

# MyMinneapolis

## Employee Engagement Survey

**Public Works**

**2014 My Minneapolis Employee Engagement Survey**

Survey Administered: May/June 2014



Confidential - Prepared by IBM

# 2014 My Minneapolis Employee Engagement Survey

## Public Works

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# I) Response Summary

## 2014 My Minneapolis Employee Engagement Survey

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#### I) Response Summary

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<b>Report Grouping</b>	<b>Headcount</b>	<b>Surveys Completed</b>	<b>Response Rate</b>
City of Minneapolis Overall	3,708	2,461	66%
Public Works	992	622	63%
Administrative and Management Services	16	17	106%
Fleet Services	71	54	76%
Solid Waste & Recycling (2010 Pacific)	113	83	73%
Solid Waste & Recycling (City of Lakes)	16	29	181%
Surface Water and Sewers	113	96	85%
Traffic & Parking Services (Parking)	46	17	37%
Traffic & Parking Services (Traffic)	107	45	42%
Transportation Maintenance & Repair ( Construction)	41	25	61%
Transportation Maintenance & Repair (Street Maintenance)	209	44	21%
Transportation Planning & Engineering	68	65	96%
Water Treatment & Distribution (Maintenance)	88	66	75%
Water Treatment & Distribution (Treatment)	104	81	78%

## II) Understanding Your Report

# 2014 My Minneapolis Employee Engagement Survey

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### II) Understanding Your Report

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#### 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.

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### II) Understanding Your Report

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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.

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#### II) Understanding Your Report

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##### 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

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### 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.

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### II) Understanding Your Report

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#### 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

## Public Works

### III) Engagement Summary

	Percent Favorable		Percent Neutral		Percent Unfavorable		2014 % Fav	2011 % Fav	City's Most Engaged Units	Kenexa US World Norm	Strength/ Opportunity
<b>Engagement</b>											
City of Minneapolis Overall	27	36	19	11	7	63%	56%	79%	69%		
Public Works	27	34	21	11	7	61%	58%	79%	69%		
Administrative and Management Services	33	43	11	6	6	76%	65%	79%	69%	S	
Fleet Services	21	34	31	12		55%	54%	79%	69%		
Solid Waste & Recycling (2010 Pacific)	32	42	17	7		74%	--	79%	69%	S	
Solid Waste & Recycling (City of Lakes)	38	30	19	10		68%	--	79%	69%	S	
Surface Water and Sewers	25	32	26	10	6	58%	57%	79%	69%		
Traffic & Parking Services (Parking)	22	35	22	12	9	57%	--	79%	69%		
Traffic & Parking Services (Traffic)	37	40	11	8		77%	--	79%	69%	S	
Transportation Maintenance & Repair (Construction)	32	18	14	23	14	49%	--	79%	69%	O	
Transportation Maintenance & Repair (Street Maintenance)	30	34	24	9		63%	--	79%	69%		
Transportation Planning & Engineering	29	39	20	10		69%	64%	79%	69%	S	
Water Treatment & Distribution (Maintenance)	26	30	22	12	10	56%	--	79%	69%		
Water Treatment & Distribution (Treatment)	15	29	22	17	18	43%	--	79%	69%	O	

### 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.

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#### Priority Items

Items Determined by: Public Works

Scores Displayed for: Public Works

	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)	49%	43%	65%	58%	O
50. I feel valued as an employee of the City. (Recognition)	50%	47%	70%	65%	O
55. I am satisfied with my opportunity for career development in the City. (My Career)	50%	46%	57%	60%	O
20. I feel that I am part of a team. (Inclusion)	63%	--	83%	77%	
23. Where I work, I am treated with dignity and respect. (Inclusion)	62%	61%	82%	80%	
13. There is open and honest two-way communication at the City. (Communications)	40%	--	59%	59%	O
2. My Department Leadership demonstrates that employees are important to the success of the City. (Department Leadership)	60%	49%	81%	68%	
51. I regularly receive appropriate recognition when I do a good job. (Recognition)	43%	41%	65%	59%	O
5. I have confidence in the future of my department. (Department Leadership)	61%	46%	83%	68%	
3. My Department Leadership has the ability to deal with the challenges we face. (Department Leadership)	62%	53%	80%	73%	

# IV) Performance Enablement Summary

# 2014 My Minneapolis Employee Engagement Survey

## Public Works

### 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
<b>Performance Enablement Index</b>								
City of Minneapolis Overall	22	42	18	64%	57%	77%	72%	
Public Works	20	44	20	65%	57%	77%	72%	S
Administrative and Management Services	39	43	7	83%	64%	77%	72%	S
Fleet Services	14	45	25	59%	50%	77%	72%	
Solid Waste & Recycling (2010 Pacific)	26	48	19	74%	--	77%	72%	S
Solid Waste & Recycling (City of Lakes)	30	40	16	70%	--	77%	72%	S
Surface Water and Sewers	15	41	24	56%	53%	77%	72%	
Traffic & Parking Services (Parking)	13	46	18	59%	--	77%	72%	
Traffic & Parking Services (Traffic)	20	52	20	72%	--	77%	72%	S
Transportation Maintenance & Repair (Construction)	28	35	12	63%	--	77%	72%	
Transportation Maintenance & Repair (Street Maintenance)	19	45	27	65%	--	77%	72%	S
Transportation Planning & Engineering	24	49	18	74%	64%	77%	72%	S
Water Treatment & Distribution (Maintenance)	22	44	19	66%	--	77%	72%	S
Water Treatment & Distribution (Treatment)	13	41	21	54%	--	77%	72%	

### Scores Displayed for: Public Works

	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.	64%	55%	78%	75%	
17. Where I work, customer feedback is used to improve our work processes.	60%	53%	72%	65%	
18. Where I work, employees are getting the training and development needed to keep up with customer demands.	60%	56%	69%	63%	
19. Customer problems get corrected quickly.	69%	62%	75%	74%	S

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Scores Displayed for: Public Works

	2014 % Fav	2011 % Fav	City's Most Engaged Units	Kenexa US World Norm	Strength/ Opportunity
4. My Department Leadership is committed to providing high quality products and services to customers.	<b>74%</b>	<b>63%</b>	<b>89%</b>	<b>77%</b>	<b>S</b>
29. City employees are encouraged to participate in making decisions that affect their work.	<b>52%</b>	<b>43%</b>	<b>74%</b>	<b>67%</b>	
48. The people I work with cooperate to get the job done.	<b>73%</b>	<b>69%</b>	<b>85%</b>	<b>82%</b>	<b>S</b>

# V) Behavior Change Index

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### 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
<b>Behavior Change Index</b>											
City of Minneapolis Overall	18	37	24	12	8	56%	56%	74%	62%		
Public Works	15	33	29	14	9	48%	44%	74%	62%	O	
Administrative and Management Services	42	28	14	8	8	69%	72%	74%	62%	S	
Fleet Services	13	33	31	13	10	47%	37%	74%	62%	O	
Solid Waste & Recycling (2010 Pacific)	18	29	37	11	5	47%	--	74%	62%	O	
Solid Waste & Recycling (City of Lakes)	25	40	18	10	6	66%	--	74%	62%	S	
Surface Water and Sewers	10	25	33	19	13	35%	36%	74%	62%	O	
Traffic & Parking Services (Parking)	9	39	30	18	5	48%	--	74%	62%	O	
Traffic & Parking Services (Traffic)	14	41	31	11	5	54%	--	74%	62%		
Transportation Maintenance & Repair (Construction)	18	23	28	15	15	42%	--	74%	62%	O	
Transportation Maintenance & Repair (Street Maintenance)	22	30	30	12	6	52%	--	74%	62%		
Transportation Planning & Engineering	17	55	21	5		73%	72%	74%	62%	S	
Water Treatment & Distribution (Maintenance)	13	29	25	15	19	41%	--	74%	62%	O	
Water Treatment & Distribution (Treatment)	9	32	26	24	9	41%	--	74%	62%	O	

### Scores Displayed for: Public Works

	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.	66%	66%	86%	65%	S
9. I was given the opportunity to discuss my ideas about the results of the 2011-2012 Employee Engagement Survey.	41%	38%	69%	65%	O
10. My Department Leadership has taken action based on the feedback received from the 2011-2012 Employee Engagement Survey.	38%	28%	66%	55%	O

# VI) Theme Summary

# 2014 My Minneapolis Employee Engagement Survey

## Public Works

### VI) Theme Summary

	Percent Favorable					Percent Neutral					Percent Unfavorable					2014 % Fav	2011 % Fav	City's Most Engaged Units	Kenexa US World Norm	Strength/ Opportunity
<b>Engagement</b>																				
City of Minneapolis Overall	27	36	19	11	7	63%	56%	79%	69%											
Public Works	27	34	21	11	7	61%	58%	79%	69%											
Administrative and Management Services	33	43	11	6	6	76%	65%	79%	69%	S										
Fleet Services	21	34	31	12		55%	54%	79%	69%											
Solid Waste & Recycling (2010 Pacific)	32	42	17	7		74%	--	79%	69%	S										
Solid Waste & Recycling (City of Lakes)	38	30	19	10		68%	--	79%	69%	S										
Surface Water and Sewers	25	32	26	10	6	58%	57%	79%	69%											
Traffic & Parking Services (Parking)	22	35	22	12	9	57%	--	79%	69%											
Traffic & Parking Services (Traffic)	37	40	11	8		77%	--	79%	69%	S										
Transportation Maintenance & Repair ( Construction)	32	18	14	23	14	49%	--	79%	69%	O										
Transportation Maintenance & Repair (Street Maintenance)	30	34	24	9		63%	--	79%	69%											
Transportation Planning & Engineering	29	39	20	10		69%	64%	79%	69%	S										
Water Treatment & Distribution (Maintenance)	26	30	22	12	10	56%	--	79%	69%											
Water Treatment & Distribution (Treatment)	15	29	22	17	18	43%	--	79%	69%	O										

# 2014 My Minneapolis Employee Engagement Survey

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### VI) Theme Summary

	Percent Favorable		Percent Neutral		Percent Unfavorable		2014 % Fav	2011 % Fav	City's Most Engaged Units	Kenexa US World Norm	Strength/ Opportunity
<b>Performance Enablement Index</b>											
City of Minneapolis Overall	22	42	18	11	7		64%	57%	77%	72%	
Public Works	20	44	20	9	6		65%	57%	77%	72%	S
Administrative and Management Services	39	43	7	6			83%	64%	77%	72%	S
Fleet Services	14	45	25	10	6		59%	50%	77%	72%	
Solid Waste & Recycling (2010 Pacific)	26	48	19	5			74%	--	77%	72%	S
Solid Waste & Recycling (City of Lakes)	30	40	16	7	7		70%	--	77%	72%	S
Surface Water and Sewers	15	41	24	12	9		56%	53%	77%	72%	
Traffic & Parking Services (Parking)	13	46	18	15	9		59%	--	77%	72%	
Traffic & Parking Services (Traffic)	20	52	20	6			72%	--	77%	72%	S
Transportation Maintenance & Repair (Construction)	28	35	12	13	12		63%	--	77%	72%	
Transportation Maintenance & Repair (Street Maintenance)	19	45	27	5			65%	--	77%	72%	S
Transportation Planning & Engineering	24	49	18	6			74%	64%	77%	72%	S
Water Treatment & Distribution (Maintenance)	22	44	19	9	6		66%	--	77%	72%	S
Water Treatment & Distribution (Treatment)	13	41	21	16	9		54%	--	77%	72%	

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### VI) Theme Summary

	Percent Favorable		Percent Neutral		Percent Unfavorable		2014 % Fav	2011 % Fav	City's Most Engaged Units	Kenexa US World Norm	Strength/ Opportunity
<b>Behavior Change Index</b>											
City of Minneapolis Overall	18	37	24	12	8		56%	56%	74%	62%	
Public Works	15	33	29	14	9		48%	44%	74%	62%	O
Administrative and Management Services	42	28	14	8	8		69%	72%	74%	62%	S
Fleet Services	13	33	31	13	10		47%	37%	74%	62%	O
Solid Waste & Recycling (2010 Pacific)	18	29	37	11	5		47%	--	74%	62%	O
Solid Waste & Recycling (City of Lakes)	25	40	18	10	6		66%	--	74%	62%	S
Surface Water and Sewers	10	25	33	19	13		35%	36%	74%	62%	O
Traffic & Parking Services (Parking)	9	39	30	18	5		48%	--	74%	62%	O
Traffic & Parking Services (Traffic)	14	41	31	11	5		54%	--	74%	62%	
Transportation Maintenance & Repair ( Construction)	18	23	28	15	15		42%	--	74%	62%	O
Transportation Maintenance & Repair (Street Maintenance)	22	30	30	12	6		52%	--	74%	62%	
Transportation Planning & Engineering	17	55	21	5			73%	72%	74%	62%	S
Water Treatment & Distribution (Maintenance)	13	29	25	15	19		41%	--	74%	62%	O
Water Treatment & Distribution (Treatment)	9	32	26	24	9		41%	--	74%	62%	O

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### VI) Theme Summary

	Percent Favorable		Percent Neutral		Percent Unfavorable		2014 % Fav	2011 % Fav	City's Most Engaged Units	Kenexa US World Norm	Strength/ Opportunity
<b>Communications</b>											
City of Minneapolis Overall	15	39	19	16	11	54%	--	71%	--		
Public Works	14	38	21	16	11	53%	--	71%	--		
Administrative and Management Services	33	38	10	13	6	71%	--	71%	--	S	
Fleet Services	6	33	29	22	9	39%	--	71%	--	O	
Solid Waste & Recycling (2010 Pacific)	17	46	22	10	6	62%	--	71%	--		
Solid Waste & Recycling (City of Lakes)	22	46	13	12	7	68%	--	71%	--	S	
Surface Water and Sewers	13	32	23	17	16	44%	--	71%	--	O	
Traffic & Parking Services (Parking)	10	38	24	10	18	48%	--	71%	--	O	
Traffic & Parking Services (Traffic)	15	53	19	8	5	68%	--	71%	--	S	
Transportation Maintenance & Repair ( Construction)	23	25	15	12	25	48%	--	71%	--	O	
Transportation Maintenance & Repair (Street Maintenance)	12	40	22	18	8	52%	--	71%	--		
Transportation Planning & Engineering	15	54	15	13		70%	--	71%	--	S	
Water Treatment & Distribution (Maintenance)	17	28	20	20	15	45%	--	71%	--	O	
Water Treatment & Distribution (Treatment)	8	32	21	21	18	40%	--	71%	--	O	

