%	67%	82%	--	S
Regulatory Services	144	24	54	12	8	78%	70%	82%	--	S
Administration	19	26	42	11	21	68%	71%	82%	--	
Animal Care & Control	16	13	38	25	25	50%	67%	82%	--	O
Fire Inspections	12	17	58	25		75%	55%	82%	--	S
Housing Inspection Services	41	27	61	7		88%	59%	82%	--	S
Problem Properties Unit	13	31	62	8		92%	80%	82%	--	S
Traffic Control	43	26	56	14		81%	65%	82%	--	S

13. There is open and honest two-way communication at the City.

City of Minneapolis Overall	2,408	10	28	22	20	19	38%	--	59%	59%	O
Regulatory Services	142	13	33	22	23	9	46%	--	59%	59%	O
Administration	20	15	45	40			60%	--	59%	59%	
Animal Care & Control	15	27	40	20	13		27%	--	59%	59%	O
Fire Inspections	11	18	45	9	18	9	64%	--	59%	59%	
Housing Inspection Services	41	12	29	20	24	15	41%	--	59%	59%	O
Problem Properties Unit	13	8	46	31	15		54%	--	59%	59%	
Traffic Control	42	17	26	29	19	10	43%	--	59%	59%	O

2014 My Minneapolis Employee Engagement Survey

Regulatory Services

VII) Item Summary

Indicates Priority Item for Your Group

	Valid Returns	Percent Favorable			Percent Neutral	Percent Unfavorable			2014 % Fav	2011 % Fav	City's Most Engaged Units	Kenexa US World Norm	Strength/ Opportunity
Customer Service													
14. Where I work, we set clear standards for product/service quality.													
City of Minneapolis Overall	2,413	22	45	15	12	6	67%	56%	78%	75%	S		
Regulatory Services	143	17	42	17	19		59%	57%	78%	75%			
Administration	20	20	35	15	25	5	55%	57%	78%	75%			
Animal Care & Control	16		38	6	56		38%	33%	78%	75%	O		
Fire Inspections	12	17	67		8	8	83%	70%	78%	75%	S		
Housing Inspection Services	40	20	43	25	10		63%	50%	78%	75%			
Problem Properties Unit	12	25	58		8	8	83%	87%	78%	75%	S		
Traffic Control	43	19	35	21	19	7	53%	36%	78%	75%			
15. My department is actively working to strengthen its relationship with the communities we serve.													
City of Minneapolis Overall	2,356	27	44	19	6		72%	63%	84%	--	S		
Regulatory Services	141	35	43	14	6		78%	54%	84%	--	S		
Administration	20		65		35		100%	71%	84%	--	S		
Animal Care & Control	16	13	50	13	19	6	63%	67%	84%	--			
Fire Inspections	11	36	55		9		91%	27%	84%	--	S		
Housing Inspection Services	41	34	44	15	7		78%	41%	84%	--	S		
Problem Properties Unit	11		55		45		100%	80%	84%	--	S		
Traffic Control	42	24	40	26	5	5	64%	40%	84%	--			

2014 My Minneapolis Employee Engagement Survey

Regulatory Services

VII) Item Summary

Indicates Priority Item for Your Group

	Valid Returns	Percent Favorable		Percent Neutral		Percent Unfavorable		2014 % Fav	2011 % Fav	City's Most Engaged Units	Kenexa US World Norm	Strength/ Opportunity
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Customer Service

16. Where I work, day-to-day decisions demonstrate that providing quality service is a top priority.

City of Minneapolis Overall	2,411	26	43	15	10	6	69%	58%	83%	76%	S
Regulatory Services	144	23	44	19	10	6	67%	53%	83%	76%	S
Administration	20	30	50	10	10		80%	79%	83%	76%	S
Animal Care & Control	16	31	13	38	19		31%	27%	83%	76%	O
Fire Inspections	12	42	42	17			83%	64%	83%	76%	S
Housing Inspection Services	41	22	44	22	10		66%	28%	83%	76%	S
Problem Properties Unit	13	31	54	8	8		85%	80%	83%	76%	S
Traffic Control	42	21	43	26	5	5	64%	43%	83%	76%	

17. Where I work, customer feedback is used to improve our work processes.

City of Minneapolis Overall	2,307	18	39	24	13	6	57%	50%	72%	65%	
Regulatory Services	141	13	34	28	19	5	48%	45%	72%	65%	O
Administration	20	15	50	15	20		65%	85%	72%	65%	
Animal Care & Control	16	6	13	25	38	19	19%	20%	72%	65%	O
Fire Inspections	12	8	33	25	25	8	42%	30%	72%	65%	O
Housing Inspection Services	39	18	36	26	21		54%	17%	72%	65%	
Problem Properties Unit	12	8	42	25	8	17	50%	67%	72%	65%	O
Traffic Control	42	14	31	40	12		45%	35%	72%	65%	O

