



Appendix D: Survey Data

Setting Sail

Raw Data

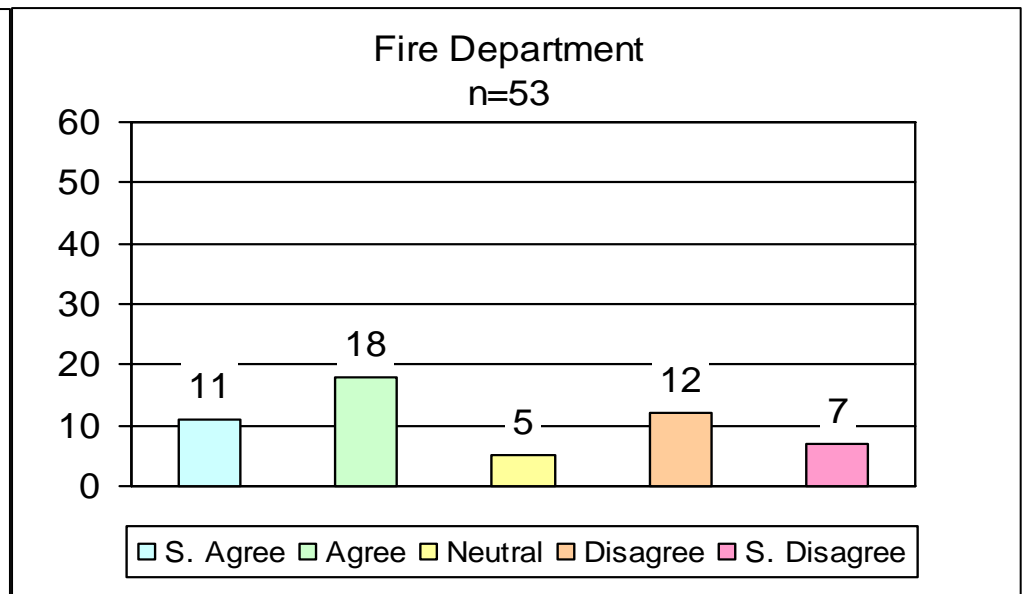
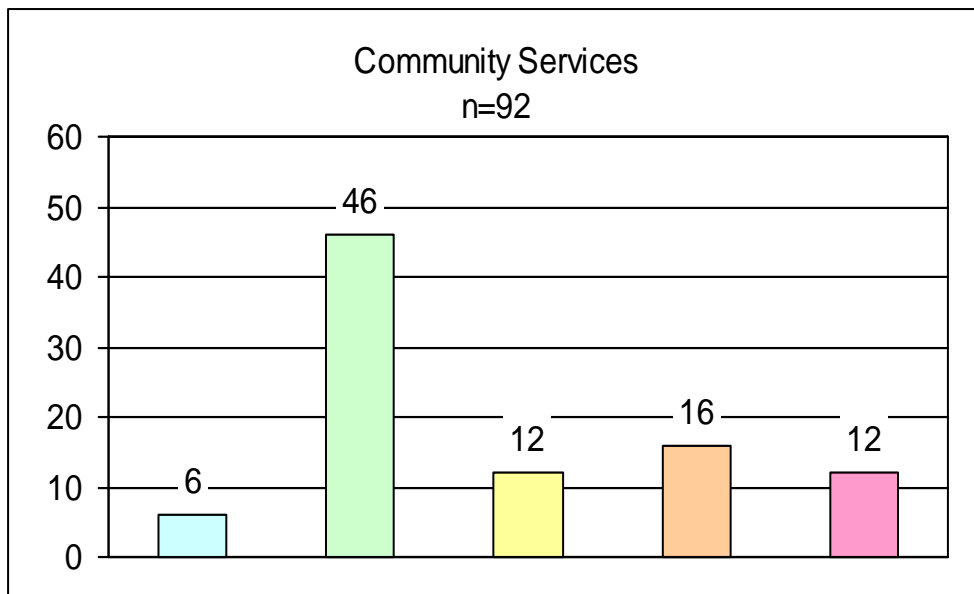
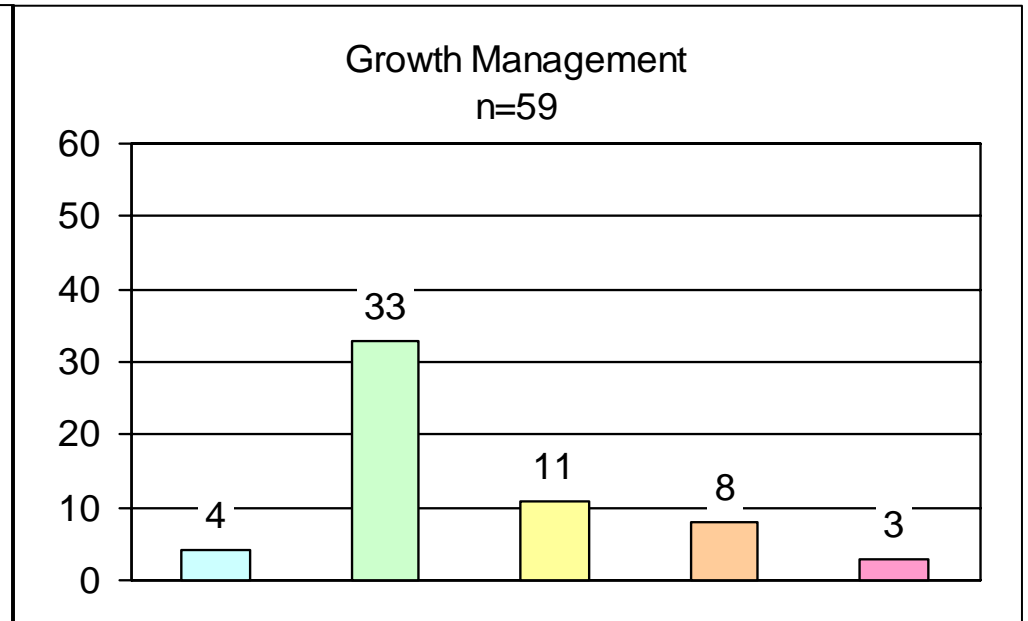
- Specific Questions by Department Type
- Specific Questions by Employee Type

Question 1a – Leadership

n=457(81%)

Our employees know our organization’s mission (what we are trying to accomplish).

I know my organization’s mission (what it is trying to accomplish).

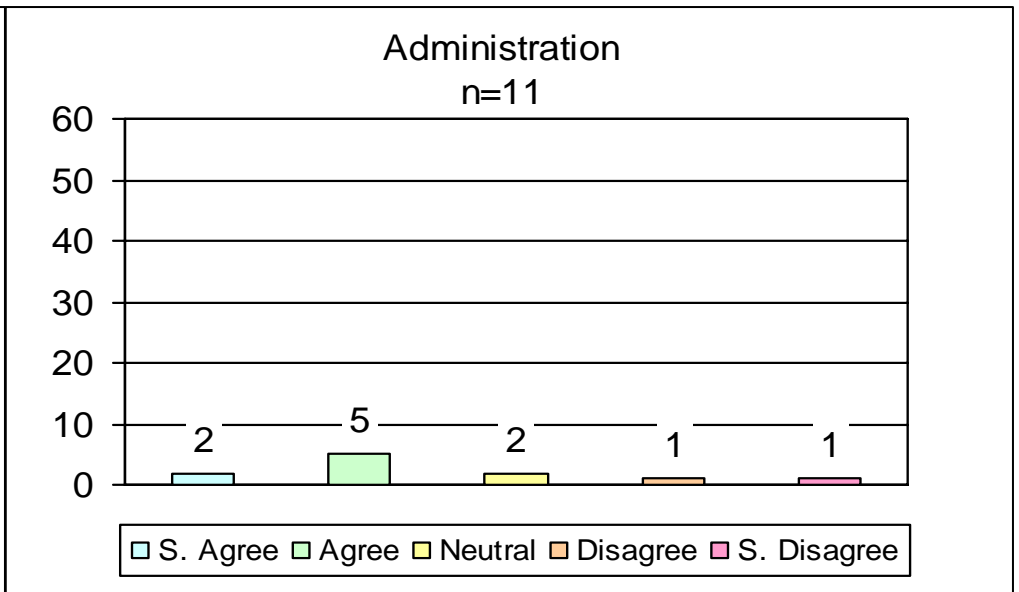
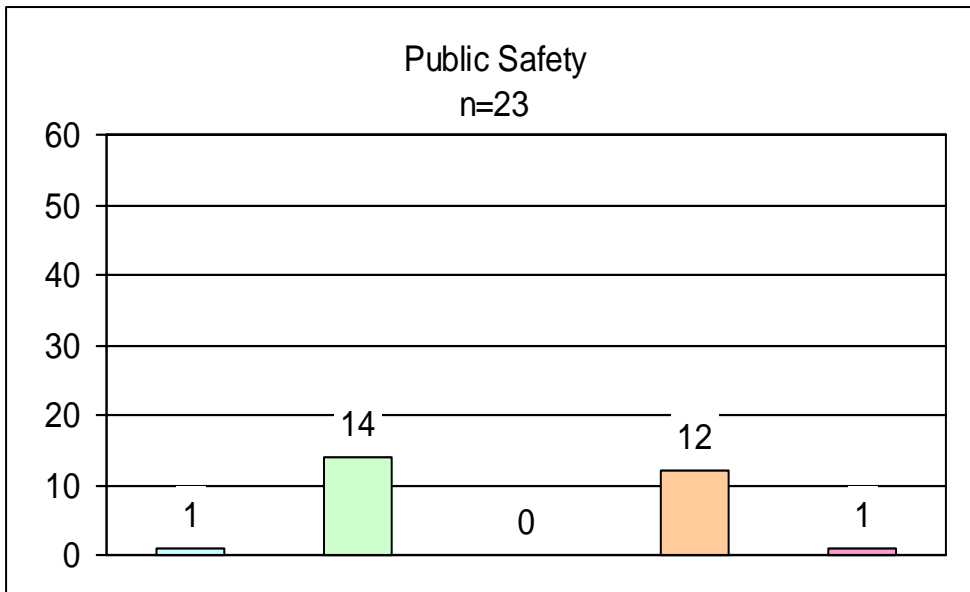
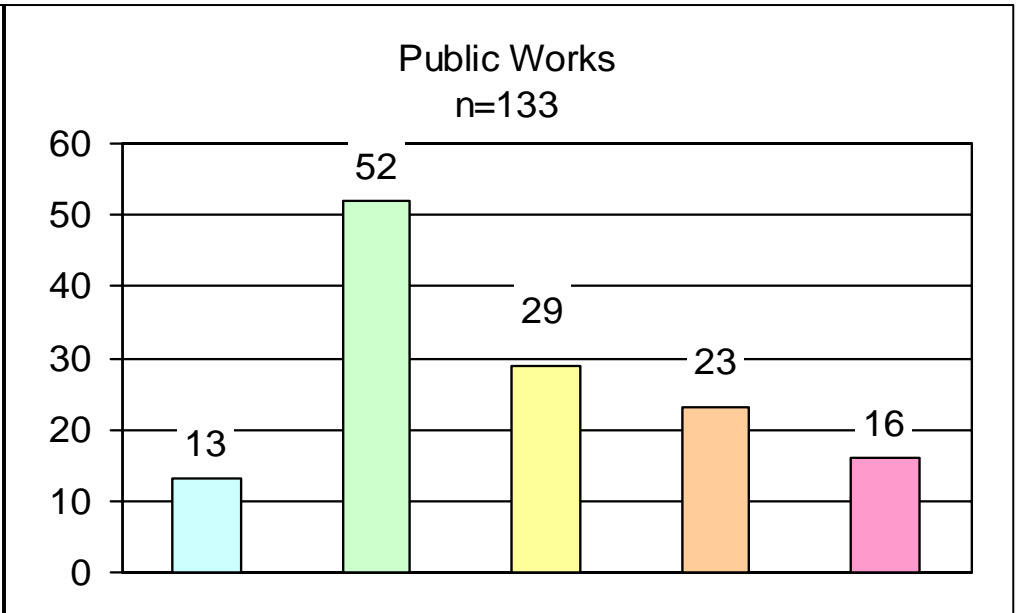
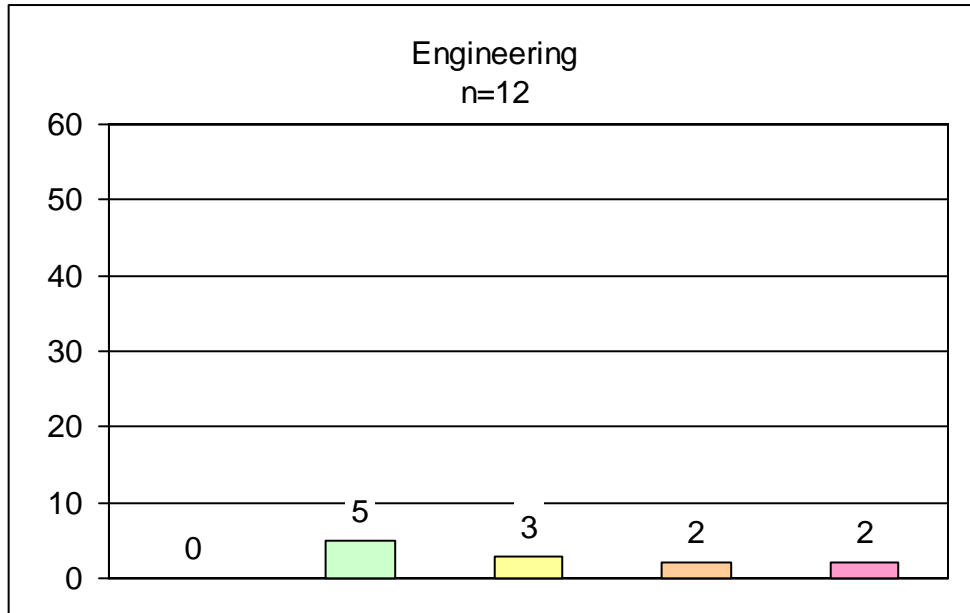


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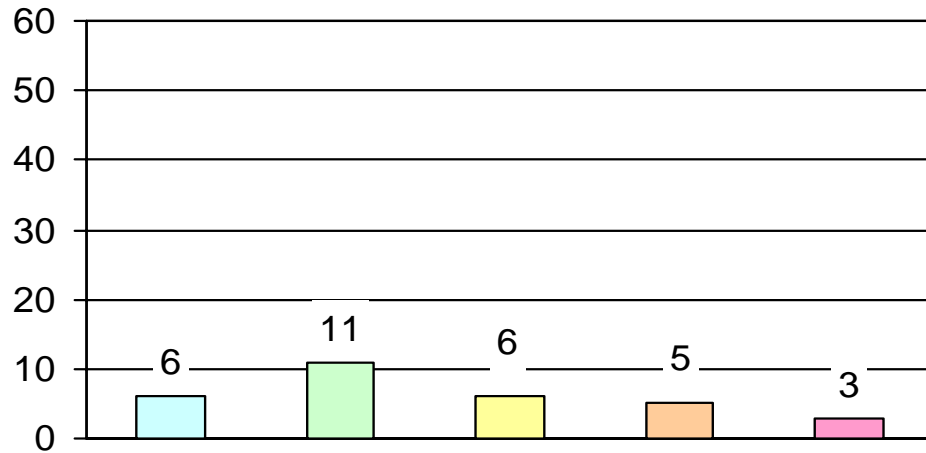
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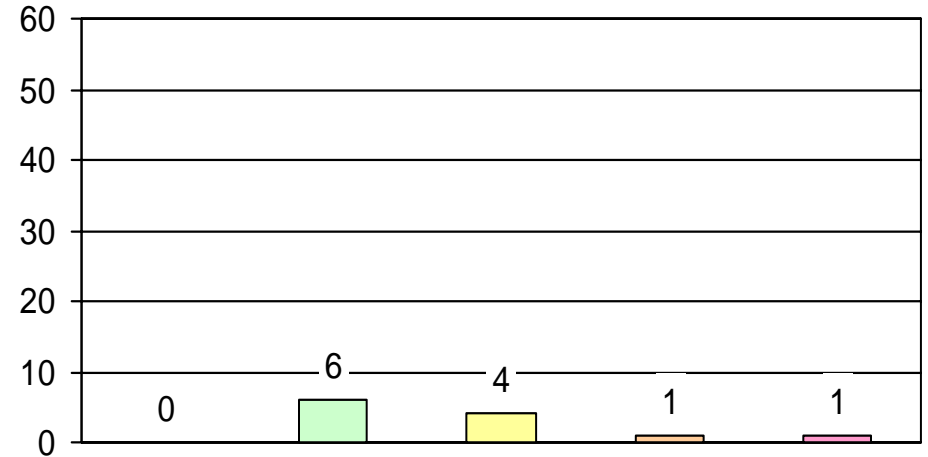
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Other
n=31



No Division Identified
n=12

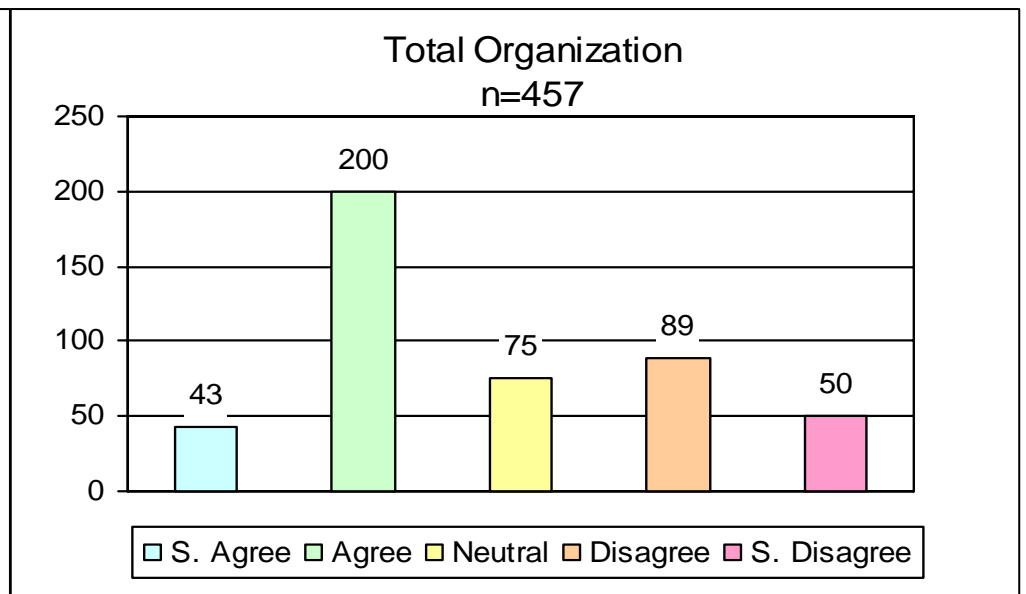
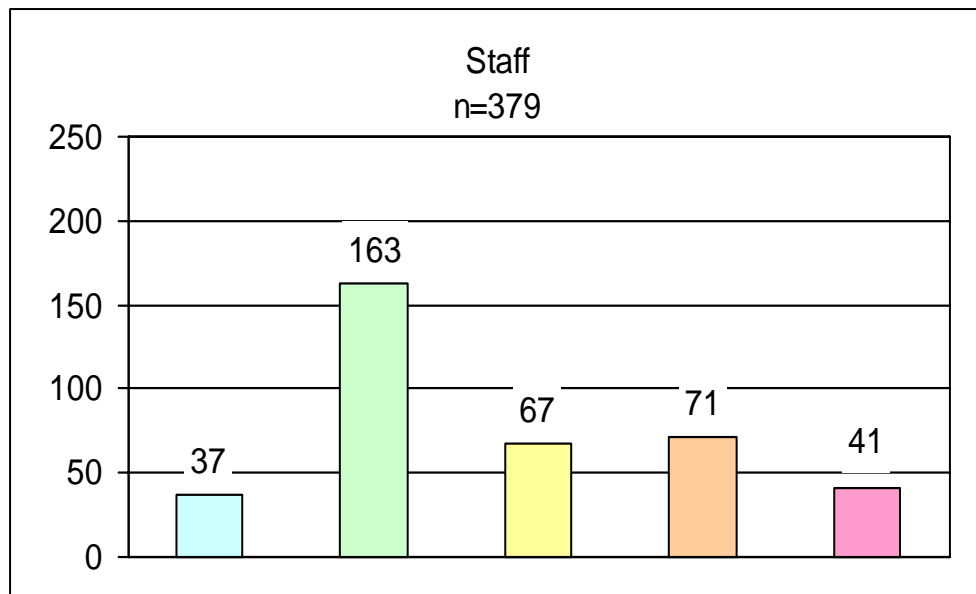
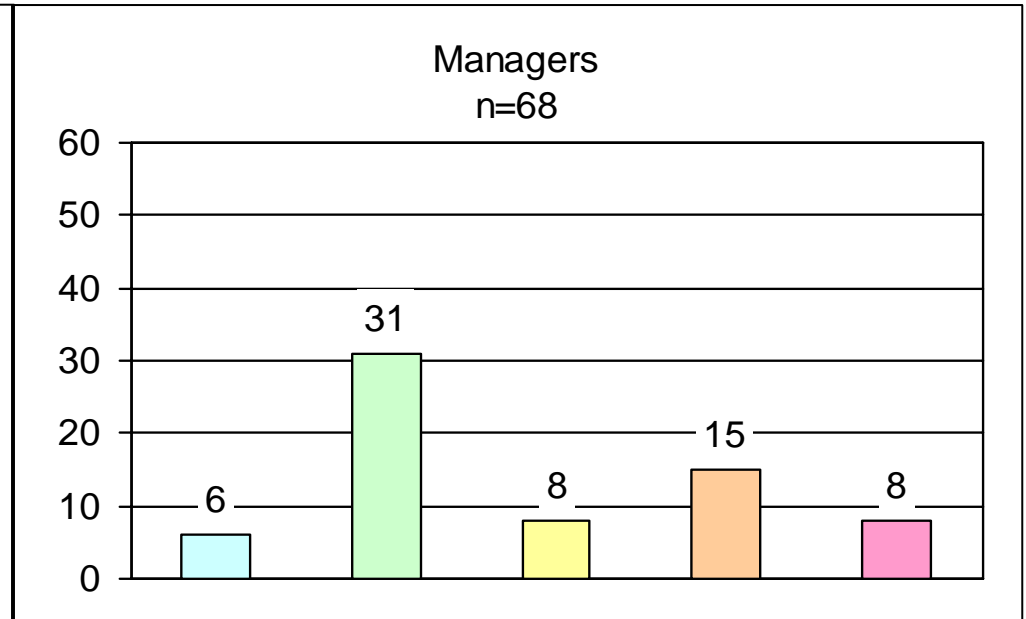
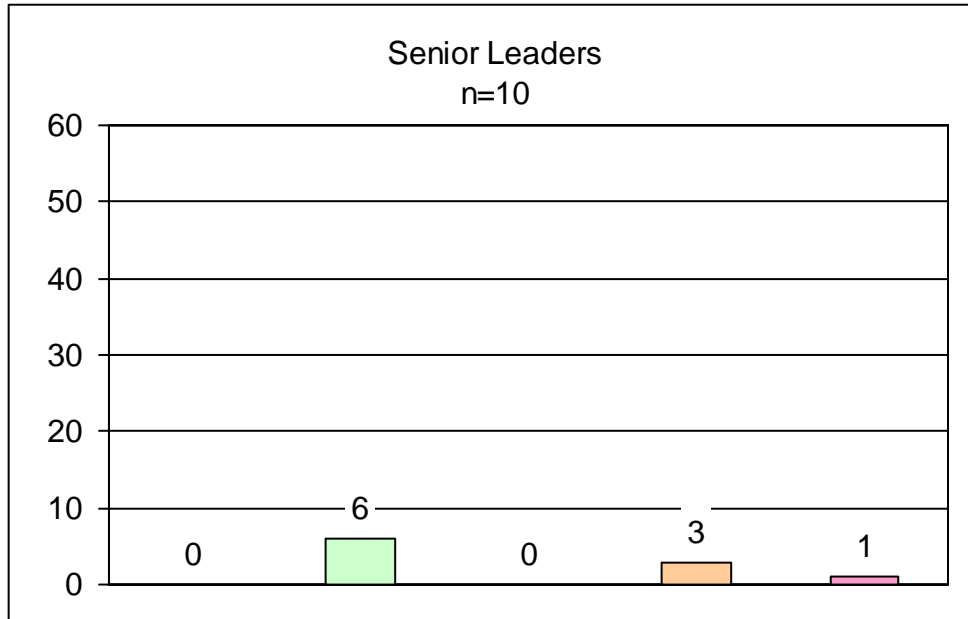


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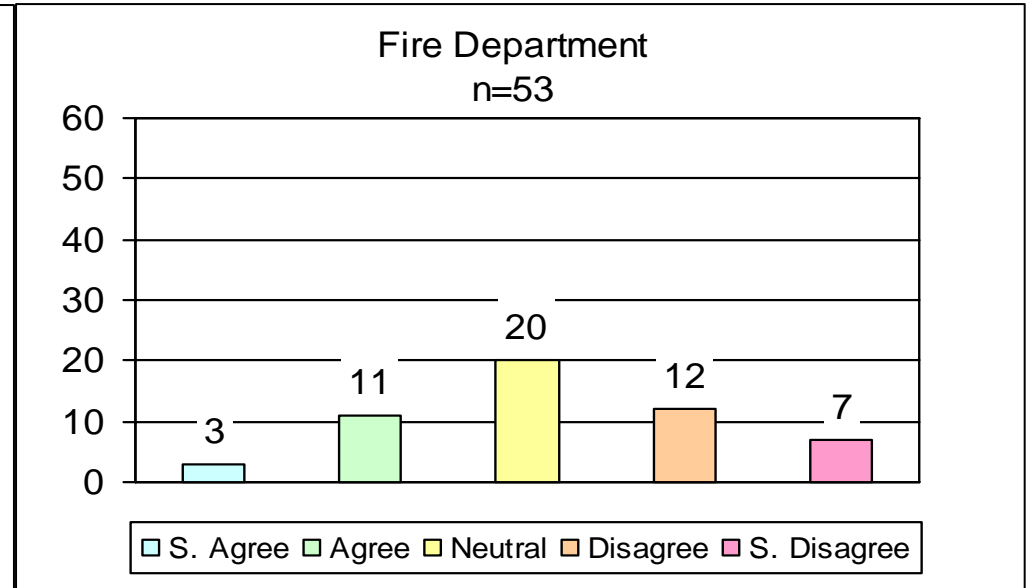
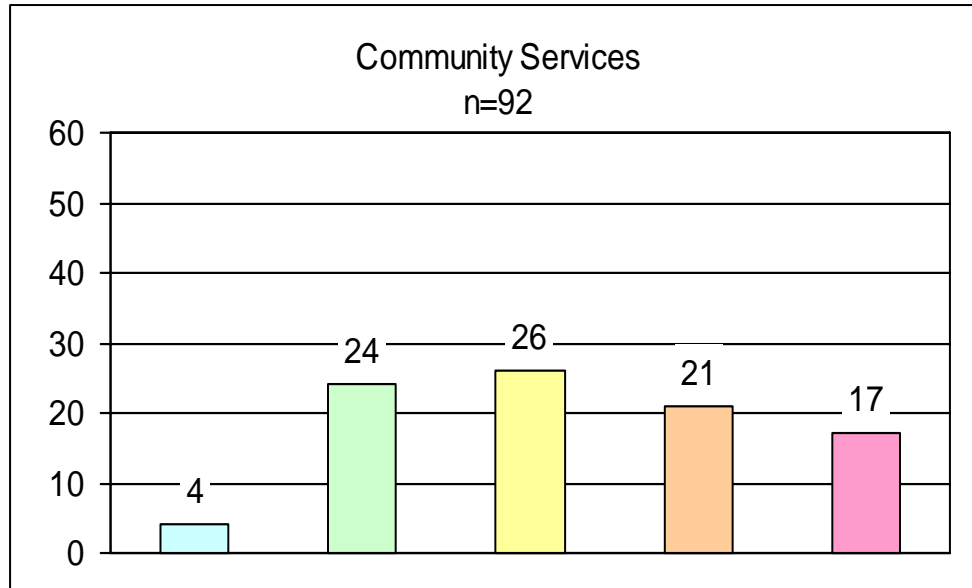
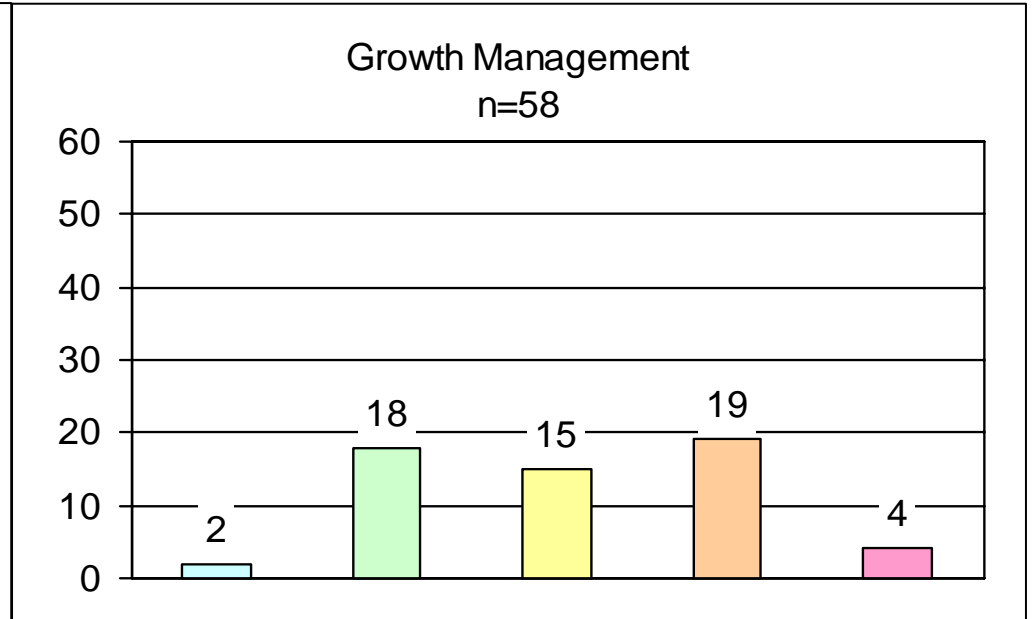
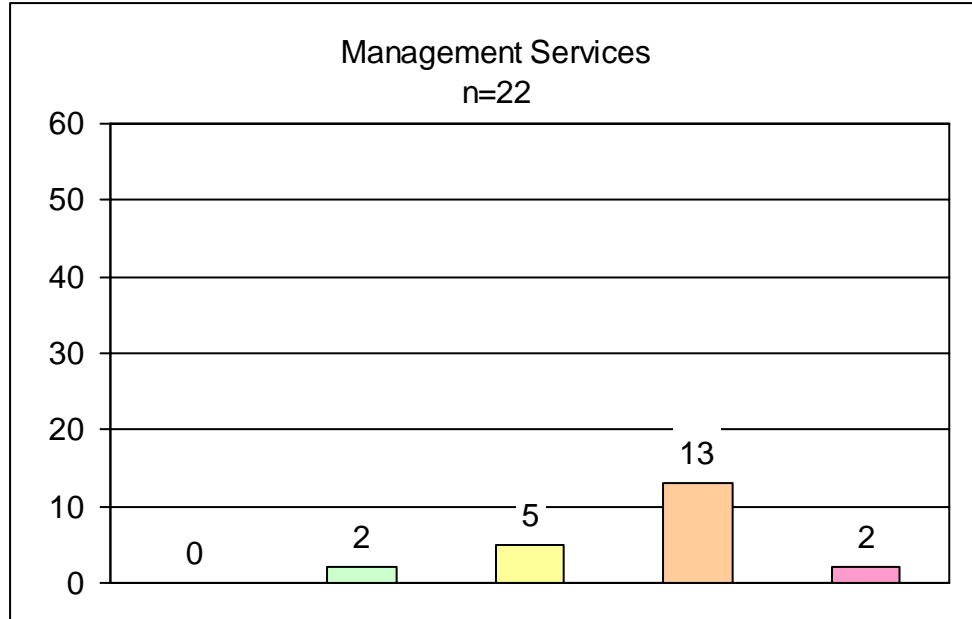


Question 1b – Leadership

n=457(81%)

Our leadership team uses our organization’s values to guide our organization and employees.

My senior (top) leaders use our organization’s values to guide us.