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### VI) Theme Summary

	Percent Favorable		Percent Neutral		Percent Unfavorable		2014 % Fav	2011 % Fav	City's Most Engaged Units	Kenexa US World Norm	Strength/ Opportunity
<b>Customer Service</b>											
City of Minneapolis Overall	22	43	19	10	6	65%	56%	77%	--	S	
Public Works	19	46	22	8	5	65%	57%	77%	--	S	
Administrative and Management Services	34	45	14	6		79%	53%	77%	--	S	
Fleet Services	16	44	25	9	6	60%	48%	77%	--		
Solid Waste & Recycling (2010 Pacific)	27	50	19			77%	--	77%	--	S	
Solid Waste & Recycling (City of Lakes)	31	43	15	5	5	74%	--	77%	--	S	
Surface Water and Sewers	13	41	25	11	10	54%	53%	77%	--		
Traffic & Parking Services (Parking)	11	51	16	15	7	62%	--	77%	--		
Traffic & Parking Services (Traffic)	16	56	21	7		71%	--	77%	--	S	
Transportation Maintenance & Repair (Construction)	27	33	16	12	12	60%	--	77%	--		
Transportation Maintenance & Repair (Street Maintenance)	18	47	26	7		64%	--	77%	--		
Transportation Planning & Engineering	19	53	20	6		72%	62%	77%	--	S	
Water Treatment & Distribution (Maintenance)	21	45	21	8	5	66%	--	77%	--	S	
Water Treatment & Distribution (Treatment)	13	39	25	15	8	52%	--	77%	--		

# 2014 My Minneapolis Employee Engagement Survey

## Public Works

### VI) Theme Summary

	Percent Favorable		Percent Neutral		Percent Unfavorable		2014 % Fav	2011 % Fav	City's Most Engaged Units	Kenexa US World Norm	Strength/ Opportunity
<b>Department Leadership</b>											
City of Minneapolis Overall	24	37	17	12	10		61%	51%	81%	69%	
Public Works	23	39	18	11	9		62%	51%	81%	69%	
Administrative and Management Services	55		26	10	6		80%	80%	81%	69%	S
Fleet Services	12	40	25	12	11		52%	40%	81%	69%	
Solid Waste & Recycling (2010 Pacific)	25	40	18	8	9		65%	--	81%	69%	S
Solid Waste & Recycling (City of Lakes)	36	34	14	5	10		71%	--	81%	69%	S
Surface Water and Sewers	18	40	21	10	11		59%	52%	81%	69%	
Traffic & Parking Services (Parking)	21	41	15	16	6		62%	--	81%	69%	
Traffic & Parking Services (Traffic)	25	52	14	6			77%	--	81%	69%	S
Transportation Maintenance & Repair (Construction)	30	20	14	18	18		50%	--	81%	69%	O
Transportation Maintenance & Repair (Street Maintenance)	26	40	18	9	6		66%	--	81%	69%	S
Transportation Planning & Engineering	27	46	19	7			73%	68%	81%	69%	S
Water Treatment & Distribution (Maintenance)	26	29	17	16	13		54%	--	81%	69%	
Water Treatment & Distribution (Treatment)	13	38	19	17	13		51%	--	81%	69%	

# 2014 My Minneapolis Employee Engagement Survey

## Public Works

### VI) Theme Summary

	Percent Favorable		Percent Neutral		Percent Unfavorable		2014 % Fav	2011 % Fav	City's Most Engaged Units	Kenexa US World Norm	Strength/ Opportunity
<b>Employee Involvement</b>											
City of Minneapolis Overall	16	38	21	14	11		53%	--	75%	67%	
Public Works	15	39	23	14	10		53%	--	75%	67%	
Administrative and Management Services	44		40		6	6	83%	--	75%	67%	S
Fleet Services	8	35	33	16	8		43%	--	75%	67%	O
Solid Waste & Recycling (2010 Pacific)	13	39	23	16	9		52%	--	75%	67%	
Solid Waste & Recycling (City of Lakes)	20	35	25	8	11		55%	--	75%	67%	
Surface Water and Sewers	12	34	23	19	12		46%	--	75%	67%	O
Traffic & Parking Services (Parking)	12	33	35	14	6		45%	--	75%	67%	O
Traffic & Parking Services (Traffic)	17	63		13			80%	--	75%	67%	S
Transportation Maintenance & Repair ( Construction)	11	36	21	11	21		47%	--	75%	67%	O
Transportation Maintenance & Repair (Street Maintenance)	18	36	26	12	7		54%	--	75%	67%	
Transportation Planning & Engineering	19	46	21	10	5		65%	--	75%	67%	S
Water Treatment & Distribution (Maintenance)	15	34	25	13	13		49%	--	75%	67%	O
Water Treatment & Distribution (Treatment)	10	34	20	20	15		44%	--	75%	67%	O

# 2014 My Minneapolis Employee Engagement Survey

## Public Works

### VI) Theme Summary

	Percent Favorable		Percent Neutral		Percent Unfavorable		2014 % Fav	2011 % Fav	City's Most Engaged Units	Kenexa US World Norm	Strength/ Opportunity
<b>Equity</b>											
City of Minneapolis Overall	23	35	16	13	12	58%	54%	71%	--		
Public Works	19	37	19	13	13	55%	50%	71%	--		
Administrative and Management Services	49	29	13	6	78%	54%	71%	--	S		
Fleet Services	12	43	17	14	14	54%	52%	71%	--		
Solid Waste & Recycling (2010 Pacific)	14	30	29	15	12	44%	--	71%	--	O	
Solid Waste & Recycling (City of Lakes)	25	34	18	12	12	58%	--	71%	--		
Surface Water and Sewers	18	35	18	13	17	53%	42%	71%	--		
Traffic & Parking Services (Parking)	13	39	23	13	13	52%	--	71%	--		
Traffic & Parking Services (Traffic)	25	49	16	7	74%	--	71%	--	S		
Transportation Maintenance & Repair (Construction)	25	26	11	22	16	51%	--	71%	--		
Transportation Maintenance & Repair (Street Maintenance)	19	37	19	15	11	55%	--	71%	--		
Transportation Planning & Engineering	20	50	14	10	5	70%	64%	71%	--	S	
Water Treatment & Distribution (Maintenance)	17	35	22	11	14	53%	--	71%	--		
Water Treatment & Distribution (Treatment)	17	30	18	13	22	47%	--	71%	--	O	

# 2014 My Minneapolis Employee Engagement Survey

## Public Works

### VI) Theme Summary

	Percent Favorable		Percent Neutral		Percent Unfavorable		2014 % Fav	2011 % Fav	City's Most Engaged Units	Kenexa US World Norm	Strength/ Opportunity
<b>Ethics</b>											
City of Minneapolis Overall	22	45	17	9	7	67%	56%	82%	--	S	
Public Works	18	46	20	9	6	65%	56%	82%	--	S	
Administrative and Management Services	52	40	6			92%	67%	82%	--	S	
Fleet Services	15	52	21	10		67%	53%	82%	--	S	
Solid Waste & Recycling (2010 Pacific)	14	47	25	12		61%	--	82%	--		
Solid Waste & Recycling (City of Lakes)	25	46	19	6	5	70%	--	82%	--	S	
Surface Water and Sewers	15	37	24	13	10	52%	53%	82%	--		
Traffic & Parking Services (Parking)	10	53	16	14	8	63%	--	82%	--		
Traffic & Parking Services (Traffic)	27	58	10	5		85%	--	82%	--	S	
Transportation Maintenance & Repair (Construction)	13	41	18	21	7	54%	--	82%	--		
Transportation Maintenance & Repair (Street Maintenance)	22	49	18	10		70%	--	82%	--	S	
Transportation Planning & Engineering	22	57	19			79%	66%	82%	--	S	
Water Treatment & Distribution (Maintenance)	18	41	25	6	10	59%	--	82%	--		
Water Treatment & Distribution (Treatment)	13	43	20	13	10	57%	--	82%	--		

# 2014 My Minneapolis Employee Engagement Survey

## Public Works

### VI) Theme Summary

	Percent Favorable			Percent Neutral			Percent Unfavorable			2014 % Fav	2011 % Fav	City's Most Engaged Units	Kenexa US World Norm	Strength/ Opportunity
<b>Immediate Supervisor</b>														
City of Minneapolis Overall	31	40	14	9	7	71%	60%	80%	--	S				
Public Works	24	40	18	10	9	64%	56%	80%	--					
Administrative and Management Services	40	53	6			93%	52%	80%	--	S				
Fleet Services	21	46	20	9		67%	54%	80%	--	S				
Solid Waste & Recycling (2010 Pacific)	18	45	20	10	7	63%	--	80%	--					
Solid Waste & Recycling (City of Lakes)	37	32	15	11	6	68%	--	80%	--	S				
Surface Water and Sewers	18	36	21	11	14	54%	50%	80%	--					
Traffic & Parking Services (Parking)	15	28	24	11	22	43%	--	80%	--	O				
Traffic & Parking Services (Traffic)	29	49	12	7		78%	--	80%	--	S				
Transportation Maintenance & Repair ( Construction)	38	26	8	12	15	64%	--	80%	--					
Transportation Maintenance & Repair (Street Maintenance)	29	36	17	12	7	65%	--	80%	--	S				
Transportation Planning & Engineering	25	49	15	8		74%	67%	80%	--	S				
Water Treatment & Distribution (Maintenance)	21	46	17	9	7	67%	--	80%	--	S				
Water Treatment & Distribution (Treatment)	23	26	22	12	17	49%	--	80%	--	O				

# 2014 My Minneapolis Employee Engagement Survey

## Public Works

### VI) Theme Summary

	Percent Favorable			Percent Neutral			Percent Unfavorable			2014 % Fav	2011 % Fav	City's Most Engaged Units	Kenexa US World Norm	Strength/ Opportunity
<b>Inclusion</b>														
City of Minneapolis Overall	27	40	16	10	8	67%	--	80%	76%	S				
Public Works	22	40	20	9	9	62%	--	80%	76%					
Administrative and Management Services	36	39	16	6	75%	--	80%	76%	S					
Fleet Services	16	45	25	8	7	61%	--	80%	76%					
Solid Waste & Recycling (2010 Pacific)	21	41	23	9	6	62%	--	80%	76%					
Solid Waste & Recycling (City of Lakes)	21	44	18	7	10	65%	--	80%	76%	S				
Surface Water and Sewers	22	35	19	10	15	56%	--	80%	76%					
Traffic & Parking Services (Parking)	26	36	18	6	14	62%	--	80%	76%					
Traffic & Parking Services (Traffic)	24	51	18	5	75%	--	80%	76%	S					
Transportation Maintenance & Repair (Construction)	28	27	19	13	13	56%	--	80%	76%					
Transportation Maintenance & Repair (Street Maintenance)	23	40	23	8	6	63%	--	80%	76%					
Transportation Planning & Engineering	28	50	13	7	78%	--	80%	76%	S					
Water Treatment & Distribution (Maintenance)	22	39	19	12	9	60%	--	80%	76%					
Water Treatment & Distribution (Treatment)	16	35	20	15	14	51%	--	80%	76%					

# 2014 My Minneapolis Employee Engagement Survey

## Public Works

### VI) Theme Summary

	Percent Favorable		Percent Neutral		Percent Unfavorable		2014 % Fav	2011 % Fav	City's Most Engaged Units	Kenexa US World Norm	Strength/ Opportunity
<b>My Career</b>											
City of Minneapolis Overall	16	41	21	13	9	58%	--	71%	--		
Public Works	16	40	24	11	9	56%	--	71%	--		
Administrative and Management Services	38	36	14	6	6	74%	--	71%	--	S	
Fleet Services	8	34	37	14	7	42%	--	71%	--	O	
Solid Waste & Recycling (2010 Pacific)	16	45	24	9	6	61%	--	71%	--		
Solid Waste & Recycling (City of Lakes)	21	45	25	6		65%	--	71%	--	S	
Surface Water and Sewers	13	36	25	12	13	49%	--	71%	--	O	
Traffic & Parking Services (Parking)	13	32	31	13	12	45%	--	71%	--	O	
Traffic & Parking Services (Traffic)	15	55	14	12		71%	--	71%	--	S	
Transportation Maintenance & Repair (Construction)	18	27	29	15	11	45%	--	71%	--	O	
Transportation Maintenance & Repair (Street Maintenance)	27	37	18	11	7	65%	--	71%	--	S	
Transportation Planning & Engineering	19	53	20	7		71%	--	71%	--	S	
Water Treatment & Distribution (Maintenance)	20	34	26	10	11	54%	--	71%	--		
Water Treatment & Distribution (Treatment)	10	34	20	18	18	44%	--	71%	--	O	

# 2014 My Minneapolis Employee Engagement Survey

## Public Works

### VI) Theme Summary

	Percent Favorable		Percent Neutral		Percent Unfavorable		2014 % Fav	2011 % Fav	City's Most Engaged Units	Kenexa US World Norm	Strength/ Opportunity
<b>Performance Management</b>											
City of Minneapolis Overall	31	43	13	8	5		74%	67%	84%	77%	S
Public Works	27	41	16	9	7		68%	61%	84%	77%	S
Administrative and Management Services	46	46			6		92%	59%	84%	77%	S
Fleet Services	22	50	15	8			73%	60%	84%	77%	S
Solid Waste & Recycling (2010 Pacific)	24	41	21	9			66%	--	84%	77%	S
Solid Waste & Recycling (City of Lakes)	34	40	13	7	6		75%	--	84%	77%	S
Surface Water and Sewers	23	39	17	10	11		62%	53%	84%	77%	
Traffic & Parking Services (Parking)	28	32	19	9	13		60%	--	84%	77%	
Traffic & Parking Services (Traffic)	31	47	13	8			78%	--	84%	77%	S
Transportation Maintenance & Repair (Construction)	36	31	10	11	13		67%	--	84%	77%	
Transportation Maintenance & Repair (Street Maintenance)	26	43	15	10	5		70%	--	84%	77%	S
Transportation Planning & Engineering	29	53	11	6			82%	71%	84%	77%	S
Water Treatment & Distribution (Maintenance)	26	38	21	8	7		64%	--	84%	77%	
Water Treatment & Distribution (Treatment)	23	32	20	14	10		56%	--	84%	77%	