2014 My Minneapolis Employee Engagement Survey

Regulatory Services

VII) Item Summary

Indicates Priority Item for Your Group

	Valid Returns	Percent Favorable		Percent Neutral		Percent Unfavorable		2014 % Fav	2011 % Fav	City's Most Engaged Units	Kenexa US World Norm	Strength/ Opportunity
Customer Service												
18. Where I work, employees are getting the training and development needed to keep up with customer demands.												
City of Minneapolis Overall	2,384	16	40	20	14	10	57%	51%	69%	63%		
Regulatory Services	143	21	44	24	6	5	65%	51%	69%	63%	S	
Administration	20	30	60			10	90%	69%	69%	63%	S	
Animal Care & Control	16	25	31	25	19		25%	33%	69%	63%	O	
Fire Inspections	12	50	33	8	8		83%	36%	69%	63%	S	
Housing Inspection Services	40	18	53	28			70%	36%	69%	63%	S	
Problem Properties Unit	13	15	38	38	8		54%	73%	69%	63%		
Traffic Control	42	21	40	26	7	5	62%	29%	69%	63%		
19. Customer problems get corrected quickly.												
City of Minneapolis Overall	2,308	21	45	22	7	5	66%	59%	75%	74%	S	
Regulatory Services	138	26	45	18	7		71%	57%	75%	74%	S	
Administration	18	39	44			17	83%	69%	75%	74%	S	
Animal Care & Control	16	31	6	44	19		31%	27%	75%	74%	O	
Fire Inspections	10	40	50			10	90%	55%	75%	74%	S	
Housing Inspection Services	40	28	53	20			80%	30%	75%	74%	S	
Problem Properties Unit	13	31	54	8	8		85%	80%	75%	74%	S	
Traffic Control	41	24	39	34			63%	55%	75%	74%		

2014 My Minneapolis Employee Engagement Survey

Regulatory Services

VII) Item Summary

Indicates Priority Item for Your Group

	Valid Returns	Percent Favorable					Percent Neutral	Percent Unfavorable			2014 % Fav	2011 % Fav	City's Most Engaged Units	Kenexa US World Norm	Strength/ Opportunity
Department Leadership															
1. My Department Leadership has communicated a vision of the future that motivates me.															
City of Minneapolis Overall	2,416	18	35	21	15	11		54%	47%	72%	59%				
Regulatory Services	145	24	39	20	13		63%	47%	72%	59%					
Administration	20	45	30	20	5		75%	58%	72%	59%	S				
Animal Care & Control	16	13	44	31	13		56%	47%	72%	59%					
Fire Inspections	12	25	42	8	25		67%	30%	72%	59%					
Housing Inspection Services	41	17	46	22	12		63%	41%	72%	59%					
Problem Properties Unit	13	31	46	15	8		77%	67%	72%	59%	S				
Traffic Control	43	23	33	19	16	9	56%	29%	72%	59%					
2. My Department Leadership demonstrates that employees are important to the success of the City.															
City of Minneapolis Overall	2,425	24	36	14	14	12	60%	49%	81%	68%					
Regulatory Services	145	31	37	13	17		68%	50%	81%	68%	S				
Administration	20	45	30	10	15		75%	75%	81%	68%	S				
Animal Care & Control	16	19	50	25	6		69%	40%	81%	68%	S				
Fire Inspections	12	42	25	17	17		67%	45%	81%	68%	S				
Housing Inspection Services	41	27	51	10	10		78%	35%	81%	68%	S				
Problem Properties Unit	13	46	23	8	23		69%	80%	81%	68%					
Traffic Control	43	26	30	14	26	5	56%	34%	81%	68%					

2014 My Minneapolis Employee Engagement Survey

Regulatory Services

VII) Item Summary

Indicates Priority Item for Your Group

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Department Leadership															
3. My Department Leadership has the ability to deal with the challenges we face.															
City of Minneapolis Overall	2,406	23	38	17	12	10	60%	50%	80%	73%					
Regulatory Services	141	30	40	16	11		70%	51%	80%	73%				S	
Administration	20	40	40	15	5		80%	83%	80%	73%				S	
Animal Care & Control	15	20	47	13	13	7	67%	33%	80%	73%					
Fire Inspections	10	50	40	10			90%	50%	80%	73%				S	
Housing Inspection Services	41	27	46	17	5	5	73%	36%	80%	73%				S	
Problem Properties Unit	13	46	23	15	8	8	69%	80%	80%	73%				S	
Traffic Control	42	24	36	17	21		60%	39%	80%	73%					
4. My Department Leadership is committed to providing high quality products and services to customers.															
City of Minneapolis Overall	2,405	32	40	14	8	6	71%	61%	89%	77%				S	
Regulatory Services	144	32	45	15	6		77%	59%	89%	77%				S	
Administration	20	40	50	5	5		90%	92%	89%	77%				S	
Animal Care & Control	16	6	56	13	19	6	63%	53%	89%	77%					
Fire Inspections	11	55	27	18			82%	64%	89%	77%				S	
Housing Inspection Services	41	32	46	12	7		78%	46%	89%	77%				S	
Problem Properties Unit	13	38	46	8	8		85%	87%	89%	77%				S	
Traffic Control	43	30	42	23			72%	45%	89%	77%				S	

2014 My Minneapolis Employee Engagement Survey

Regulatory Services

VII) Item Summary

Indicates Priority Item for Your Group

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Department Leadership															
5. I have confidence in the future of my department.															
City of Minneapolis Overall	2,418	25	35	16	12	11	60%	45%	83%	68%					
Regulatory Services	142	33	38	14	11	5	71%	43%	83%	68%	S				
Administration	20	50	30	15	5		80%	46%	83%	68%	S				
Animal Care & Control	16	19	38	25	19		56%	29%	83%	68%					
Fire Inspections	12	50	33	17			83%	30%	83%	68%	S				
Housing Inspection Services	41	27	46	15	7	5	73%	32%	83%	68%	S				
Problem Properties Unit	13	31	38	15	15		69%	60%	83%	68%	S				
Traffic Control	40	33	35	13	13	8	68%	32%	83%	68%					

Employee Involvement

28. City employees are encouraged to develop new and better ways of doing things.

City of Minneapolis Overall	2,384	17	39	21	13	9	56%	47%	76%	70%			
Regulatory Services	144	23	47	16	10	5	69%	49%	76%	70%	S		
Administration	20	40	50	10			90%	64%	76%	70%	S		
Animal Care & Control	16	6	44	19	13	19	50%	50%	76%	70%	O		
Fire Inspections	12	17	58	8	17		75%	40%	76%	70%	S		
Housing Inspection Services	40	15	48	20	15		63%	43%	76%	70%			
Problem Properties Unit	13	31	46	15	8		77%	80%	76%	70%	S		
Traffic Control	43	28	42	16	7	7	70%	39%	76%	70%	S		