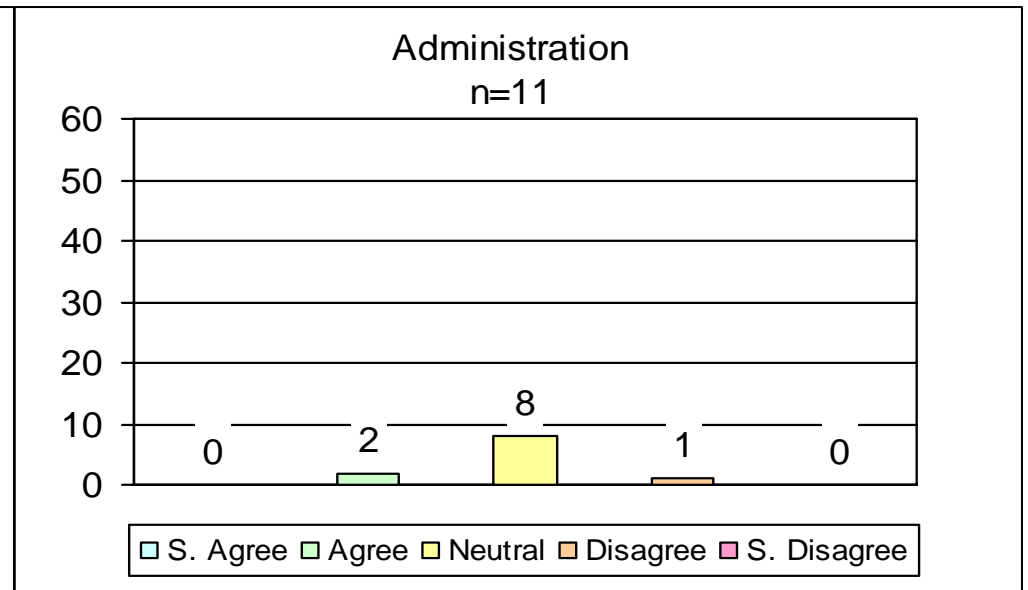
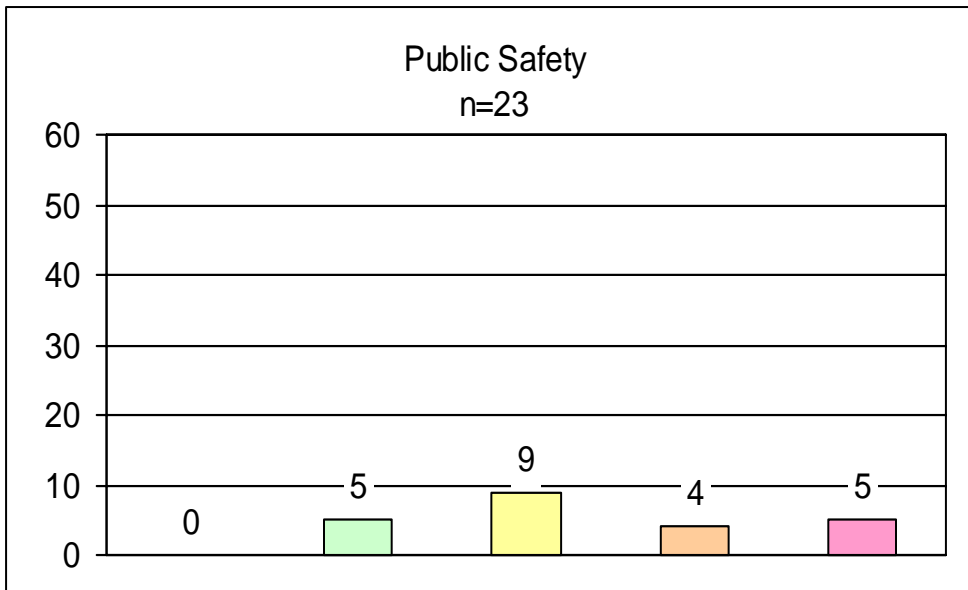
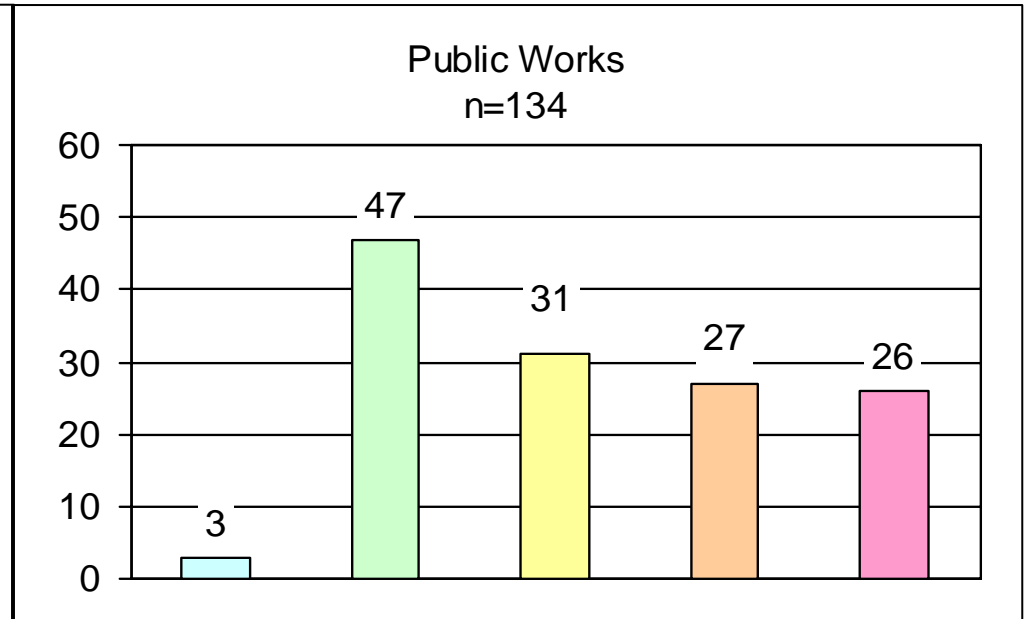
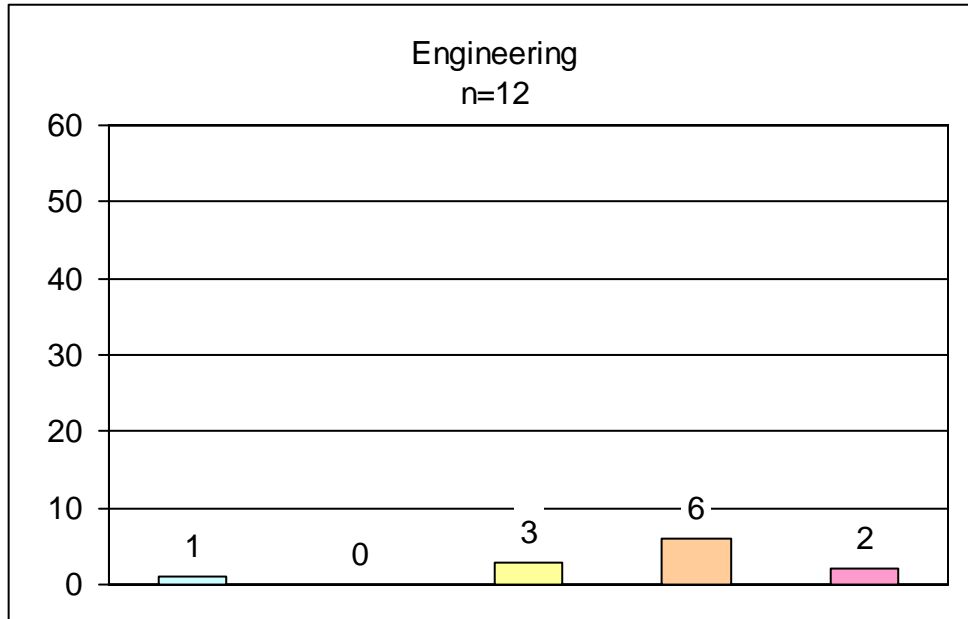


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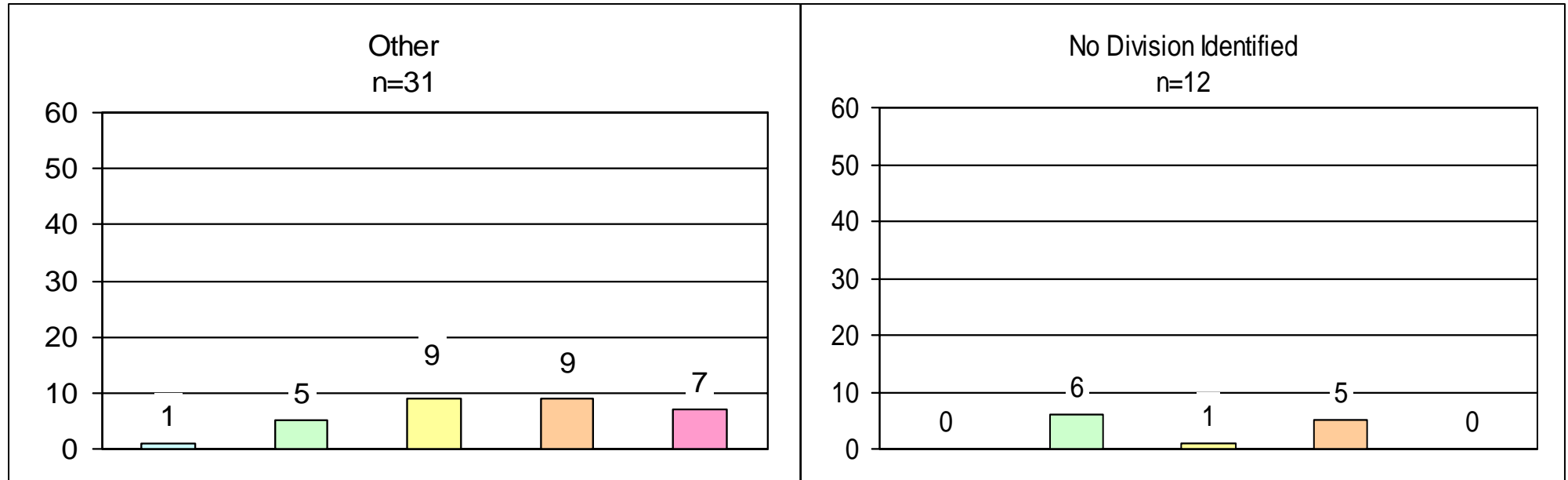


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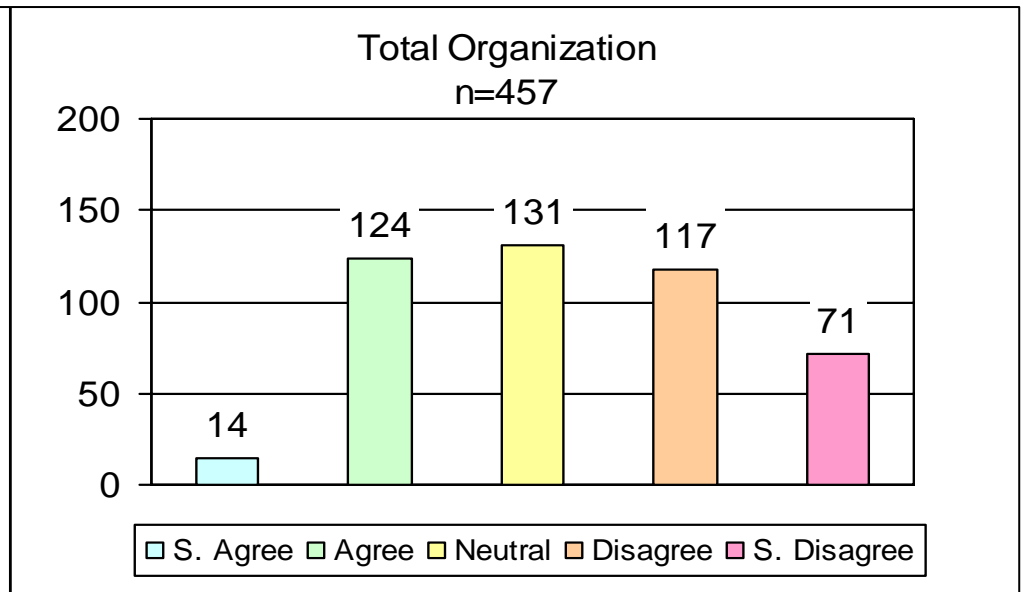
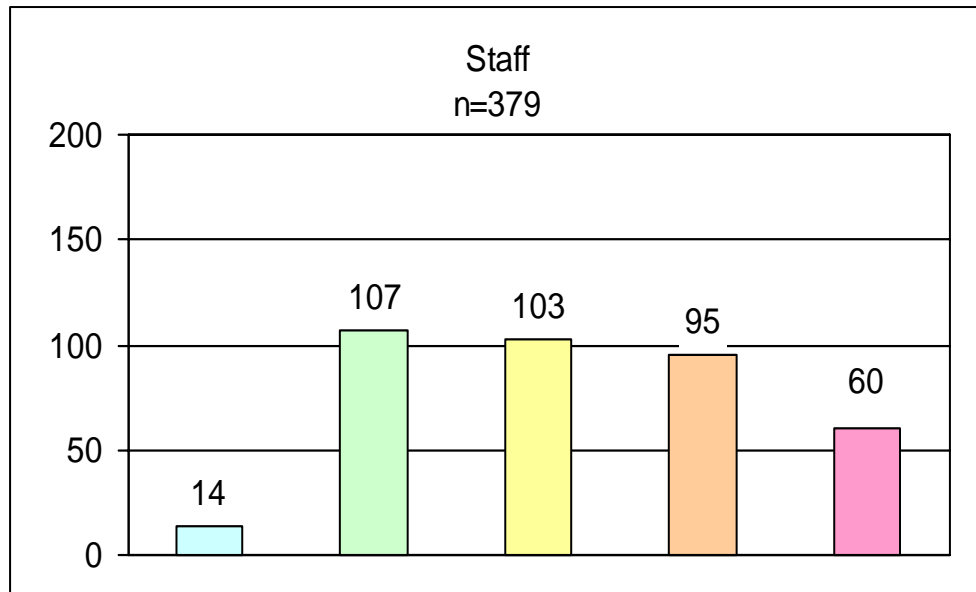
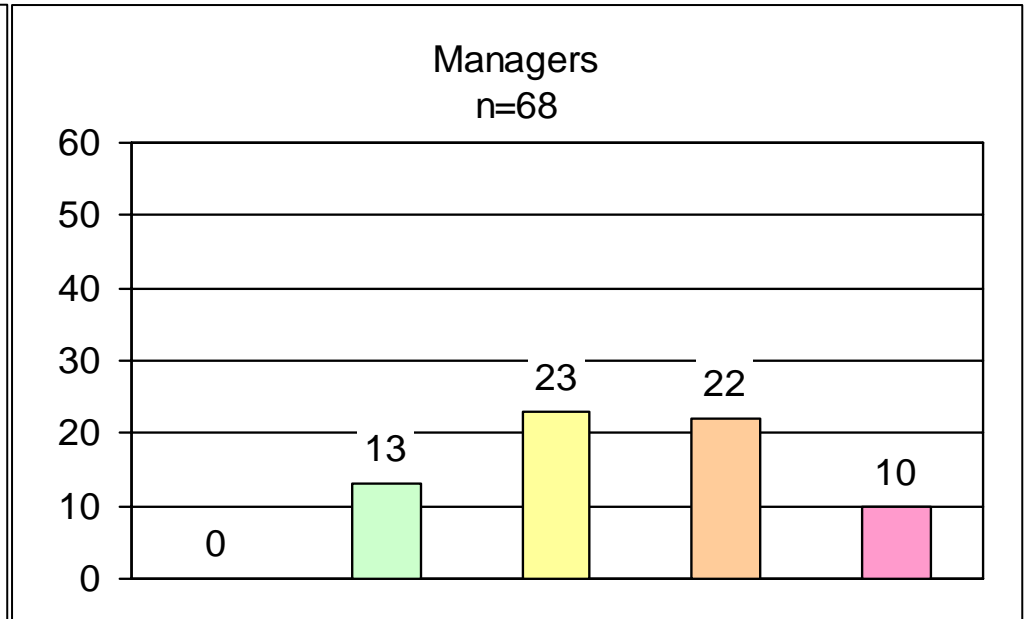
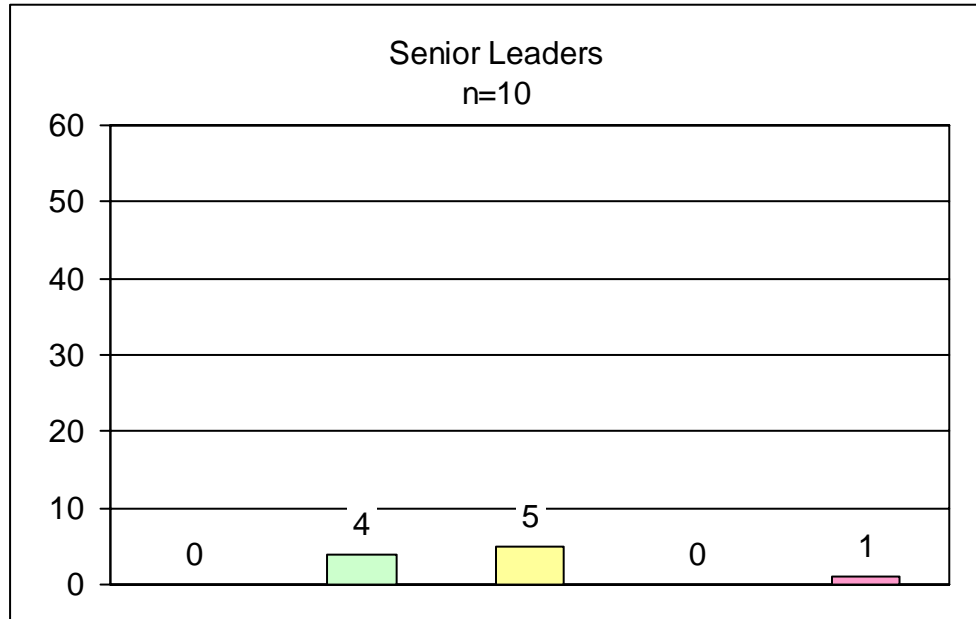


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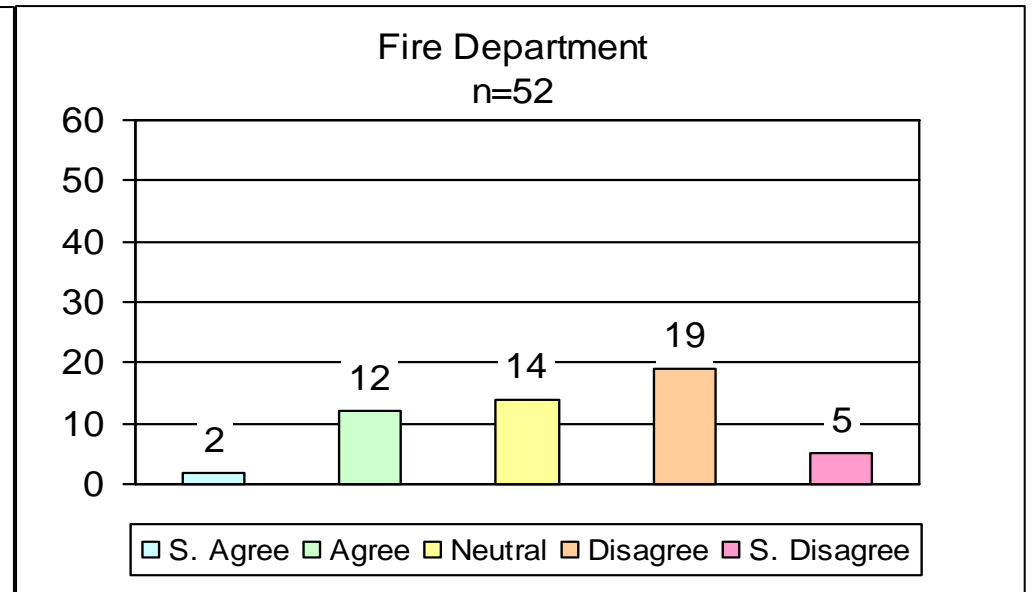
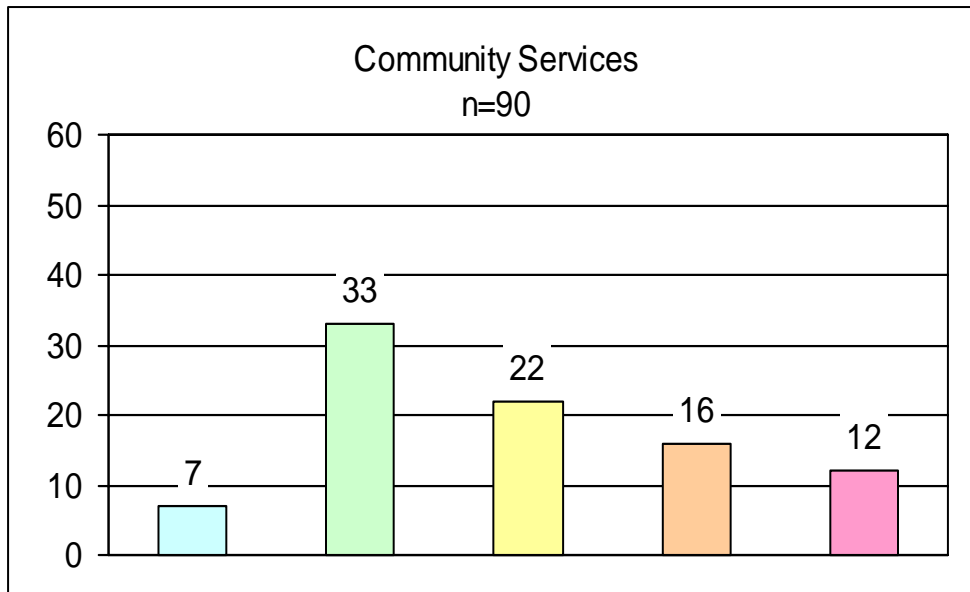
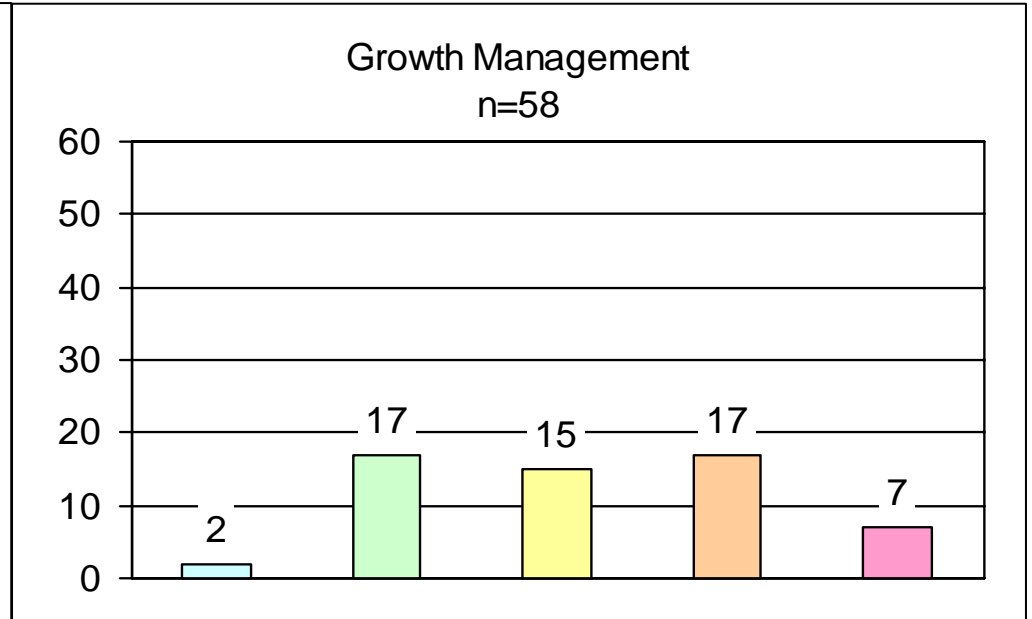
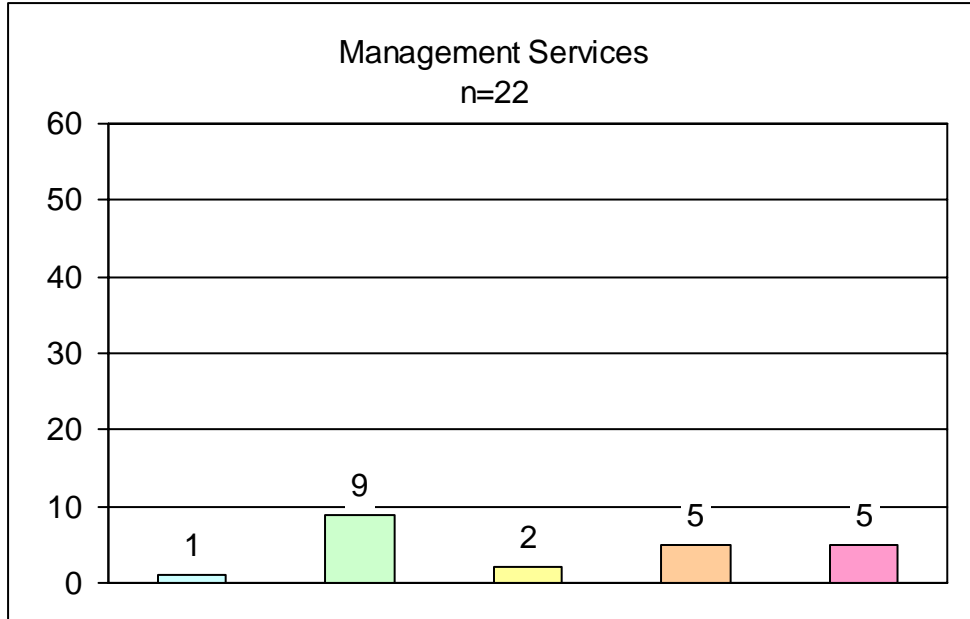


Question 1c – Leadership

n=451(80%)

Our leadership team creates a work environment that helps our employees do their jobs.

My senior (top) leaders create a work environment that helps me do my job.

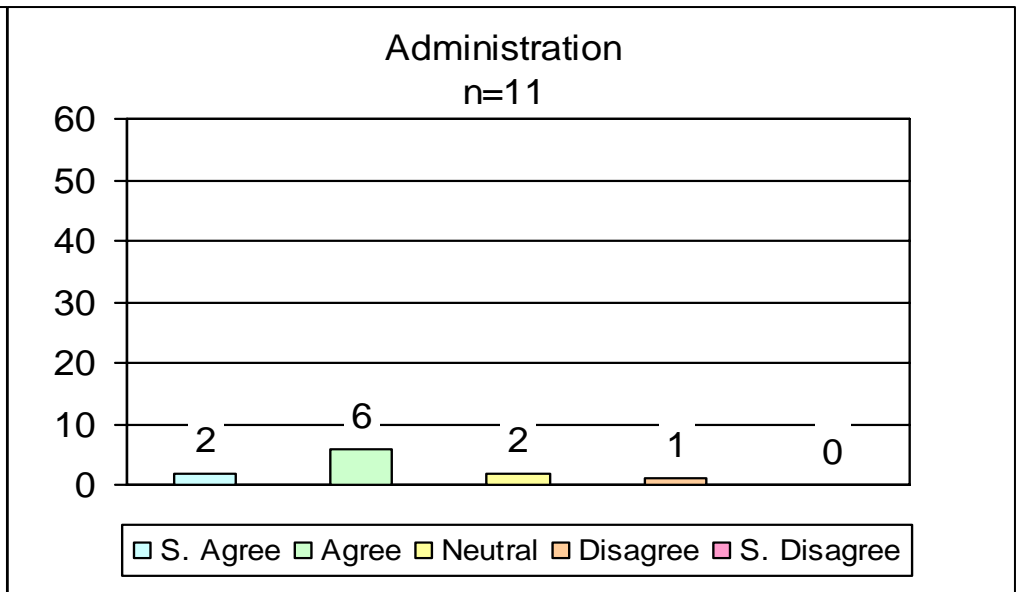
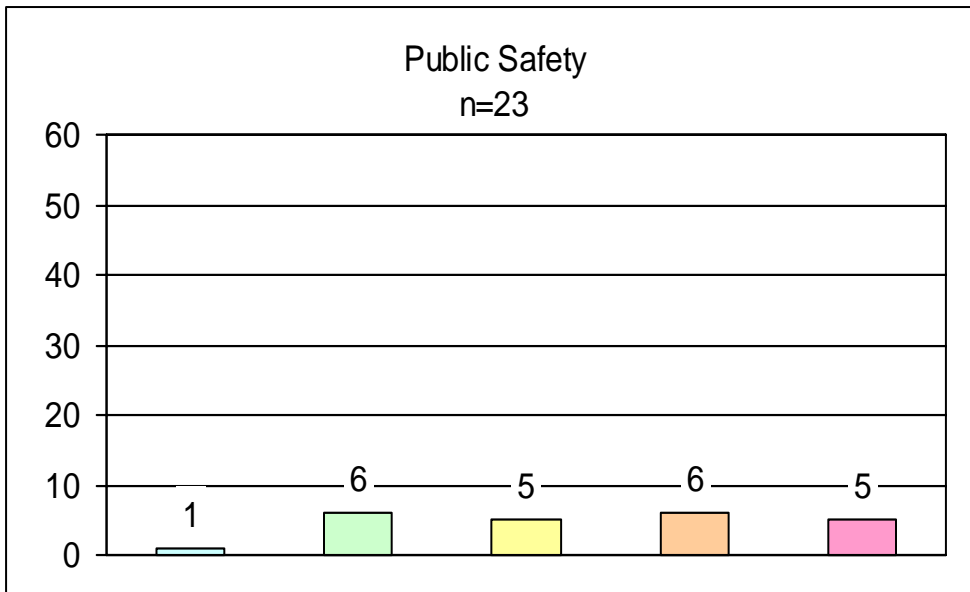
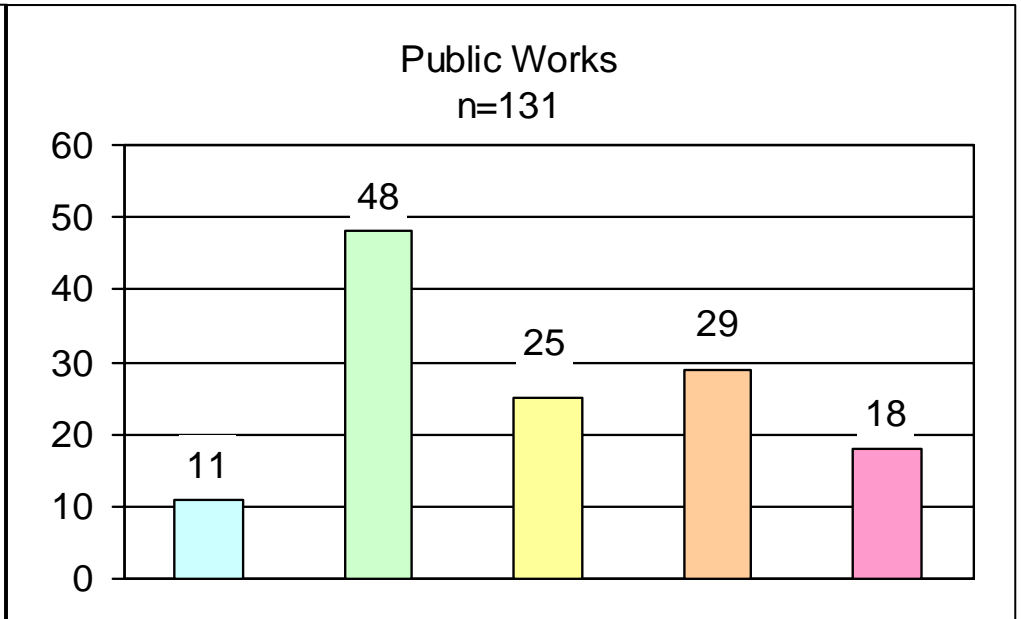
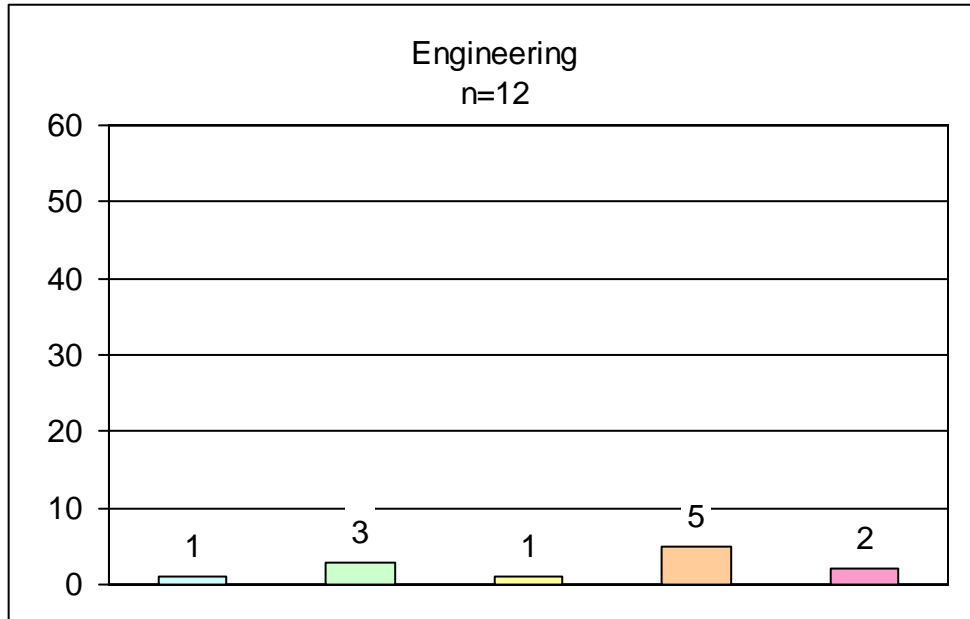


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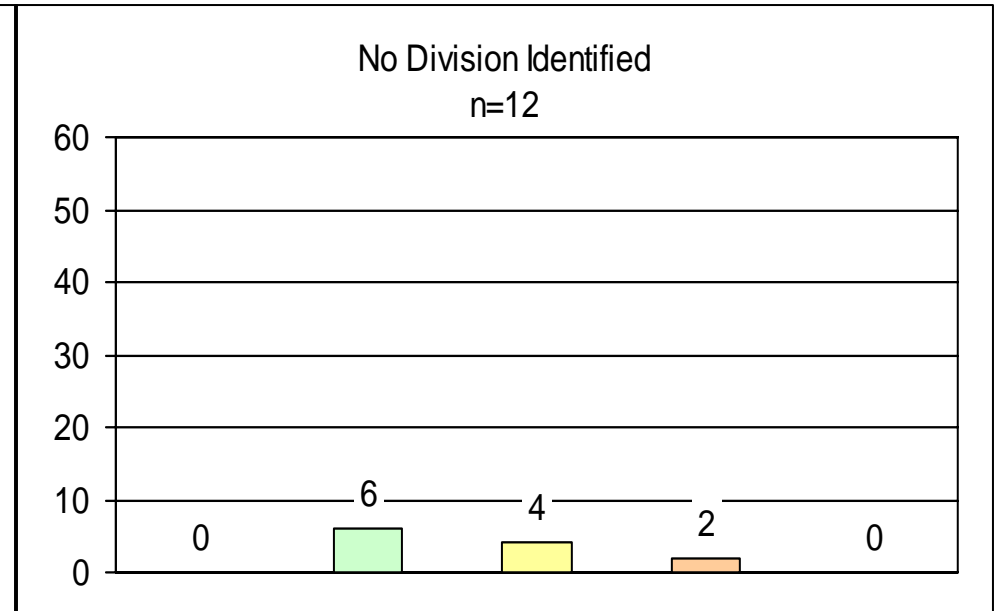
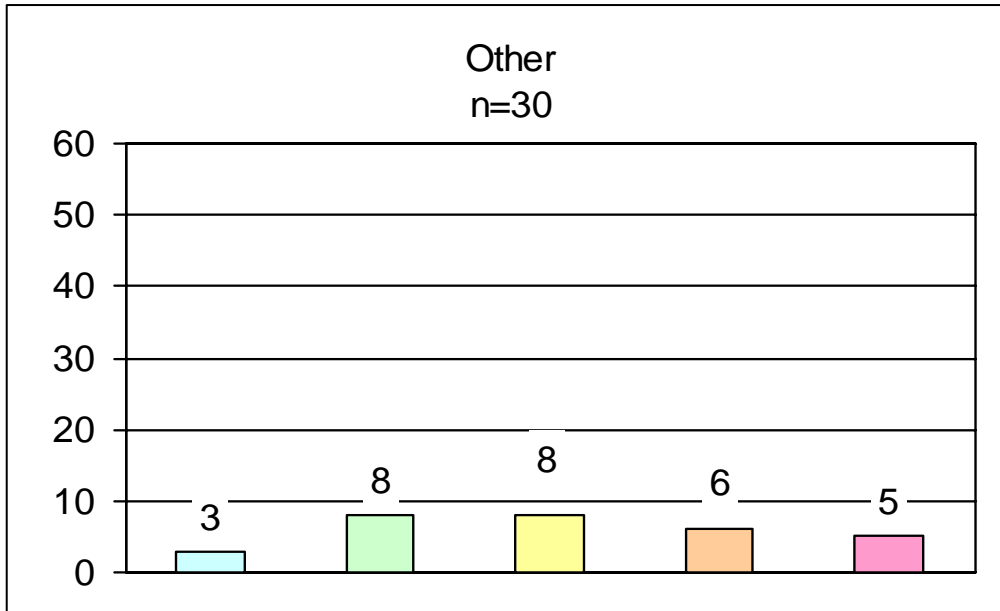