# 2014 My Minneapolis Employee Engagement Survey

## Public Works

### VI) Theme Summary

	Percent Favorable		Percent Neutral		Percent Unfavorable		2014 % Fav	2011 % Fav	City's Most Engaged Units	Kenexa US World Norm	Strength/ Opportunity
<b>Recognition</b>											
City of Minneapolis Overall	13	37	23	15	11	50%	47%	66%	--	O	
Public Works	12	34	26	16	13	46%	45%	66%	--	O	
Administrative and Management Services	33	46	13	6		79%	44%	66%	--	S	
Fleet Services	7	33	36	16	8	39%	43%	66%	--	O	
Solid Waste & Recycling (2010 Pacific)	12	32	26	20	10	44%	--	66%	--	O	
Solid Waste & Recycling (City of Lakes)	16	38	24	15	7	54%	--	66%	--		
Surface Water and Sewers	8	26	27	19	19	35%	39%	66%	--	O	
Traffic & Parking Services (Parking)	14	33	31	12	10	47%	--	66%	--	O	
Traffic & Parking Services (Traffic)	19	47	20	10	5	66%	--	66%	--	S	
Transportation Maintenance & Repair (Construction)	14	28	22	17	19	42%	--	66%	--	O	
Transportation Maintenance & Repair (Street Maintenance)	16	39	22	15	7	55%	--	66%	--		
Transportation Planning & Engineering	14	46	28	11		59%	54%	66%	--		
Water Treatment & Distribution (Maintenance)	12	28	23	17	20	40%	--	66%	--	O	
Water Treatment & Distribution (Treatment)	8	27	25	17	23	35%	--	66%	--	O	

# 2014 My Minneapolis Employee Engagement Survey

## Public Works

### VI) Theme Summary

	Percent Favorable		Percent Neutral		Percent Unfavorable		2014 % Fav	2011 % Fav	City's Most Engaged Units	Kenexa US World Norm	Strength/ Opportunity
<b>Work Environment</b>											
City of Minneapolis Overall	22	44	14	12	8	66%	63%	76%	--		
Public Works	24	45	16	10	5	69%	64%	76%	--	S	
Administrative and Management Services	32	48	8	7		80%	78%	76%	--	S	
Fleet Services	17	44	22	13		61%	64%	76%	--		
Solid Waste & Recycling (2010 Pacific)	31	47	15	6		78%	--	76%	--	S	
Solid Waste & Recycling (City of Lakes)	29	44	15	5	7	73%	--	76%	--	S	
Surface Water and Sewers	25	41	20	10	5	65%	57%	76%	--	S	
Traffic & Parking Services (Parking)	19	45	21	6	10	63%	--	76%	--		
Traffic & Parking Services (Traffic)	26	49	12	8		75%	--	76%	--	S	
Transportation Maintenance & Repair (Construction)	31	38	12	11	8	68%	--	76%	--	S	
Transportation Maintenance & Repair (Street Maintenance)	25	45	16	10	5	69%	--	76%	--	S	
Transportation Planning & Engineering	22	53	13	10		75%	72%	76%	--	S	
Water Treatment & Distribution (Maintenance)	25	43	17	10	5	68%	--	76%	--	S	
Water Treatment & Distribution (Treatment)	14	43	18	16	10	57%	--	76%	--		

## VII) Item Summary

# 2014 My Minneapolis Employee Engagement Survey

## Public Works

### 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							
<b>Engagement</b>											
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
Public Works	566	22	27	19	20	12	49%	50%	63%	58%	O
Administrative and Management Services	15	27	33	7	27	7	60%	33%	63%	58%	
Fleet Services	52	15	27	31	21	6	42%	47%	63%	58%	O
Solid Waste & Recycling (2010 Pacific)	75	25	37	15	16	7	63%	--	63%	58%	
Solid Waste & Recycling (City of Lakes)	25	32	28	20	16		60%	--	63%	58%	
Surface Water and Sewers	86	23	24	17	17	17	48%	45%	63%	58%	O
Traffic & Parking Services (Parking)	14	14	29	29	14	14	43%	--	63%	58%	O
Traffic & Parking Services (Traffic)	42	26	31	10	19	14	57%	--	63%	58%	
Transportation Maintenance & Repair (Construction)	21	14	19	5	43	19	33%	--	63%	58%	O
Transportation Maintenance & Repair (Street Maintenance)	42	21	29	29	17	5	50%	--	63%	58%	O
Transportation Planning & Engineering	59	31	29	14	24		59%	63%	63%	58%	
Water Treatment & Distribution (Maintenance)	58	19	26	22	19	14	45%	--	63%	58%	O
Water Treatment & Distribution (Treatment)	77	13	18	19	23	26	31%	--	63%	58%	O

# 2014 My Minneapolis Employee Engagement Survey

## Public Works

### 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							
<b>Engagement</b>											
32. I am proud to work for the City.											
City of Minneapolis Overall	2,407	36	40	16	6	75%	68%	90%	79%	S	
Public Works	600	35	36	20	6	71%	67%	90%	79%	S	
Administrative and Management Services	16	50	38	6	6	88%	100%	90%	79%	S	
Fleet Services	54	26	37	31	6	63%	64%	90%	79%		
Solid Waste & Recycling (2010 Pacific)	74	38	47	14		85%	--	90%	79%	S	
Solid Waste & Recycling (City of Lakes)	28	46	32	18		79%	--	90%	79%	S	
Surface Water and Sewers	92	33	38	23	7	71%	67%	90%	79%	S	
Traffic & Parking Services (Parking)	17	29	29	29	6	6	59%	--	90%	79%	
Traffic & Parking Services (Traffic)	45	51	38	9		89%	--	90%	79%	S	
Transportation Maintenance & Repair ( Construction)	24	38	21	21	13	8	58%	--	90%	79%	
Transportation Maintenance & Repair (Street Maintenance)	41	44	29	20	5	73%	--	90%	79%	S	
Transportation Planning & Engineering	65	32	46	17	5	78%	66%	90%	79%	S	
Water Treatment & Distribution (Maintenance)	64	36	31	22	6	5	67%	--	90%	79%	S
Water Treatment & Distribution (Treatment)	80	20	30	25	14	11	50%	--	90%	79%	O

# 2014 My Minneapolis Employee Engagement Survey

## Public Works

### 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
<b>Engagement</b>												
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%		
Public Works	602	26	37	22	9	6	63%	56%	82%	69%		
Administrative and Management Services	16	31	44	19	6		75%	62%	82%	69%	S	
Fleet Services	54	22	37	26	13		59%	49%	82%	69%		
Solid Waste & Recycling (2010 Pacific)	77	32	42	21			74%	--	82%	69%	S	
Solid Waste & Recycling (City of Lakes)	27	33	33	19	7	7	67%	--	82%	69%	S	
Surface Water and Sewers	92	21	34	36	7		54%	59%	82%	69%		
Traffic & Parking Services (Parking)	17	24	41	12	12	12	65%	--	82%	69%		
Traffic & Parking Services (Traffic)	45	36	49	11			84%	--	82%	69%	S	
Transportation Maintenance & Repair ( Construction)	25	36	16	16	20	12	52%	--	82%	69%		
Transportation Maintenance & Repair (Street Maintenance)	42	26	43	17	10	5	69%	--	82%	69%	S	
Transportation Planning & Engineering	63	29	40	25	5		68%	59%	82%	69%	S	
Water Treatment & Distribution (Maintenance)	64	27	30	22	11	11	56%	--	82%	69%		
Water Treatment & Distribution (Treatment)	80	11	38	18	14	20	49%	--	82%	69%	O	

# 2014 My Minneapolis Employee Engagement Survey

## Public Works

### 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
<b>Engagement</b>															
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%					
Public Works	605	26	36	23	11	5	60%	57%	81%	71%					
Administrative and Management Services	16	25	56	13	6		81%	62%	81%	71%				S	
Fleet Services	53	19	36	38	8		55%	54%	81%	71%					
Solid Waste & Recycling (2010 Pacific)	77	32	40	21	6		73%	--	81%	71%				S	
Solid Waste & Recycling (City of Lakes)	28	39	25	18	14		64%	--	81%	71%					
Surface Water and Sewers	92	25	33	26	12		58%	56%	81%	71%					
Traffic & Parking Services (Parking)	17	18	41	18	18	6	59%	--	81%	71%					
Traffic & Parking Services (Traffic)	45	33	42	16	9		76%	--	81%	71%				S	
Transportation Maintenance & Repair (Construction)	25	36	16	12	20	16	52%	--	81%	71%					
Transportation Maintenance & Repair (Street Maintenance)	44	27	34	30	5	5	61%	--	81%	71%					
Transportation Planning & Engineering	64	27	41	23	9		67%	68%	81%	71%				S	
Water Treatment & Distribution (Maintenance)	64	23	31	22	13	11	55%	--	81%	71%					
Water Treatment & Distribution (Treatment)	80	14	29	25	16	16	43%	--	81%	71%				O	

# 2014 My Minneapolis Employee Engagement Survey

## Public Works

### 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	
<b>Behavior Change Index</b>										
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
Public Works	551	19	47	19	9	66%	66%	86%	65%	S
Administrative and Management Services	13	38	38	8	8	77%	85%	86%	65%	S
Fleet Services	50	16	42	26	12	58%	50%	86%	65%	
Solid Waste & Recycling (2010 Pacific)	71	23	41	25	7	63%	--	86%	65%	
Solid Waste & Recycling (City of Lakes)	23	26	52	13		78%	--	86%	65%	S
Surface Water and Sewers	83	14	39	25	14	53%	58%	86%	65%	
Traffic & Parking Services (Parking)	15	13	60	20	7	73%	--	86%	65%	S
Traffic & Parking Services (Traffic)	40	23	50	15	10	73%	--	86%	65%	S
Transportation Maintenance & Repair (Construction)	23	26	35	22	13	61%	--	86%	65%	
Transportation Maintenance & Repair (Street Maintenance)	38	24	42	24	5	66%	--	86%	65%	S
Transportation Planning & Engineering	62	21	66	10		87%	88%	86%	65%	S
Water Treatment & Distribution (Maintenance)	60	15	47	12	13	62%	--	86%	65%	
Water Treatment & Distribution (Treatment)	73	15	52	18	8	67%	--	86%	65%	S

# 2014 My Minneapolis Employee Engagement Survey

## Public Works

### 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
<b>Behavior Change Index</b>														
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			
Public Works	546	13	28	29	19	10	41%	38%	69%	65%	O			
Administrative and Management Services	11	36	18	27	9	9	55%	54%	69%	65%				
Fleet Services	48	13	29	33	15	10	42%	31%	69%	65%	O			
Solid Waste & Recycling (2010 Pacific)	74	15	24	38	16	7	39%	--	69%	65%	O			
Solid Waste & Recycling (City of Lakes)	21	24	43	19	10	5	67%	--	69%	65%	S			
Surface Water and Sewers	84	11	20	32	24	13	31%	30%	69%	65%	O			
Traffic & Parking Services (Parking)	15	7	33	27	33		40%	--	69%	65%	O			
Traffic & Parking Services (Traffic)	39	10	36	31	15	8	46%	--	69%	65%	O			
Transportation Maintenance & Repair (Construction)	22	18	14	27	18	23	32%	--	69%	65%	O			
Transportation Maintenance & Repair (Street Maintenance)	39	21	23	31	18	8	44%	--	69%	65%	O			
Transportation Planning & Engineering	61	16	52	20	10		69%	65%	69%	65%	S			
Water Treatment & Distribution (Maintenance)	60	10	23	28	15	23	33%	--	69%	65%	O			
Water Treatment & Distribution (Treatment)	72	21	28	36	11		25%	--	69%	65%	O			

# 2014 My Minneapolis Employee Engagement Survey

## Public Works

### 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		
<b>Behavior Change Index</b>											
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
Public Works	526	13	25	38	13	11	38%	28%	66%	55%	O
Administrative and Management Services	12	50	25	8	8	8	75%	77%	66%	55%	S
Fleet Services	46	11	28	35	11	15	39%	30%	66%	55%	O
Solid Waste & Recycling (2010 Pacific)	74	16	22	49	8	5	38%	--	66%	55%	O
Solid Waste & Recycling (City of Lakes)	23	26	26	30	9	9	52%	--	66%	55%	
Surface Water and Sewers	81	5	17	42	17	19	22%	18%	66%	55%	O
Traffic & Parking Services (Parking)	14	7	21	43	14	14	29%	--	66%	55%	O
Traffic & Parking Services (Traffic)	32	6	34	50	6		41%	--	66%	55%	O
Transportation Maintenance & Repair (Construction)	20	10	20	35	15	20	30%	--	66%	55%	O
Transportation Maintenance & Repair (Street Maintenance)	39	21	26	36	13	5	46%	--	66%	55%	O
Transportation Planning & Engineering	59	14	47	36			61%	63%	66%	55%	
Water Treatment & Distribution (Maintenance)	55	13	15	35	16	22	27%	--	66%	55%	O
Water Treatment & Distribution (Treatment)	71	8	23	32	28	8	31%	--	66%	55%	O

# 2014 My Minneapolis Employee Engagement Survey

## Public Works

### 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
<b>Communications</b>															
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%				
Public Works	605	12	40	20	16	11		52%	42%	73%	61%				
Administrative and Management Services	16	38	50	6	6			88%	54%	73%	61%	S			
Fleet Services	53	36	25	28	8			40%	38%	73%	61%	O			
Solid Waste & Recycling (2010 Pacific)	79	15	46	23	11	5		61%	--	73%	61%				
Solid Waste & Recycling (City of Lakes)	29	31	31	21	14			62%	--	73%	61%				
Surface Water and Sewers	93	12	32	23	16	17		44%	45%	73%	61%	O			
Traffic & Parking Services (Parking)	16	6	31	31	13	19		38%	--	73%	61%	O			
Traffic & Parking Services (Traffic)	43	7	58	16	12	7		65%	--	73%	61%	S			
Transportation Maintenance & Repair (Construction)	24	13	38	8	13	29		50%	--	73%	61%	O			
Transportation Maintenance & Repair (Street Maintenance)	43	9	42	16	26	7		51%	--	73%	61%				
Transportation Planning & Engineering	63	14	54	14	13	5		68%	49%	73%	61%	S			
Water Treatment & Distribution (Maintenance)	66	15	30	24	15	15		45%	--	73%	61%	O			
Water Treatment & Distribution (Treatment)	80	39	20	20	18			43%	--	73%	61%	O			