2014 My Minneapolis Employee Engagement Survey

Regulatory Services

VII) Item Summary

Indicates Priority Item for Your Group

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		Percent Favorable	Percent Neutral	Percent Unfavorable							
Employee Involvement											
29. City employees are encouraged to participate in making decisions that affect their work.											
City of Minneapolis Overall	2,381	15	38	20	15	11	53%	43%	74%	67%	
Regulatory Services	141	23	43	18	11	6	65%	44%	74%	67%	S
Administration	20	40	45	10	5		85%	57%	74%	67%	S
Animal Care & Control	16	31	31	13	25		31%	50%	74%	67%	O
Fire Inspections	12	17	67	8	8		83%	30%	74%	67%	S
Housing Inspection Services	38	16	45	21	13	5	61%	43%	74%	67%	
Problem Properties Unit	13	31	46	23			77%	60%	74%	67%	S
Traffic Control	42	29	36	14	14	7	64%	32%	74%	67%	
30. My ideas and suggestions count.											
City of Minneapolis Overall	2,394	16	35	21	14	14	51%	--	74%	64%	
Regulatory Services	138	19	30	27	17	7	49%	--	74%	64%	O
Administration	18	39	44	11	6		83%	--	74%	64%	S
Animal Care & Control	16	6	13	31	44	6	19%	--	74%	64%	O
Fire Inspections	11	18	55	9	18		73%	--	74%	64%	S
Housing Inspection Services	39	10	31	36	15	8	41%	--	74%	64%	O
Problem Properties Unit	13	23	38	23	8	8	62%	--	74%	64%	
Traffic Control	41	22	22	29	15	12	44%	--	74%	64%	O

2014 My Minneapolis Employee Engagement Survey

Regulatory Services

VII) Item Summary

Indicates Priority Item for Your Group

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Equity												
24. The process for selecting people for special assignments/projects is fair.												
City of Minneapolis Overall	2,290	12	32	21	18	17	44%	40%	63%	--	O	
Regulatory Services	137	15	31	20	22	12	46%	38%	63%	--	O	
Administration	19	26	47	5	11	11	74%	62%	63%	--		
Animal Care & Control	16	25	38	13	25		25%	20%	63%	--	O	
Fire Inspections	12	17	50	8	17	8	67%	55%	63%	--		
Housing Inspection Services	37	8	19	27	30	16	27%	28%	63%	--	O	
Problem Properties Unit	12	25	33	8	33		58%	53%	63%	--		
Traffic Control	41	20	29	22	22	7	49%	16%	63%	--	O	
25. In my department, all employees have equal opportunity for advancement.												
City of Minneapolis Overall	2,323	13	31	17	19	19	44%	41%	56%	75%	O	
Regulatory Services	137	18	30	18	21	13	48%	34%	56%	75%	O	
Administration	19	21	37	16	16	11	58%	43%	56%	75%		
Animal Care & Control	16	13	19	31	25	13	31%	27%	56%	75%	O	
Fire Inspections	12	33	33	17	17		67%	55%	56%	75%	S	
Housing Inspection Services	38	11	34	18	24	13	45%	23%	56%	75%	O	
Problem Properties Unit	12	25	33	8	25	8	58%	53%	56%	75%		
Traffic Control	40	20	25	15	20	20	45%	19%	56%	75%	O	

2014 My Minneapolis Employee Engagement Survey

Regulatory Services

VII) Item Summary

Indicates Priority Item for Your Group

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Equity															
26. My immediate supervisor treats employees fairly.															
City of Minneapolis Overall	2,400	37					37	11	8	7	74%	69%	83%	75%	S
Regulatory Services	142	32					31	15	13	8	63%	64%	83%	75%	
Administration	19	58					37			5	95%	86%	83%	75%	S
Animal Care & Control	15	7	13	33			33		13	20%	33%	83%	75%	O	
Fire Inspections	12	42					33	17	8		75%	82%	83%	75%	S
Housing Inspection Services	41	29					32	17	15	7	61%	59%	83%	75%	
Problem Properties Unit	13	46					38		8	8	85%	93%	83%	75%	S
Traffic Control	42	26					31	17	14	12	57%	34%	83%	75%	
27. My performance on the job is evaluated fairly.															
City of Minneapolis Overall	2,342	30					41	15	8	6	71%	65%	83%	68%	S
Regulatory Services	135	27					42	16	10	5	69%	64%	83%	68%	S
Administration	17	47					41		6	6	88%	75%	83%	68%	S
Animal Care & Control	16	6	25			44	19		6	31%	47%	83%	68%	O	
Fire Inspections	11	36					55			9	91%	70%	83%	68%	S
Housing Inspection Services	38	18					47	16	11	8	66%	54%	83%	68%	S
Problem Properties Unit	12	50					33		8	8	83%	92%	83%	68%	S
Traffic Control	41	24					44	15	12	5	68%	37%	83%	68%	S

2014 My Minneapolis Employee Engagement Survey

Regulatory Services

VII) Item Summary

Indicates Priority Item for Your Group

	Valid Returns	Percent Favorable		Percent Neutral		Percent Unfavorable		2014 % Fav	2011 % Fav	City's Most Engaged Units	Kenexa US World Norm	Strength/ Opportunity
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Ethics