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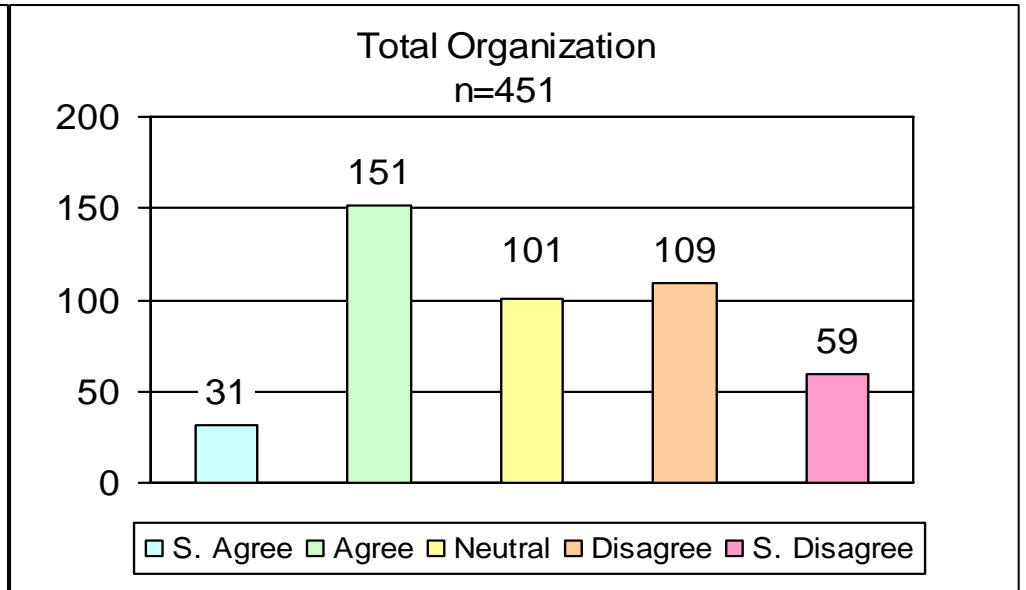
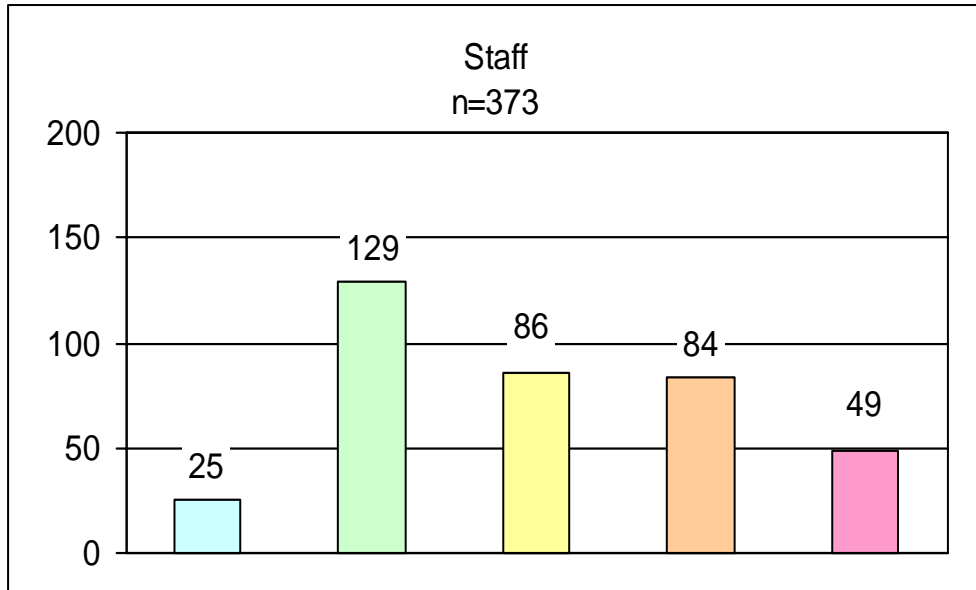
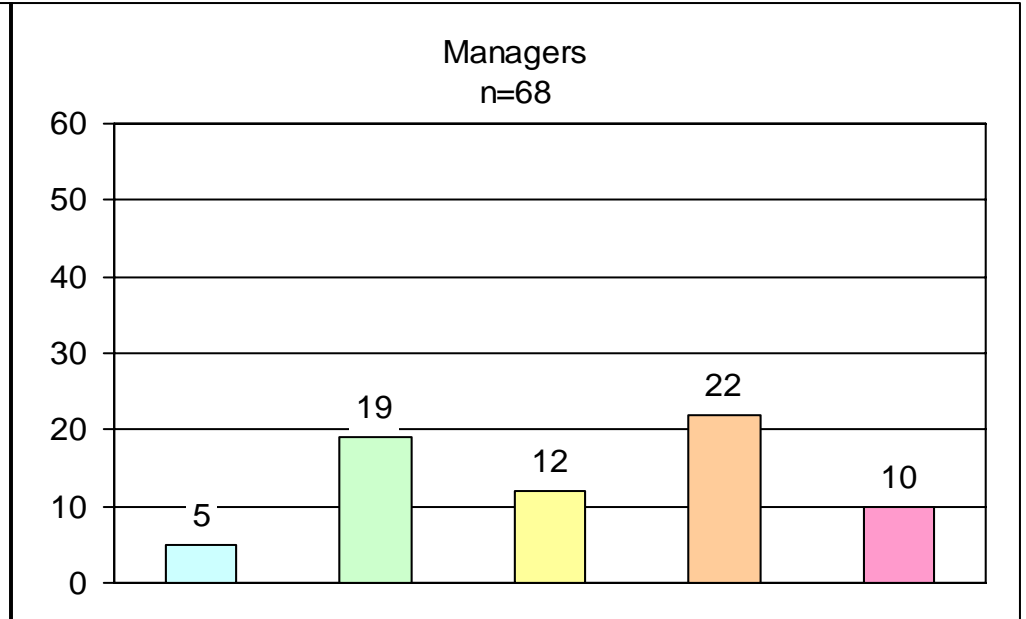
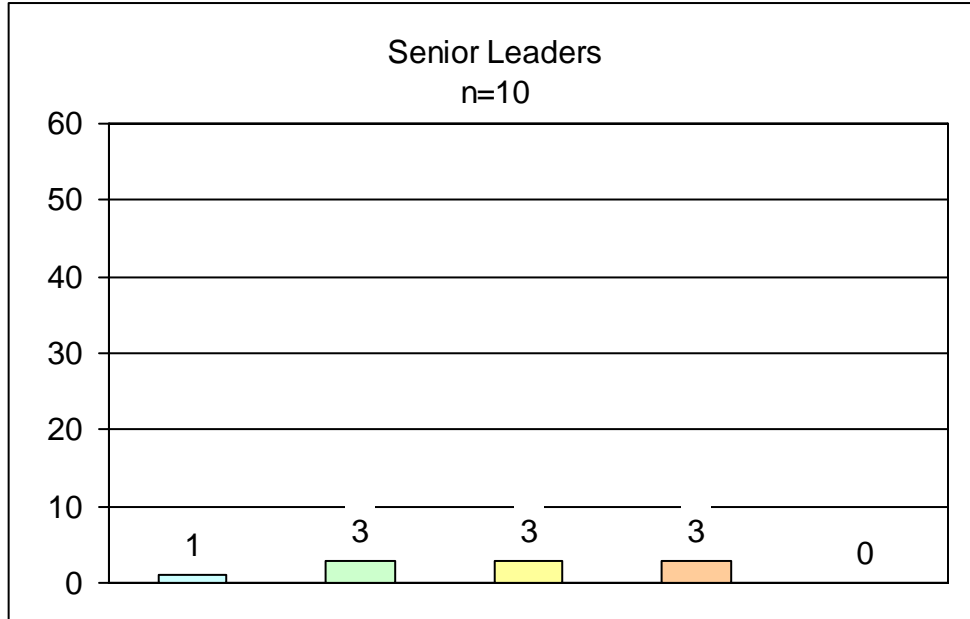


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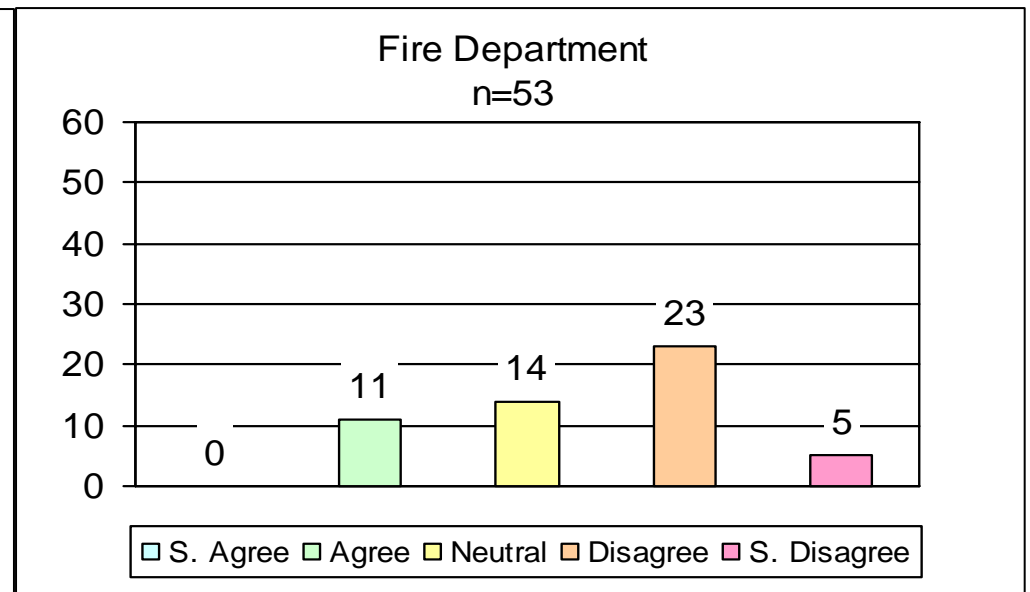
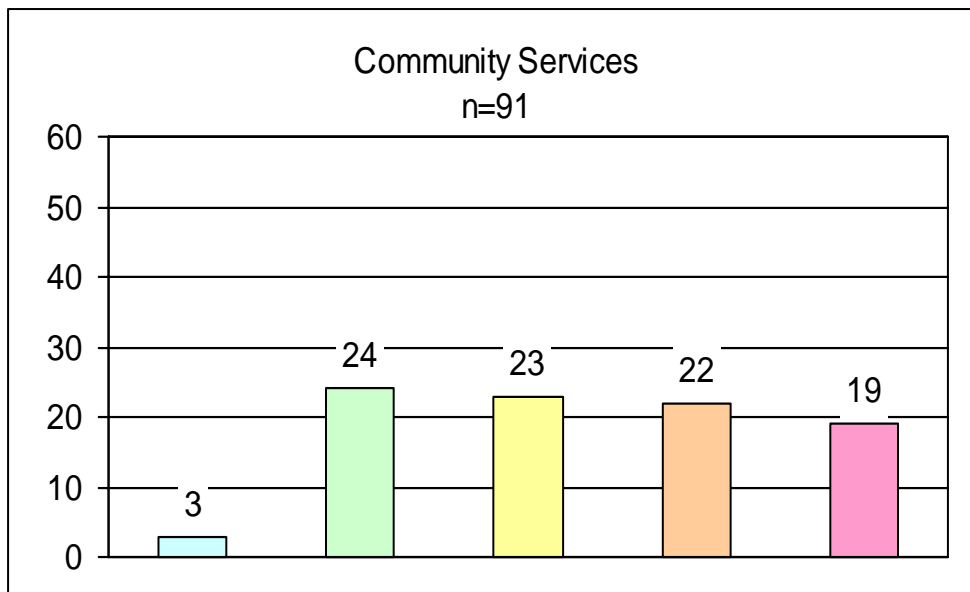
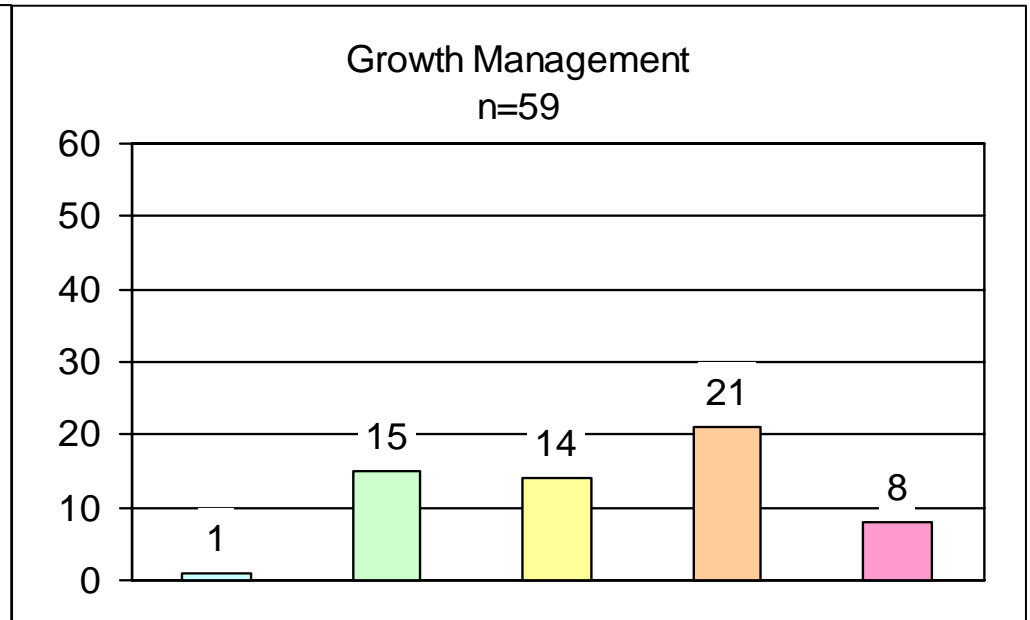
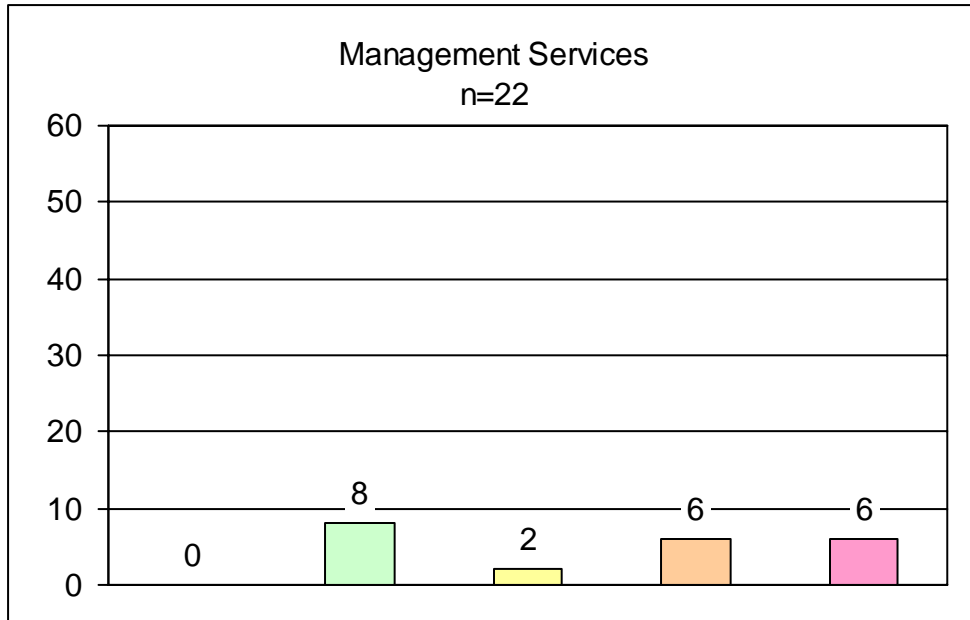


Question 1d – Leadership

n=455(81%)

Our leadership shares information about the organization.

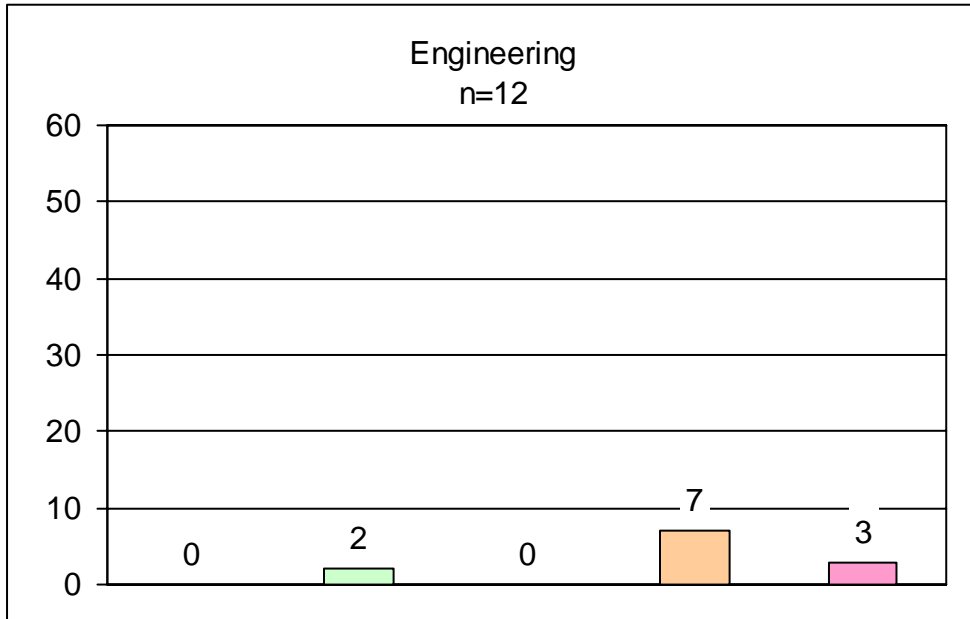
My organization's leaders share information about the organization.



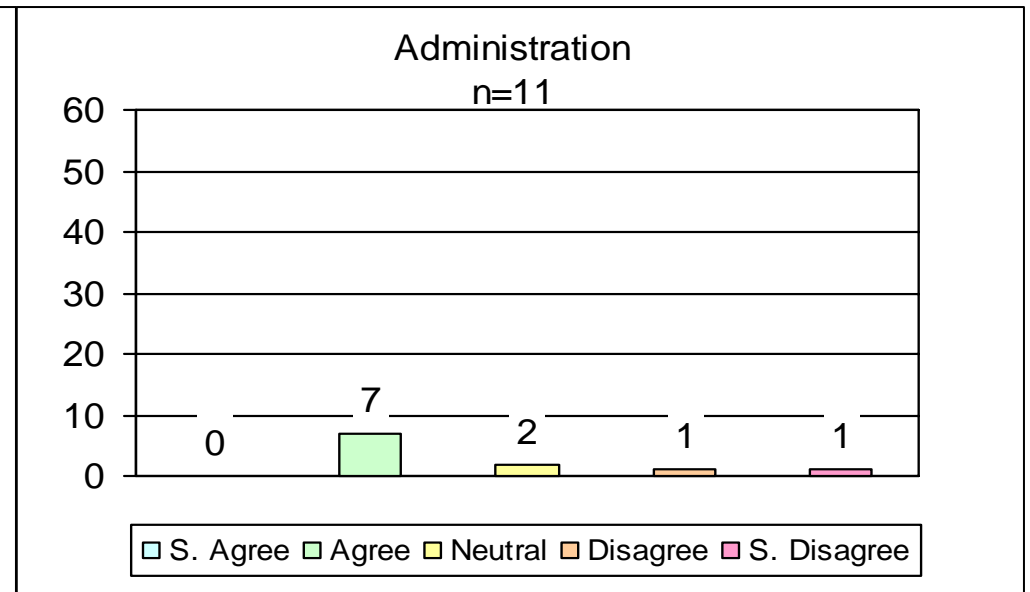
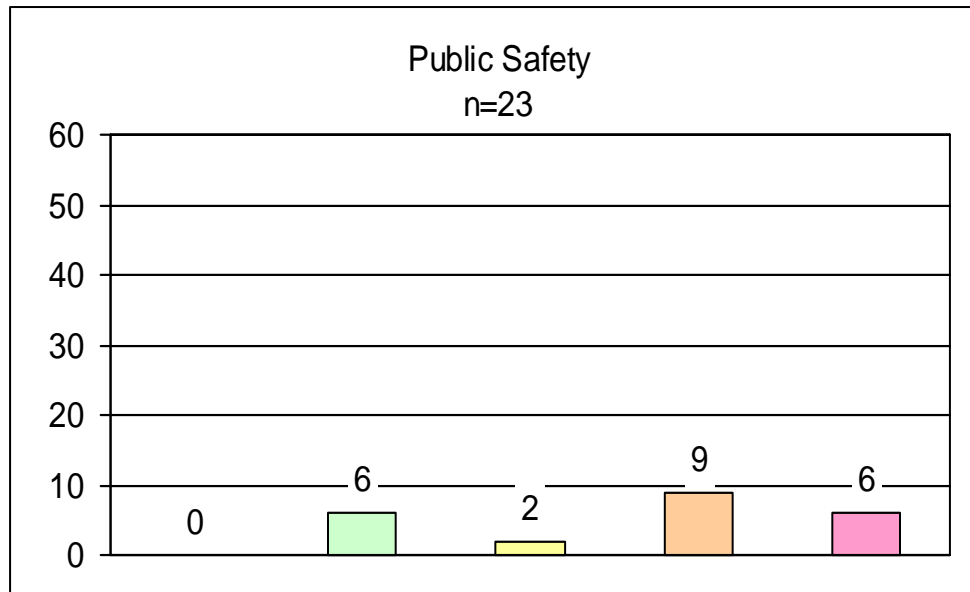
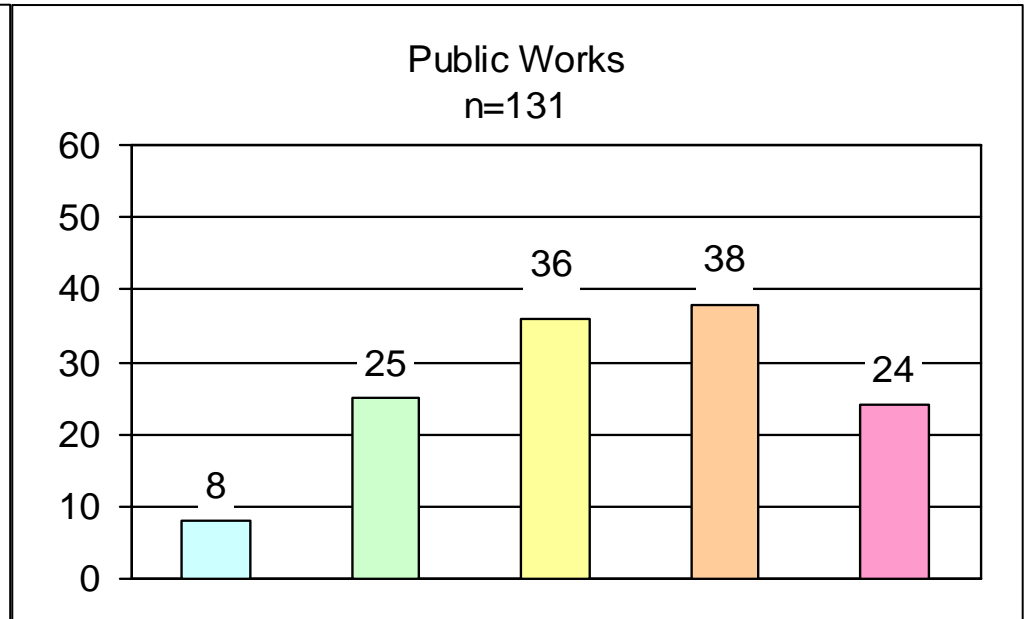
Question 1d – Leadership

n=455(81%)

Our leadership shares information about the organization.



My organization's leaders share information about the organization.



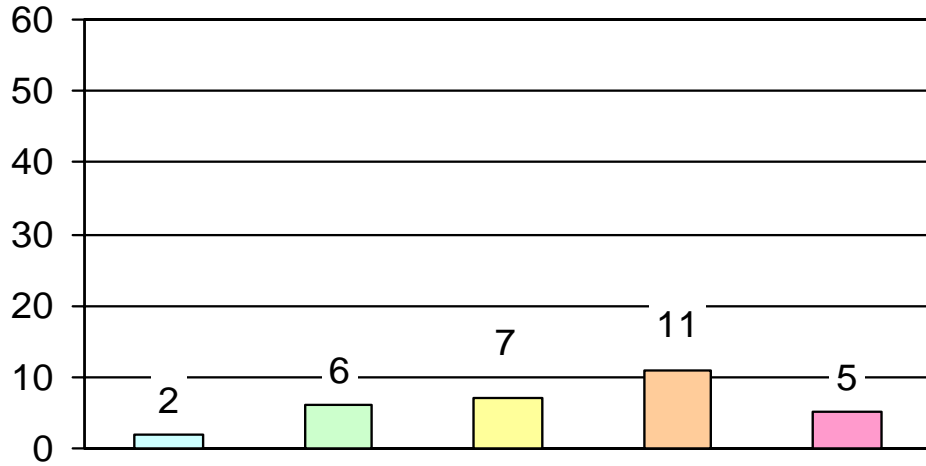
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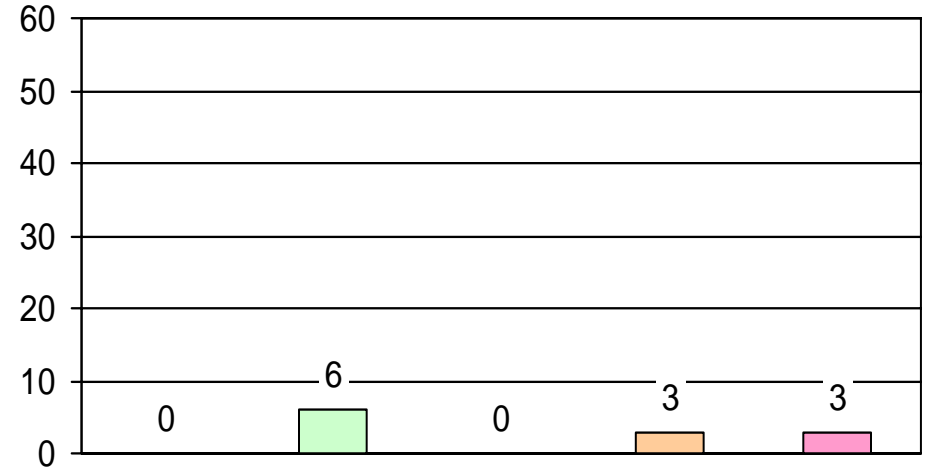
Our leadership shares information about the organization.

My organization's leaders share information about the organization.