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## Public Works

### 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
<b>Communications</b>									
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
Public Works	611	19	46	17	13	65%	63%	82%	-- S
Administrative and Management Services	16	31	31	6	25	63%	77%	82%	--
Fleet Services	54	9	43	28	15	52%	50%	82%	--
Solid Waste & Recycling (2010 Pacific)	79	24	57	13		81%	--	82%	-- S
Solid Waste & Recycling (City of Lakes)	29	24	59	14		83%	--	82%	-- S
Surface Water and Sewers	92	17	41	18	17	59%	61%	82%	--
Traffic & Parking Services (Parking)	17	12	53	18	6	65%	--	82%	-- S
Traffic & Parking Services (Traffic)	45	20	56	20		76%	--	82%	-- S
Transportation Maintenance & Repair ( Construction)	25	32	28	16	16	60%	--	82%	--
Transportation Maintenance & Repair (Street Maintenance)	44	18	52	18	11	70%	--	82%	-- S
Transportation Planning & Engineering	64	22	56	11	11	78%	69%	82%	-- S
Water Treatment & Distribution (Maintenance)	65	25	32	17	20	57%	--	82%	--
Water Treatment & Distribution (Treatment)	81	12	40	20	21	52%	--	82%	--

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## Public Works

### 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
<b>Communications</b>												
13. <input type="checkbox"/> 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	
Public Works	606	11	29	25	17	18	40%	--	59%	59%	O	
Administrative and Management Services	16	31	31	25	6	6	63%	--	59%	59%		
Fleet Services	54	6	20	35	24	15	26%	--	59%	59%	O	
Solid Waste & Recycling (2010 Pacific)	78	10	35	31	15	9	45%	--	59%	59%	O	
Solid Waste & Recycling (City of Lakes)	27	11	48	19	19		59%	--	59%	59%		
Surface Water and Sewers	94	9	21	28	18	24	30%	--	59%	59%	O	
Traffic & Parking Services (Parking)	17	12	29	24	12	24	41%	--	59%	59%	O	
Traffic & Parking Services (Traffic)	44	18	45	20	9	7	64%	--	59%	59%		
Transportation Maintenance & Repair (Construction)	24	25	8	21	8	38	33%	--	59%	59%	O	
Transportation Maintenance & Repair (Street Maintenance)	43	7	26	30	19	19	33%	--	59%	59%	O	
Transportation Planning & Engineering	62	10	53	19	15		63%	--	59%	59%		
Water Treatment & Distribution (Maintenance)	66	11	21	20	24	24	32%	--	59%	59%	O	
Water Treatment & Distribution (Treatment)	81	7	19	25	21	28	26%	--	59%	59%	O	

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## Public Works

### 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
<b>Customer Service</b>														
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			
Public Works	607	18	46	19	11	6	64%	55%	78%	75%				
Administrative and Management Services	16	25	63	6	6	88%	38%	78%	75%	S				
Fleet Services	54	15	43	22	15	6	57%	48%	78%	75%				
Solid Waste & Recycling (2010 Pacific)	79	27	46	25			72%	--	78%	75%	S			
Solid Waste & Recycling (City of Lakes)	28	21	54	14	7	75%	--	78%	75%	S				
Surface Water and Sewers	94	11	39	22	14	14	50%	43%	78%	75%	O			
Traffic & Parking Services (Parking)	17	6	47	18	24	6	53%	--	78%	75%				
Traffic & Parking Services (Traffic)	44	18	55	14	11		73%	--	78%	75%	S			
Transportation Maintenance & Repair ( Construction)	25	32	36	8	16	8	68%	--	78%	75%				
Transportation Maintenance & Repair (Street Maintenance)	40	18	40	38	5		58%	--	78%	75%				
Transportation Planning & Engineering	64	17	58	17	5		75%	48%	78%	75%	S			
Water Treatment & Distribution (Maintenance)	65	22	52	11	9	6	74%	--	78%	75%	S			
Water Treatment & Distribution (Treatment)	81	14	38	19	20	10	52%	--	78%	75%				

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## Public Works

### 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							
<b>Customer Service</b>											
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	
Public Works	586	21	45	24	6	67%	59%	84%	--	S	
Administrative and Management Services	16	31	31	31	6	63%	46%	84%	--		
Fleet Services	49	20	37	35	6	57%	44%	84%	--		
Solid Waste & Recycling (2010 Pacific)	77	27	49	17	5	77%	--	84%	--	S	
Solid Waste & Recycling (City of Lakes)	28	43	39	14		82%	--	84%	--	S	
Surface Water and Sewers	89	10	46	24	11	9	56%	52%	84%	--	
Traffic & Parking Services (Parking)	17	18	53	12	12	6	71%	--	84%	--	S
Traffic & Parking Services (Traffic)	42	19	62	17			81%	--	84%	--	S
Transportation Maintenance & Repair (Construction)	24	33	21	33	8		54%	--	84%	--	
Transportation Maintenance & Repair (Street Maintenance)	42	26	48	17	7		74%	--	84%	--	S
Transportation Planning & Engineering	64	20	59	20			80%	68%	84%	--	S
Water Treatment & Distribution (Maintenance)	64	22	44	23	6	5	66%	--	84%	--	S
Water Treatment & Distribution (Treatment)	74	15	36	36	8		51%	--	84%	--	

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## Public Works

### 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
<b>Customer Service</b>															
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				
Public Works	604	23	45	18	9	5	68%	59%	83%	76%	S				
Administrative and Management Services	16	38	44	13	6		81%	54%	83%	76%	S				
Fleet Services	53	23	38	25	11		60%	51%	83%	76%					
Solid Waste & Recycling (2010 Pacific)	78	32	51	14			83%	--	83%	76%	S				
Solid Waste & Recycling (City of Lakes)	29	34	38	14	7	7	72%	--	83%	76%	S				
Surface Water and Sewers	92	17	40	26	9	8	58%	56%	83%	76%					
Traffic & Parking Services (Parking)	17	24	41	18	12	6	65%	--	83%	76%	S				
Traffic & Parking Services (Traffic)	44	20	59	11	7		80%	--	83%	76%	S				
Transportation Maintenance & Repair (Construction)	25	28	40	12	16		68%	--	83%	76%					
Transportation Maintenance & Repair (Street Maintenance)	41	20	44	17	15	5	63%	--	83%	76%					
Transportation Planning & Engineering	65	17	55	17	11		72%	65%	83%	76%	S				
Water Treatment & Distribution (Maintenance)	64	22	47	17	9	5	69%	--	83%	76%	S				
Water Treatment & Distribution (Treatment)	80	19	39	20	16	6	58%	--	83%	76%					

# 2014 My Minneapolis Employee Engagement Survey

## Public Works

### 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							
<b>Customer Service</b>											
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%	
Public Works	574	16	44	26	8	5	60%	53%	72%	65%	
Administrative and Management Services	16	44	31	19	6		75%	62%	72%	65%	<b>S</b>
Fleet Services	51	12	49	29	6		61%	47%	72%	65%	
Solid Waste & Recycling (2010 Pacific)	76	24	50	20	5		74%	--	72%	65%	<b>S</b>
Solid Waste & Recycling (City of Lakes)	28	29	36	25	7		64%	--	72%	65%	
Surface Water and Sewers	87	6	40	29	11	14	46%	44%	72%	65%	<b>O</b>
Traffic & Parking Services (Parking)	16	13	63	6	13	6	75%	--	72%	65%	<b>S</b>
Traffic & Parking Services (Traffic)	40	18	48	28	8		65%	--	72%	65%	<b>S</b>
Transportation Maintenance & Repair (Construction)	24	25	33	17	13	13	58%	--	72%	65%	
Transportation Maintenance & Repair (Street Maintenance)	39	10	59	26	5		69%	--	72%	65%	<b>S</b>
Transportation Planning & Engineering	61	15	46	33	5		61%	58%	72%	65%	
Water Treatment & Distribution (Maintenance)	62	18	40	26	13		58%	--	72%	65%	
Water Treatment & Distribution (Treatment)	74	12	38	32	11	7	50%	--	72%	65%	<b>O</b>

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## Public Works

### 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							
<b>Customer Service</b>											
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%	
Public Works	600	15	45	21	11	9	60%	56%	69%	63%	
Administrative and Management Services	15	20	67	7	7		87%	46%	69%	63% S	
Fleet Services	54	11	41	24	9	15	52%	45%	69%	63%	
Solid Waste & Recycling (2010 Pacific)	78	19	55	19	5		74%	--	69%	63% S	
Solid Waste & Recycling (City of Lakes)	28	25	50	11	7	7	75%	--	69%	63% S	
Surface Water and Sewers	91	13	44	24	9	10	57%	54%	69%	63%	
Traffic & Parking Services (Parking)	16	31	25	31	13		31%	--	69%	63% O	
Traffic & Parking Services (Traffic)	44	7	50	30	11		57%	--	69%	63%	
Transportation Maintenance & Repair (Construction)	24	17	42	8	8	25	58%	--	69%	63%	
Transportation Maintenance & Repair (Street Maintenance)	43	16	42	30		9	58%	--	69%	63%	
Transportation Planning & Engineering	62	24	48	13	11		73%	67%	69%	63% S	
Water Treatment & Distribution (Maintenance)	66	17	41	23	11	9	58%	--	69%	63%	
Water Treatment & Distribution (Treatment)	79	5	38	18	23	16	43%	--	69%	63% O	

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## Public Works

### 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							
<b>Customer Service</b>											
19. Customer problems get corrected quickly.											
City of Minneapolis Overall	2,308	21	45	22	7	5	66%	59%	75%	74%	S
Public Works	581	21	47	22	6	6	69%	62%	75%	74%	S
Administrative and Management Services	15	47	33	13	7	7	80%	69%	75%	74%	S
Fleet Services	54	15	59	19	6	6	74%	52%	75%	74%	S
Solid Waste & Recycling (2010 Pacific)	78	33	46	18			79%	--	75%	74%	S
Solid Waste & Recycling (City of Lakes)	27	33	41	15	7	7	74%	--	75%	74%	S
Surface Water and Sewers	90	20	38	27	11	6	58%	69%	75%	74%	
Traffic & Parking Services (Parking)	16	6	69	19	6	6	75%	--	75%	74%	S
Traffic & Parking Services (Traffic)	44	11	61	25			73%	--	75%	74%	S
Transportation Maintenance & Repair ( Construction)	24	29	25	17	25	6	54%	--	75%	74%	
Transportation Maintenance & Repair (Street Maintenance)	38	16	47	29	8	6	63%	--	75%	74%	
Transportation Planning & Engineering	60	22	52	22	5	5	73%	64%	75%	74%	S
Water Treatment & Distribution (Maintenance)	64	23	48	23	5	5	72%	--	75%	74%	S
Water Treatment & Distribution (Treatment)	71	13	46	25	10	6	59%	--	75%	74%	

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## Public Works

### 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							
<b>Department Leadership</b>											
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%	
Public Works	612	14	37	22	15	12	51%	43%	72%	59%	
Administrative and Management Services	17	35	35	12	12	6	71%	62%	72%	59% S	
Fleet Services	54	41	30	13	13		44%	36%	72%	59% O	
Solid Waste & Recycling (2010 Pacific)	82	16	33	20	16	16	49%	--	72%	59% O	
Solid Waste & Recycling (City of Lakes)	28	29	29	21	18		57%	--	72%	59%	
Surface Water and Sewers	93	12	39	25	8	17	51%	40%	72%	59%	
Traffic & Parking Services (Parking)	17	18	35	24	18	6	53%	--	72%	59%	
Traffic & Parking Services (Traffic)	45	11	51	24	9		62%	--	72%	59%	
Transportation Maintenance & Repair (Construction)	24	13	29	13	25	21	42%	--	72%	59% O	
Transportation Maintenance & Repair (Street Maintenance)	43	16	33	28	14	9	49%	--	72%	59% O	
Transportation Planning & Engineering	64	19	47	25	9		66%	64%	72%	59% S	
Water Treatment & Distribution (Maintenance)	65	17	28	18	23	14	45%	--	72%	59% O	
Water Treatment & Distribution (Treatment)	80	9	34	18	24	16	43%	--	72%	59% O	

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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								
<b>Department Leadership</b>												
2. <span style="border: 1px solid black; padding: 2px;">My Department Leadership demonstrates that employees are important to the success of the City.</span>												
City of Minneapolis Overall	2,425	24	36	14	14	12	60%	49%	81%	68%		
Public Works	614	21	40	14	13	12	60%	49%	81%	68%		
Administrative and Management Services	17	53		24	12	6	6	76%	77%	81%	68%	S
Fleet Services	54	17	37	22	13	11	54%	42%	81%	68%		
Solid Waste & Recycling (2010 Pacific)	81	19	49	15	9	9	68%	--	81%	68%	S	
Solid Waste & Recycling (City of Lakes)	29	34	34	10		17	69%	--	81%	68%		
Surface Water and Sewers	93	14	33	19	17	16	47%	43%	81%	68%	O	
Traffic & Parking Services (Parking)	17	12	47	18	18	6	59%	--	81%	68%		
Traffic & Parking Services (Traffic)	45	22	62		7		84%	--	81%	68%	S	
Transportation Maintenance & Repair ( Construction)	24	25	21	8	21	25	46%	--	81%	68%	O	
Transportation Maintenance & Repair (Street Maintenance)	44	27	41	9	14	9	68%	--	81%	68%		
Transportation Planning & Engineering	64	25	48	14	9		73%	69%	81%	68%	S	
Water Treatment & Distribution (Maintenance)	66	24	29	14	17	17	53%	--	81%	68%		
Water Treatment & Distribution (Treatment)	80	11	38	13	20	19	49%	--	81%	68%	O	