35. Where I work, ethical issues can be discussed without negative consequences.

City of Minneapolis Overall	2,341	18	41	20	12	9	59%	52%	75%	69%	
Regulatory Services	132	17	36	22	15	11	52%	45%	75%	69%	
Administration	20	15	40	25	20		55%	64%	75%	69%	
Animal Care & Control	16	6	38	31	19	6	44%	50%	75%	69%	O
Fire Inspections	8	25	63		13		88%	70%	75%	69%	S
Housing Inspection Services	36	14	42	14	8	22	56%	33%	75%	69%	
Problem Properties Unit	12	33	50		17		83%	60%	75%	69%	S
Traffic Control	40	18	18	30	23	13	35%	38%	75%	69%	O

36. Where I work, people comply with the City's Ethics in Government Code.

City of Minneapolis Overall	2,343	23	48	16	8	5	71%	56%	85%	--	S
Regulatory Services	136	21	46	17	13		67%	46%	85%	--	S
Administration	20	20	50	15	15		70%	30%	85%	--	S
Animal Care & Control	16	31	38	25	6		69%	69%	85%	--	S
Fire Inspections	10	30	60		10		90%	50%	85%	--	S
Housing Inspection Services	38	16	42	26	11	5	58%	36%	85%	--	
Problem Properties Unit	12	25	58		8	8	83%	64%	85%	--	S
Traffic Control	40	18	45	13	20	5	63%	46%	85%	--	

2014 My Minneapolis Employee Engagement Survey

Regulatory Services

VII) Item Summary

Indicates Priority Item for Your Group

	Valid Returns	Percent Favorable		Percent Neutral		Percent Unfavorable		2014 % Fav	2011 % Fav	City's Most Engaged Units	Kenexa US World Norm	Strength/ Opportunity
Ethics												
37. My Department Leadership complies with the City's Ethics in Government Code.												
City of Minneapolis Overall	2,275	26	45	16	7	7	71%	62%	86%	--	S	
Regulatory Services	132	21	53	14	8	8	74%	47%	86%	--	S	
Administration	19	26	53	5	16		79%	67%	86%	--	S	
Animal Care & Control	15	27	60	7	7		87%	69%	86%	--	S	
Fire Inspections	8	38	63				100%	44%	86%	--	S	
Housing Inspection Services	37	16	54	19	5	5	70%	31%	86%	--	S	
Problem Properties Unit	12	33	50	8	8		83%	57%	86%	--	S	
Traffic Control	41	15	49	20	12	5	63%	39%	86%	--		

Immediate Supervisor

38. My immediate supervisor has my best interests at heart.

City of Minneapolis Overall	2,396	31	37	16	9	7	68%	34%	79%	--	S
Regulatory Services	142	25	30	27	13	6	54%	35%	79%	--	
Administration	20	40	40	5	15		80%	36%	79%	--	S
Animal Care & Control	16	6	19	44	19	13	25%	38%	79%	--	O
Fire Inspections	12	33	42	8	17		75%	9%	79%	--	S
Housing Inspection Services	41	27	24	32	10	7	51%	30%	79%	--	
Problem Properties Unit	12	42	33	17	8		75%	40%	79%	--	S
Traffic Control	41	15	29	34	17	5	44%	14%	79%	--	O

2014 My Minneapolis Employee Engagement Survey

Regulatory Services

VII) Item Summary

Indicates Priority Item for Your Group

	Valid Returns	Percent Favorable			Percent Neutral			Percent Unfavorable			2014 % Fav	2011 % Fav	City's Most Engaged Units	Kenexa US World Norm	Strength/ Opportunity
Immediate Supervisor															
39. My immediate supervisor does a good job of "managing the work," that is, making appropriate work assignments, setting priorities, scheduling, etc.															
City of Minneapolis Overall	2,380	29	40	14	10	7	69%	66%	77%	69%	S				
Regulatory Services	145	27	35	17	12	10	62%	61%	77%	69%					
Administration	20	40	40	10	10	80%	79%	77%	69%	S					
Animal Care & Control	16	13	19	25	13	31	31%	20%	77%	69%	O				
Fire Inspections	12	33	50	8	8	83%	73%	77%	69%	S					
Housing Inspection Services	41	29	29	22	12	7	59%	64%	77%	69%					
Problem Properties Unit	13	31	46	15	8	77%	93%	77%	69%						
Traffic Control	43	21	37	19	12	12	58%	41%	77%	69%					
40. My immediate supervisor does a good job of managing the people who work for him/her.															
City of Minneapolis Overall	2,397	30	40	13	9	8	70%	64%	77%	--	S				
Regulatory Services	144	26	35	15	12	12	61%	60%	77%	--					
Administration	20	40	35	15	10	75%	86%	77%	--	S					
Animal Care & Control	16	13	19	25	13	31	31%	13%	77%	--	O				
Fire Inspections	11	27	64	9	91%	82%	77%	--	S						
Housing Inspection Services	41	29	29	17	12	12	59%	57%	77%	--					
Problem Properties Unit	13	31	46	8	8	8	77%	80%	77%	--	S				
Traffic Control	43	21	35	16	14	14	56%	39%	77%	--					