Other
n=31



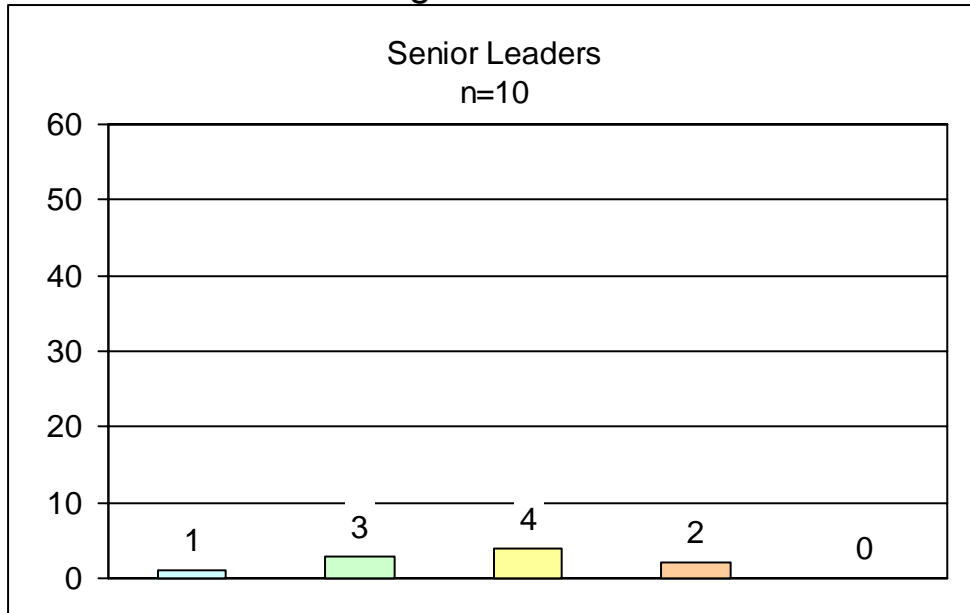
No Division Identified
n=12



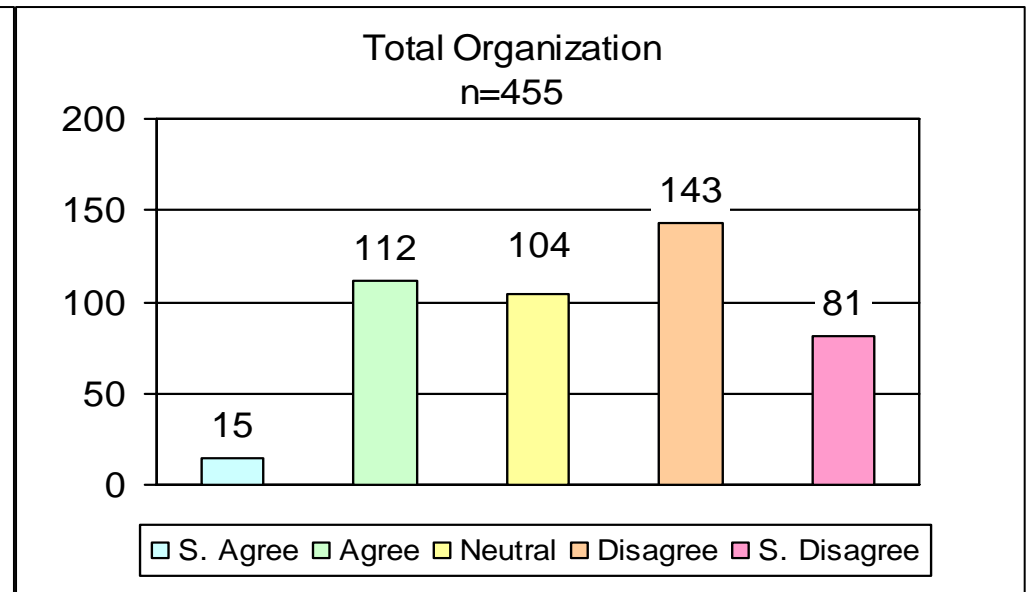
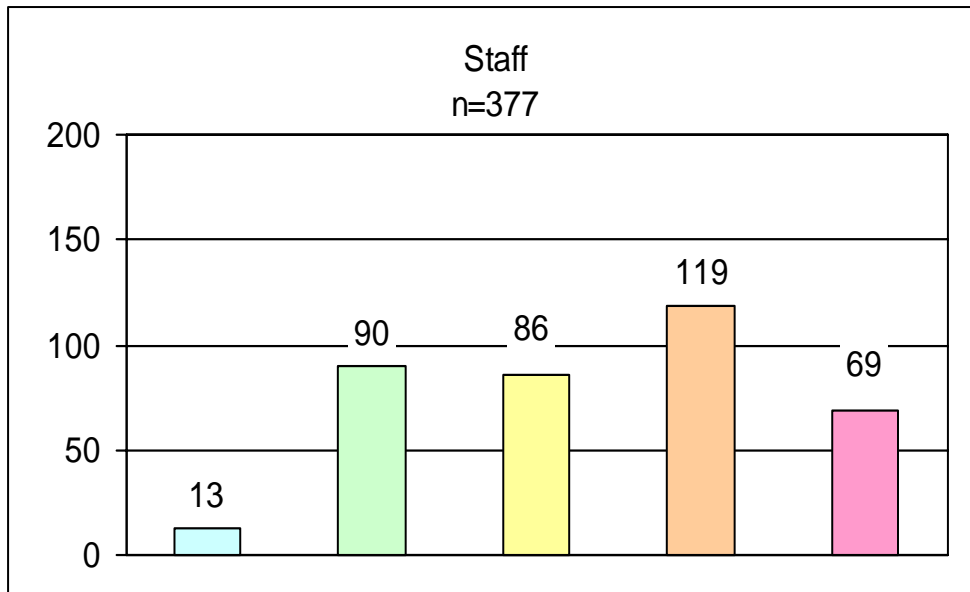
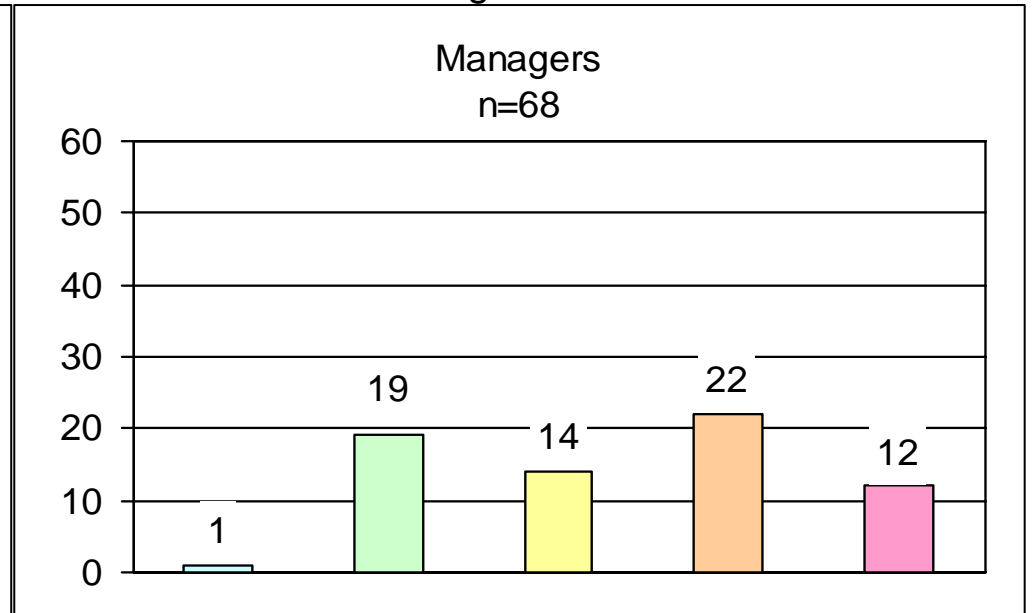
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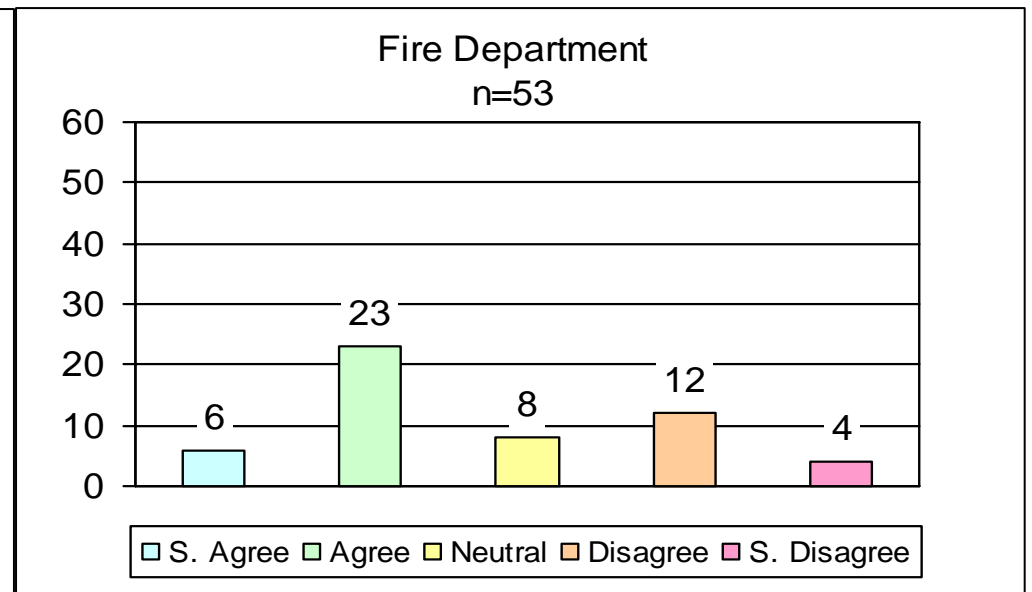
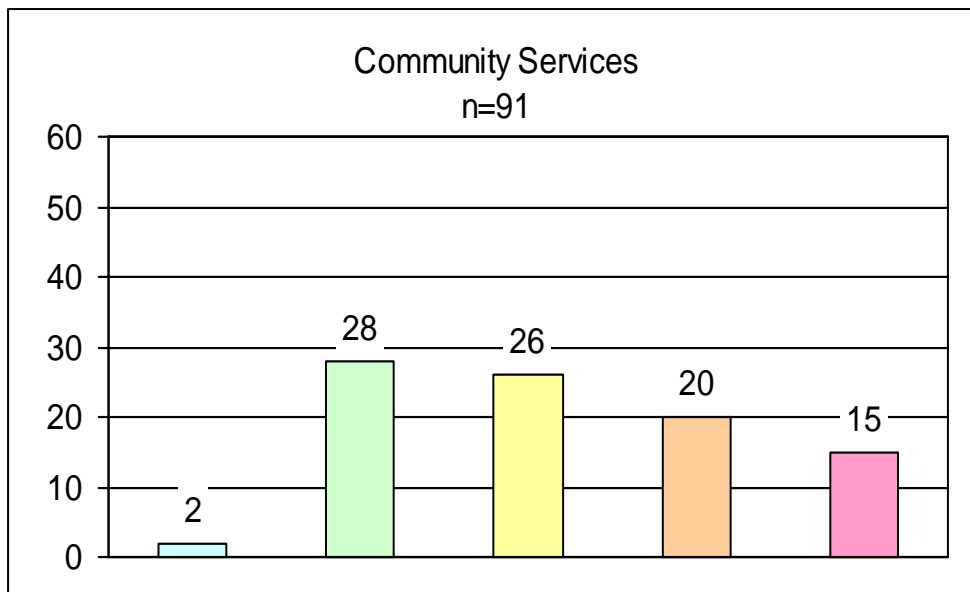
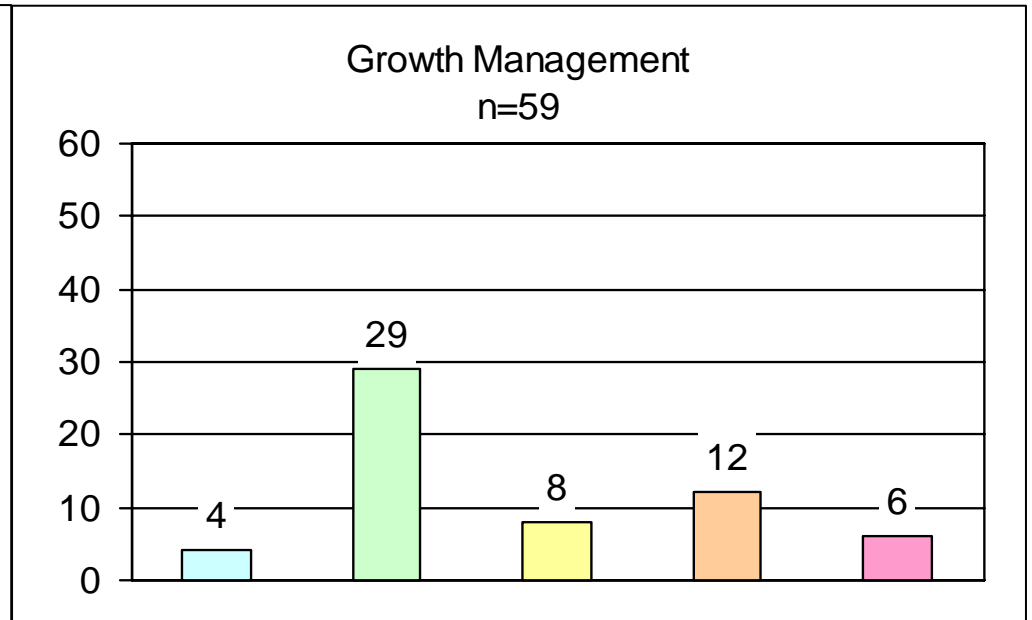
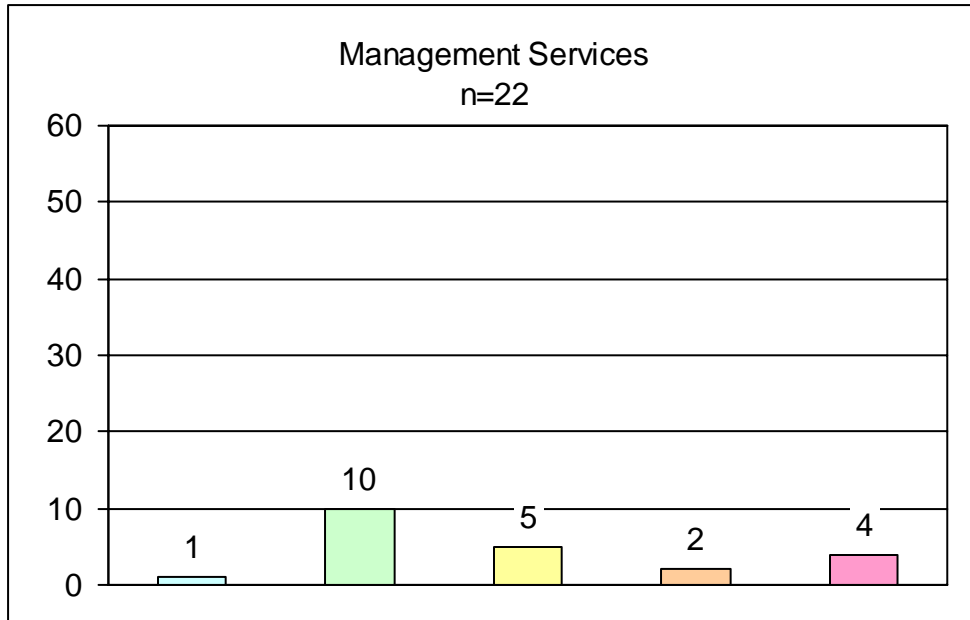


Question 1e – Leadership

n=455(81%)

Our leadership team encourages learning that will help all our employees advance in their careers.

My senior (top) leaders encourage learning that will help me advance in my career.

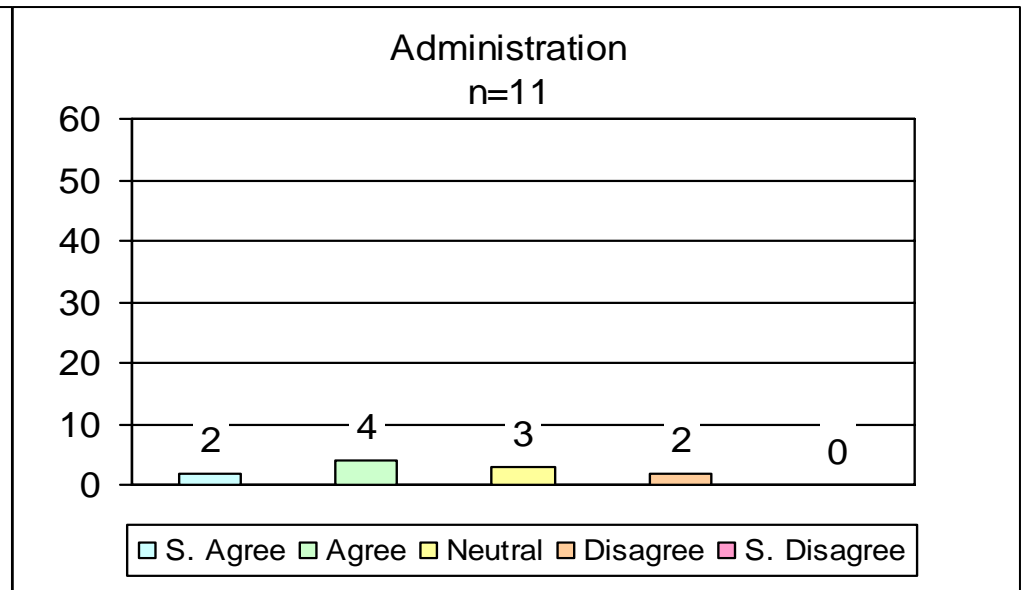
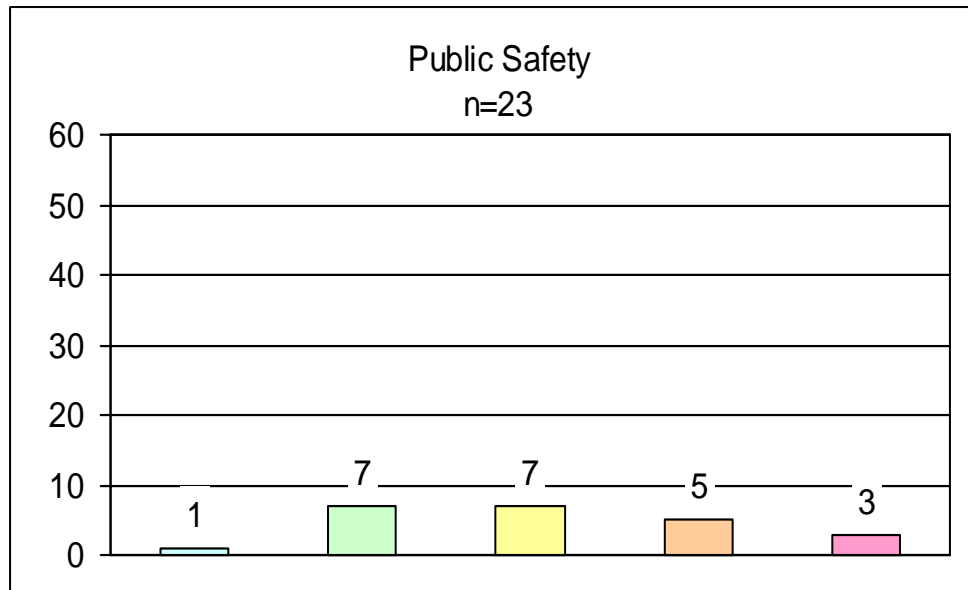
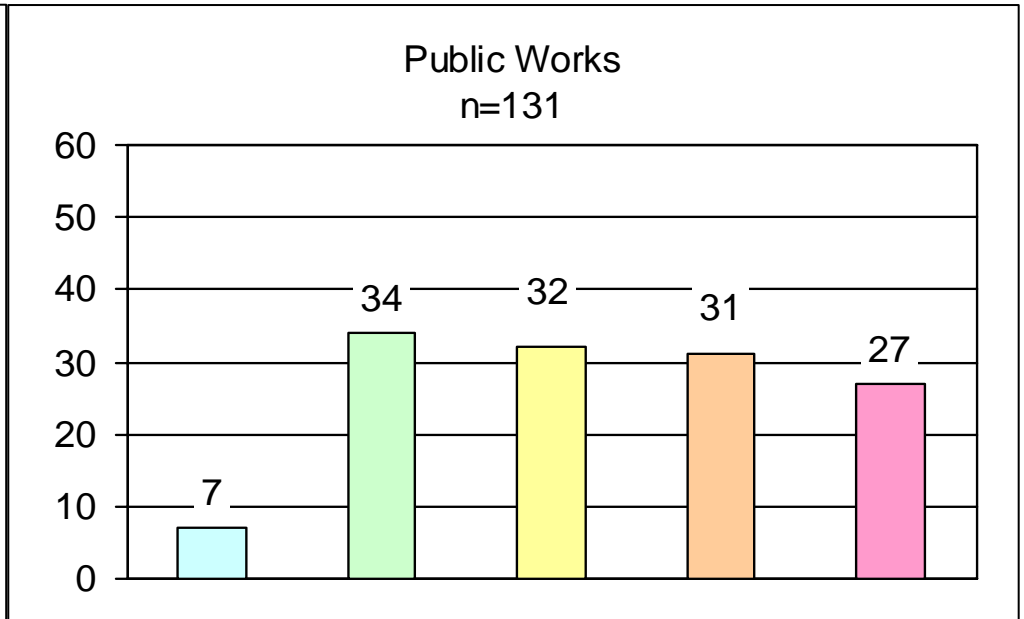
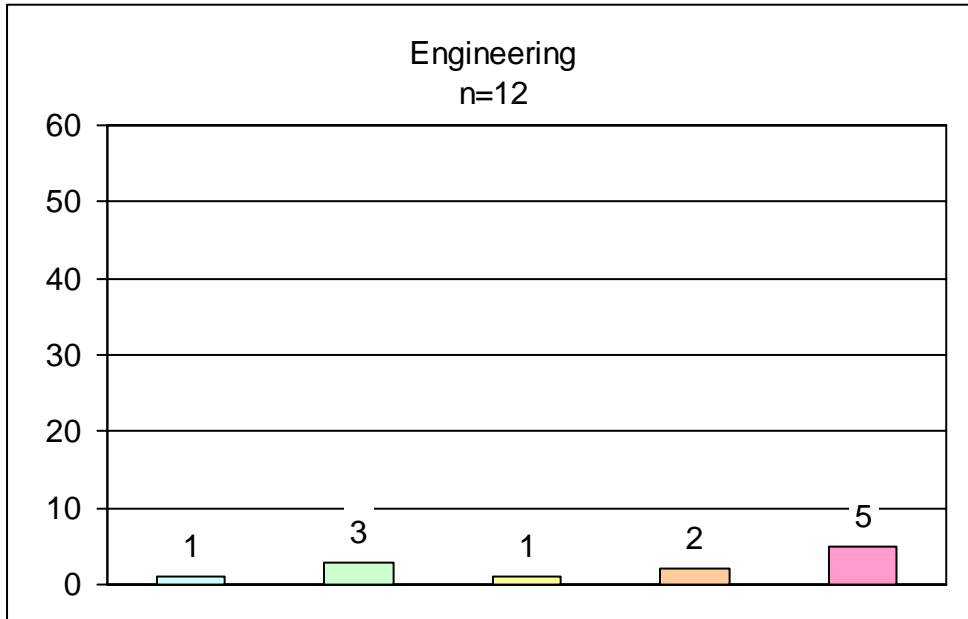


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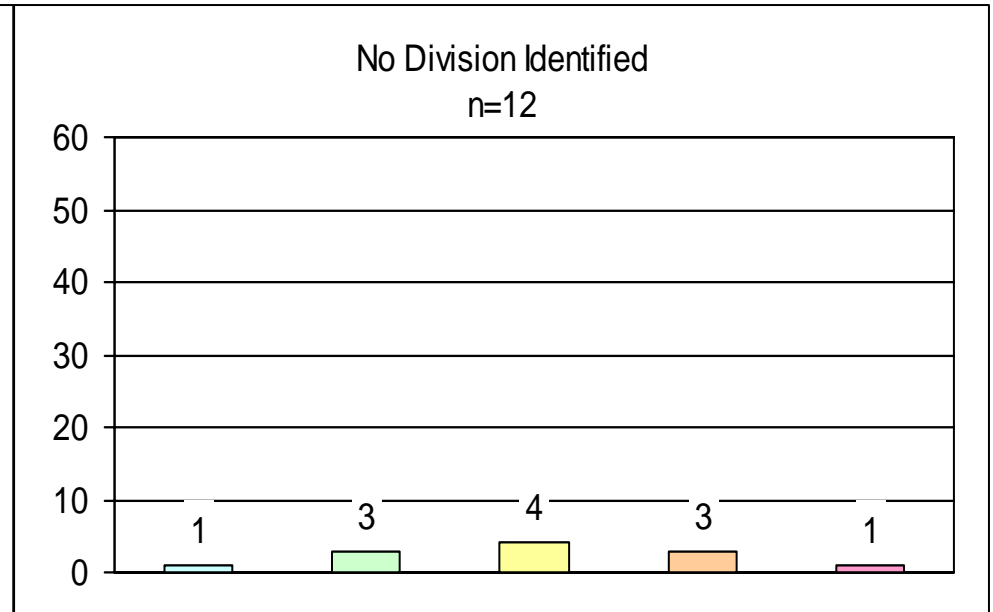
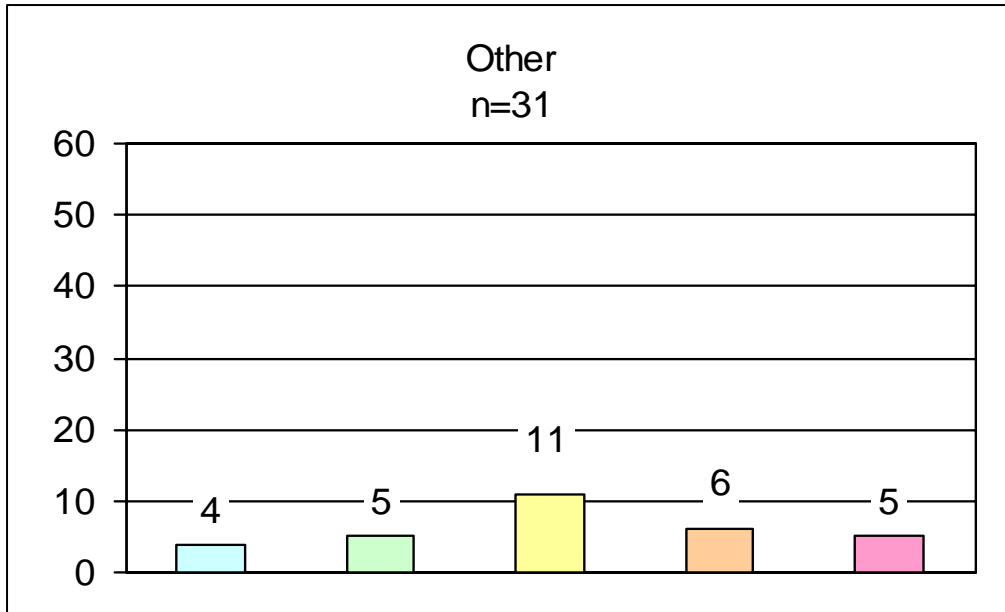


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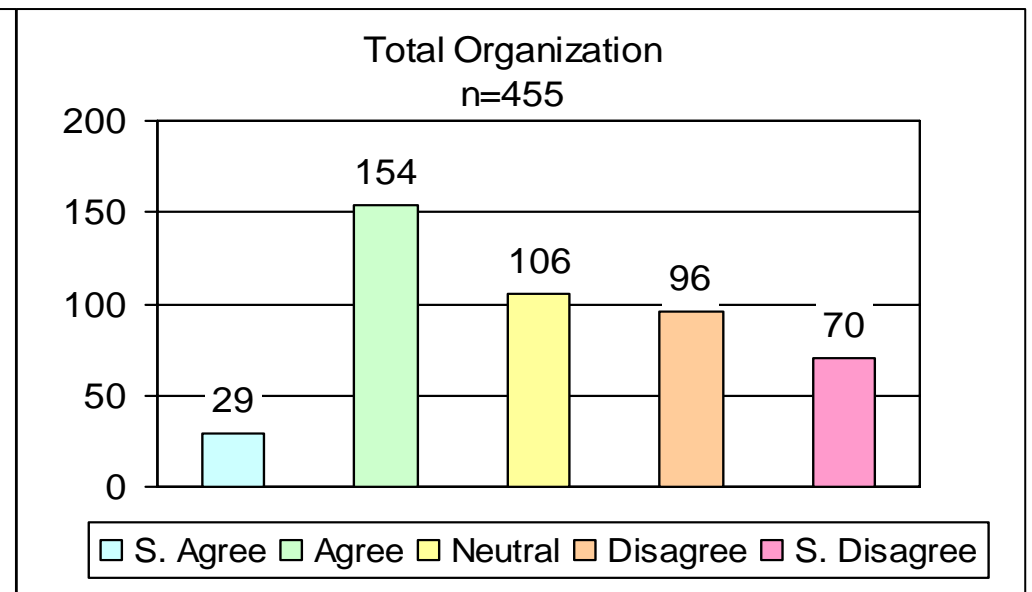
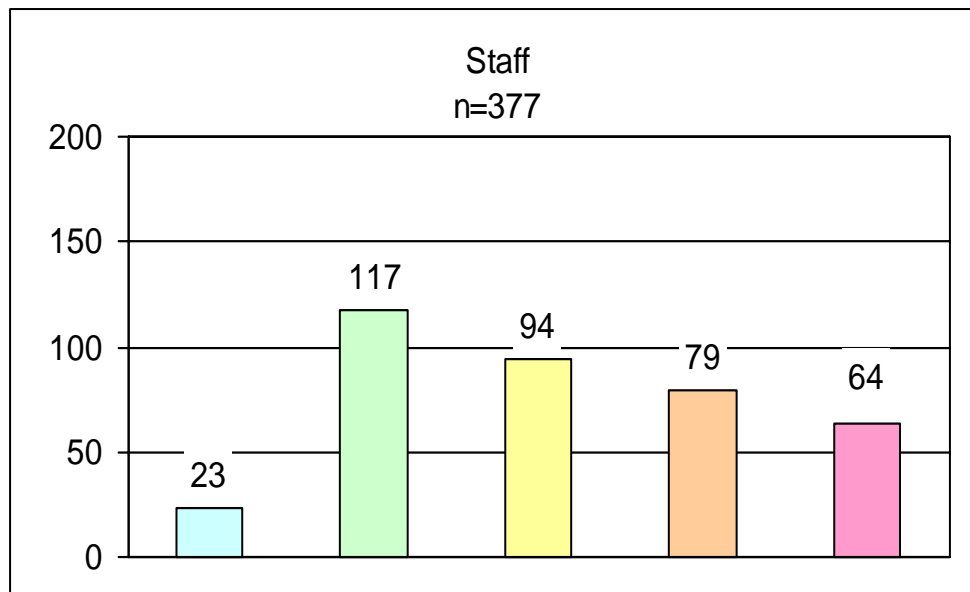
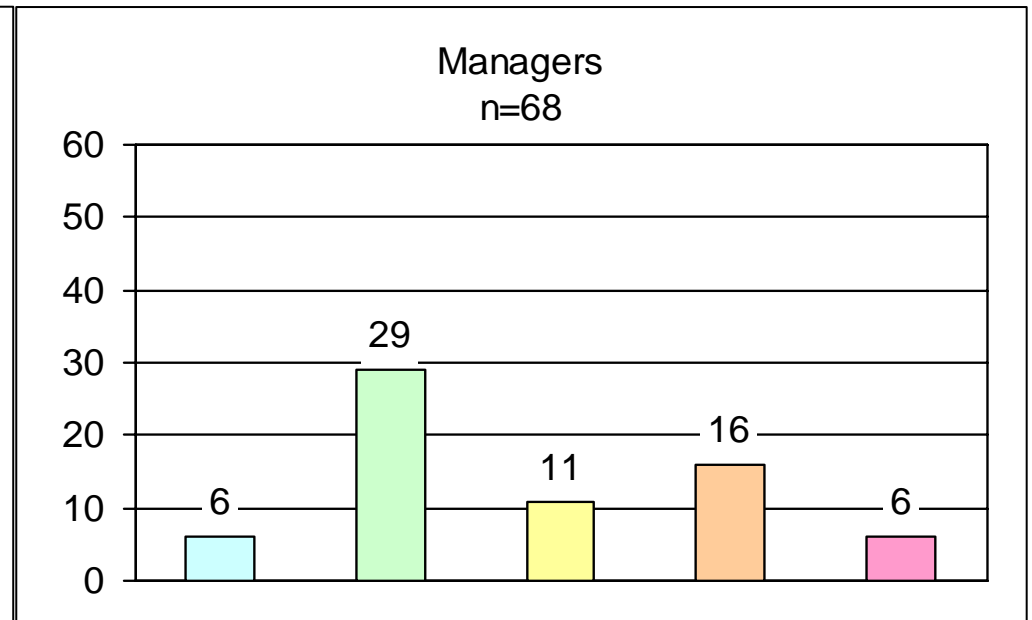
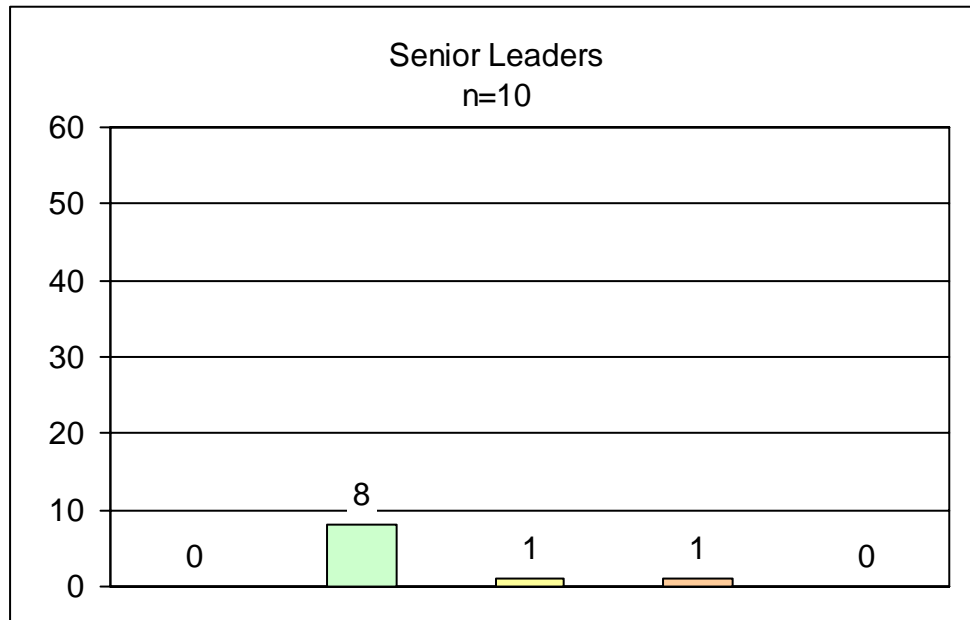


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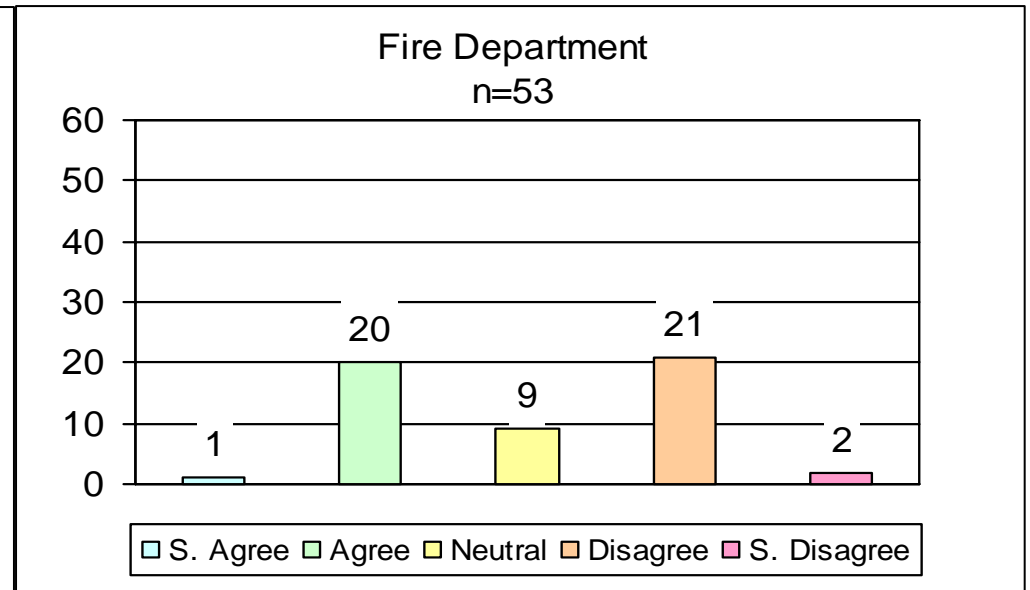
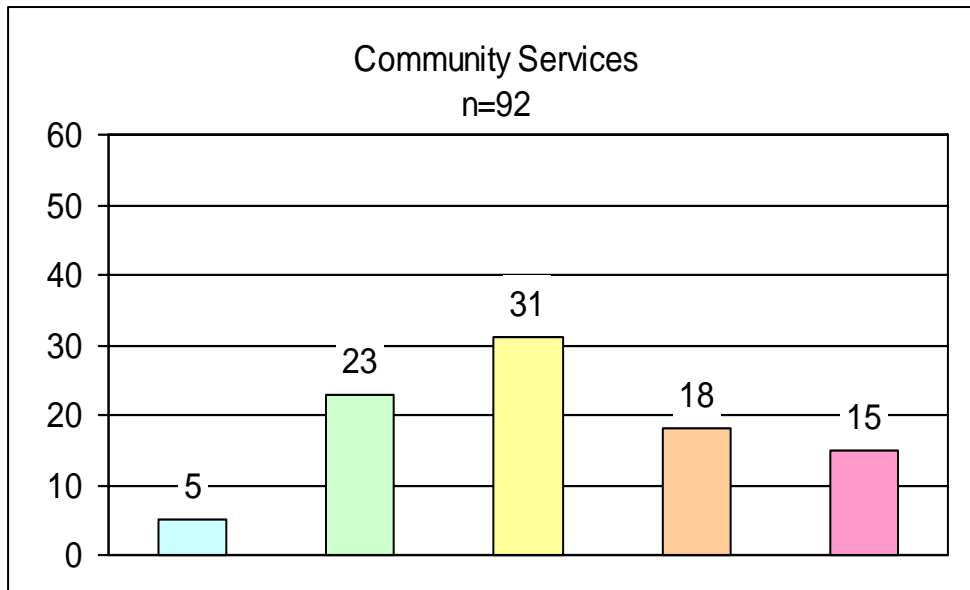
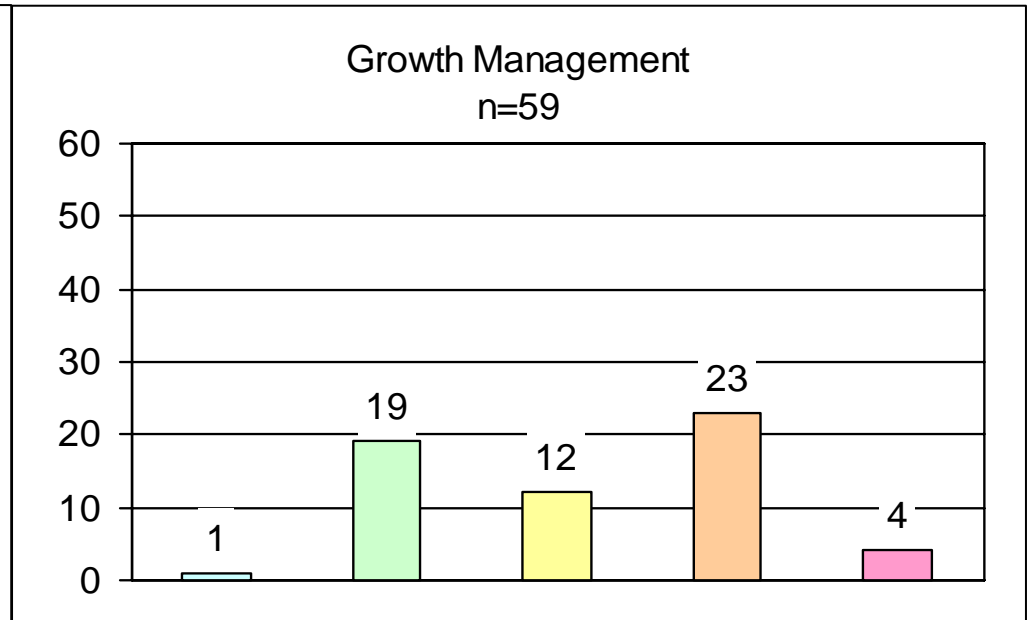
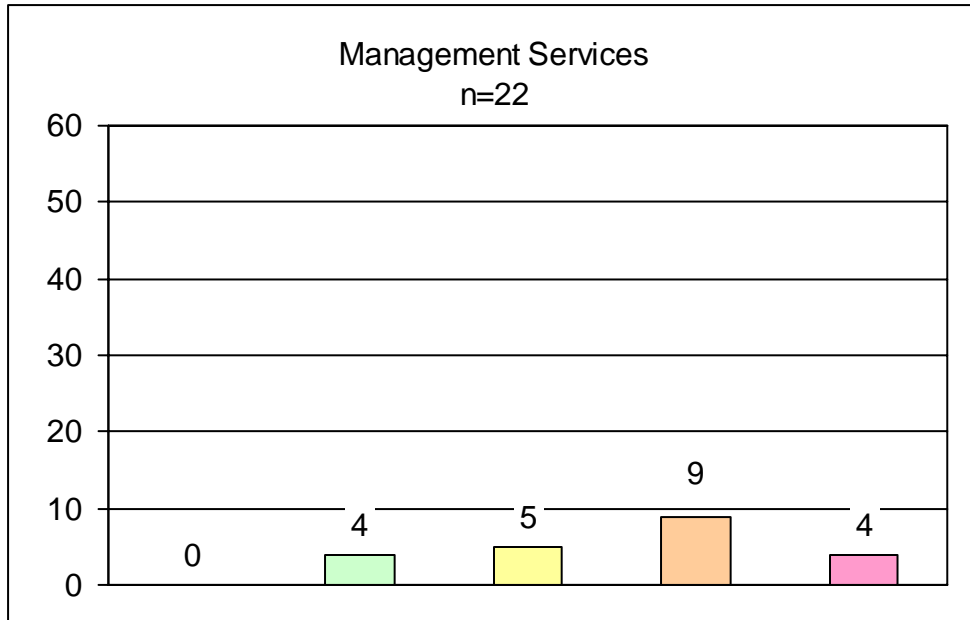


Question 1f – Leadership

n=457(81%)

Our leadership team lets our employees know what we think is most important.