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	Valid Returns	Percent Favorable		Percent Neutral		Percent Unfavorable		2014 % Fav	2011 % Fav	City's Most Engaged Units	Kenexa US World Norm	Strength/ Opportunity
<b>Department Leadership</b>												
3. <span style="border: 1px solid black; padding: 2px;">My Department Leadership has the ability to deal with the challenges we face.</span>												
City of Minneapolis Overall	2,406	23	38	17	12	10	60%	50%	80%	73%		
Public Works	608	23	40	19	10	8	62%	53%	80%	73%		
Administrative and Management Services	16	56		31		6	88%	85%	80%	73%	S	
Fleet Services	53	6	47	19	15	13	53%	41%	80%	73%		
Solid Waste & Recycling (2010 Pacific)	78	24	41	21	9	5	65%	--	80%	73%	S	
Solid Waste & Recycling (City of Lakes)	29	31	48	14			79%	--	80%	73%	S	
Surface Water and Sewers	91	20	41	21	9	10	60%	54%	80%	73%		
Traffic & Parking Services (Parking)	17	24	47	12	12	6	71%	--	80%	73%	S	
Traffic & Parking Services (Traffic)	45	27	49	13	9		76%	--	80%	73%	S	
Transportation Maintenance & Repair ( Construction)	23	39	17	17	13	13	57%	--	80%	73%		
Transportation Maintenance & Repair (Street Maintenance)	44	30	39	23	5	5	68%	--	80%	73%	S	
Transportation Planning & Engineering	65	25	45	22	6		69%	72%	80%	73%	S	
Water Treatment & Distribution (Maintenance)	66	26	30	17	14	14	56%	--	80%	73%		
Water Treatment & Distribution (Treatment)	81	10	36	25	17	12	46%	--	80%	73%	O	

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### 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
<b>Department Leadership</b>									
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
Public Works	606	33	41	17 5	74%	63%	89%	77%	S
Administrative and Management Services	16	69	19	6 6	88%	100%	89%	77%	S
Fleet Services	54	24	41	22 7 6	65%	48%	89%	77%	S
Solid Waste & Recycling (2010 Pacific)	79	39	42	15	81%	--	89%	77%	S
Solid Waste & Recycling (City of Lakes)	28	50	29	7 11	79%	--	89%	77%	S
Surface Water and Sewers	90	24	44	21 7	69%	65%	89%	77%	S
Traffic & Parking Services (Parking)	17	35	35	12 12 6	71%	--	89%	77%	S
Traffic & Parking Services (Traffic)	45	33	51	13	84%	--	89%	77%	S
Transportation Maintenance & Repair (Construction)	24	38	21	17 8 17	58%	--	89%	77%	S
Transportation Maintenance & Repair (Street Maintenance)	43	33	44	19	77%	--	89%	77%	S
Transportation Planning & Engineering	65	38	46	12	85%	74%	89%	77%	S
Water Treatment & Distribution (Maintenance)	64	34	34	17 9 5	69%	--	89%	77%	S
Water Treatment & Distribution (Treatment)	81	21	49	21 5	70%	--	89%	77%	S

# 2014 My Minneapolis Employee Engagement Survey

## Public Works

### 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
<b>Department Leadership</b>															
5. <span style="border: 1px solid black; padding: 2px;">I have confidence in the future of my department.</span>															
City of Minneapolis Overall	2,418	25	35	16	12	11	60%	45%	83%	68%					
Public Works	608	25	36	18	12	10	61%	46%	83%	68%					
Administrative and Management Services	16	63			19	13	6	81%	77%	83%	68%	S			
Fleet Services	54	9	35	30	13	13	44%	32%	83%	68%	O				
Solid Waste & Recycling (2010 Pacific)	79	28	34	19	6	13	62%	--	83%	68%					
Solid Waste & Recycling (City of Lakes)	29	38			31	17	10	69%	--	83%	68%	S			
Surface Water and Sewers	90	22	44	17	8	9	67%	56%	83%	68%	S				
Traffic & Parking Services (Parking)	17	18	41	12	24	6	59%	--	83%	68%					
Traffic & Parking Services (Traffic)	44	34			45	11	9	80%	--	83%	68%	S			
Transportation Maintenance & Repair ( Construction)	25	36		12	16	24	12	48%	--	83%	68%	O			
Transportation Maintenance & Repair (Street Maintenance)	43	26	44			12	12	7	70%	--	83%	68%	S		
Transportation Planning & Engineering	65	28	43			20	8	71%	59%	83%	68%	S			
Water Treatment & Distribution (Maintenance)	66	27	23	17	18	15	50%	--	83%	68%	O				
Water Treatment & Distribution (Treatment)	80	16	33	18	19	15	49%	--	83%	68%	O				

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## Public Works

### 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							
<b>Employee Involvement</b>											
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%	
Public Works	607	15	42	22	12	8	57%	46%	76%	70%	
Administrative and Management Services	16	50	31	13	6		81%	62%	76%	70%	<b>S</b>
Fleet Services	53	6	45	23	21	6	51%	36%	76%	70%	
Solid Waste & Recycling (2010 Pacific)	78	13	50	21	10	6	63%	--	76%	70%	
Solid Waste & Recycling (City of Lakes)	28	25	32	29	11		57%	--	76%	70%	
Surface Water and Sewers	94	13	37	23	17	10	50%	44%	76%	70%	<b>O</b>
Traffic & Parking Services (Parking)	17	12	35	47	6		47%	--	76%	70%	<b>O</b>
Traffic & Parking Services (Traffic)	45	16	67	11			82%	--	76%	70%	<b>S</b>
Transportation Maintenance & Repair (Construction)	24	8	38	25	8	21	46%	--	76%	70%	<b>O</b>
Transportation Maintenance & Repair (Street Maintenance)	43	23	40	26	9		63%	--	76%	70%	
Transportation Planning & Engineering	63	19	48	21	10		67%	53%	76%	70%	<b>S</b>
Water Treatment & Distribution (Maintenance)	66	18	33	27	9	12	52%	--	76%	70%	
Water Treatment & Distribution (Treatment)	80	9	36	19	21	15	45%	--	76%	70%	<b>O</b>

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## Public Works

### 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							
<b>Employee Involvement</b>											
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%	
Public Works	604	13	39	23	16	9	52%	43%	74%	67%	
Administrative and Management Services	16	31	44	6	13	6	75%	42%	74%	67%	<b>S</b>
Fleet Services	53	8	28	40	19	6	36%	35%	74%	67%	<b>O</b>
Solid Waste & Recycling (2010 Pacific)	78	15	38	24	15	6	54%	--	74%	67%	
Solid Waste & Recycling (City of Lakes)	28	14	39	25	14	7	54%	--	74%	67%	
Surface Water and Sewers	93	10	34	23	22	12	44%	38%	74%	67%	<b>O</b>
Traffic & Parking Services (Parking)	17	12	35	24	24	6	47%	--	74%	67%	<b>O</b>
Traffic & Parking Services (Traffic)	44	14	64	14	7	1	77%	--	74%	67%	<b>S</b>
Transportation Maintenance & Repair ( Construction)	23	13	35	17	17	17	48%	--	74%	67%	<b>O</b>
Transportation Maintenance & Repair (Street Maintenance)	43	16	33	30	9	12	49%	--	74%	67%	<b>O</b>
Transportation Planning & Engineering	62	19	44	19	11	6	63%	60%	74%	67%	
Water Treatment & Distribution (Maintenance)	66	14	41	18	15	12	55%	--	74%	67%	
Water Treatment & Distribution (Treatment)	81	9	35	21	23	12	43%	--	74%	67%	<b>O</b>

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## Public Works

### 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							
<b>Employee Involvement</b>											
30. My ideas and suggestions count.											
City of Minneapolis Overall	2,394	16	35	21	14	14	51%	--	74%	64%	
Public Works	610	15	35	23	14	12	50%	--	74%	64%	O
Administrative and Management Services	16	50		44		6	94%	--	74%	64%	S
Fleet Services	54	11	31	37	9	11	43%	--	74%	64%	O
Solid Waste & Recycling (2010 Pacific)	81	11	30	23	21	15	41%	--	74%	64%	O
Solid Waste & Recycling (City of Lakes)	27	22	33	22	7	15	56%	--	74%	64%	
Surface Water and Sewers	93	14	31	24	17	14	45%	--	74%	64%	O
Traffic & Parking Services (Parking)	17	12	29	35	18	6	41%	--	74%	64%	O
Traffic & Parking Services (Traffic)	45	22	58		13	1	80%	--	74%	64%	S
Transportation Maintenance & Repair (Construction)	25	12	36	20	8	24	48%	--	74%	64%	O
Transportation Maintenance & Repair (Street Maintenance)	43	14	37	23	19	7	51%	--	74%	64%	
Transportation Planning & Engineering	64	19	45	22	9	5	64%	--	74%	64%	
Water Treatment & Distribution (Maintenance)	66	14	27	29	15	15	41%	--	74%	64%	O
Water Treatment & Distribution (Treatment)	79	13	32	20	16	19	44%	--	74%	64%	O

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## Public Works

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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
<b>Equity</b>												
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	
Public Works	578	12	33	22	16	18	44%	38%	63%	--	O	
Administrative and Management Services	15	33	27	27	7	7	60%	38%	63%	--		
Fleet Services	54	6	44	15	15	20	50%	40%	63%	--	O	
Solid Waste & Recycling (2010 Pacific)	78	12	22	31	19	17	33%	--	63%	--	O	
Solid Waste & Recycling (City of Lakes)	27	22	22	26	11	19	44%	--	63%	--	O	
Surface Water and Sewers	87	10	29	21	20	21	39%	30%	63%	--	O	
Traffic & Parking Services (Parking)	17	6	53	24	12	6	59%	--	63%	--		
Traffic & Parking Services (Traffic)	36	17	47	28	6		64%	--	63%	--		
Transportation Maintenance & Repair (Construction)	21	19	14	19	33	14	33%	--	63%	--	O	
Transportation Maintenance & Repair (Street Maintenance)	43	9	37	19	19	16	47%	--	63%	--	O	
Transportation Planning & Engineering	59	14	47	20	10	8	61%	59%	63%	--		
Water Treatment & Distribution (Maintenance)	65	14	26	23	15	22	40%	--	63%	--	O	
Water Treatment & Distribution (Treatment)	76	7	29	20	14	30	36%	--	63%	--	O	

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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
<b>Equity</b>												
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
Public Works	596	12	33	19	17	19		45%	42%	56%	75%	O
Administrative and Management Services	16	31	31	25	6	6		63%	62%	56%	75%	
Fleet Services	54	31	20	22	22			35%	34%	56%	75%	O
Solid Waste & Recycling (2010 Pacific)	80	14	24	23	21	19		38%	--	56%	75%	O
Solid Waste & Recycling (City of Lakes)	26	15	35	19	15	15		50%	--	56%	75%	O
Surface Water and Sewers	90	14	31	19	14	21		46%	39%	56%	75%	O
Traffic & Parking Services (Parking)	17	12	24	24	24	18		35%	--	56%	75%	O
Traffic & Parking Services (Traffic)	41	15	51	17	12	5		66%	--	56%	75%	S
Transportation Maintenance & Repair ( Construction)	23	17	13	22	17	30		30%	--	56%	75%	O
Transportation Maintenance & Repair (Street Maintenance)	41	12	32	24	20	12		44%	--	56%	75%	O
Transportation Planning & Engineering	62	10	48	15	21	6		58%	61%	56%	75%	
Water Treatment & Distribution (Maintenance)	65	14	32	15	17	22		46%	--	56%	75%	O
Water Treatment & Distribution (Treatment)	81	9	30	15	14	33		38%	--	56%	75%	O

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## Public Works

### 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
<b>Equity</b>									
26. My immediate supervisor treats employees fairly.									
City of Minneapolis Overall	2,400	37	37	11 8 7	74%	69%	83%	75%	S
Public Works	603	28	39	15 8 9	67%	64%	83%	75%	S
Administrative and Management Services	16	69		25 6	94%	62%	83%	75%	S
Fleet Services	54	26	43	17 9 6	69%	72%	83%	75%	S
Solid Waste & Recycling (2010 Pacific)	77	17	39	23 13 8	56%	--	83%	75%	
Solid Waste & Recycling (City of Lakes)	29	38	38	7 14	76%	--	83%	75%	S
Surface Water and Sewers	92	24	40	16 16	64%	52%	83%	75%	
Traffic & Parking Services (Parking)	15	20	33	27 20	53%	--	83%	75%	
Traffic & Parking Services (Traffic)	44	36	48	11	84%	--	83%	75%	S
Transportation Maintenance & Repair ( Construction)	24	38	29	17 13	67%	--	83%	75%	
Transportation Maintenance & Repair (Street Maintenance)	44	27	36	11 14 11	64%	--	83%	75%	
Transportation Planning & Engineering	64	30	52	11 5	81%	79%	83%	75%	S
Water Treatment & Distribution (Maintenance)	64	25	44	17 8 6	69%	--	83%	75%	S
Water Treatment & Distribution (Treatment)	80	31	25	18 13 14	56%	--	83%	75%	

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### 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
<b>Equity</b>												
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	
Public Works	592	21	42	20	9	7	64%	57%	83%	68%		
Administrative and Management Services	16	63		31		6	94%	54%	83%	68%	S	
Fleet Services	53	11	53	17	9	9	64%	60%	83%	68%		
Solid Waste & Recycling (2010 Pacific)	75	13	36	39	7	5	49%	--	83%	68%	O	
Solid Waste & Recycling (City of Lakes)	28	21	39	21	7	11	61%	--	83%	68%		
Surface Water and Sewers	90	21	40	14	13	11	61%	47%	83%	68%		
Traffic & Parking Services (Parking)	15	13	47	20	13	7	60%	--	83%	68%		
Traffic & Parking Services (Traffic)	41	32	49	10		10	80%	--	83%	68%	S	
Transportation Maintenance & Repair ( Construction)	24	25	46	21		8	71%	--	83%	68%		
Transportation Maintenance & Repair (Street Maintenance)	44	25	41	23		7 5	66%	--	83%	68%	S	
Transportation Planning & Engineering	64	25	53	13		6	78%	57%	83%	68%	S	
Water Treatment & Distribution (Maintenance)	64	17	39	33		5 6	56%	--	83%	68%		
Water Treatment & Distribution (Treatment)	78	22	35	22		12 10	56%	--	83%	68%		