2014 My Minneapolis Employee Engagement Survey

Regulatory Services

VII) Item Summary

Indicates Priority Item for Your Group

	Valid Returns	Percent Favorable		Percent Neutral		Percent Unfavorable		2014 % Fav	2011 % Fav	City's Most Engaged Units	Kenexa US World Norm	Strength/ Opportunity
Immediate Supervisor												
41. My immediate supervisor supports my ongoing training and development.												
City of Minneapolis Overall	2,385	35	40	14	7	5	75%	67%	86%	--	S	
Regulatory Services	145	32	45	13	6	5	77%	71%	86%	--	S	
Administration	20	40	60				100%	93%	86%	--	S	
Animal Care & Control	16	13	31	31	6	19	44%	47%	86%	--	O	
Fire Inspections	12	67	25	8			92%	73%	86%	--	S	
Housing Inspection Services	41	37	54	7			90%	78%	86%	--	S	
Problem Properties Unit	13	38	31	15	15		69%	71%	86%	--	S	
Traffic Control	43	21	44	21	9	5	65%	46%	86%	--	S	
42. My immediate supervisor clearly communicates what I am expected to do.												
City of Minneapolis Overall	2,408	30	42	14	9	6	72%	69%	81%	78%	S	
Regulatory Services	146	28	36	20	8	9	64%	67%	81%	78%		
Administration	21	38	48	10	5		86%	86%	81%	78%	S	
Animal Care & Control	16	25	38	13	25		25%	33%	81%	78%	O	
Fire Inspections	12	50	33	8	8		83%	82%	81%	78%	S	
Housing Inspection Services	41	29	32	22	10	7	61%	73%	81%	78%		
Problem Properties Unit	13	38	38	15	8		77%	93%	81%	78%	S	
Traffic Control	43	23	37	21	7	12	60%	42%	81%	78%		

2014 My Minneapolis Employee Engagement Survey

Regulatory Services

VII) Item Summary

Indicates Priority Item for Your Group

	Valid Returns	Percent Favorable			Percent Neutral			Percent Unfavorable			2014 % Fav	2011 % Fav	City's Most Engaged Units	Kenexa US World Norm	Strength/ Opportunity
Inclusion															
20. <input type="checkbox"/> I feel that I am part of a team.															
City of Minneapolis Overall	2,428	29	39	12	10	9	69%	--	83%	77%	S				
Regulatory Services	144	29	38	17	9	6	67%	--	83%	77%	S				
Administration	20	45	30	10	15		75%	--	83%	77%	S				
Animal Care & Control	16	6	38	50	6		44%	--	83%	77%	O				
Fire Inspections	12	42	42	8	8		83%	--	83%	77%	S				
Housing Inspection Services	41	22	49	20	5	5	71%	--	83%	77%	S				
Problem Properties Unit	13	38	38	8	8	8	77%	--	83%	77%	S				
Traffic Control	42	31	31	12	12	14	62%	--	83%	77%					
21. My department has a strong track record of hiring people from diverse backgrounds.															
City of Minneapolis Overall	2,294	29	39	19	8	5	68%	67%	78%	79%	S				
Regulatory Services	135	33	38	16	7	6	70%	71%	78%	79%	S				
Administration	18	28	44	11	6	11	72%	86%	78%	79%	S				
Animal Care & Control	16	6	19	31	19	25	25%	7%	78%	79%	O				
Fire Inspections	10	20	50	20	10		70%	55%	78%	79%	S				
Housing Inspection Services	36	31	36	19	8	6	67%	56%	78%	79%	S				
Problem Properties Unit	13	38	38	15	8		77%	71%	78%	79%	S				
Traffic Control	42	48	40	10			88%	86%	78%	79%	S				

2014 My Minneapolis Employee Engagement Survey

Regulatory Services

VII) Item Summary

Indicates Priority Item for Your Group

	Valid Returns	Percent Favorable			Percent Neutral	Percent Unfavorable		2014 % Fav	2011 % Fav	City's Most Engaged Units	Kenexa US World Norm	Strength/ Opportunity
Inclusion												
22. The City has a work environment in which diverse perspectives are valued.												
City of Minneapolis Overall	2,349	22	41	21	10	7	63%	65%	74%	68%		
Regulatory Services	139	22	47	21	6	4	69%	66%	74%	68%	S	
Administration	19	32	37	16	11	5	68%	71%	74%	68%	S	
Animal Care & Control	16	50	38	6	6		50%	45%	74%	68%	O	
Fire Inspections	10	30	50	20			80%	50%	74%	68%	S	
Housing Inspection Services	40	23	45	20	8	5	68%	56%	74%	68%	S	
Problem Properties Unit	12	25	42	17	8	8	67%	71%	74%	68%	S	
Traffic Control	42	24	52	19			76%	65%	74%	68%	S	
23. Where I work, I am treated with dignity and respect.												
City of Minneapolis Overall	2,418	26	41	14	10	9	67%	65%	82%	80%	S	
Regulatory Services	143	25	36	21	11	7	61%	58%	82%	80%		
Administration	20	35	35	25	5		70%	64%	82%	80%	S	
Animal Care & Control	16	6	25	44	25		31%	40%	82%	80%	O	
Fire Inspections	12	25	50	17	8		75%	82%	82%	80%	S	
Housing Inspection Services	40	20	43	20	13	5	63%	59%	82%	80%		
Problem Properties Unit	13	38	46	8	8		85%	93%	82%	80%	S	
Traffic Control	42	29	26	17	14	14	55%	27%	82%	80%		