My organization lets me know what it thinks is most important.

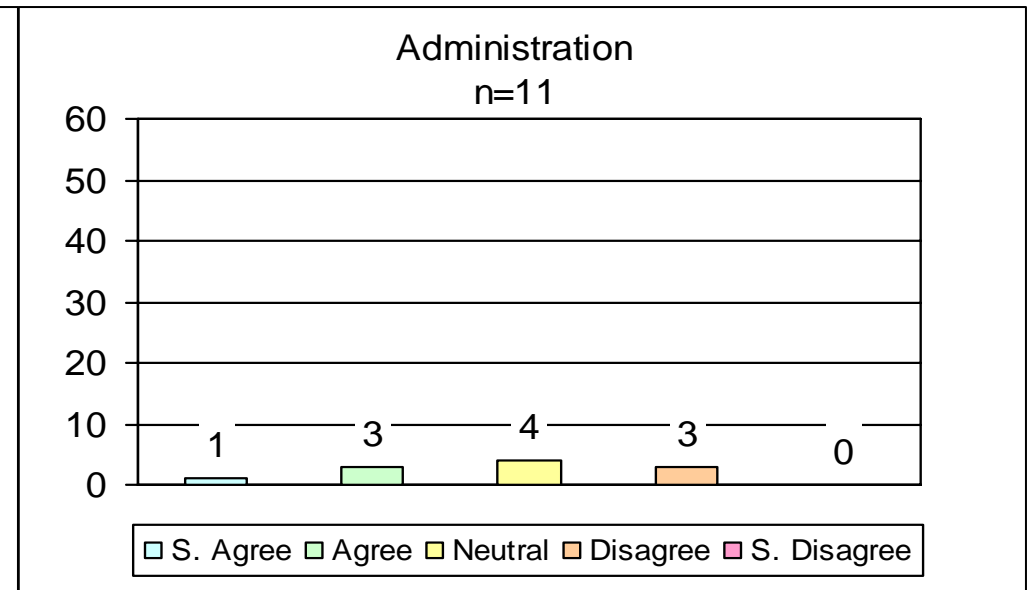
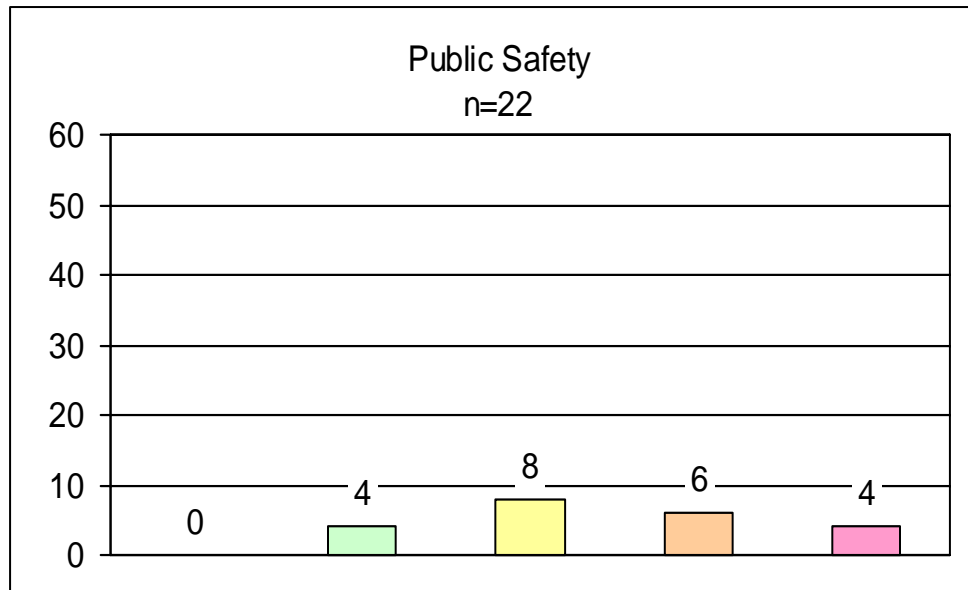
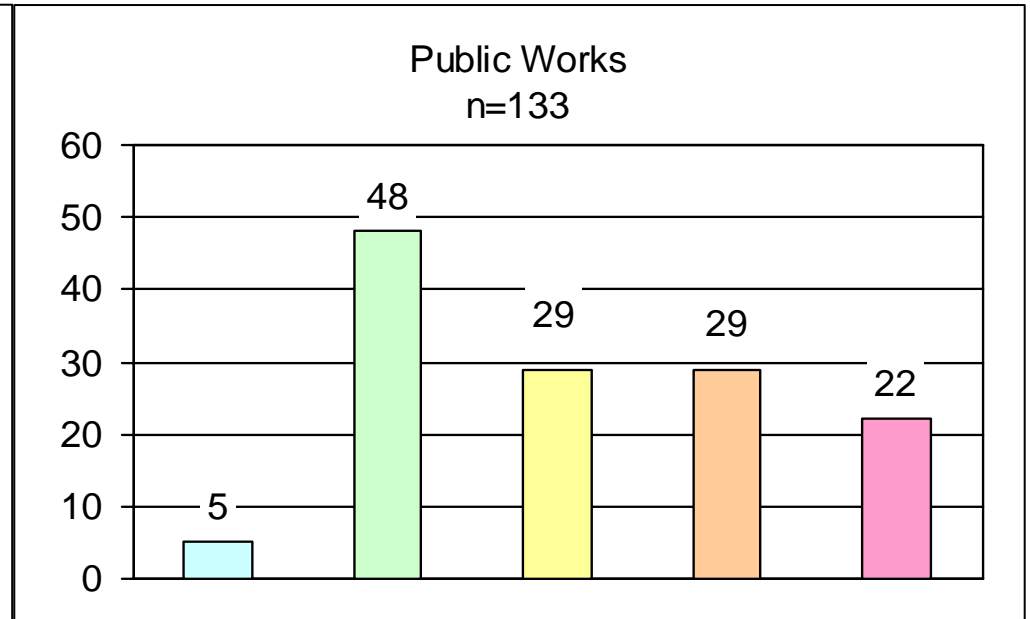
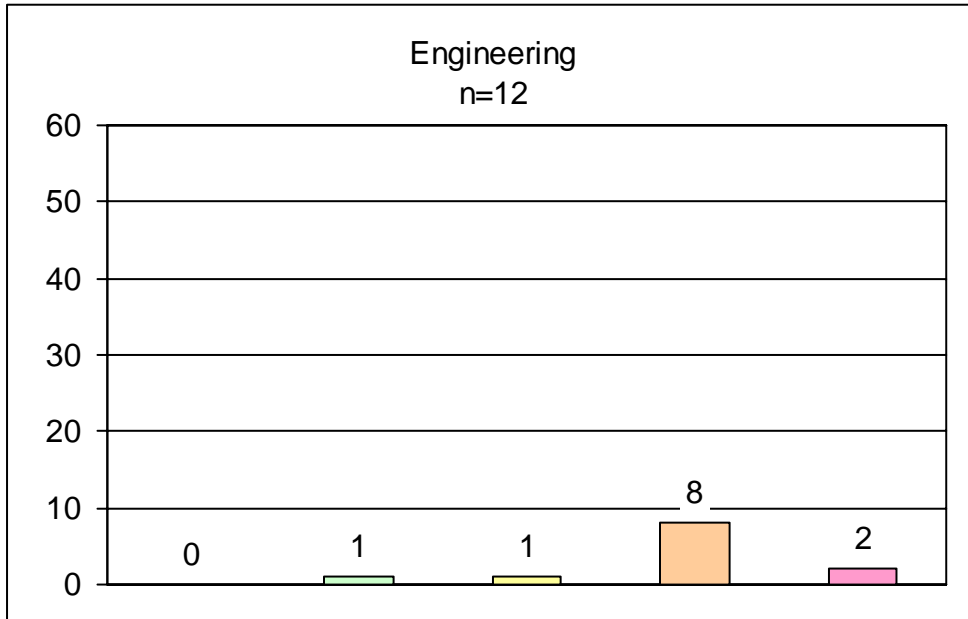


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My organization lets me know what it thinks is most important.

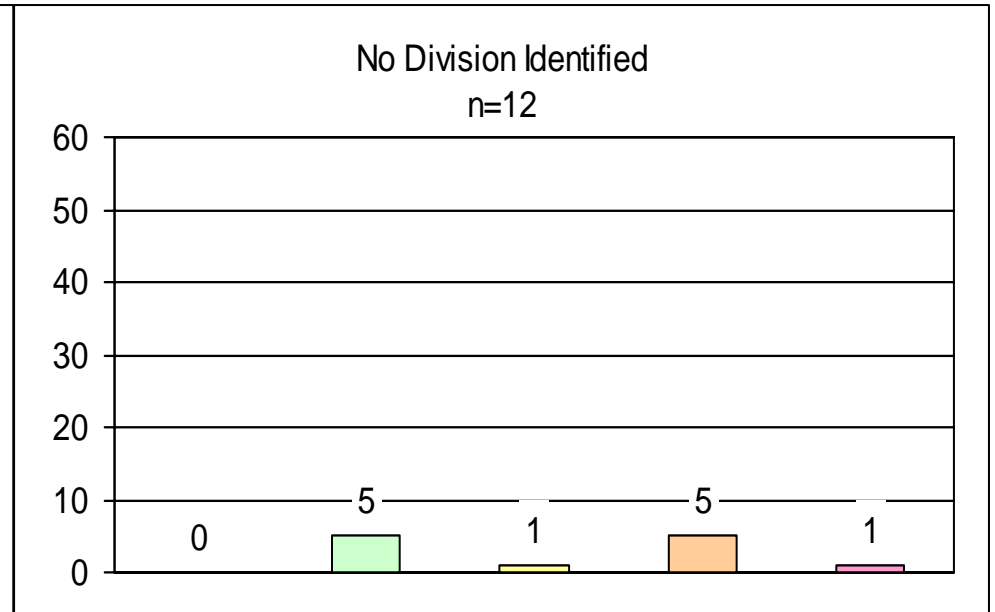
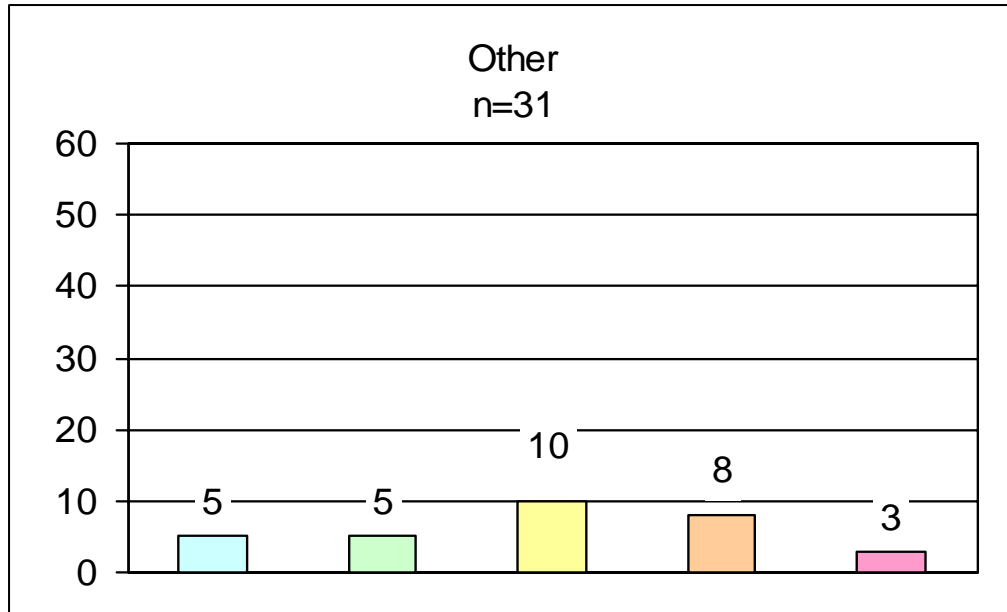


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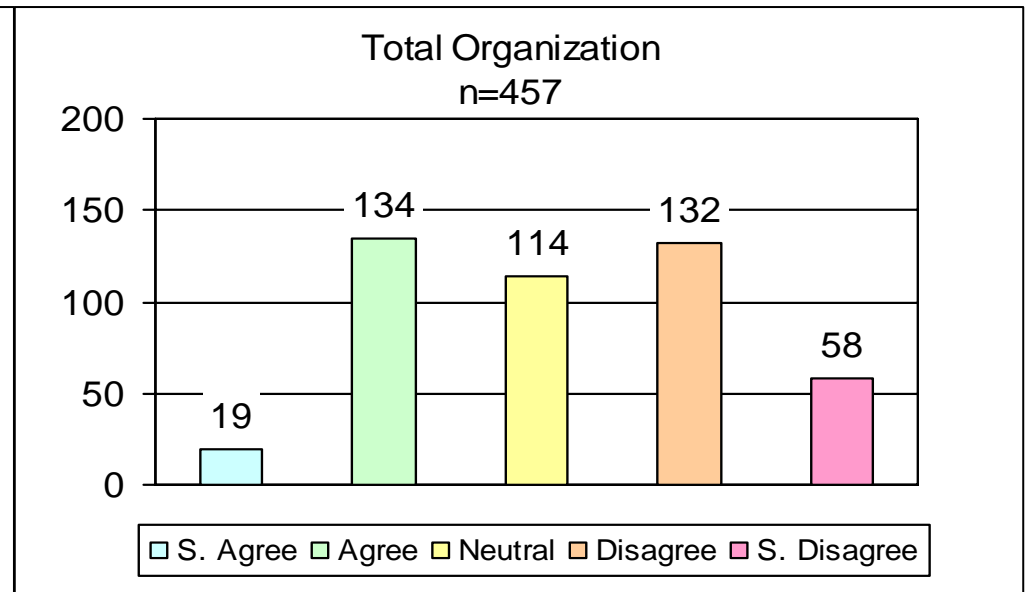
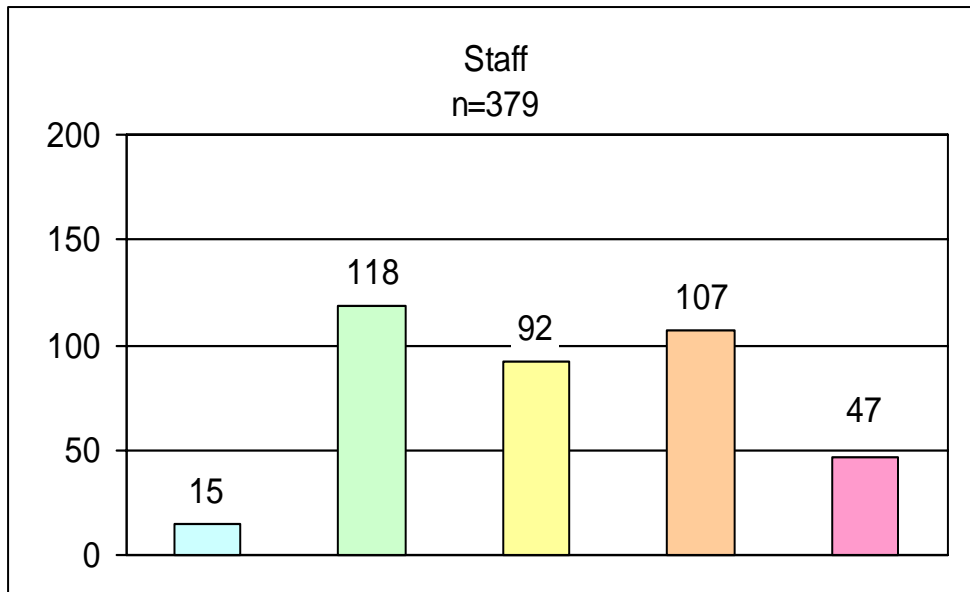
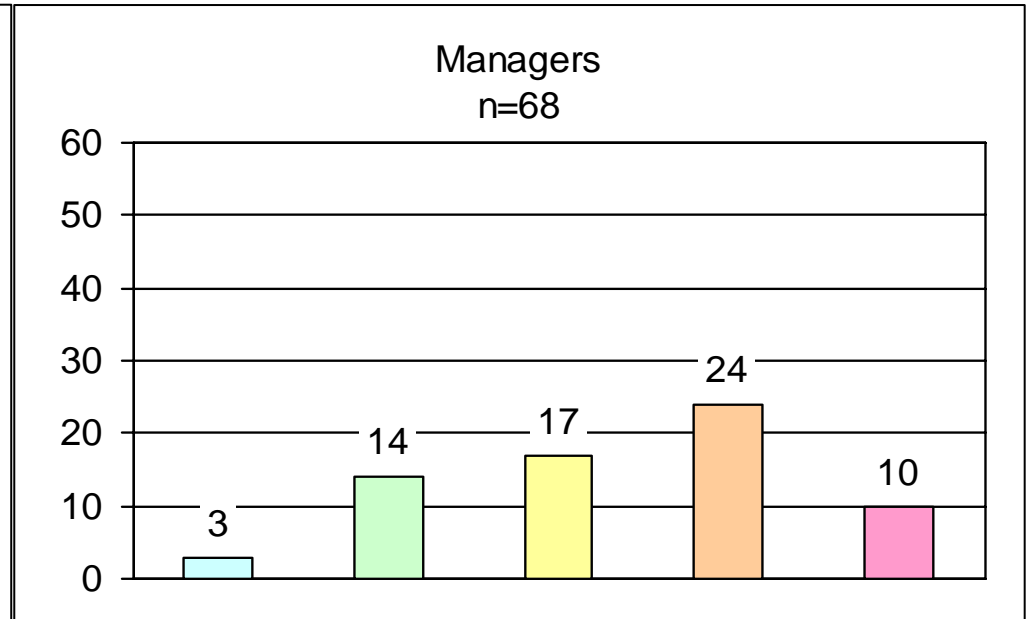
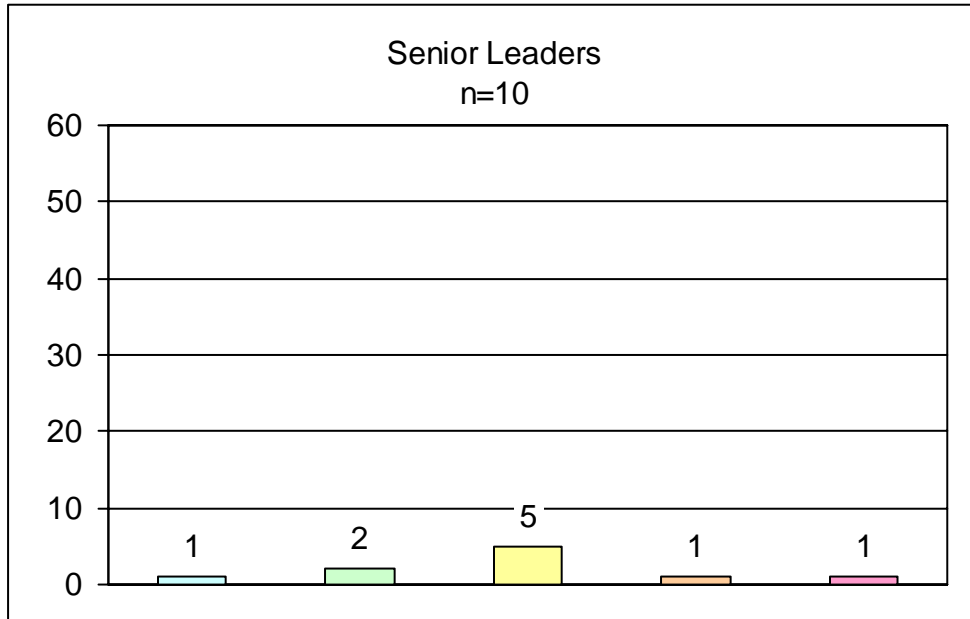


Question 1f – Leadership

n=457(81%)

Our leadership team lets our employees know what we think is most important.

My organization lets me know what it thinks is most important.

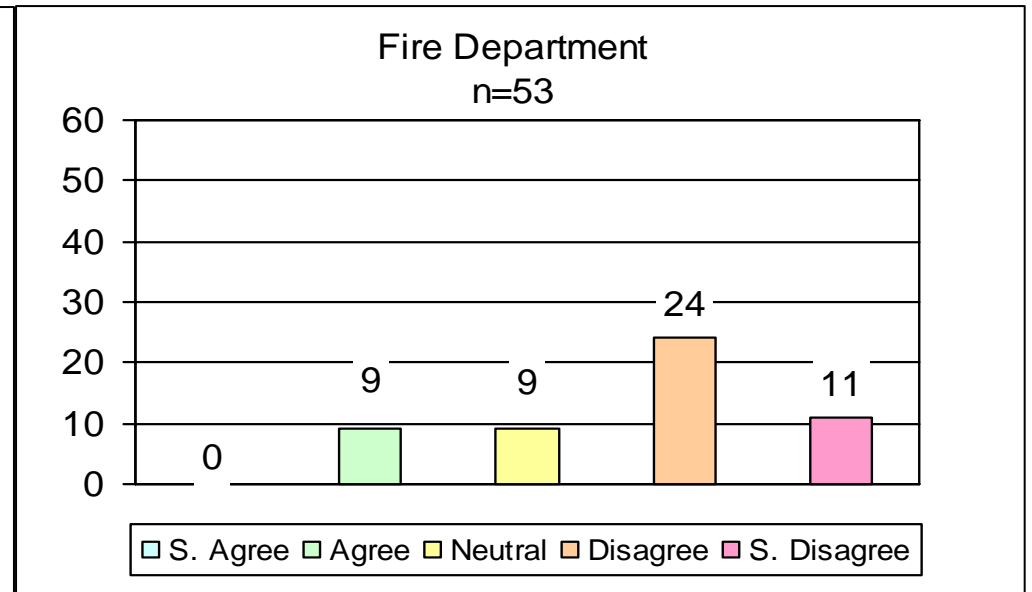
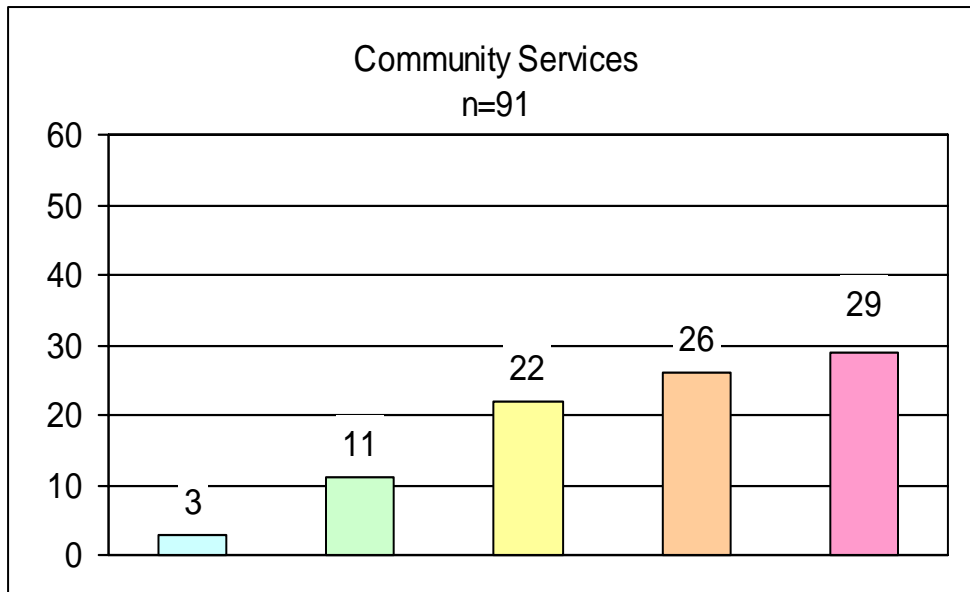
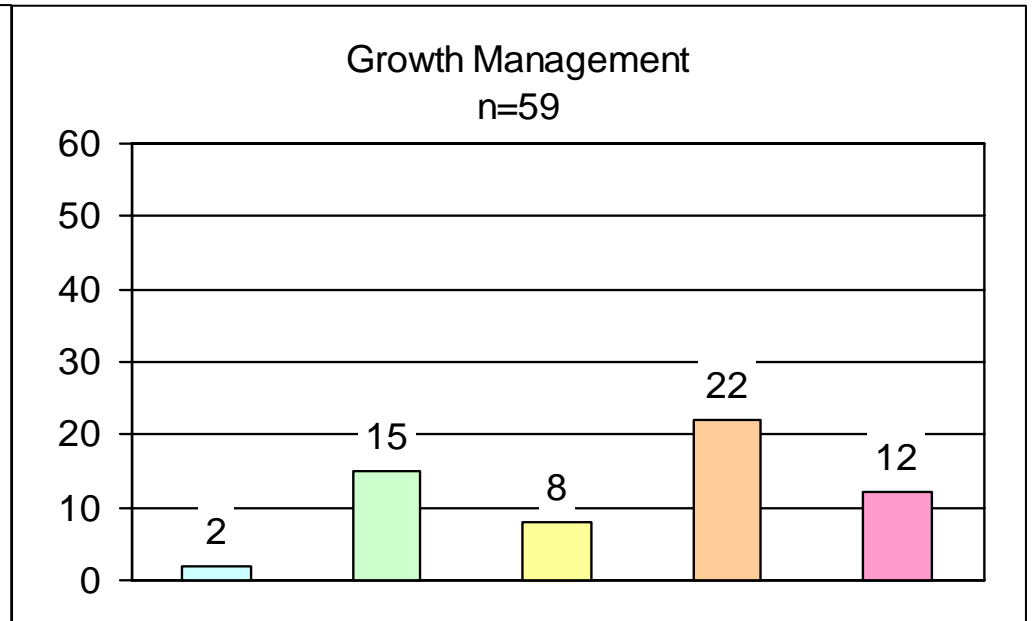
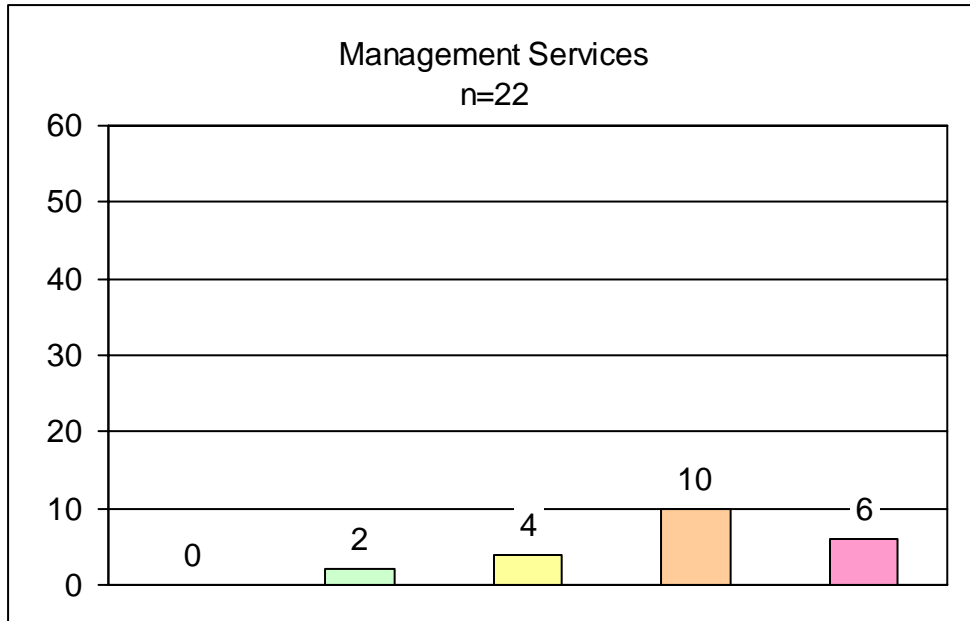


Question 1g – Leadership

n=452(80%)

Our leadership team asks employees what they think.

My organization asks what I think.