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### 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							
<b>Ethics</b>											
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%	
Public Works	591	16	41	23	12	8	57%	48%	75%	69%	
Administrative and Management Services	16	44	50			6	94%	62%	75%	69%	<b>S</b>
Fleet Services	52	10	50	27	12		60%	48%	75%	69%	
Solid Waste & Recycling (2010 Pacific)	80	18	40	25	14		58%	--	75%	69%	
Solid Waste & Recycling (City of Lakes)	26	19	50	23			69%	--	75%	69%	<b>S</b>
Surface Water and Sewers	90	10	27	29	20	14	37%	41%	75%	69%	<b>O</b>
Traffic & Parking Services (Parking)	17	6	47	24	12	12	53%	--	75%	69%	
Traffic & Parking Services (Traffic)	41	22	61			15	83%	--	75%	69%	<b>S</b>
Transportation Maintenance & Repair (Construction)	23	13	30	17	35		43%	--	75%	69%	<b>O</b>
Transportation Maintenance & Repair (Street Maintenance)	43	19	37	26	14	5	56%	--	75%	69%	
Transportation Planning & Engineering	61	21	49	28			70%	63%	75%	69%	<b>S</b>
Water Treatment & Distribution (Maintenance)	64	14	36	28	6	16	50%	--	75%	69%	<b>O</b>
Water Treatment & Distribution (Treatment)	78	14	38	15	17	15	53%	--	75%	69%	

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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
<b>Ethics</b>												
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	
Public Works	590	18	49	19	9	6	67%	60%	85%	--	S	
Administrative and Management Services	16	50	38	6	6		88%	69%	85%	--	S	
Fleet Services	52	15	56	17	10		71%	53%	85%	--	S	
Solid Waste & Recycling (2010 Pacific)	76	11	50	28	12		61%	--	85%	--		
Solid Waste & Recycling (City of Lakes)	28	25	43	18	7	7	68%	--	85%	--	S	
Surface Water and Sewers	90	19	39	23	10	9	58%	63%	85%	--		
Traffic & Parking Services (Parking)	17	12	53	12	18	6	65%	--	85%	--		
Traffic & Parking Services (Traffic)	44	23	64	5	9		86%	--	85%	--	S	
Transportation Maintenance & Repair ( Construction)	22	14	41	18	18	9	55%	--	85%	--		
Transportation Maintenance & Repair (Street Maintenance)	42	24	55	14	7		79%	--	85%	--	S	
Transportation Planning & Engineering	62	21	60	16			81%	65%	85%	--	S	
Water Treatment & Distribution (Maintenance)	63	17	44	27	6	5	62%	--	85%	--		
Water Treatment & Distribution (Treatment)	78	13	47	17	15	8	60%	--	85%	--		

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	Valid Returns	Percent Favorable		Percent Neutral		Percent Unfavorable		2014 % Fav	2011 % Fav	City's Most Engaged Units	Kenexa US World Norm	Strength/ Opportunity
<b>Ethics</b>												
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	
Public Works	574	21	49	19	7	5	70%	61%	86%	--	S	
Administrative and Management Services	16	63		31		6	94%	69%	86%	--	S	
Fleet Services	51	22	49	20	8		71%	58%	86%	--	S	
Solid Waste & Recycling (2010 Pacific)	76	14	50	24	9		64%	--	86%	--		
Solid Waste & Recycling (City of Lakes)	27	30	44	15	7		74%	--	86%	--	S	
Surface Water and Sewers	87	17	46	20	9	8	63%	56%	86%	--		
Traffic & Parking Services (Parking)	17	12	59	12	12	6	71%	--	86%	--	S	
Traffic & Parking Services (Traffic)	41	37	49		10		85%	--	86%	--	S	
Transportation Maintenance & Repair ( Construction)	23	13	52	17	9	9	65%	--	86%	--	S	
Transportation Maintenance & Repair (Street Maintenance)	40	23	55	13	8		78%	--	86%	--	S	
Transportation Planning & Engineering	62	24	61		15		85%	71%	86%	--	S	
Water Treatment & Distribution (Maintenance)	60	22	43	20	7	8	65%	--	86%	--	S	
Water Treatment & Distribution (Treatment)	74	14	43	30	8	5	57%	--	86%	--		

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	Valid Returns	Percent Favorable			Percent Neutral			Percent Unfavorable			2014 % Fav	2011 % Fav	City's Most Engaged Units	Kenexa US World Norm	Strength/ Opportunity
<b>Immediate Supervisor</b>															
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				
Public Works	603	23	38	19	11	9	61%	38%	79%	--					
Administrative and Management Services	16	50	44	6			94%	46%	79%	--	S				
Fleet Services	54	22	43	26	9		65%	31%	79%	--	S				
Solid Waste & Recycling (2010 Pacific)	80	15	36	26	18	5	51%	--	79%	--					
Solid Waste & Recycling (City of Lakes)	29	24	38	21	7	10	62%	--	79%	--					
Surface Water and Sewers	92	16	35	20	12	17	51%	42%	79%	--					
Traffic & Parking Services (Parking)	14	14	36	29	21		50%	--	79%	--	O				
Traffic & Parking Services (Traffic)	43	30	51	14			81%	--	79%	--	S				
Transportation Maintenance & Repair ( Construction)	24	46	17	8	8	21	63%	--	79%	--					
Transportation Maintenance & Repair (Street Maintenance)	44	27	41	9	9	14	68%	--	79%	--					
Transportation Planning & Engineering	65	28	48	9	12		75%	55%	79%	--	S				
Water Treatment & Distribution (Maintenance)	63	22	41	17	11	8	63%	--	79%	--					
Water Treatment & Distribution (Treatment)	79	19	27	28	13	14	46%	--	79%	--	O				

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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							
<b>Immediate Supervisor</b>											
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
Public Works	593	22	40	17	11	10	63%	60%	77%	69%	
Administrative and Management Services	16	31	56	6	6		88%	54%	77%	69%	S
Fleet Services	54	19	50	15	9	7	69%	58%	77%	69%	S
Solid Waste & Recycling (2010 Pacific)	77	17	49	17	8	9	66%	--	77%	69%	S
Solid Waste & Recycling (City of Lakes)	29	38	24	21	14		62%	--	77%	69%	
Surface Water and Sewers	89	18	36	22	11	12	54%	54%	77%	69%	
Traffic & Parking Services (Parking)	14	21	29	14	14	21	50%	--	77%	69%	O
Traffic & Parking Services (Traffic)	44	27	48	9	9	7	75%	--	77%	69%	S
Transportation Maintenance & Repair (Construction)	24	38	25	13	8	17	63%	--	77%	69%	
Transportation Maintenance & Repair (Street Maintenance)	43	26	37	16	14	7	63%	--	77%	69%	
Transportation Planning & Engineering	63	25	44	19	8		70%	65%	77%	69%	S
Water Treatment & Distribution (Maintenance)	62	19	48	18	10	5	68%	--	77%	69%	S
Water Treatment & Distribution (Treatment)	78	19	26	18	17	21	45%	--	77%	69%	O

# 2014 My Minneapolis Employee Engagement Survey

## Public Works

### 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
<b>Immediate Supervisor</b>															
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				
Public Works	603	23	40	17	10	10	64%	60%	77%	--					
Administrative and Management Services	16	31	63			6	94%	62%	77%	--	S				
Fleet Services	53	19	45	21	9	6	64%	63%	77%	--					
Solid Waste & Recycling (2010 Pacific)	79	16	51	18	5	10	67%	--	77%	--	S				
Solid Waste & Recycling (City of Lakes)	29	38	34	14	7	7	72%	--	77%	--	S				
Surface Water and Sewers	94	20	35	20	13	12	55%	43%	77%	--					
Traffic & Parking Services (Parking)	15	13	27	27	13	20	40%	--	77%	--	O				
Traffic & Parking Services (Traffic)	44	30	48	11	9		77%	--	77%	--	S				
Transportation Maintenance & Repair ( Construction)	24	38	29	13	17		67%	--	77%	--					
Transportation Maintenance & Repair (Street Maintenance)	44	34	25	23	9	9	59%	--	77%	--					
Transportation Planning & Engineering	65	28	45	15	9		72%	70%	77%	--	S				
Water Treatment & Distribution (Maintenance)	63	16	52	11	13	8	68%	--	77%	--					
Water Treatment & Distribution (Treatment)	77	21	26	21	10	22	47%	--	77%	--	O				

# 2014 My Minneapolis Employee Engagement Survey

## Public Works

### 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							
<b>Immediate Supervisor</b>											
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
Public Works	597	26	40	19	8	7	66%	57%	86%	--	S
Administrative and Management Services	16	50	44			6	94%	46%	86%	--	S
Fleet Services	54	24	52	17			76%	53%	86%	--	S
Solid Waste & Recycling (2010 Pacific)	74	19	39	26	9	7	58%	--	86%	--	
Solid Waste & Recycling (City of Lakes)	29	41	28	14	14		69%	--	86%	--	S
Surface Water and Sewers	94	18	38	22	10	12	56%	52%	86%	--	
Traffic & Parking Services (Parking)	14	14	21	21	21		36%	--	86%	--	O
Traffic & Parking Services (Traffic)	43	33	47	12	7		79%	--	86%	--	S
Transportation Maintenance & Repair ( Construction)	22	36	27	9	18	9	64%	--	86%	--	
Transportation Maintenance & Repair (Street Maintenance)	42	29	38	19	12		67%	--	86%	--	S
Transportation Planning & Engineering	65	22	55	17	5		77%	75%	86%	--	S
Water Treatment & Distribution (Maintenance)	64	25	45	19		8	70%	--	86%	--	S
Water Treatment & Distribution (Treatment)	80	29	29	21	10	11	58%	--	86%	--	

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## Public Works

### 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
<b>Immediate Supervisor</b>															
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				
Public Works	606	24	40	18	10	8	65%	64%	81%	78%	S				
Administrative and Management Services	16	38	56	6			94%	54%	81%	78%	S				
Fleet Services	54	22	41	20	13		63%	65%	81%	78%					
Solid Waste & Recycling (2010 Pacific)	76	24	49	16	9		72%	--	81%	78%	S				
Solid Waste & Recycling (City of Lakes)	29	41	34	7	14		76%	--	81%	78%	S				
Surface Water and Sewers	94	17	36	21	11	15	53%	57%	81%	78%					
Traffic & Parking Services (Parking)	15	13	27	27	7	27	40%	--	81%	78%	O				
Traffic & Parking Services (Traffic)	45	24	53	13	7		78%	--	81%	78%	S				
Transportation Maintenance & Repair (Construction)	24	33	33	8	13	13	67%	--	81%	78%					
Transportation Maintenance & Repair (Street Maintenance)	44	27	39	18	14		66%	--	81%	78%	S				
Transportation Planning & Engineering	65	23	52	15	8		75%	72%	81%	78%	S				
Water Treatment & Distribution (Maintenance)	64	22	42	20	11	5	64%	--	81%	78%					
Water Treatment & Distribution (Treatment)	80	26	24	24	10	16	50%	--	81%	78%	O				

# 2014 My Minneapolis Employee Engagement Survey

## Public Works

### 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
<b>Inclusion</b>															
20. <span style="border: 1px solid black; padding: 2px;">I feel that I am part of a team.</span>															
City of Minneapolis Overall	2,428	29	39	12	10	9	69%	--	83%	77%	S				
Public Works	611	23	40	14	12	10	63%	--	83%	77%					
Administrative and Management Services	16	44	50	6			94%	--	83%	77%	S				
Fleet Services	54	19	43	19	11	9	61%	--	83%	77%					
Solid Waste & Recycling (2010 Pacific)	79	22	47	19	6	6	68%	--	83%	77%	S				
Solid Waste & Recycling (City of Lakes)	29	28	41	10	7	14	69%	--	83%	77%					
Surface Water and Sewers	93	19	29	24	15	13	48%	--	83%	77%	O				
Traffic & Parking Services (Parking)	16	25	25	25	6	19	50%	--	83%	77%	O				
Traffic & Parking Services (Traffic)	44	23	61	7	7		84%	--	83%	77%	S				
Transportation Maintenance & Repair ( Construction)	25	36	28	16	16		64%	--	83%	77%					
Transportation Maintenance & Repair (Street Maintenance)	44	27	39	11	14	9	66%	--	83%	77%					
Transportation Planning & Engineering	65	28	51	8	11		78%	--	83%	77%	S				
Water Treatment & Distribution (Maintenance)	65	22	37	17	15	9	58%	--	83%	77%					
Water Treatment & Distribution (Treatment)	81	17	31	11	21	20	48%	--	83%	77%	O				

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## Public Works

### 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
<b>Inclusion</b>												
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	
Public Works	571	25	40	22	6	6	66%	64%	78%	79%	S	
Administrative and Management Services	16	25	19	44	6	6	44%	54%	78%	79%	O	
Fleet Services	50	18	48	24	6	6	66%	56%	78%	79%	S	
Solid Waste & Recycling (2010 Pacific)	77	30	35	21	8	6	65%	--	78%	79%	S	
Solid Waste & Recycling (City of Lakes)	25	20	44	28	8	8	64%	--	78%	79%		
Surface Water and Sewers	88	28	40	17	5	10	68%	58%	78%	79%	S	
Traffic & Parking Services (Parking)	17	24	53	12	6	6	76%	--	78%	79%	S	
Traffic & Parking Services (Traffic)	39	15	41	36	8	8	56%	--	78%	79%		
Transportation Maintenance & Repair ( Construction)	22	27	32	27	9	5	59%	--	78%	79%		
Transportation Maintenance & Repair (Street Maintenance)	40	20	43	33	5	5	63%	--	78%	79%		
Transportation Planning & Engineering	60	42	45	8	1	1	87%	72%	78%	79%	S	
Water Treatment & Distribution (Maintenance)	63	27	43	17	6	6	70%	--	78%	79%	S	
Water Treatment & Distribution (Treatment)	74	16	38	24	12	9	54%	--	78%	79%		