2014 My Minneapolis Employee Engagement Survey

Regulatory Services

VII) Item Summary

Indicates Priority Item for Your Group

	Valid Returns	Percent Favorable			Percent Neutral		Percent Unfavorable		2014 % Fav	2011 % Fav	City's Most Engaged Units	Kenexa US World Norm	Strength/ Opportunity
My Career													
52. My job makes good use of my talents, skills and abilities.													
City of Minneapolis Overall	2,418	20	46	15	11	8	66%	--	80%	74%	S		
Regulatory Services	145	21	42	18	12	6	63%	--	80%	74%			
Administration	21	29	52	14	5		81%	--	80%	74%	S		
Animal Care & Control	16	6	38	19	19	19	44%	--	80%	74%	O		
Fire Inspections	12	33	42	17	8		75%	--	80%	74%			
Housing Inspection Services	40	15	43	23	15	5	58%	--	80%	74%			
Problem Properties Unit	13	23	46	8	15	8	69%	--	80%	74%			
Traffic Control	43	26	37	23	9	5	63%	--	80%	74%			
53. There is a promising future for me at the City.													
City of Minneapolis Overall	2,364	16	35	28	11	10	50%	39%	65%	58%	O		
Regulatory Services	144	21	36	35	5		57%	41%	65%	58%			
Administration	21	24	43	33			67%	43%	65%	58%	S		
Animal Care & Control	16	13	19	63	6		31%	33%	65%	58%	O		
Fire Inspections	11	27	45	27			73%	18%	65%	58%			
Housing Inspection Services	40	20	38	33	8		58%	28%	65%	58%			
Problem Properties Unit	13	15	54	31			69%	53%	65%	58%	S		
Traffic Control	43	23	30	40	5		53%	30%	65%	58%			

2014 My Minneapolis Employee Engagement Survey

Regulatory Services

VII) Item Summary

Indicates Priority Item for Your Group

	Valid Returns	Percent Favorable				Percent Neutral	Percent Unfavorable		2014 % Fav	2011 % Fav	City's Most Engaged Units	Kenexa US World Norm	Strength/ Opportunity
My Career													
54. I receive the training I need to perform my current job effectively.													
City of Minneapolis Overall	2,423	17	48	18	12	5	65%	62%	81%	76%	S		
Regulatory Services	146	20	51	21	5	5	71%	66%	81%	76%	S		
Administration	21	24	57	19			81%	86%	81%	76%	S		
Animal Care & Control	16	38	38	19	6		38%	40%	81%	76%	O		
Fire Inspections	12	67	17	8	8		83%	73%	81%	76%	S		
Housing Inspection Services	41	15	54	24	5	5	68%	49%	81%	76%	S		
Problem Properties Unit	13	15	69	15			85%	87%	81%	76%	S		
Traffic Control	43	19	53	19	7	7	72%	58%	81%	76%	S		
55. I am satisfied with my opportunity for career development in the City.													
City of Minneapolis Overall	2,389	14	35	24	16	12	48%	42%	57%	60%	O		
Regulatory Services	143	17	38	24	15	6	55%	41%	57%	60%			
Administration	21	19	52	14	5	10	71%	50%	57%	60%	S		
Animal Care & Control	16	38	25	38			38%	20%	57%	60%	O		
Fire Inspections	12	42	17	17	25		58%	50%	57%	60%			
Housing Inspection Services	39	15	33	28	18	5	49%	38%	57%	60%	O		
Problem Properties Unit	13	15	62	15	8	8	77%	64%	57%	60%			
Traffic Control	42	19	33	33	7	7	52%	27%	57%	60%			

2014 My Minneapolis Employee Engagement Survey

Regulatory Services

VII) Item Summary

Indicates Priority Item for Your Group

	Valid Returns	Percent Favorable		Percent Neutral		Percent Unfavorable		2014 % Fav	2011 % Fav	City's Most Engaged Units	Kenexa US World Norm	Strength/ Opportunity
My Career												
56. I am satisfied with my access to training.												
City of Minneapolis Overall	2,409	15	43	21	13	8	58%	54%	73%	--		
Regulatory Services	144	18	49	17	14	8	67%	57%	73%	--	S	
Administration	21	19	67	5	10		86%	79%	73%	--	S	
Animal Care & Control	16	19	19	56	6		19%	33%	73%	--	O	
Fire Inspections	12	50	33	8	8		83%	64%	73%	--	S	
Housing Inspection Services	39	18	54	15	10		72%	54%	73%	--	S	
Problem Properties Unit	13	15	54	23	8		69%	67%	73%	--	S	
Traffic Control	43	16	51	23	7		67%	31%	73%	--	S	

Performance Management

42. My immediate supervisor clearly communicates what I am expected to do.												
City of Minneapolis Overall	2,408	30	42	14	9	6	72%	69%	81%	78%	S	
Regulatory Services	146	28	36	20	8	9	64%	67%	81%	78%		
Administration	21	38	48	10	5		86%	86%	81%	78%	S	
Animal Care & Control	16	25	38	13	25		25%	33%	81%	78%	O	
Fire Inspections	12	50	33	8	8		83%	82%	81%	78%	S	
Housing Inspection Services	41	29	32	22	10	7	61%	73%	81%	78%		
Problem Properties Unit	13	38	38	15	8		77%	93%	81%	78%	S	
Traffic Control	43	23	37	21	7	12	60%	42%	81%	78%		

2014 My Minneapolis Employee Engagement Survey

Regulatory Services

VII) Item Summary

Indicates Priority Item for Your Group

	Valid Returns	Percent Favorable				Percent Neutral	Percent Unfavorable			2014 % Fav	2011 % Fav	City's Most Engaged Units	Kenexa US World Norm	Strength/ Opportunity
Performance Management														
6. I understand how my work links to the goals of the City.														
City of Minneapolis Overall	2,422	31	48	12	5		80%	66%	93%	84%	S			
Regulatory Services	145	38	52	6		90%	75%	93%	84%	S				
Administration	20	45	45	10		90%	86%	93%	84%	S				
Animal Care & Control	16	25	56	13	6	81%	80%	93%	84%	S				
Fire Inspections	12	50	42	8		92%	55%	93%	84%	S				
Housing Inspection Services	41	44	46	7		90%	65%	93%	84%	S				
Problem Properties Unit	13	38	46	15		85%	73%	93%	84%	S				
Traffic Control	43	30	63	5		93%	65%	93%	84%	S				
7. My immediate supervisor gives me useful feedback on how well I'm doing my job.														
City of Minneapolis Overall	2,389	33	37	12	10	7	70%	64%	79%	70%	S			
Regulatory Services	138	30	33	15	14	7	64%	63%	79%	70%				
Administration	18	56	33	6	6	89%	79%	79%	70%	S				
Animal Care & Control	15	20	7	27	27	20	27%	33%	79%	70%	O			
Fire Inspections	12	25	58	17		83%	50%	79%	70%	S				
Housing Inspection Services	40	30	38	18	8	8	68%	59%	79%	70%	S			
Problem Properties Unit	12	33	50	17		83%	73%	79%	70%	S				
Traffic Control	41	24	27	20	22	7	51%	53%	79%	70%				