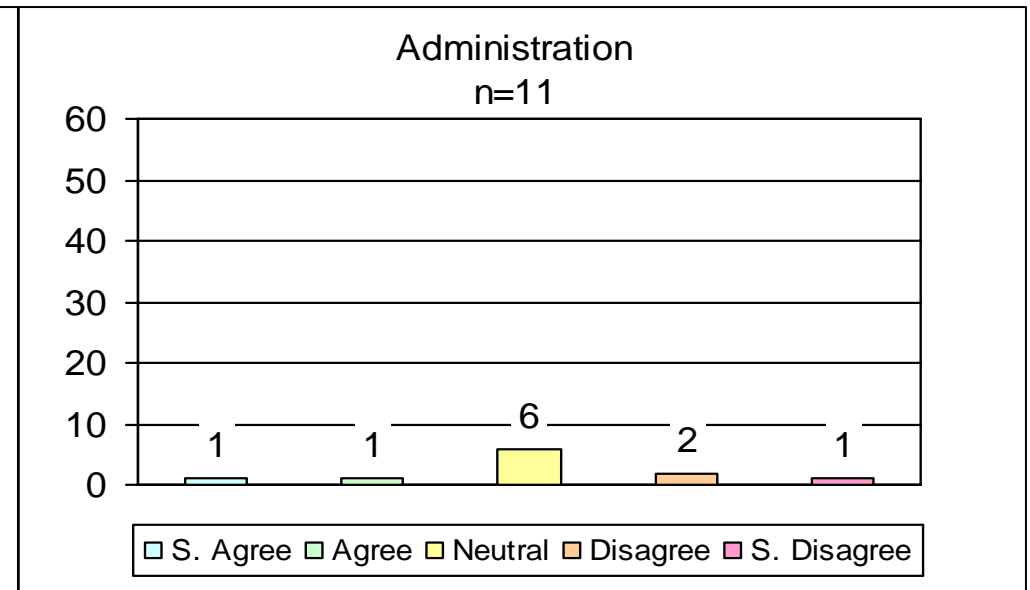
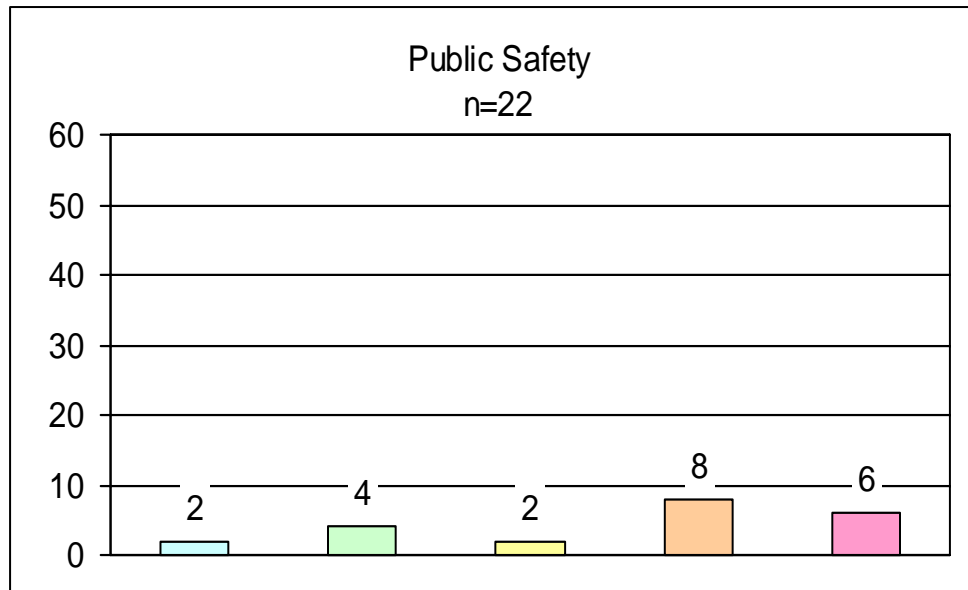
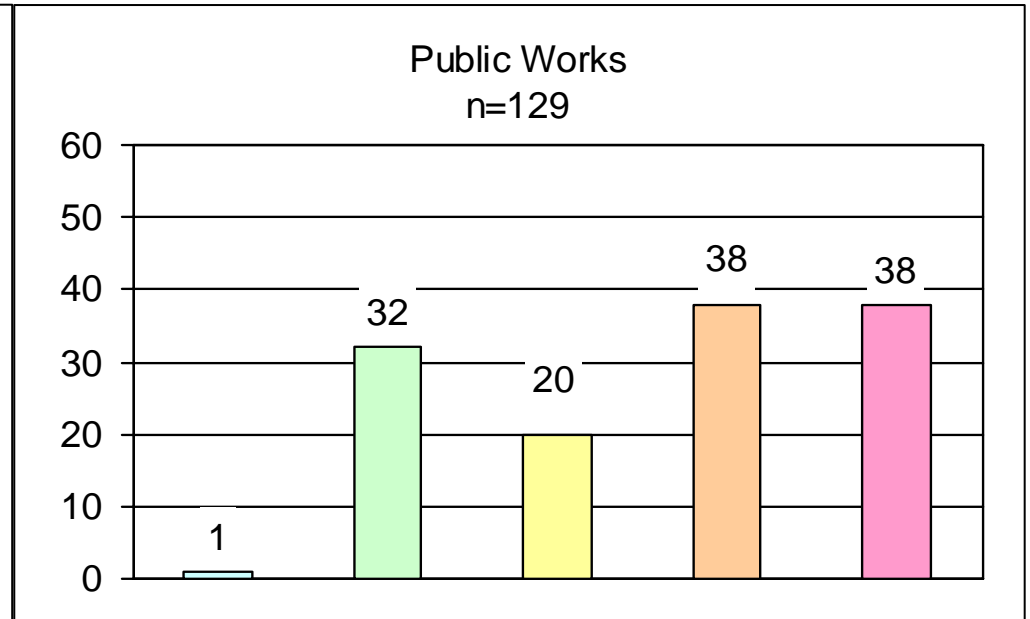
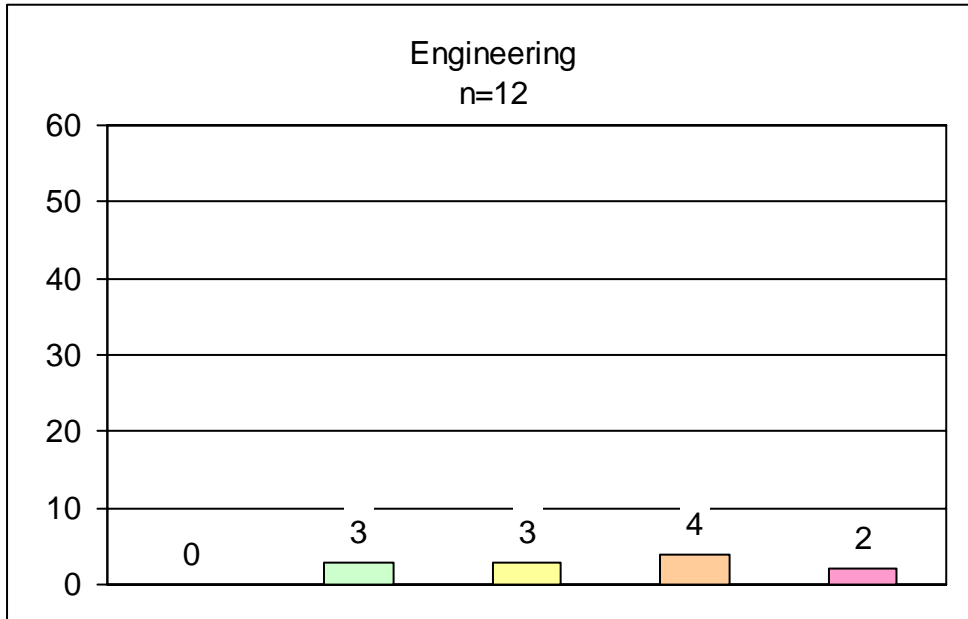


Question 1g – Leadership

n=452(80%)

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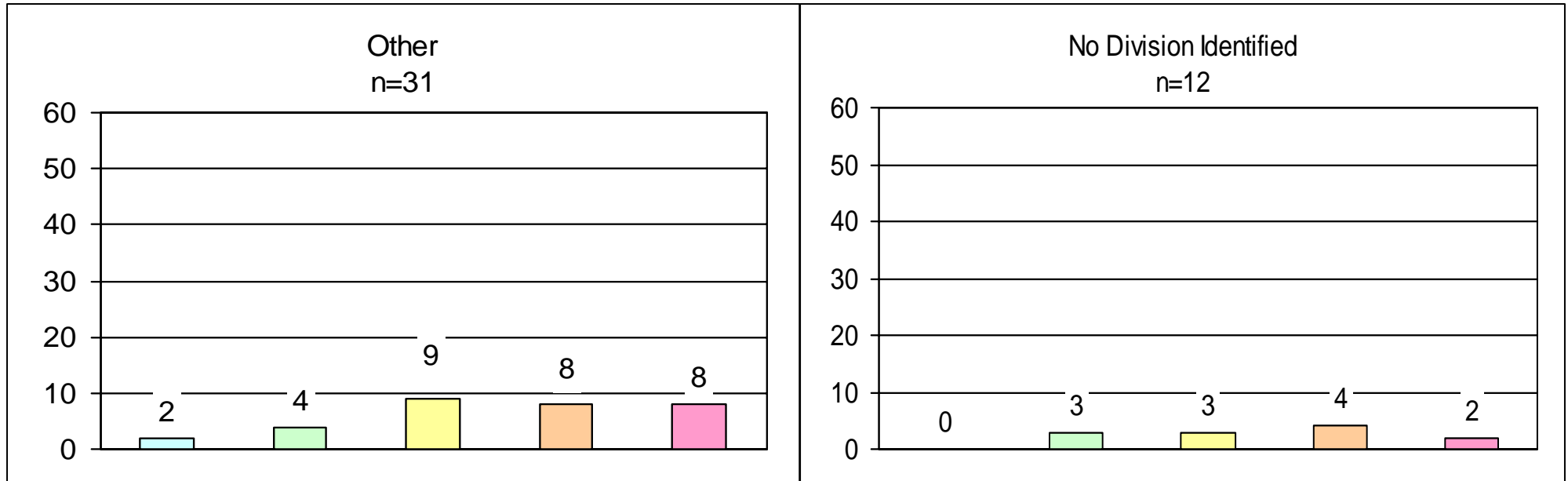


Question 1g – Leadership

n=452(80%)

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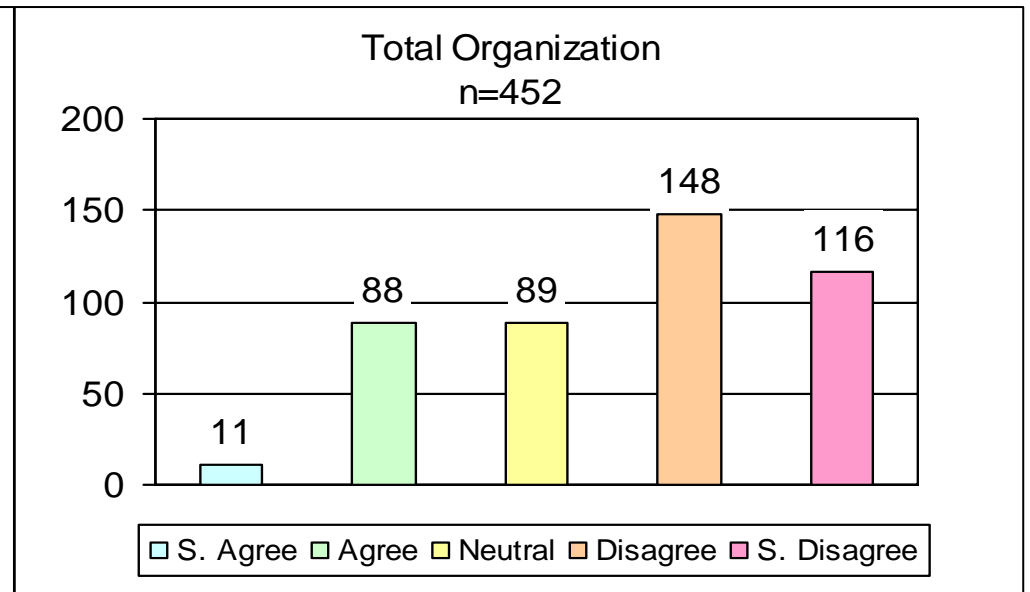
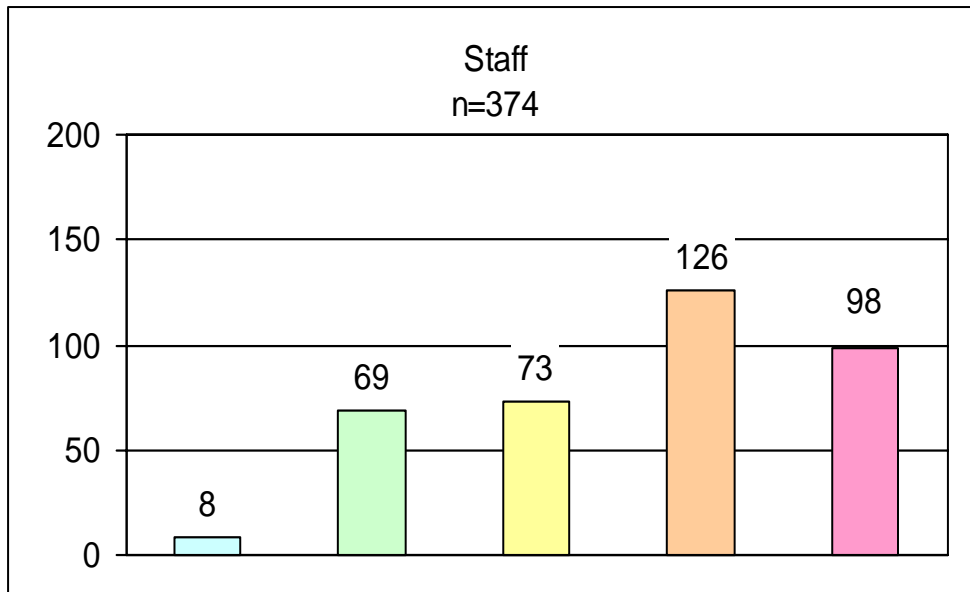
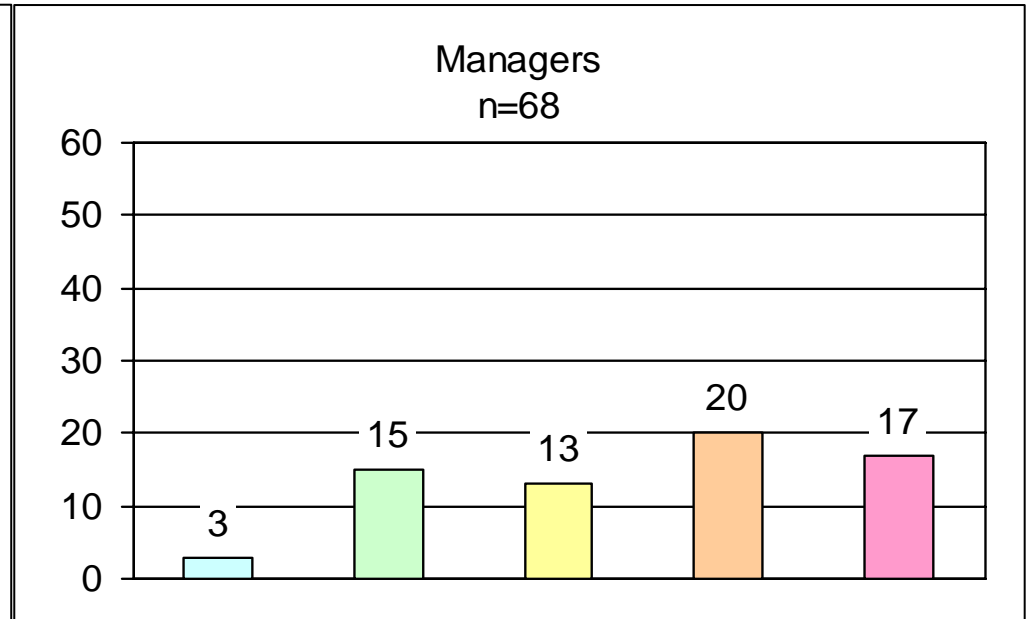
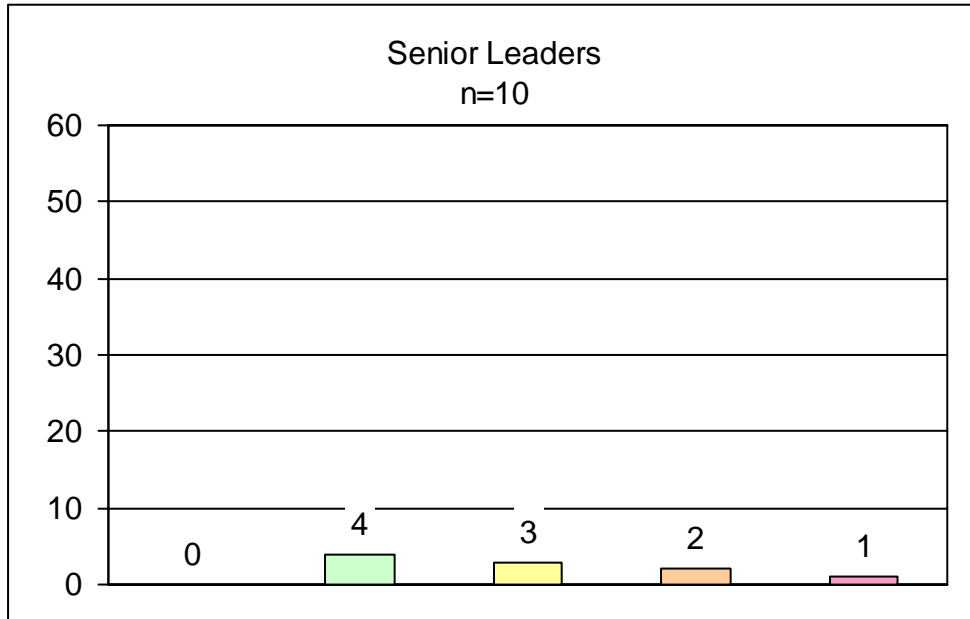


Question 1g – Leadership

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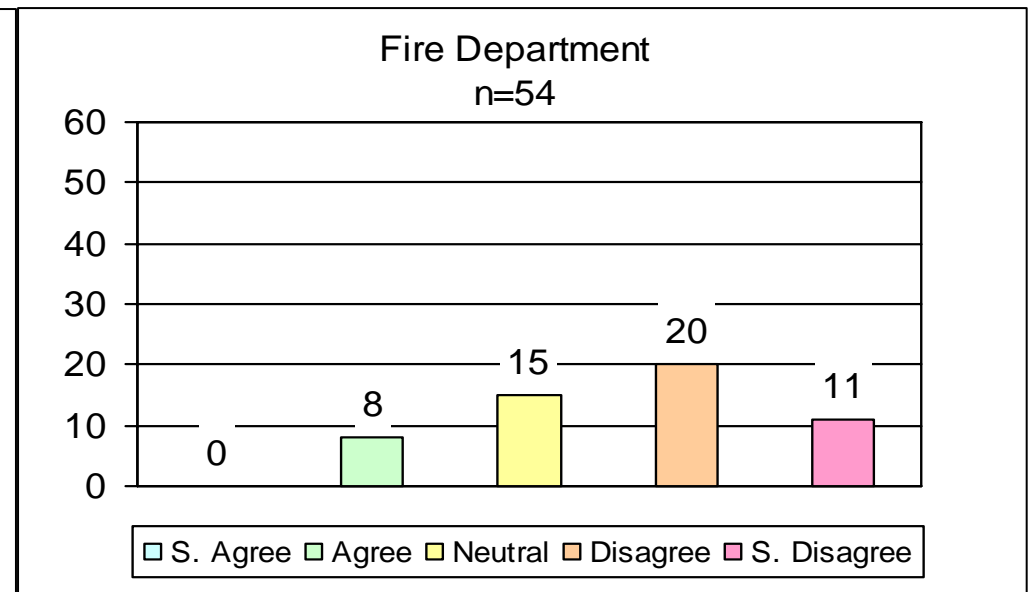
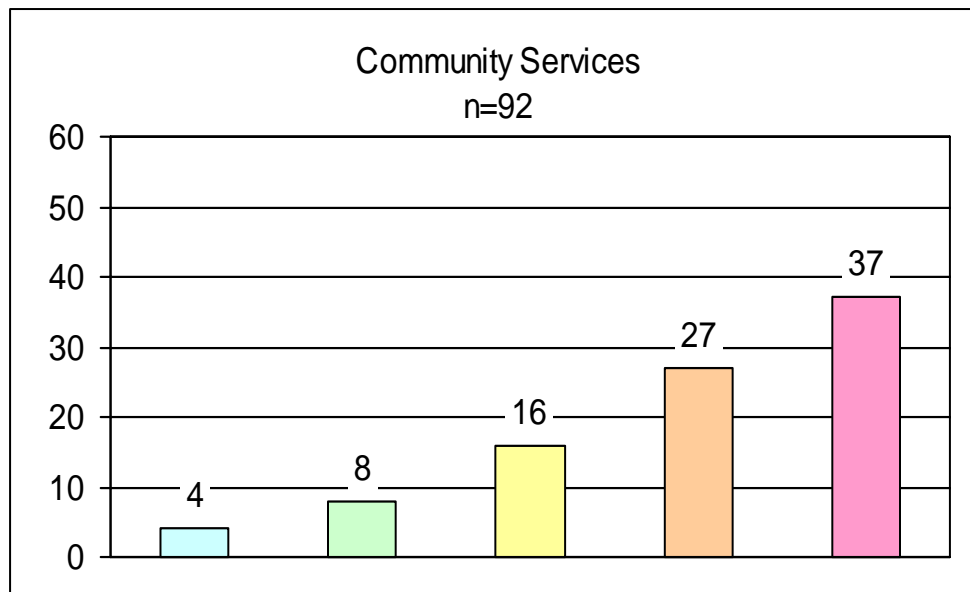
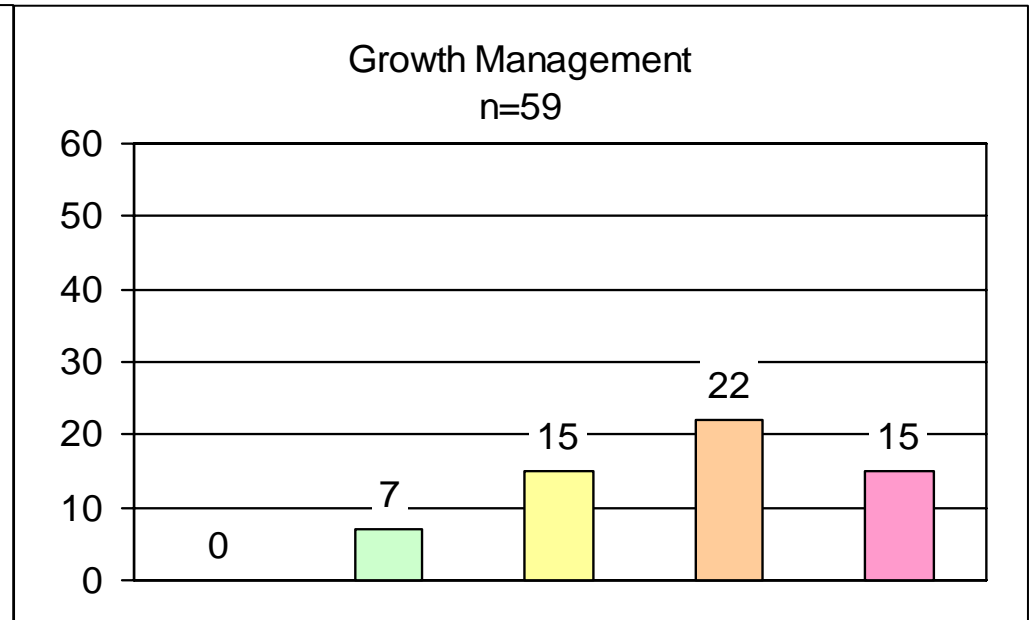
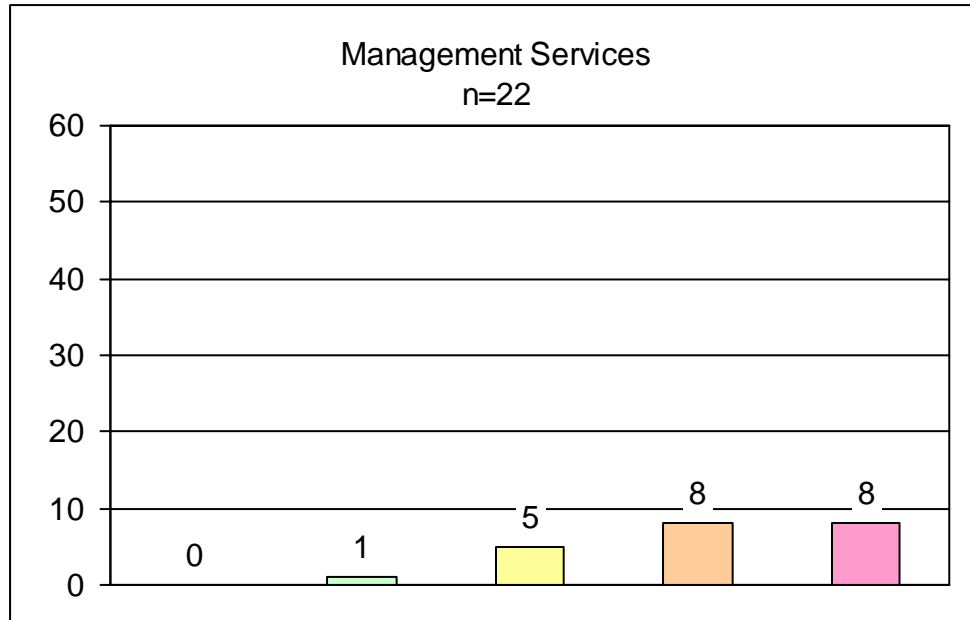


Question 2a – Strategic Planning

n=457 (81%)

As our leadership team plans for the future, we ask our employees for their ideas.

As it plans for the future, my organization asks for my ideas.

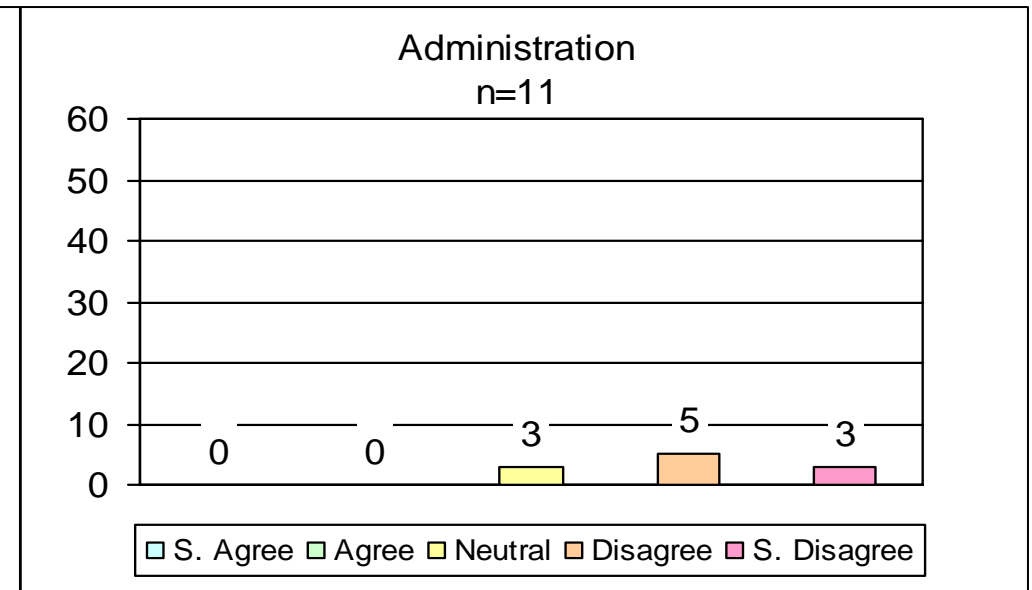
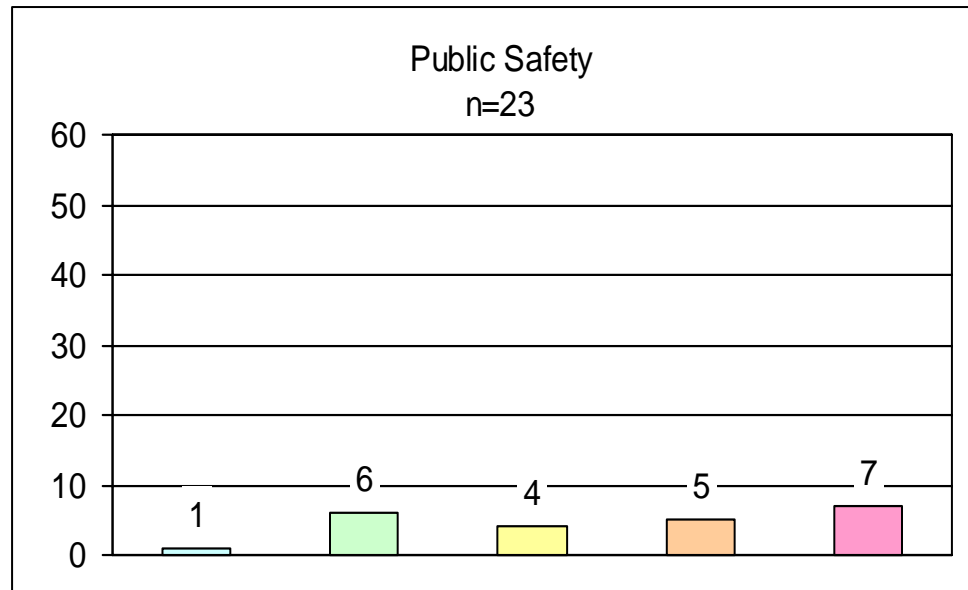
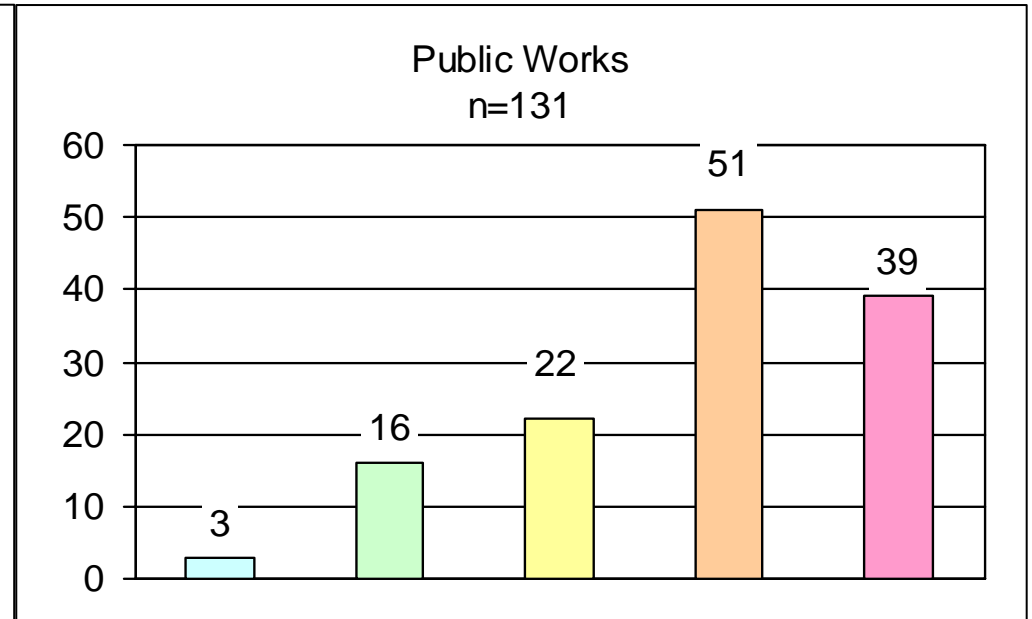
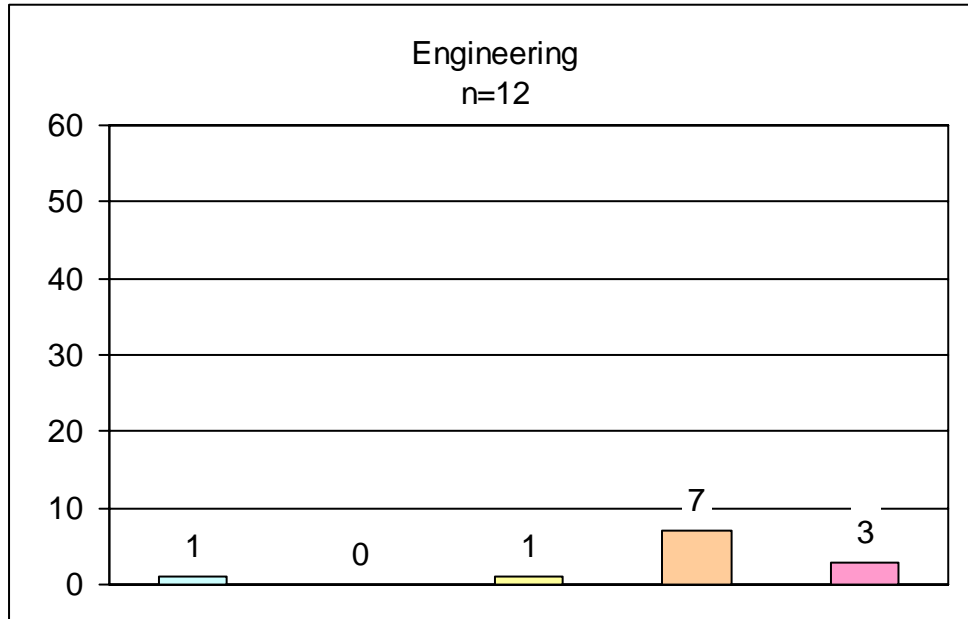


Question 2a – Strategic Planning

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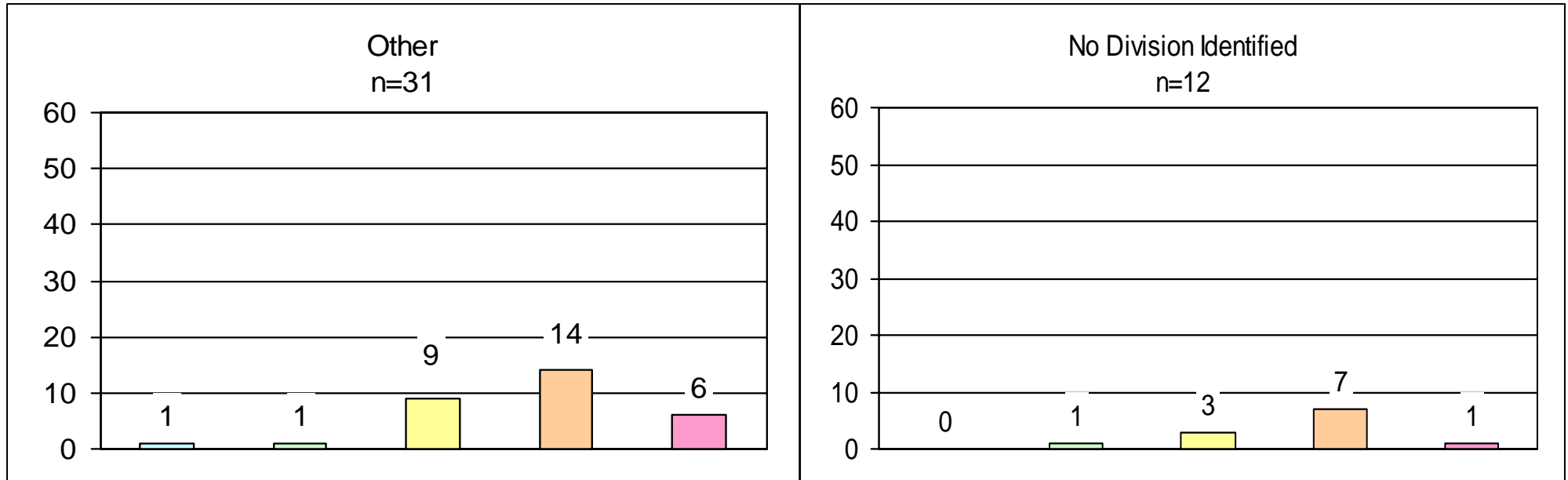


Question 2a – Strategic Planning

n=457 (81%)

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As it plans for the future, my organization asks for my ideas.