# 2014 My Minneapolis Employee Engagement Survey

## Public Works

### 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
<b>Inclusion</b>												
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%		
Public Works	586	19	40	26	9	7	59%	64%	74%	68%		
Administrative and Management Services	16	25	50	13	6	6	75%	69%	74%	68%	S	
Fleet Services	53	11	47	30	9	1	58%	57%	74%	68%		
Solid Waste & Recycling (2010 Pacific)	76	17	34	33	11	5	51%	--	74%	68%		
Solid Waste & Recycling (City of Lakes)	25	12	44	20	8	16	56%	--	74%	68%		
Surface Water and Sewers	90	21	32	22	10	14	53%	54%	74%	68%		
Traffic & Parking Services (Parking)	17	24	35	24	6	12	59%	--	74%	68%		
Traffic & Parking Services (Traffic)	41	22	49	27			71%	--	74%	68%	S	
Transportation Maintenance & Repair ( Construction)	23	17	26	35	13	9	43%	--	74%	68%	O	
Transportation Maintenance & Repair (Street Maintenance)	43	21	47	23	5	5	67%	--	74%	68%	S	
Transportation Planning & Engineering	63	22	51	19	6	1	73%	79%	74%	68%	S	
Water Treatment & Distribution (Maintenance)	63	22	37	25	10	6	59%	--	74%	68%		
Water Treatment & Distribution (Treatment)	76	17	36	28	13	7	53%	--	74%	68%		

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## Public Works

### 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
<b>Inclusion</b>															
23. <span style="border: 1px solid black; padding: 2px;">Where I work, I am treated with dignity and respect.</span>															
City of Minneapolis Overall	2,418	26	41	14	10	9	67%	65%	82%	80%	S				
Public Works	610	21	41	17	10	11	62%	61%	82%	80%					
Administrative and Management Services	16	50	38	6	6	88%	62%	82%	80%	S					
Fleet Services	54	15	44	26	6	9	59%	66%	82%	80%					
Solid Waste & Recycling (2010 Pacific)	81	16	48	20	11	5	64%	--	82%	80%					
Solid Waste & Recycling (City of Lakes)	29	24	45	14	7	10	69%	--	82%	80%	S				
Surface Water and Sewers	94	18	37	15	10	20	55%	60%	82%	80%					
Traffic & Parking Services (Parking)	16	31	31	13	6	19	63%	--	82%	80%					
Traffic & Parking Services (Traffic)	45	33	53	7			87%	--	82%	80%	S				
Transportation Maintenance & Repair ( Construction)	25	32	24	12	12	20	56%	--	82%	80%					
Transportation Maintenance & Repair (Street Maintenance)	44	25	32	25	11	7	57%	--	82%	80%					
Transportation Planning & Engineering	63	22	52	16	6		75%	77%	82%	80%	S				
Water Treatment & Distribution (Maintenance)	64	16	39	17	16	13	55%	--	82%	80%					
Water Treatment & Distribution (Treatment)	79	15	35	16	13	20	51%	--	82%	80%					

# 2014 My Minneapolis Employee Engagement Survey

## Public Works

### 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
<b>My Career</b>															
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				
Public Works	611	18	42	20	11	9	59%	--	80%	74%					
Administrative and Management Services	16	44	38	6	6	6	81%	--	80%	74%	S				
Fleet Services	54	11	37	28	17	7	48%	--	80%	74%	O				
Solid Waste & Recycling (2010 Pacific)	81	11	47	25	9	9	58%	--	80%	74%					
Solid Waste & Recycling (City of Lakes)	28	25	43	18	7	7	68%	--	80%	74%	S				
Surface Water and Sewers	94	12	38	23	13	14	50%	--	80%	74%	O				
Traffic & Parking Services (Parking)	17	18	41	35	6		59%	--	80%	74%					
Traffic & Parking Services (Traffic)	43	23	56	5	14		79%	--	80%	74%	S				
Transportation Maintenance & Repair (Construction)	25	20	28	32	16		48%	--	80%	74%	O				
Transportation Maintenance & Repair (Street Maintenance)	44	23	39	20	11	7	61%	--	80%	74%					
Transportation Planning & Engineering	65	20	60	9	8		80%	--	80%	74%	S				
Water Treatment & Distribution (Maintenance)	63	25	38	17	8	11	63%	--	80%	74%					
Water Treatment & Distribution (Treatment)	81	14	31	19	17	20	44%	--	80%	74%	O				

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## Public Works

### 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
<b>My Career</b>												
53. <input type="checkbox"/> 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	
Public Works	596	16	33	31	10	11	49%	43%	65%	58%	O	
Administrative and Management Services	16	38	25	25	6	6	63%	54%	65%	58%		
Fleet Services	51	6	35	49		8	41%	38%	65%	58%	O	
Solid Waste & Recycling (2010 Pacific)	78	13	46	24	12	5	59%	--	65%	58%		
Solid Waste & Recycling (City of Lakes)	27	22	33	33	7		56%	--	65%	58%		
Surface Water and Sewers	95	16	25	34	11	15	41%	45%	65%	58%	O	
Traffic & Parking Services (Parking)	17	12	24	35	12	18	35%	--	65%	58%	O	
Traffic & Parking Services (Traffic)	43	21	49	23	5		70%	--	65%	58%	S	
Transportation Maintenance & Repair (Construction)	23	17	22	30	13	17	39%	--	65%	58%	O	
Transportation Maintenance & Repair (Street Maintenance)	43	23	33	21	14	9	56%	--	65%	58%		
Transportation Planning & Engineering	63	21	38	35			59%	55%	65%	58%		
Water Treatment & Distribution (Maintenance)	62	19	23	31	11	16	42%	--	65%	58%	O	
Water Treatment & Distribution (Treatment)	78	8	29	26	18	19	37%	--	65%	58%	O	

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## Public Works

### 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
<b>My Career</b>												
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	
Public Works	610	18	46	20	11	5	64%	65%	81%	76%		
Administrative and Management Services	16	31	56	6	6		88%	62%	81%	76%	S	
Fleet Services	54	9	37	28	24		46%	59%	81%	76%	O	
Solid Waste & Recycling (2010 Pacific)	80	24	49	18	6		73%	--	81%	76%	S	
Solid Waste & Recycling (City of Lakes)	29	31	52	17			83%	--	81%	76%	S	
Surface Water and Sewers	96	17	42	23	13	6	58%	68%	81%	76%		
Traffic & Parking Services (Parking)	17	6	53	18	18	6	59%	--	81%	76%		
Traffic & Parking Services (Traffic)	43	14	58	16	9		72%	--	81%	76%	S	
Transportation Maintenance & Repair ( Construction)	24	21	33	25	13	8	54%	--	81%	76%		
Transportation Maintenance & Repair (Street Maintenance)	43	33	42	14	5	7	74%	--	81%	76%	S	
Transportation Planning & Engineering	65	18	58	17	6		77%	83%	81%	76%	S	
Water Treatment & Distribution (Maintenance)	63	17	40	29	6	8	57%	--	81%	76%		
Water Treatment & Distribution (Treatment)	80	10	44	18	21	8	54%	--	81%	76%		

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## Public Works

### 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
<b>My Career</b>												
55. <input type="checkbox"/> 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	
Public Works	607	14	36	24	13	13	50%	46%	57%	60%	O	
Administrative and Management Services	16	31	25	19	19	6	56%	38%	57%	60%		
Fleet Services	53	6	30	40	11	13	36%	38%	57%	60%	O	
Solid Waste & Recycling (2010 Pacific)	79	15	39	25	13	8	54%	--	57%	60%		
Solid Waste & Recycling (City of Lakes)	28	11	39	39		7	50%	--	57%	60%	O	
Surface Water and Sewers	95	12	34	26	13	16	45%	53%	57%	60%	O	
Traffic & Parking Services (Parking)	17	12	18	35	12	24	29%	--	57%	60%	O	
Traffic & Parking Services (Traffic)	42	12	55	12	14	7	67%	--	57%	60%		
Transportation Maintenance & Repair ( Construction)	25	16	20	24	24	16	36%	--	57%	60%	O	
Transportation Maintenance & Repair (Street Maintenance)	43	30	35	12	14	9	65%	--	57%	60%		
Transportation Planning & Engineering	63	16	48	22	10	5	63%	66%	57%	60%		
Water Treatment & Distribution (Maintenance)	65	18	31	20	17	14	49%	--	57%	60%	O	
Water Treatment & Distribution (Treatment)	81	7	33	20	15	25	41%	--	57%	60%	O	

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### 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
<b>My Career</b>															
56. I am satisfied with my access to training.															
City of Minneapolis Overall	2,409	15	43	21	13	8		58%	54%	73%	--				
Public Works	608	15	42	24	12	8		57%	54%	73%	--				
Administrative and Management Services	16	44	38	13	6		81%	77%	73%	--	S				
Fleet Services	54	7	31	43	15		39%	44%	73%	--	O				
Solid Waste & Recycling (2010 Pacific)	77	18	44	26	6	5		62%	--	73%	--				
Solid Waste & Recycling (City of Lakes)	29	14	55	17	14		69%	--	73%	--	S				
Surface Water and Sewers	96	10	42	20	14	15		52%	52%	73%	--				
Traffic & Parking Services (Parking)	17	18	24	29	24	6		41%	--	73%	--	O			
Traffic & Parking Services (Traffic)	42	7	60	14	17		67%	--	73%	--	S				
Transportation Maintenance & Repair ( Construction)	24	17	33	33	8	8		50%	--	73%	--	O			
Transportation Maintenance & Repair (Street Maintenance)	44	27	39	20	9	5		66%	--	73%	--	S			
Transportation Planning & Engineering	64	19	58	16	6		77%	78%	73%	--	S				
Water Treatment & Distribution (Maintenance)	64	17	39	33	6	5		56%	--	73%	--				
Water Treatment & Distribution (Treatment)	81	11	32	20	19	19		43%	--	73%	--	O			

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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
<b>Performance Management</b>															
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				
Public Works	606	24	40	18	10	8	65%	64%	81%	78%	S				
Administrative and Management Services	16	38	56	6			94%	54%	81%	78%	S				
Fleet Services	54	22	41	20	13		63%	65%	81%	78%					
Solid Waste & Recycling (2010 Pacific)	76	24	49	16	9		72%	--	81%	78%	S				
Solid Waste & Recycling (City of Lakes)	29	41	34	7	14		76%	--	81%	78%	S				
Surface Water and Sewers	94	17	36	21	11	15	53%	57%	81%	78%					
Traffic & Parking Services (Parking)	15	13	27	27	7	27	40%	--	81%	78%	O				
Traffic & Parking Services (Traffic)	45	24	53	13	7		78%	--	81%	78%	S				
Transportation Maintenance & Repair ( Construction)	24	33	33	8	13	13	67%	--	81%	78%					
Transportation Maintenance & Repair (Street Maintenance)	44	27	39	18	14		66%	--	81%	78%	S				
Transportation Planning & Engineering	65	23	52	15	8		75%	72%	81%	78%	S				
Water Treatment & Distribution (Maintenance)	64	22	42	20	11	5	64%	--	81%	78%					
Water Treatment & Distribution (Treatment)	80	26	24	24	10	16	50%	--	81%	78%	O				

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### 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
<b>Performance Management</b>									
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
Public Works	606	30	49	14 5	79%	63%	93%	84%	S
Administrative and Management Services	16	44	44	6 6	88%	77%	93%	84%	S
Fleet Services	53	17	64	15	81%	57%	93%	84%	S
Solid Waste & Recycling (2010 Pacific)	79	30	47	18 5	77%	--	93%	84%	S
Solid Waste & Recycling (City of Lakes)	29	28	52	14	79%	--	93%	84%	S
Surface Water and Sewers	93	29	51	13 5	80%	57%	93%	84%	S
Traffic & Parking Services (Parking)	17	47	41	6 6	88%	--	93%	84%	S
Traffic & Parking Services (Traffic)	45	38	51	7	89%	--	93%	84%	S
Transportation Maintenance & Repair ( Construction)	25	36	40	12 8	76%	--	93%	84%	S
Transportation Maintenance & Repair (Street Maintenance)	42	26	52	17	79%	--	93%	84%	S
Transportation Planning & Engineering	64	36	53	11	89%	81%	93%	84%	S
Water Treatment & Distribution (Maintenance)	64	34	38	22	72%	--	93%	84%	S
Water Treatment & Distribution (Treatment)	79	19	49	14 15	68%	--	93%	84%	S

# 2014 My Minneapolis Employee Engagement Survey

## Public Works

### 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
<b>Performance Management</b>															
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				
Public Works	600	26	34	17	12	11	61%	55%	79%	70%					
Administrative and Management Services	16	56	38	6			94%	46%	79%	70%	S				
Fleet Services	54	28	46	9	7	9	74%	58%	79%	70%	S				
Solid Waste & Recycling (2010 Pacific)	78	19	28	28	14	10	47%	--	79%	70%	O				
Solid Waste & Recycling (City of Lakes)	29	34	34	17	10		69%	--	79%	70%	S				
Surface Water and Sewers	93	23	30	17	13	17	53%	45%	79%	70%					
Traffic & Parking Services (Parking)	15	20	27	27	13	13	47%	--	79%	70%	O				
Traffic & Parking Services (Traffic)	44	30	36	23	11		66%	--	79%	70%	S				
Transportation Maintenance & Repair ( Construction)	23	39	17	9	13	22	57%	--	79%	70%					
Transportation Maintenance & Repair (Street Maintenance)	43	26	40	9	14	12	65%	--	79%	70%					
Transportation Planning & Engineering	63	29	52	6	11		81%	61%	79%	70%	S				
Water Treatment & Distribution (Maintenance)	64	22	34	22	9	13	56%	--	79%	70%					
Water Treatment & Distribution (Treatment)	78	24	24	22	18	12	49%	--	79%	70%	O				

# 2014 My Minneapolis Employee Engagement Survey

## Public Works

### 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
<b>Recognition</b>												
49. I receive recognition that is meaningful to me.												
City of Minneapolis Overall	2,390	12	37	25	16	11	49%	50%	63%	--	O	
Public Works	608	11	33	28	15	13	45%	45%	63%	--	O	
Administrative and Management Services	16	31	50	6	6	6	81%	38%	63%	--	S	
Fleet Services	53	6	32	36	17	9	38%	45%	63%	--	O	
Solid Waste & Recycling (2010 Pacific)	81	12	31	27	19	11	43%	--	63%	--	O	
Solid Waste & Recycling (City of Lakes)	27	19	37	30	11		56%	--	63%	--		
Surface Water and Sewers	96	6	24	31	21	18	30%	41%	63%	--	O	
Traffic & Parking Services (Parking)	17	18	29	35	6	12	47%	--	63%	--	O	
Traffic & Parking Services (Traffic)	44	16	43	25	9	7	59%	--	63%	--		
Transportation Maintenance & Repair ( Construction)	24	8	33	29	13	17	42%	--	63%	--	O	
Transportation Maintenance & Repair (Street Maintenance)	43	16	40	19	19	7	56%	--	63%	--		
Transportation Planning & Engineering	63	13	46	27	13		59%	54%	63%	--		
Water Treatment & Distribution (Maintenance)	65	12	26	28	15	18	38%	--	63%	--	O	
Water Treatment & Distribution (Treatment)	79	5	32	27	14	23	37%	--	63%	--	O	