2014 My Minneapolis Employee Engagement Survey

Regulatory Services

VII) Item Summary

Indicates Priority Item for Your Group

	Valid Returns	Percent Favorable		Percent Neutral		Percent Unfavorable		2014 % Fav	2011 % Fav	City's Most Engaged Units	Kenexa US World Norm	Strength/ Opportunity
Recognition												
49. I receive recognition that is meaningful to me.												
City of Minneapolis Overall	2,390	12	37	25	16	11	49%	50%	63%	--	O	
Regulatory Services	141	11	31	27	23	8	43%	46%	63%	--	O	
Administration	20	25	45	5	25		70%	57%	63%	--		
Animal Care & Control	16	13	38	44	6		13%	40%	63%	--	O	
Fire Inspections	12		67	8	17	8	67%	36%	63%	--		
Housing Inspection Services	40	10	30	35	18	8	40%	35%	63%	--	O	
Problem Properties Unit	13	23	23	15	23	15	46%	87%	63%	--	O	
Traffic Control	40	10	25	35	20	10	35%	28%	63%	--	O	
50. I feel valued as an employee of the City.												
City of Minneapolis Overall	2,420	14	38	22	14	12	52%	46%	70%	65%		
Regulatory Services	145	16	34	31	15		50%	45%	70%	65%	O	
Administration	21	19	48	19	14		67%	57%	70%	65%	S	
Animal Care & Control	16	6	13	63	19		19%	33%	70%	65%	O	
Fire Inspections	12	17	50	17	17		67%	45%	70%	65%	S	
Housing Inspection Services	40	13	38	33	13	5	50%	35%	70%	65%	O	
Problem Properties Unit	13	23	38	15	23		62%	73%	70%	65%		
Traffic Control	43	19	28	33	14	7	47%	21%	70%	65%	O	

2014 My Minneapolis Employee Engagement Survey

Regulatory Services

VII) Item Summary

 Indicates Priority Item for Your Group

	Valid Returns	Percent Favorable	Percent Neutral	Percent Unfavorable	2014 % Fav	2011 % Fav	City's Most Engaged Units	Kenexa US World Norm	Strength/ Opportunity
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Recognition

51. I regularly receive appropriate recognition when I do a good job.

City of Minneapolis Overall	2,402	13	37	23	17	11	49%	44%	65%	59%	O
Regulatory Services	141	13	28	26	25	7	42%	42%	65%	59%	O
Administration	20	30	45	10	15		75%	57%	65%	59%	S
Animal Care & Control	16	13	31	50	6		13%	27%	65%	59%	O
Fire Inspections	12	8	58	8	17	8	67%	36%	65%	59%	
Housing Inspection Services	39	10	28	28	23	10	38%	30%	65%	59%	O
Problem Properties Unit	13	31	15	38	15		46%	67%	65%	59%	O
Traffic Control	41	10	22	32	27	10	32%	24%	65%	59%	O

Work Environment

43. The City supports me via programs, resources, etc., in attaining my health and wellness goals.

City of Minneapolis Overall	2,370	25	51	15	6		75%	74%	87%	--	S
Regulatory Services	137	24	56	13			80%	76%	87%	--	S
Administration	21	24	52	14	10		76%	79%	87%	--	S
Animal Care & Control	16	6	69	19	6		75%	64%	87%	--	S
Fire Inspections	9	11	67	22			78%	82%	87%	--	S
Housing Inspection Services	36	28	56	14			83%	68%	87%	--	S
Problem Properties Unit	13	31	54	8	8		85%	92%	87%	--	S
Traffic Control	42	29	52	10	7		81%	75%	87%	--	S

2014 My Minneapolis Employee Engagement Survey

Regulatory Services

VII) Item Summary

Indicates Priority Item for Your Group

	Valid Returns	Percent Favorable		Percent Neutral		Percent Unfavorable		2014 % Fav	2011 % Fav	City's Most Engaged Units	Kenexa US World Norm	Strength/ Opportunity
Work Environment												
44. Safety in the workplace is a high priority.												
City of Minneapolis Overall	2,378	32	45	14	5	5	76%	73%	85%	88%	S	
Regulatory Services	144	33	41	16	6	4	74%	74%	85%	88%	S	
Administration	20	30	40	30			70%	79%	85%	88%	S	
Animal Care & Control	16	25	50	19	6		75%	73%	85%	88%		
Fire Inspections	11	27	45	27			73%	45%	85%	88%	S	
Housing Inspection Services	41	32	37	17	10	5	68%	65%	85%	88%	S	
Problem Properties Unit	13	31	38	23	8		69%	100%	85%	88%	S	
Traffic Control	43	42	42	9	7		84%	71%	85%	88%	S	
45. I am satisfied with my overall physical work environment (e.g. ventilation, noise, lighting, space).												
City of Minneapolis Overall	2,411	19	42	14	16	9	61%	62%	66%	71%		
Regulatory Services	145	17	39	18	17	9	56%	64%	66%	71%		
Administration	21	14	24	14	38	10	38%	64%	66%	71%	O	
Animal Care & Control	16	6	38	25	25	6	44%	27%	66%	71%	O	
Fire Inspections	12	8	58	8	25		67%	64%	66%	71%		
Housing Inspection Services	41	10	34	20	15	22	44%	46%	66%	71%	O	
Problem Properties Unit	13	23	62	8	8		85%	73%	66%	71%	S	
Traffic Control	42	31	38	21	7		69%	63%	66%	71%	S	