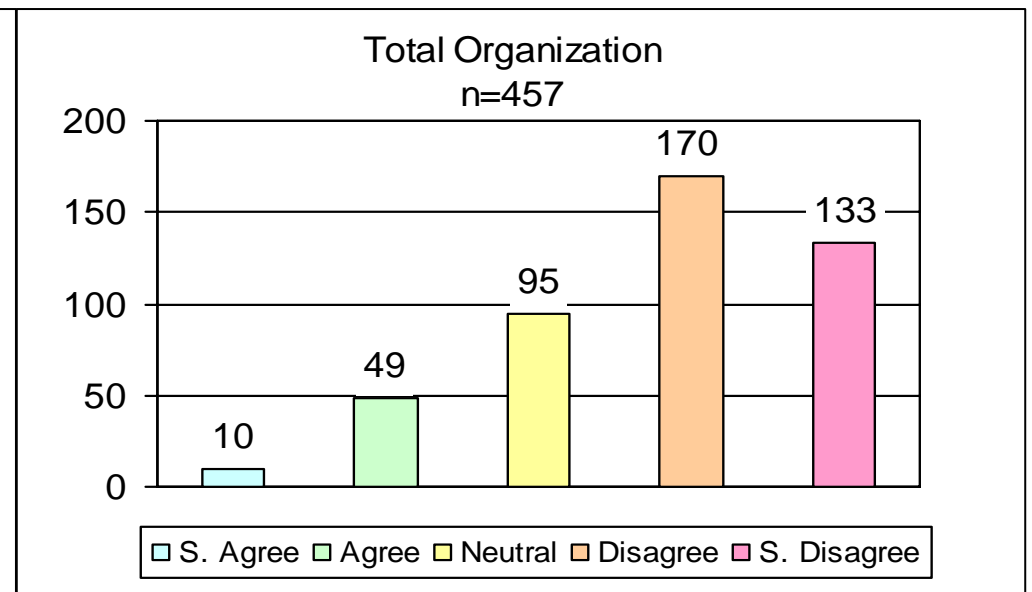
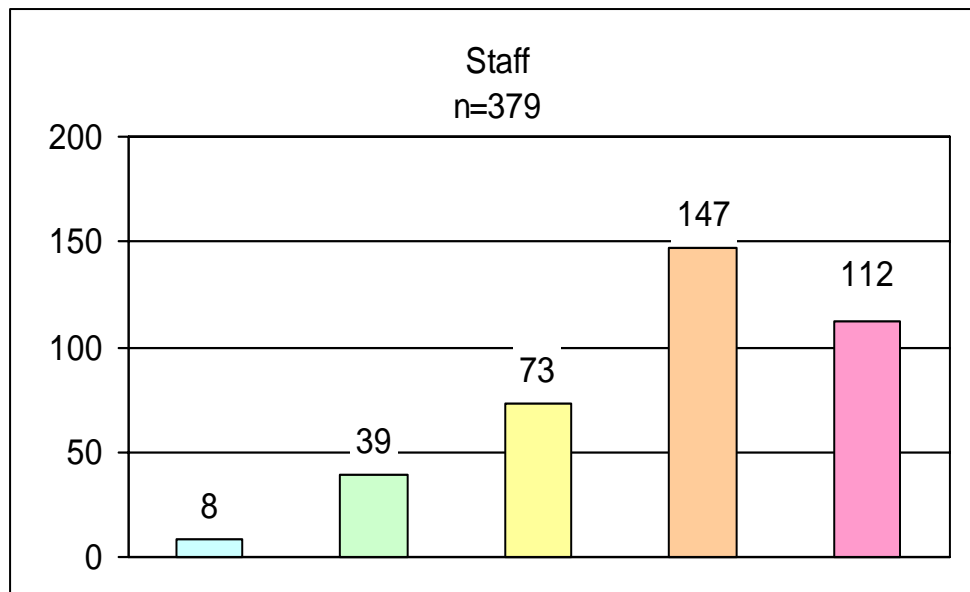
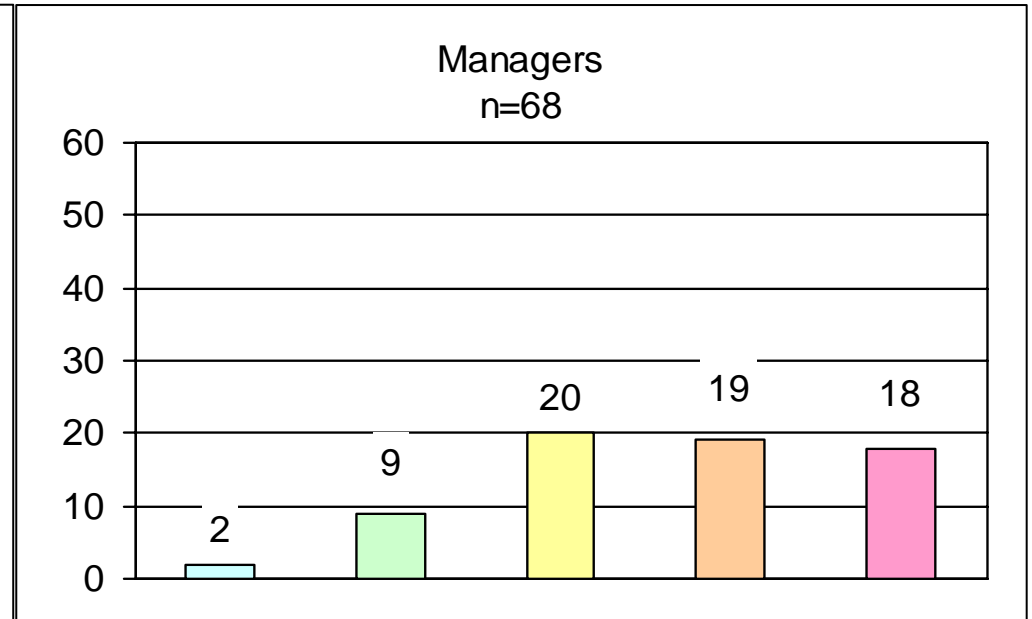
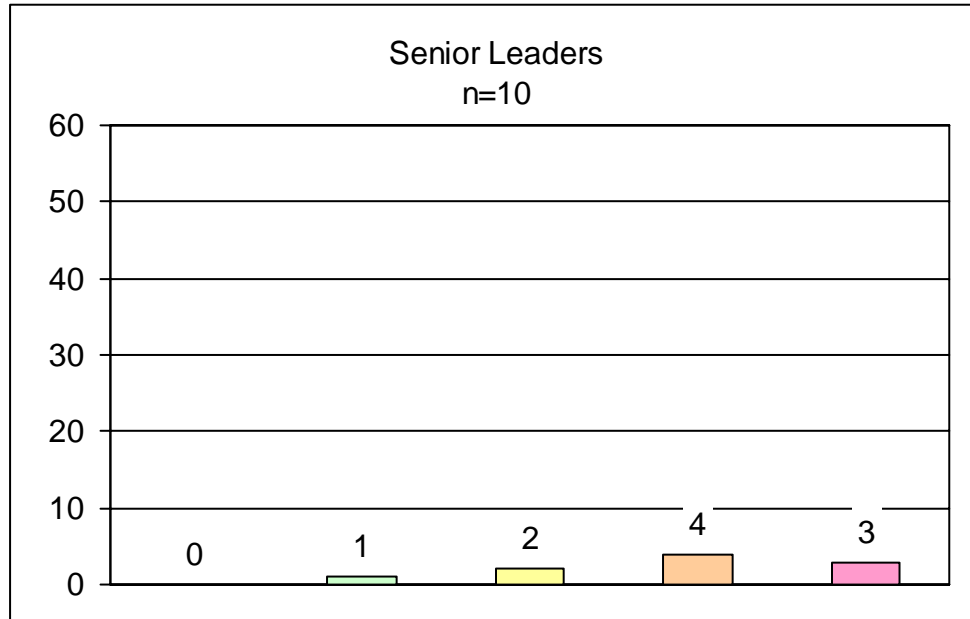


Question 2a – Strategic Planning

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As it plans for the future, my organization asks for my ideas.

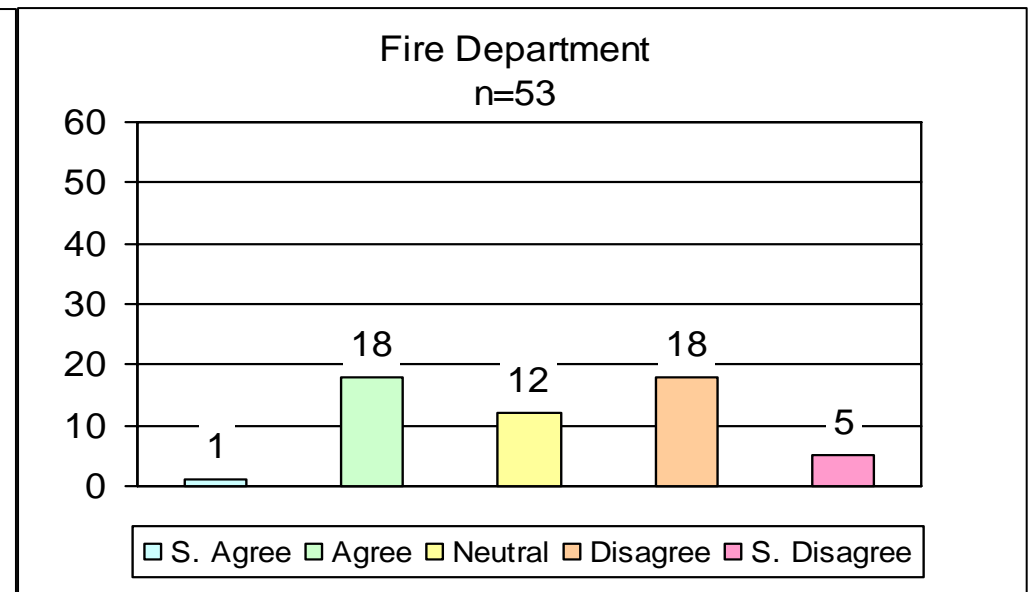
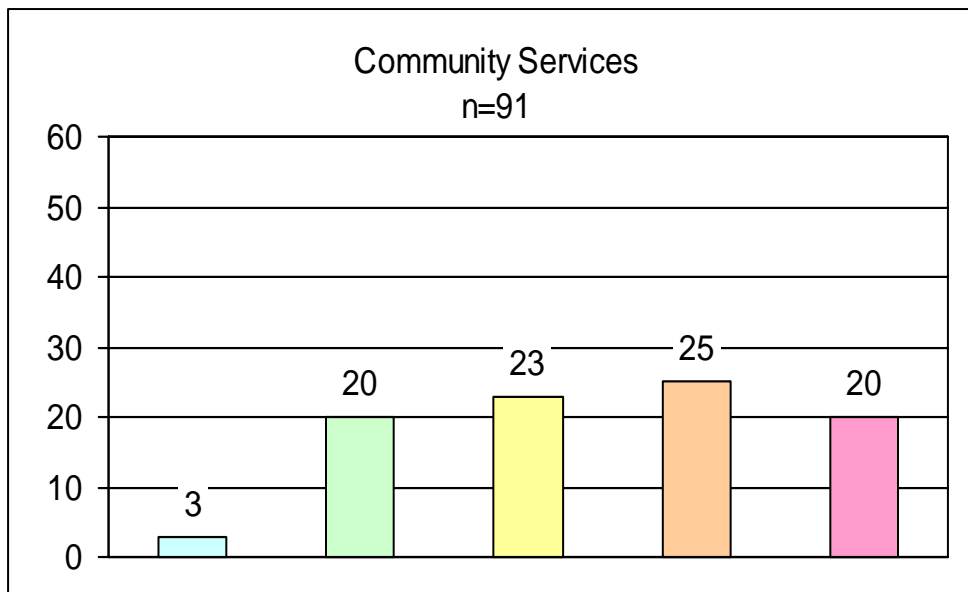
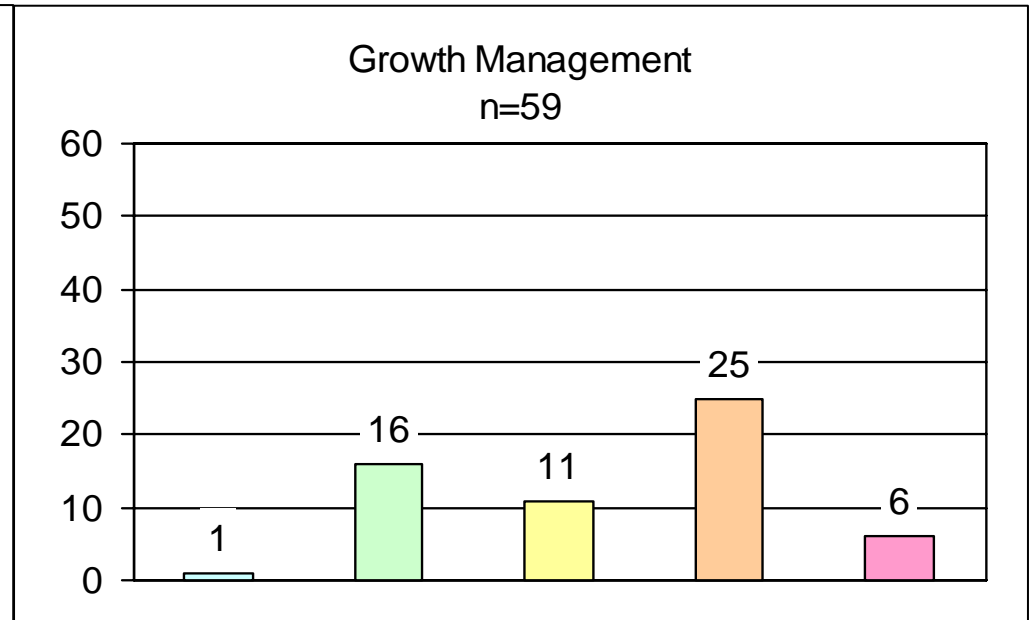
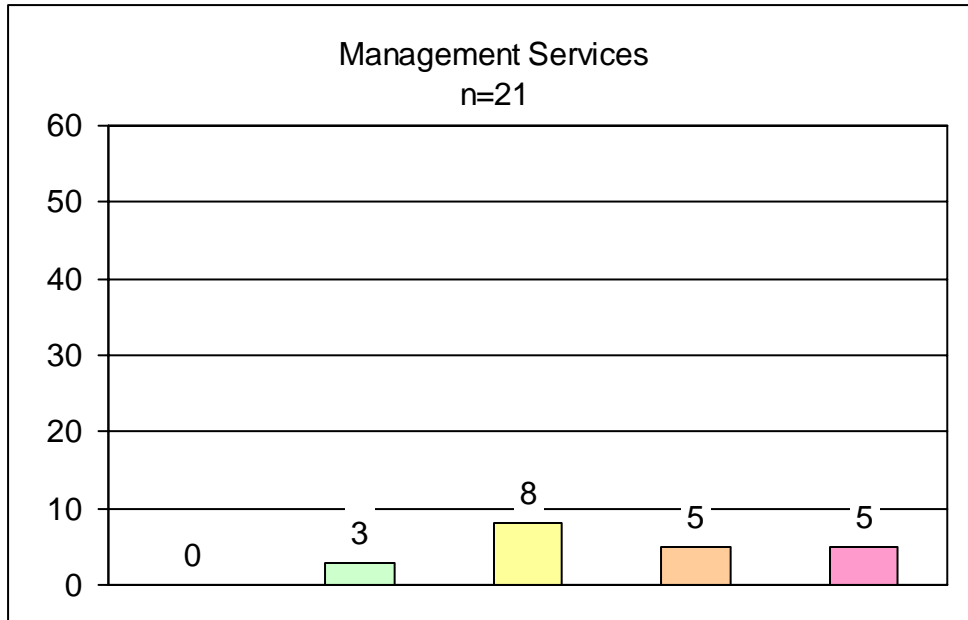


Question 2b – Strategic Planning

n=455 (81%)

Our employees know the parts of our organization's plans that will affect them and their work.

I know the parts of my organization's plans that will affect me and my work.



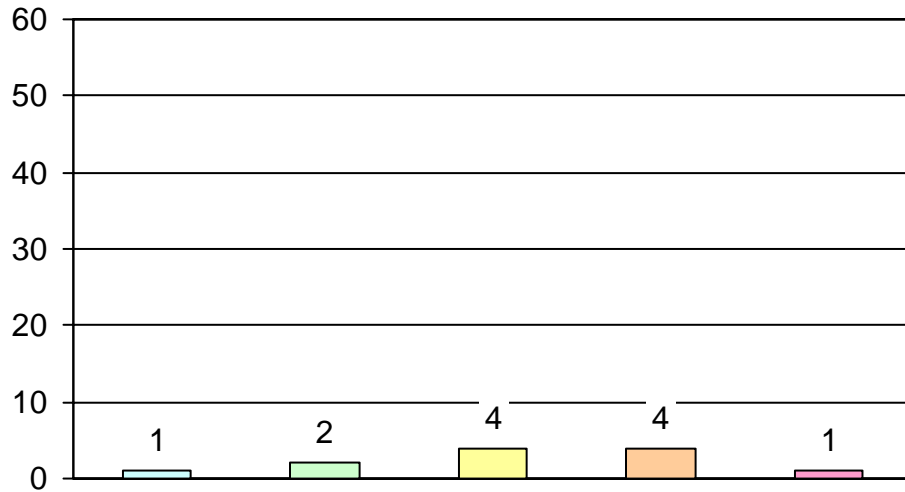
Question 2b – Strategic Planning

n=455 (81%)

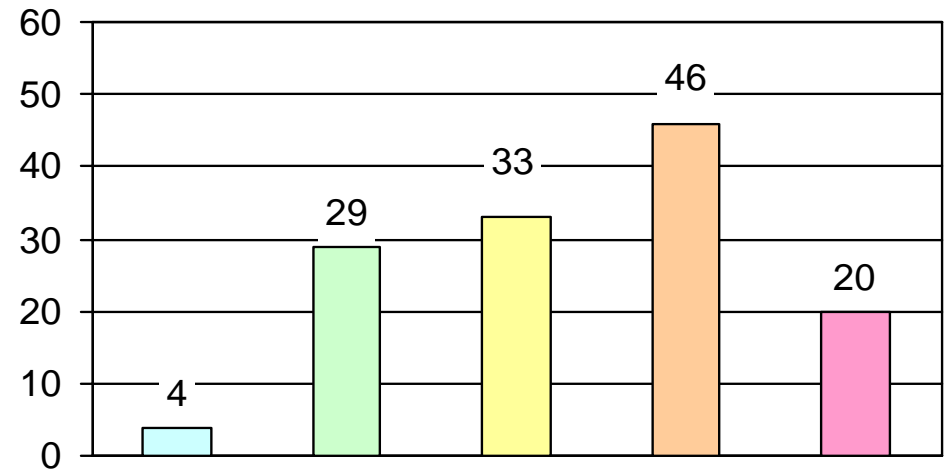
Our employees know the parts of our organization's plans that will affect them and their work.

I know the parts of my organization's plans that will affect me and my work.

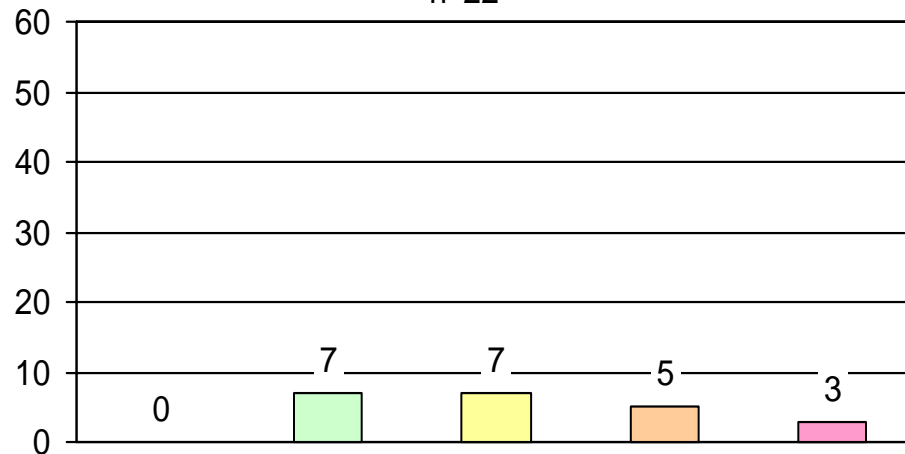
Engineering
n=12



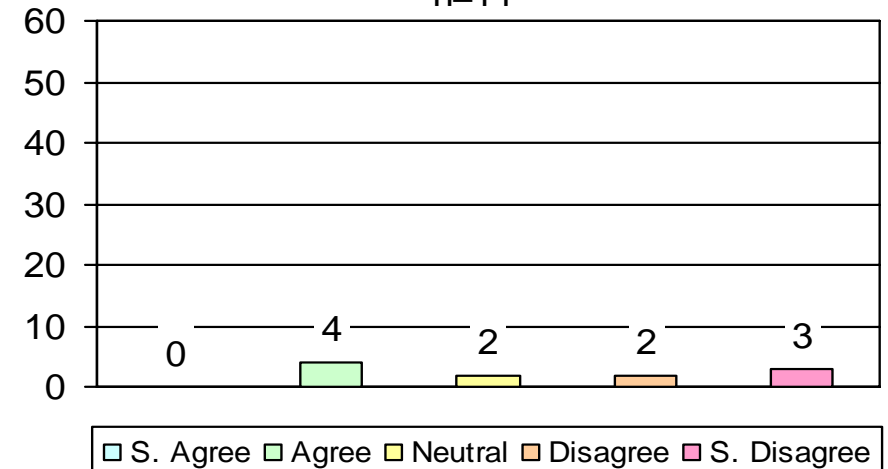
Public Works
n=132



Public Safety
n=22



Administration
n=11



■ S. Agree
 ■ Agree
 ■ Neutral
 ■ Disagree
 ■ S. Disagree

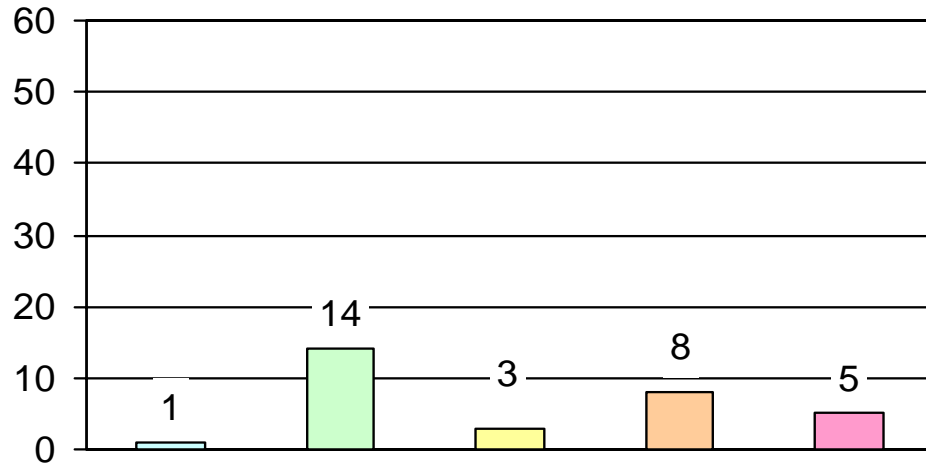
Question 2b – Strategic Planning

n=455(81%)

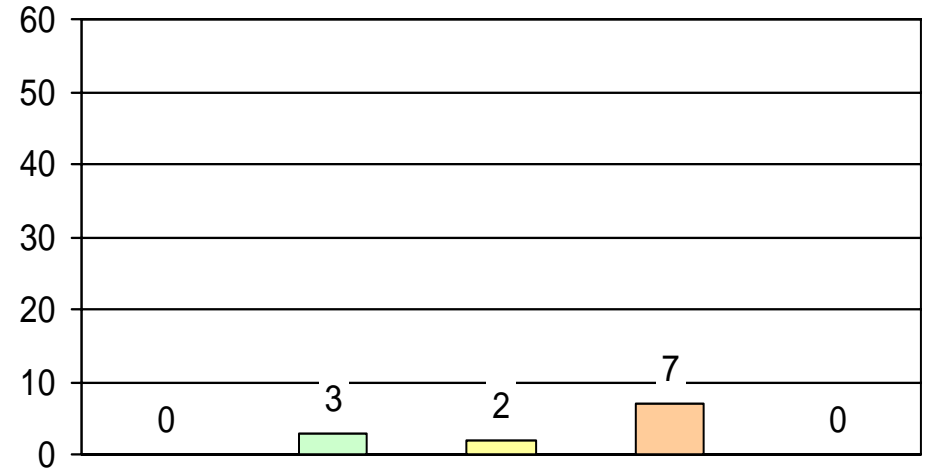
Our employees know the parts of our organization's plans that will affect them and their work.

I know the parts of my organization's plans that will affect me and my work.

Other
n=31



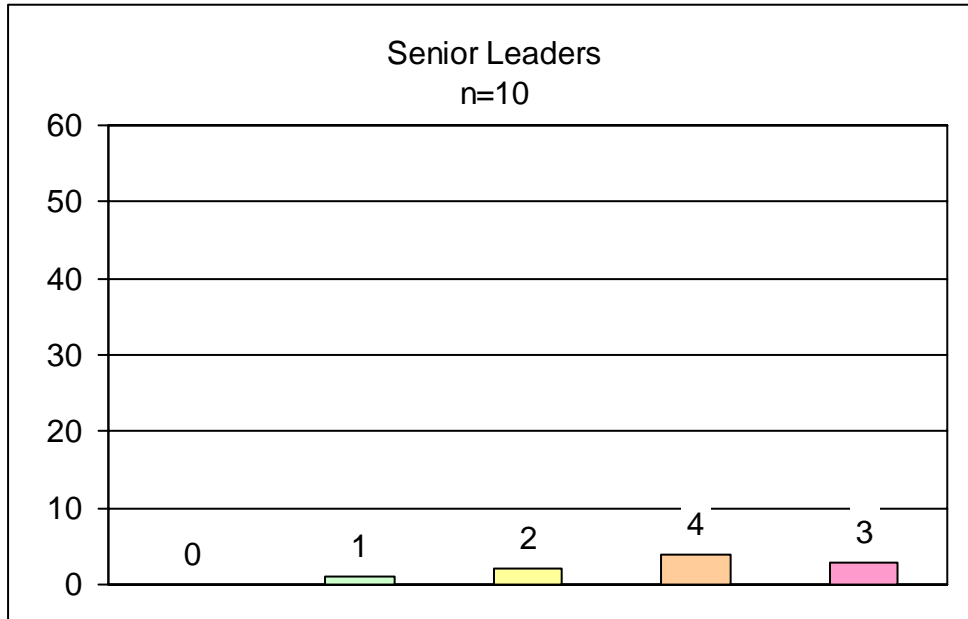
No Division Identified
n=12



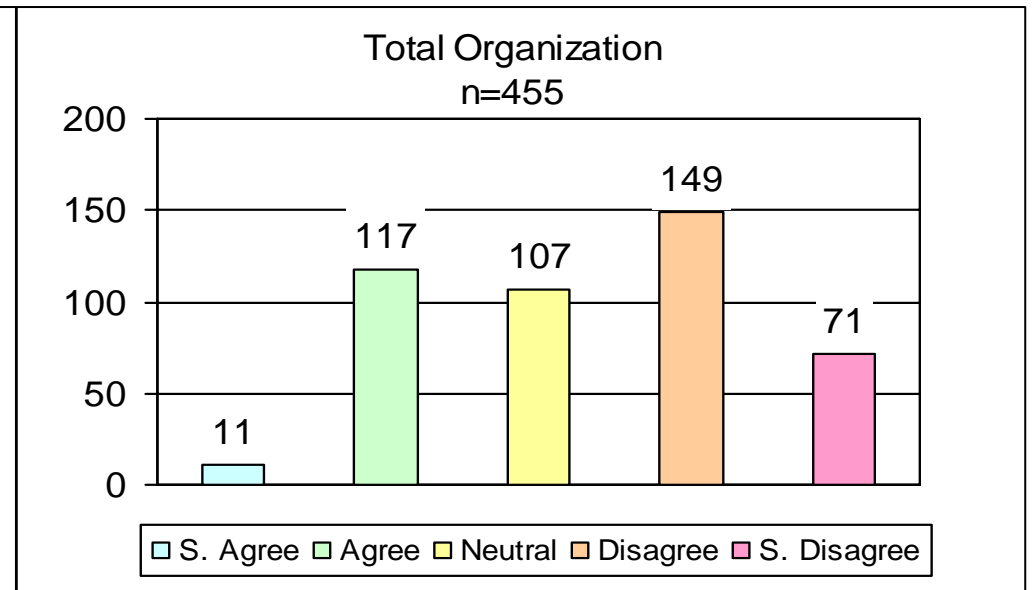
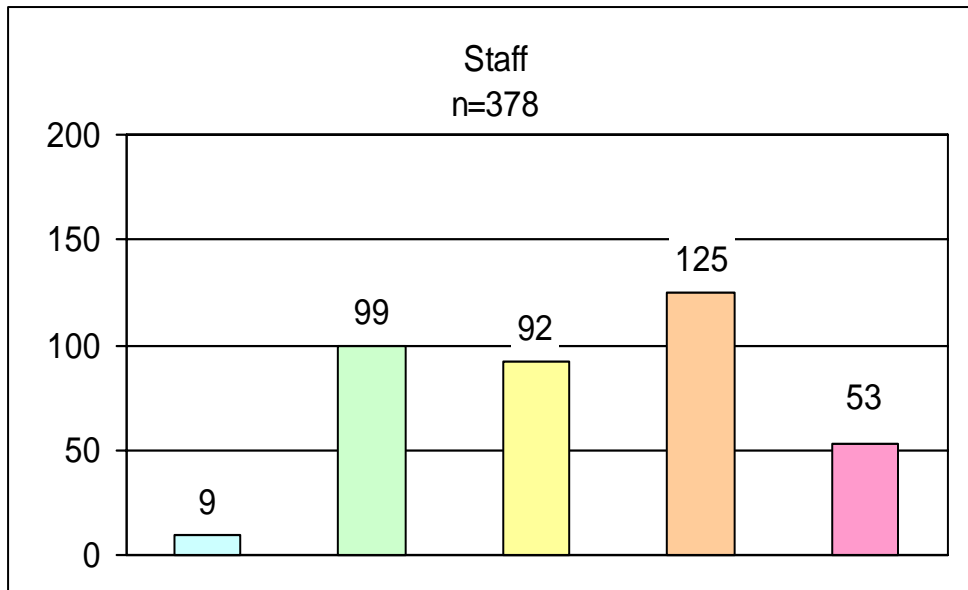
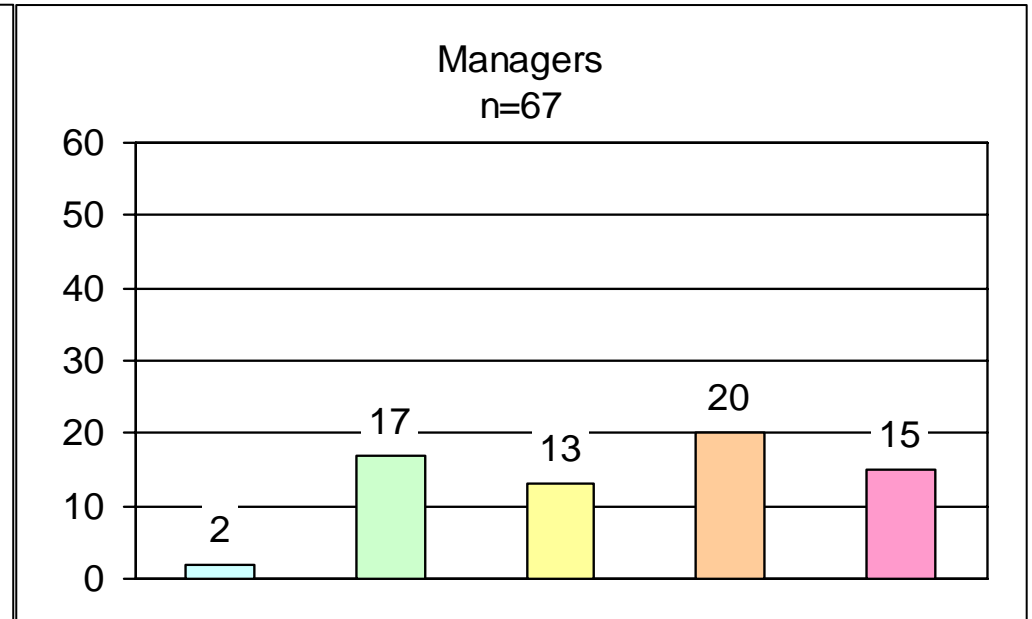
Question 2b – Strategic Planning

n=455 (81%)

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I know the parts of my organization's plans that will affect me and my work.