# 2014 My Minneapolis Employee Engagement Survey

## Public Works

### 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
<b>Recognition</b>												
50. <span style="border: 1px solid black; display: inline-block; width: 550px; height: 15px; vertical-align: middle;"></span> I feel valued as an employee of the City.												
City of Minneapolis Overall	2,420	14	38	22	14	12	52%	46%	70%	65%		
Public Works	612	14	36	23	14	14	50%	47%	70%	65%	O	
Administrative and Management Services	16	31	44	19	6		75%	54%	70%	65%	S	
Fleet Services	53	8	34	40	9	9	42%	43%	70%	65%	O	
Solid Waste & Recycling (2010 Pacific)	81	11	42	22	17	7	53%	--	70%	65%		
Solid Waste & Recycling (City of Lakes)	29	10	52	14	14	10	62%	--	70%	65%		
Surface Water and Sewers	96	11	26	28	15	20	38%	40%	70%	65%	O	
Traffic & Parking Services (Parking)	17	12	41	24	12	12	53%	--	70%	65%		
Traffic & Parking Services (Traffic)	43	28	51	9	9		79%	--	70%	65%	S	
Transportation Maintenance & Repair (Construction)	23	17	22	17	22	22	39%	--	70%	65%	O	
Transportation Maintenance & Repair (Street Maintenance)	44	20	34	25	11	9	55%	--	70%	65%		
Transportation Planning & Engineering	65	15	46	23	14		62%	56%	70%	65%		
Water Treatment & Distribution (Maintenance)	65	12	32	15	17	23	45%	--	70%	65%	O	
Water Treatment & Distribution (Treatment)	80	11	25	23	14	28	36%	--	70%	65%	O	

# 2014 My Minneapolis Employee Engagement Survey

## Public Works

### 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
<b>Recognition</b>												
51. <input type="checkbox"/> 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	
Public Works	606	12	32	27	18	12	43%	41%	65%	59%	O	
Administrative and Management Services	16	38	44	13	6	81%	38%	65%	59%	S		
Fleet Services	54	7	31	33	22	6	39%	41%	65%	59%	O	
Solid Waste & Recycling (2010 Pacific)	80	13	23	30	25	10	35%	--	65%	59%	O	
Solid Waste & Recycling (City of Lakes)	26	19	23	31	19	8	42%	--	65%	59%	O	
Surface Water and Sewers	95	7	29	22	21	20	37%	34%	65%	59%	O	
Traffic & Parking Services (Parking)	17	12	29	35	18	6	41%	--	65%	59%	O	
Traffic & Parking Services (Traffic)	44	14	45	25	11	5	59%	--	65%	59%		
Transportation Maintenance & Repair ( Construction)	25	16	28	20	16	20	44%	--	65%	59%	O	
Transportation Maintenance & Repair (Street Maintenance)	43	12	44	23	16	5	56%	--	65%	59%		
Transportation Planning & Engineering	63	13	44	33	6	6	57%	52%	65%	59%		
Water Treatment & Distribution (Maintenance)	63	11	27	25	19	17	38%	--	65%	59%	O	
Water Treatment & Distribution (Treatment)	80	8	25	25	23	20	33%	--	65%	59%	O	

# 2014 My Minneapolis Employee Engagement Survey

## Public Works

### 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						
<b>Work Environment</b>										
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
Public Works	597	26	47	18	6	73%	71%	87%	--	S
Administrative and Management Services	16	44	38	6	13	81%	77%	87%	--	S
Fleet Services	54	19	56	20		74%	70%	87%	--	S
Solid Waste & Recycling (2010 Pacific)	77	32	39	19	8	71%	--	87%	--	S
Solid Waste & Recycling (City of Lakes)	28	25	54	11	7	79%	--	87%	--	S
Surface Water and Sewers	92	32	37	23	7	68%	68%	87%	--	S
Traffic & Parking Services (Parking)	16	25	38	25	6	63%	--	87%	--	
Traffic & Parking Services (Traffic)	44	30	57	11		86%	--	87%	--	S
Transportation Maintenance & Repair ( Construction)	22	23	41	14	14	64%	--	87%	--	
Transportation Maintenance & Repair (Street Maintenance)	43	30	42	19	5	72%	--	87%	--	S
Transportation Planning & Engineering	63	25	57	11	6	83%	84%	87%	--	S
Water Treatment & Distribution (Maintenance)	66	23	45	23	8	68%	--	87%	--	S
Water Treatment & Distribution (Treatment)	76	14	51	22	8	66%	--	87%	--	S

# 2014 My Minneapolis Employee Engagement Survey

## Public Works

### 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		
<b>Work Environment</b>											
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
Public Works	606	40	42	12			82%	77%	85%	88%	S
Administrative and Management Services	16	38	56				94%	92%	85%	88%	S
Fleet Services	54	35	46	17			81%	75%	85%	88%	S
Solid Waste & Recycling (2010 Pacific)	77	52	34	12			86%	--	85%	88%	S
Solid Waste & Recycling (City of Lakes)	26	54	23	19			77%	--	85%	88%	S
Surface Water and Sewers	93	41	31	19	6		72%	68%	85%	88%	S
Traffic & Parking Services (Parking)	17	24	65	12			88%	--	85%	88%	S
Traffic & Parking Services (Traffic)	45	44	53				98%	--	85%	88%	S
Transportation Maintenance & Repair ( Construction)	25	40	36	8	12		76%	--	85%	88%	
Transportation Maintenance & Repair (Street Maintenance)	42	45	43	7			88%	--	85%	88%	S
Transportation Planning & Engineering	65	32	60	5			92%	84%	85%	88%	S
Water Treatment & Distribution (Maintenance)	65	42	43	11	5		85%	--	85%	88%	S
Water Treatment & Distribution (Treatment)	81	30	41	15	6	9	70%	--	85%	88%	S

# 2014 My Minneapolis Employee Engagement Survey

## Public Works

### 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
<b>Work Environment</b>															
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%				
Public Works	612	22	44	17	12	5		66%	65%	66%	71%	S			
Administrative and Management Services	16	38	44	6	6	6		81%	85%	66%	71%	S			
Fleet Services	54	22	46	20	11			69%	70%	66%	71%	S			
Solid Waste & Recycling (2010 Pacific)	78	27	50	17	6			77%	--	66%	71%	S			
Solid Waste & Recycling (City of Lakes)	28	21	57	7	11			79%	--	66%	71%	S			
Surface Water and Sewers	93	23	39	22	10	8		61%	56%	66%	71%				
Traffic & Parking Services (Parking)	17	24	47	6	6	18		71%	--	66%	71%				
Traffic & Parking Services (Traffic)	45	20	42	9	24			62%	--	66%	71%				
Transportation Maintenance & Repair (Construction)	25	32	28	16	16	8		60%	--	66%	71%				
Transportation Maintenance & Repair (Street Maintenance)	44	16	55	18	7	5		70%	--	66%	71%	S			
Transportation Planning & Engineering	65	20	42	15	18	5		62%	69%	66%	71%				
Water Treatment & Distribution (Maintenance)	66	26	44	15	9	6		70%	--	66%	71%	S			
Water Treatment & Distribution (Treatment)	81	11	43	21	15	10		54%	--	66%	71%				

# 2014 My Minneapolis Employee Engagement Survey

## Public Works

### 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							
<b>Work Environment</b>											
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
Public Works	609	13	37	18	19	12	51%	40%	52%	52%	
Administrative and Management Services	16	6	50	6	31	6	56%	46%	52%	52%	
Fleet Services	54		30	30	20	17	33%	34%	52%	52%	O
Solid Waste & Recycling (2010 Pacific)	80	29		50	11	6	79%	--	52%	52%	S
Solid Waste & Recycling (City of Lakes)	28	18	43	21	7	11	61%	--	52%	52%	
Surface Water and Sewers	92	17	42	15	16	9	60%	45%	52%	52%	
Traffic & Parking Services (Parking)	17	6	35	41	6	12	41%	--	52%	52%	O
Traffic & Parking Services (Traffic)	45	7	38	24	20	11	44%	--	52%	52%	O
Transportation Maintenance & Repair (Construction)	24	33	21	17	13	17	54%	--	52%	52%	
Transportation Maintenance & Repair (Street Maintenance)	44	11	25	16	30	18	36%	--	52%	52%	O
Transportation Planning & Engineering	65	9	40	18	26	6	49%	53%	52%	52%	O
Water Treatment & Distribution (Maintenance)	66	12	33	18	23	14	45%	--	52%	52%	O
Water Treatment & Distribution (Treatment)	78	5	32	13	26	24	37%	--	52%	52%	O

# 2014 My Minneapolis Employee Engagement Survey

## Public Works

### 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							
<b>Work Environment</b>											
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%	
Public Works	613	16	50	19	11		67%	62%	80%	75% S	
Administrative and Management Services	16	25	56	6	6	6	81%	77%	80%	75% S	
Fleet Services	54	7	35	22	30	6	43%	64%	80%	75% O	
Solid Waste & Recycling (2010 Pacific)	77	23	55	17	5		78%	--	80%	75% S	
Solid Waste & Recycling (City of Lakes)	29	21	52	21			72%	--	80%	75% S	
Surface Water and Sewers	96	17	48	20	11		65%	47%	80%	75% S	
Traffic & Parking Services (Parking)	17	18	41	18	18	6	59%	--	80%	75%	
Traffic & Parking Services (Traffic)	44	20	66	9			86%	--	80%	75% S	
Transportation Maintenance & Repair (Construction)	25	16	48	20	12		64%	--	80%	75%	
Transportation Maintenance & Repair (Street Maintenance)	44	20	50	18	9		70%	--	80%	75% S	
Transportation Planning & Engineering	65	14	65	18			78%	66%	80%	75% S	
Water Treatment & Distribution (Maintenance)	65	22	42	22	9	6	63%	--	80%	75%	
Water Treatment & Distribution (Treatment)	81	6	48	21	20	5	54%	--	80%	75%	

# 2014 My Minneapolis Employee Engagement Survey

## Public Works

### 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
<b>Work Environment</b>									
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
Public Works	614	25	48	15 7 5	73%	69%	85%	82%	S
Administrative and Management Services	15	40	47	7 7	87%	92%	85%	82%	S
Fleet Services	54	15	52	22 9	67%	75%	85%	82%	S
Solid Waste & Recycling (2010 Pacific)	80	24	56	14 5	80%	--	85%	82%	S
Solid Waste & Recycling (City of Lakes)	29	38	34	14 14	72%	--	85%	82%	S
Surface Water and Sewers	95	19	46	20 8 6	65%	58%	85%	82%	S
Traffic & Parking Services (Parking)	17	18	41	24 18	59%	--	85%	82%	
Traffic & Parking Services (Traffic)	44	36	39	16 7	75%	--	85%	82%	S
Transportation Maintenance & Repair ( Construction)	25	40	52		92%	--	85%	82%	S
Transportation Maintenance & Repair (Street Maintenance)	43	26	53	16 5	79%	--	85%	82%	S
Transportation Planning & Engineering	65	32	52	11	85%	75%	85%	82%	S
Water Treatment & Distribution (Maintenance)	66	27	50	15 5	77%	--	85%	82%	S
Water Treatment & Distribution (Treatment)	81	17	42	14 20 7	59%	--	85%	82%	

# VIII) Most Favorable/Most Unfavorable Summary

## 2014 My Minneapolis Employee Engagement Survey

### Public Works

#### VIII) Most Favorable/Most Unfavorable Summary

<b>Most Favorable Items</b>	2014 % Fav	2014 % Unfav	2011 % Fav	City's Most Engaged Units	Kenexa US World Norm
<b>Public Works</b>					
44. Safety in the workplace is a high priority.	82%	6%	77%	85%	88%
6. I understand how my work links to the goals of the City.	79%	7%	63%	93%	84%
4. My Department Leadership is committed to providing high quality products and services to customers.	74%	9%	63%	89%	77%
43. The City supports me via programs, resources, etc., in attaining my health and wellness goals.	73%	9%	71%	87%	--
48. The people I work with cooperate to get the job done.	73%	12%	69%	85%	82%
32. I am proud to work for the City.	71%	9%	67%	90%	79%
37. My Department Leadership complies with the City's Ethics in Government Code.	70%	11%	61%	86%	--
19. Customer problems get corrected quickly.	69%	9%	62%	75%	74%
16. Where I work, day-to-day decisions demonstrate that providing quality service is a top priority.	68%	14%	59%	83%	76%
15. My department is actively working to strengthen its relationship with the communities we serve.	67%	10%	59%	84%	--
<b>Most Unfavorable Items</b>					
	2014 % Fav	2014 % Unfav	2011 % Fav	City's Most Engaged Units	Kenexa US World Norm
<b>Public Works</b>					
25. In my department, all employees have equal opportunity for advancement.	45%	36%	42%	56%	75%
13. There is open and honest two-way communication at the City.	40%	35%	--	59%	59%
24. The process for selecting people for special assignments/projects is fair.	44%	33%	38%	63%	--
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).	49%	33%	50%	63%	58%
46. Where I work, we have enough people to get the work done.	51%	31%	40%	52%	52%
51. I regularly receive appropriate recognition when I do a good job.	43%	30%	41%	65%	59%
9. I was given the opportunity to discuss my ideas about the results of the 2011-2012 Employee Engagement Survey.	41%	30%	38%	69%	65%
49. I receive recognition that is meaningful to me.	45%	28%	45%	63%	--
11. Where I work, we are told of upcoming changes in time to prepare for them.	52%	28%	42%	73%	61%
50. I feel valued as an employee of the City.	50%	27%	47%	70%	65%