2014 My Minneapolis Employee Engagement Survey

Regulatory Services

VII) Item Summary

Indicates Priority Item for Your Group

	Valid Returns	Percent Favorable	Percent Neutral	Percent Unfavorable	2014 % Fav	2011 % Fav	City's Most Engaged Units	Kenexa US World Norm	Strength/ Opportunity
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Work Environment

46. Where I work, we have enough people to get the work done.

City of Minneapolis Overall	2,408	10	30	15	24	20	41%	33%	52%	52%	O
Regulatory Services	144	13	33	17	24	13	46%	39%	52%	52%	O
Administration	21	14	43	14	29		57%	64%	52%	52%	
Animal Care & Control	16	6	25	69			0%	0%	52%	52%	O
Fire Inspections	12	17	8	58	17		17%	10%	52%	52%	O
Housing Inspection Services	41	17	32	29	17	5	49%	19%	52%	52%	O
Problem Properties Unit	13	15	31	31	15	8	46%	53%	52%	52%	O
Traffic Control	41	17	46	10	20	7	63%	61%	52%	52%	

47. I have access to the resources (e.g. equipment, information, materials, technology) I need to do my job effectively.

City of Minneapolis Overall	2,423	16	49	15	13	7	66%	61%	80%	75%	
Regulatory Services	145	23	50	16	7		73%	65%	80%	75%	S
Administration	21	29	43	5	19	5	71%	79%	80%	75%	
Animal Care & Control	16	31	38	19	13		31%	20%	80%	75%	O
Fire Inspections	11	27	55	9	9		82%	27%	80%	75%	S
Housing Inspection Services	41	24	54	20			78%	57%	80%	75%	S
Problem Properties Unit	13	23	62	8	8		85%	87%	80%	75%	S
Traffic Control	43	28	51	14	5		79%	74%	80%	75%	S

2014 My Minneapolis Employee Engagement Survey

Regulatory Services

VII) Item Summary

 Indicates Priority Item for Your Group

	Valid Returns	Percent Favorable	Percent Neutral	Percent Unfavorable	2014 % Fav	2011 % Fav	City's Most Engaged Units	Kenexa US World Norm	Strength/ Opportunity		
Work Environment											
48. The people I work with cooperate to get the job done.											
City of Minneapolis Overall	2,423	31	48	12	6	79%	76%	85%	82%	S	
Regulatory Services	145	24	50	15	7	74%	64%	85%	82%	S	
Administration	21	14	62	14	10	76%	86%	85%	82%	S	
Animal Care & Control	16	13	56	25	6	69%	40%	85%	82%	S	
Fire Inspections	11	18	64	9	9	82%	82%	85%	82%	S	
Housing Inspection Services	41	24	59	15		83%	68%	85%	82%	S	
Problem Properties Unit	13	23	54	8	15	77%	67%	85%	82%	S	
Traffic Control	43	35	30	16	7	12	65%	45%	85%	82%	S

VIII) Most Favorable/Most Unfavorable Summary

2014 My Minneapolis Employee Engagement Survey

Regulatory Services

VIII) Most Favorable/Most Unfavorable Summary

Most Favorable Items	2014 % Fav	2014 % Unfav	2011 % Fav	City's Most Engaged Units	Kenexa US World Norm
Regulatory Services					
6. I understand how my work links to the goals of the City.	90%	4%	75%	93%	84%
32. I am proud to work for the City.	87%	3%	73%	90%	79%
8. I was given an opportunity to see/hear about the 2011-2012 Employee Engagement Survey results.	80%	5%	89%	86%	65%
43. The City supports me via programs, resources, etc., in attaining my health and wellness goals.	80%	7%	76%	87%	--
15. My department is actively working to strengthen its relationship with the communities we serve.	78%	8%	54%	84%	--
12. I can easily access the information I need to do my job.	78%	10%	70%	82%	--
4. My Department Leadership is committed to providing high quality products and services to customers.	77%	8%	59%	89%	77%
41. My immediate supervisor supports my ongoing training and development.	77%	10%	71%	86%	--
33. I would recommend the City as a great place to work.	74%	6%	53%	82%	69%
44. Safety in the workplace is a high priority.	74%	10%	74%	85%	88%
Most Unfavorable Items					
	2014 % Fav	2014 % Unfav	2011 % Fav	City's Most Engaged Units	Kenexa US World Norm
Regulatory Services					
46. Where I work, we have enough people to get the work done.	46%	37%	39%	52%	52%
24. The process for selecting people for special assignments/projects is fair.	46%	34%	38%	63%	--
25. In my department, all employees have equal opportunity for advancement.	48%	34%	34%	56%	75%
51. I regularly receive appropriate recognition when I do a good job.	42%	32%	42%	65%	59%
13. There is open and honest two-way communication at the City.	46%	32%	--	59%	59%
31. I rarely think about looking for a new job with another organization (If retiring or going on leave within the next 12 months, please do not answer this question).	47%	31%	43%	63%	58%
49. I receive recognition that is meaningful to me.	43%	30%	46%	63%	--
35. Where I work, ethical issues can be discussed without negative consequences.	52%	26%	45%	75%	69%
45. I am satisfied with my overall physical work environment (e.g. ventilation, noise, lighting, space).	56%	26%	64%	66%	71%
17. Where I work, customer feedback is used to improve our work processes.	48%	24%	45%	72%	65%