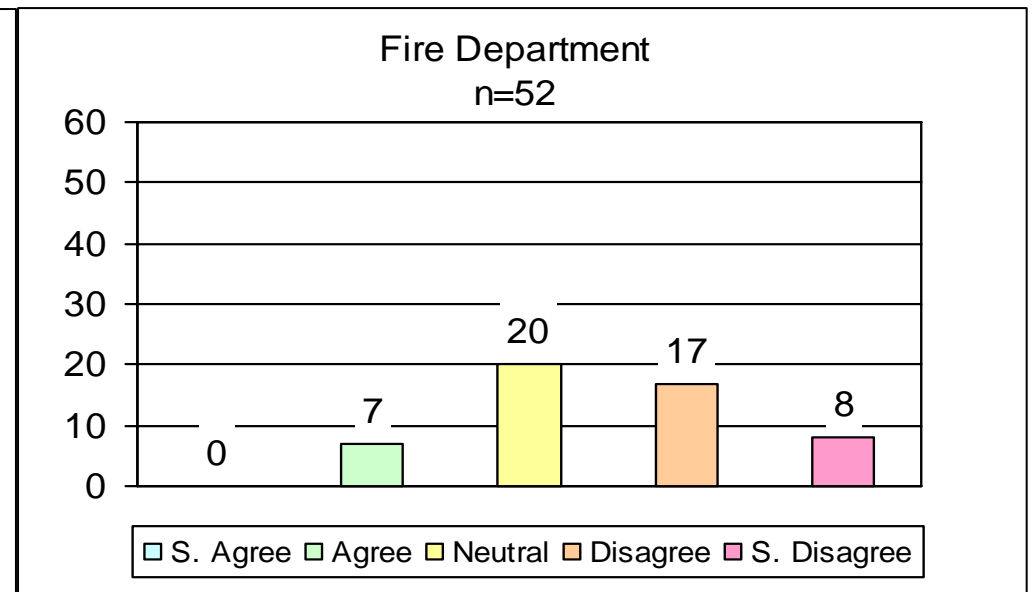
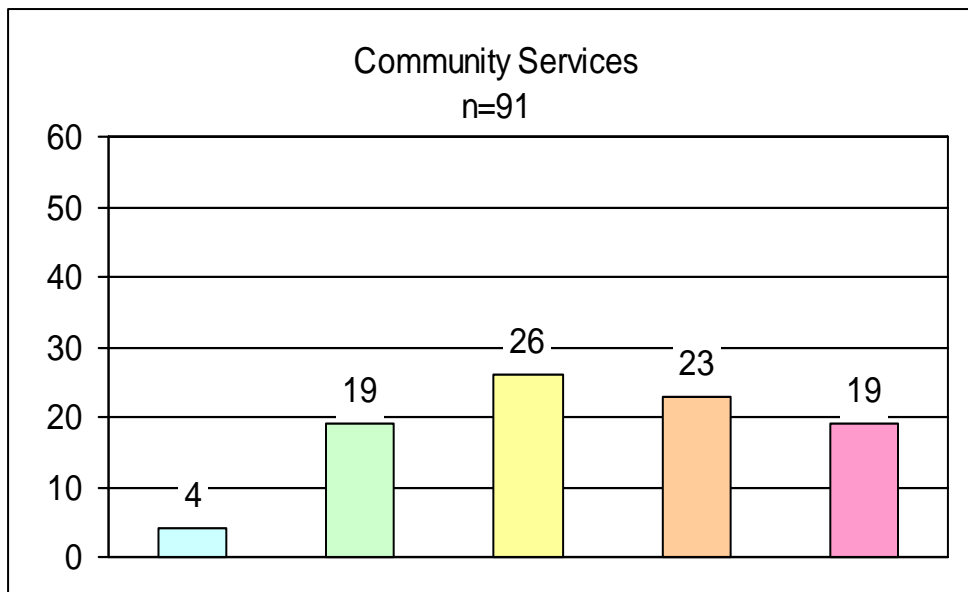
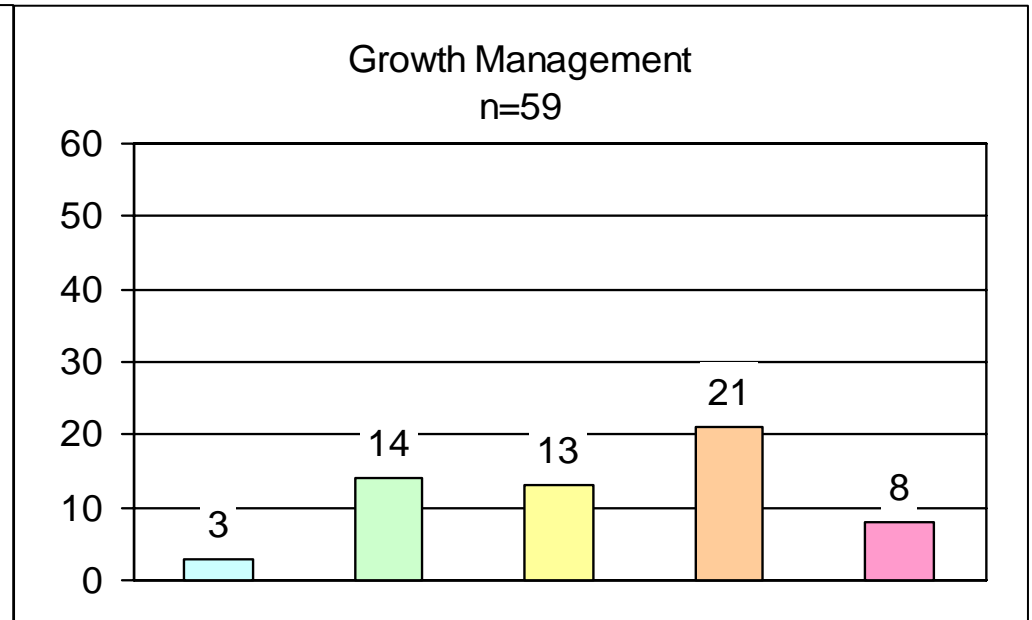
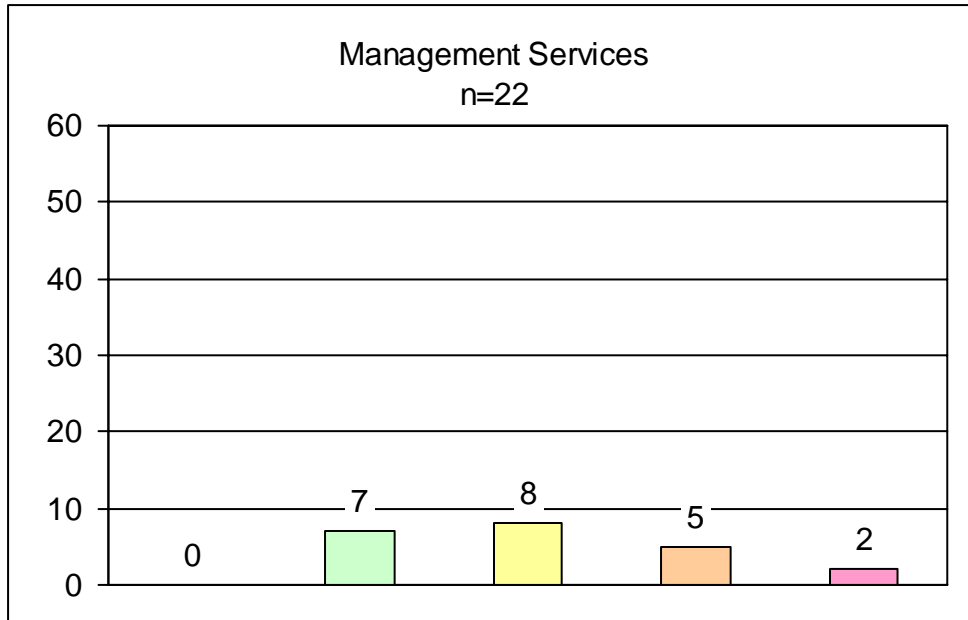


Question 2c – Strategic Planning

n=453 (80%)

Our employees know how to tell if they are making progress on their work group's part of the plan.

I know how to tell if we are making progress on my work group's part of the plan..

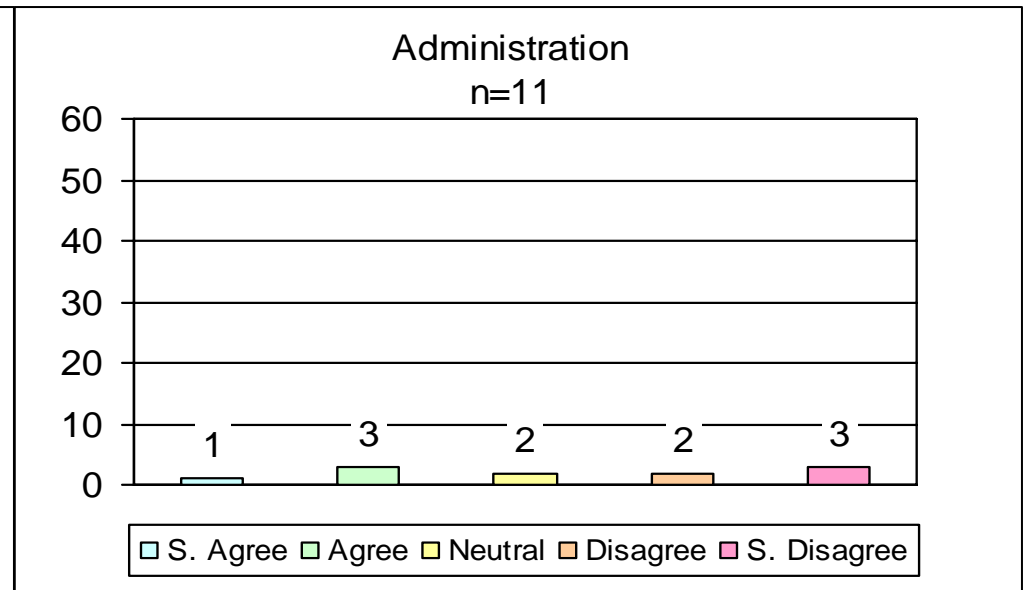
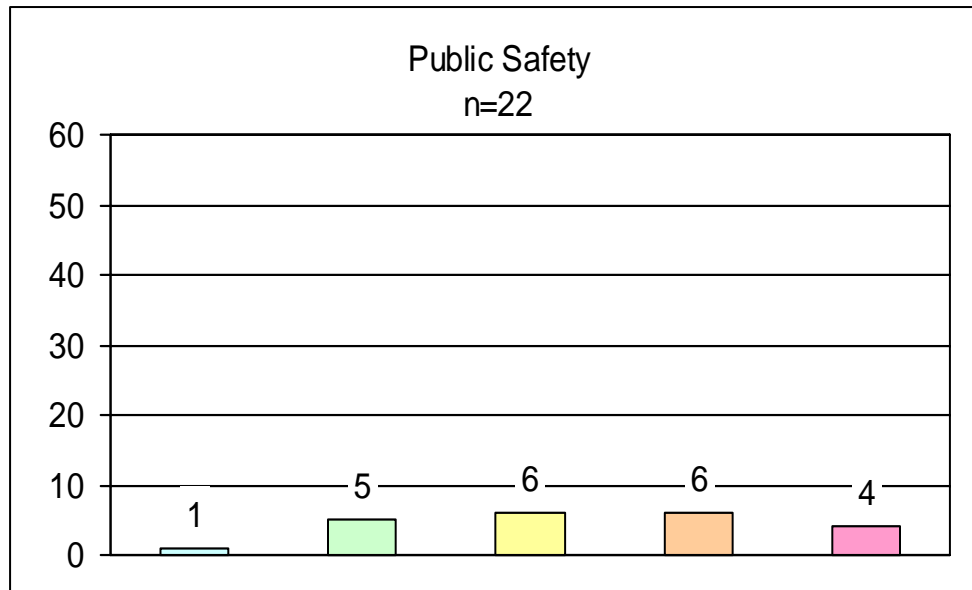
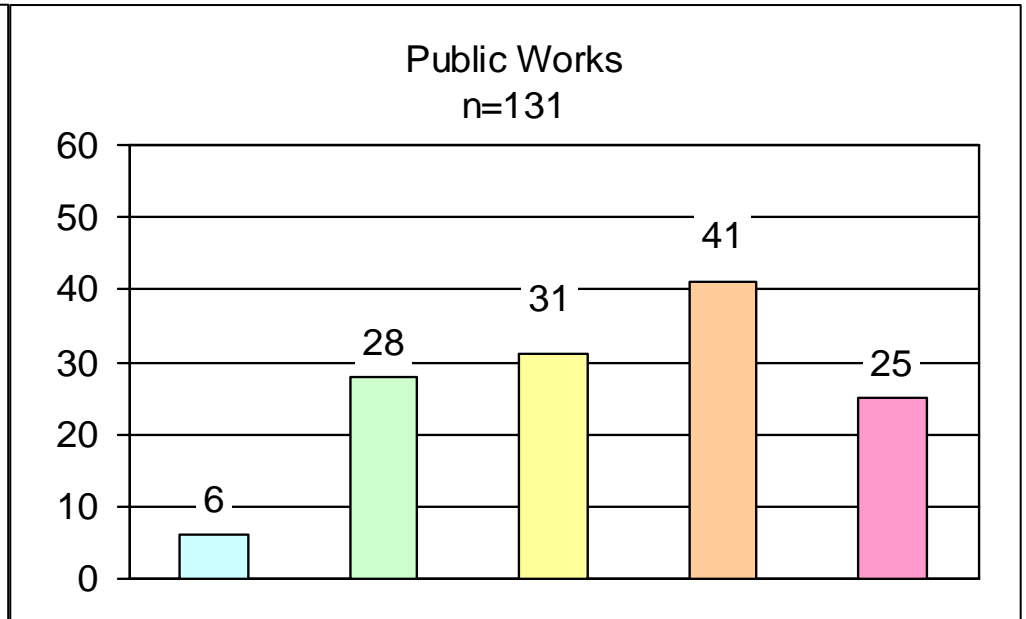
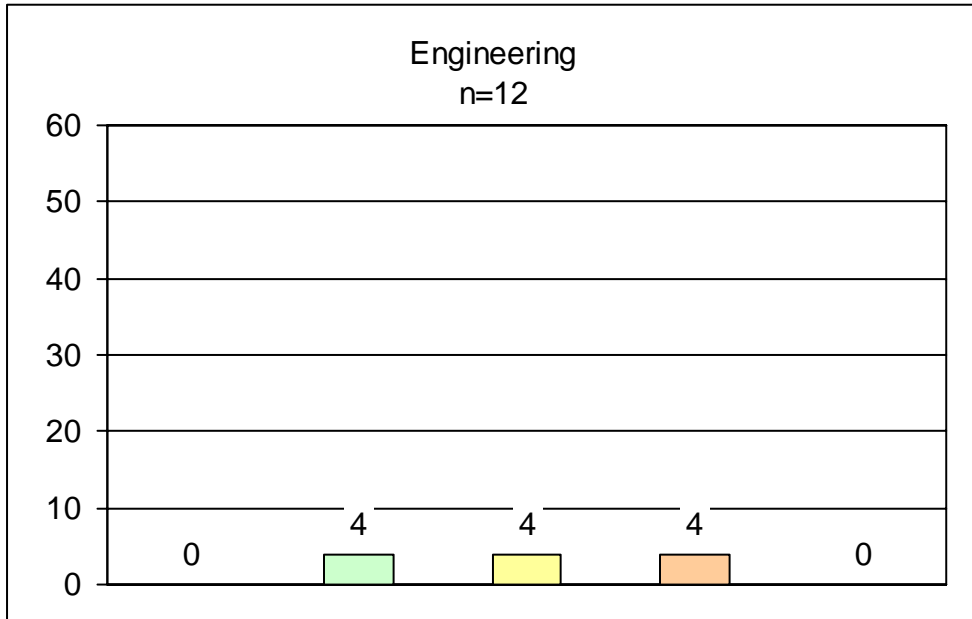


Question 2c – Strategic Planning

n=453 (80%)

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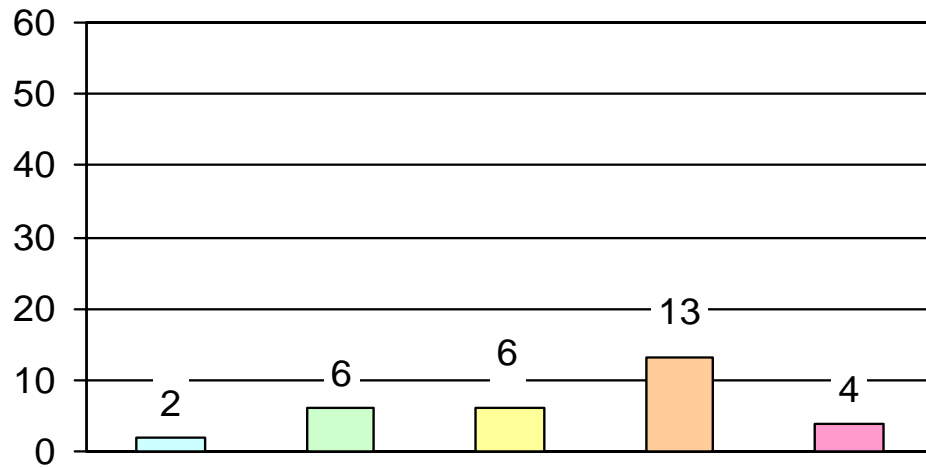
Question 2c – Strategic Planning

n=453 (80%)

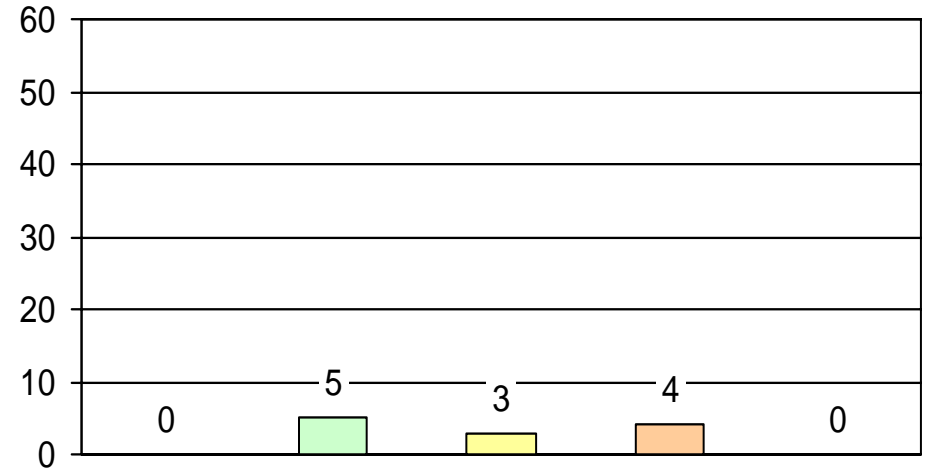
Our employees know how to tell if they are making progress on their work group's part of the plan.

I know how to tell if we are making progress on my work group's part of the plan..

Other
n=31



No Division Identified
n=12

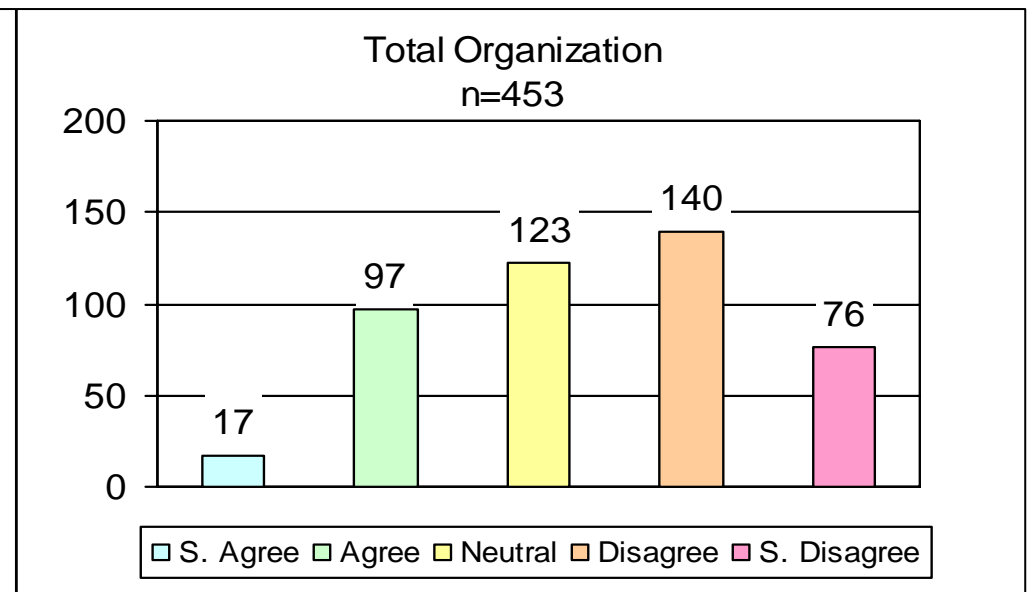
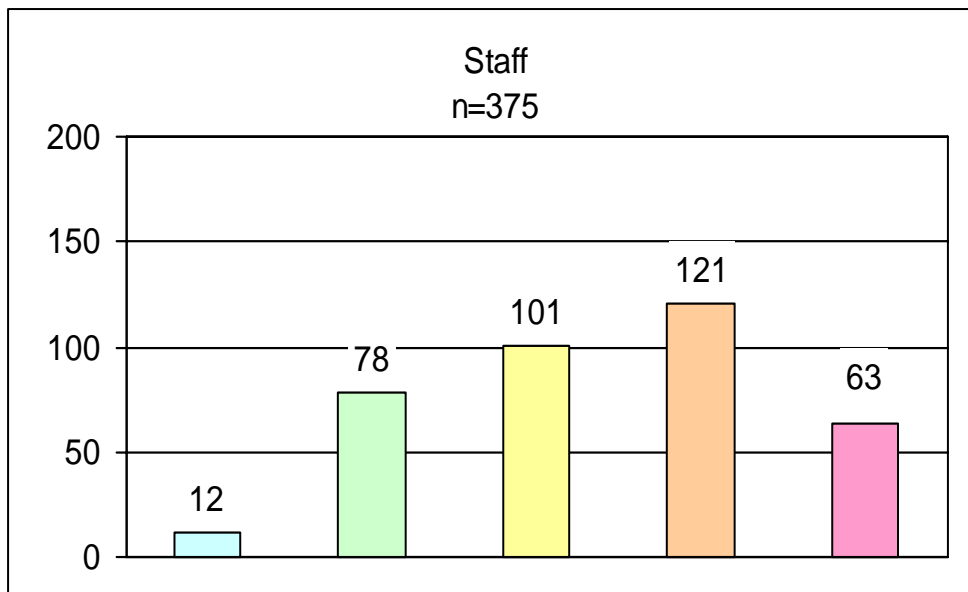
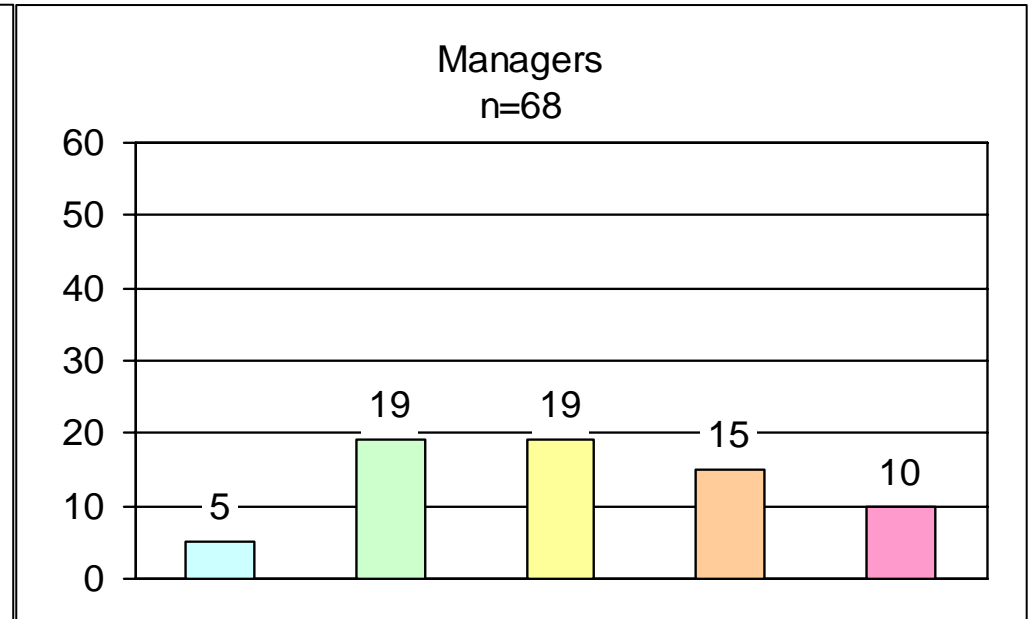
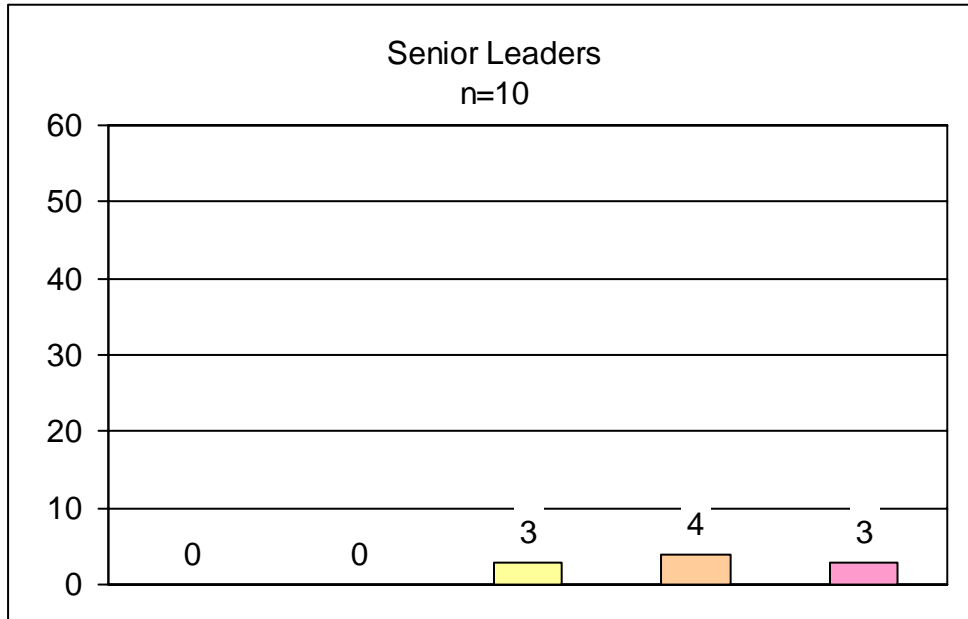


Question 2c – Strategic Planning

n=453 (80%)

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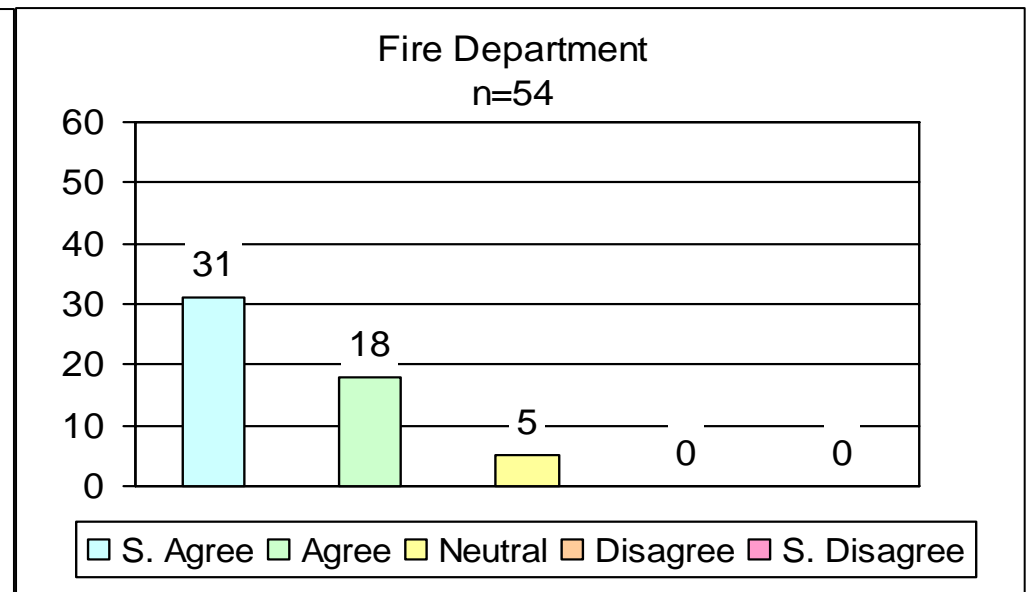
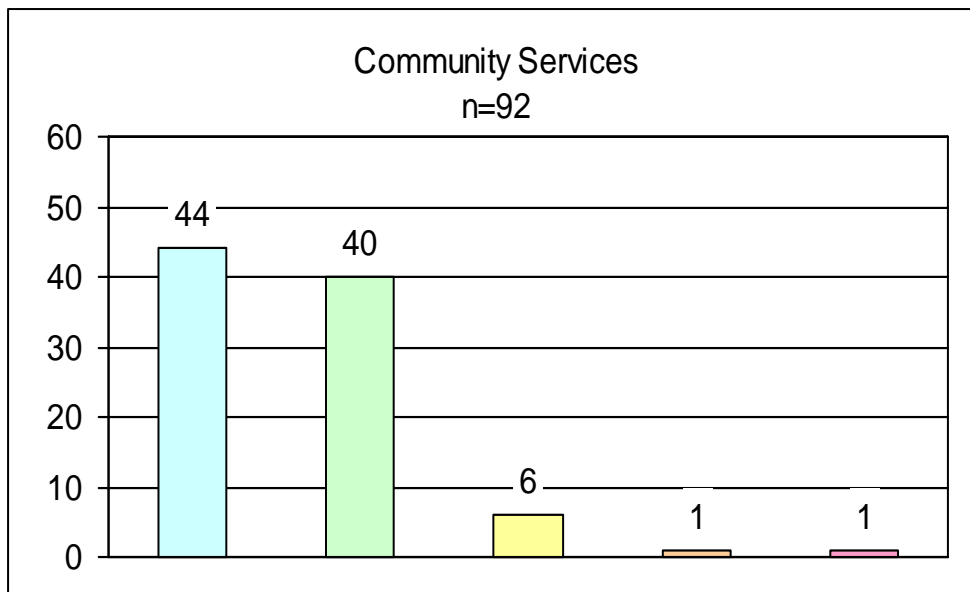
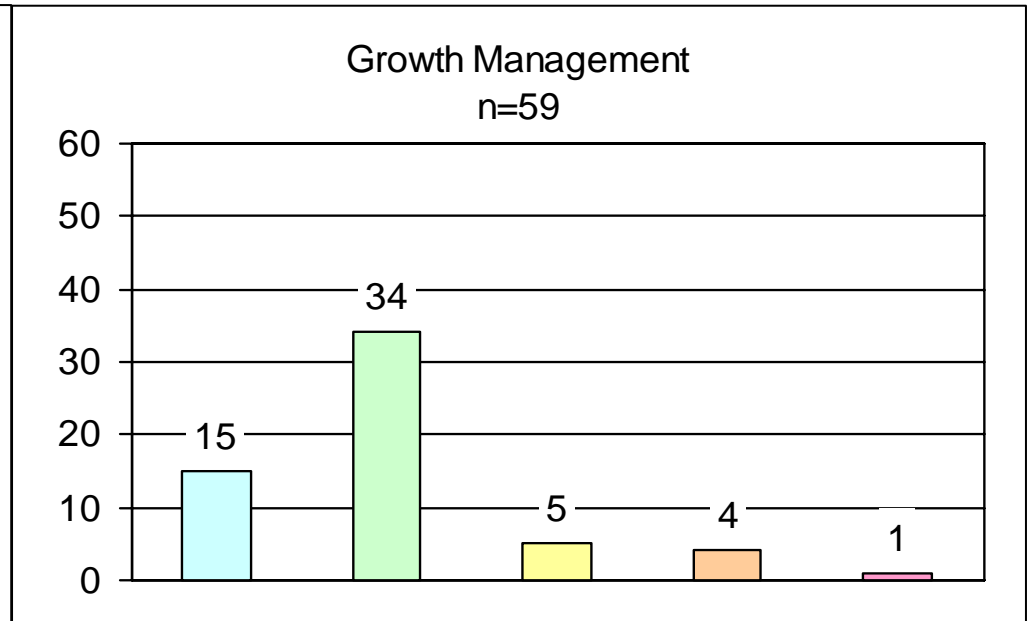
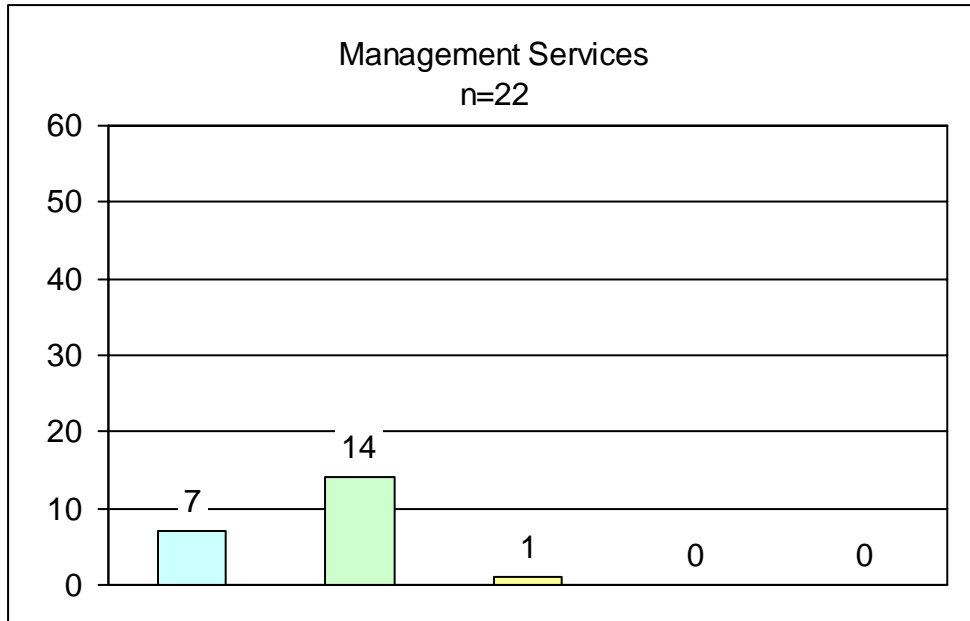


Question 3a – Customer and Market Focus

n=457 (81%)

Our employees know who their most important customers are.

I know who my most important customers are.



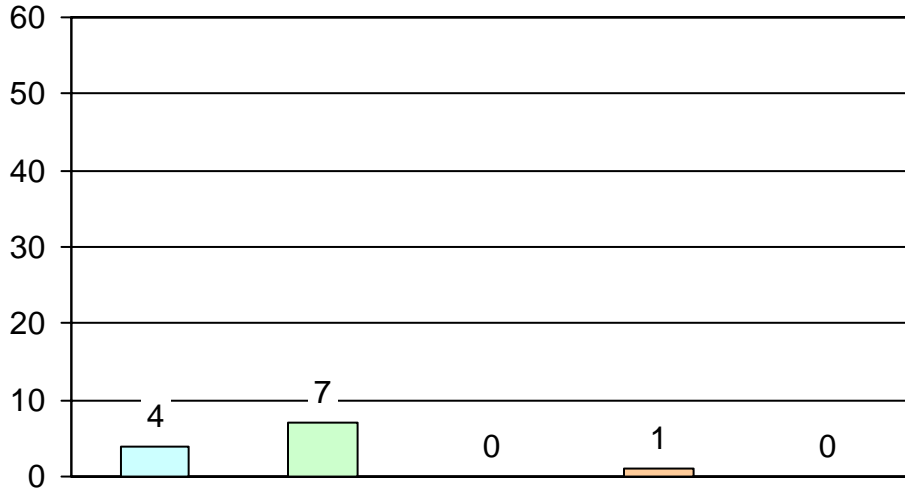
Question 3a – Customer and Market Focus

n=457 (81%)

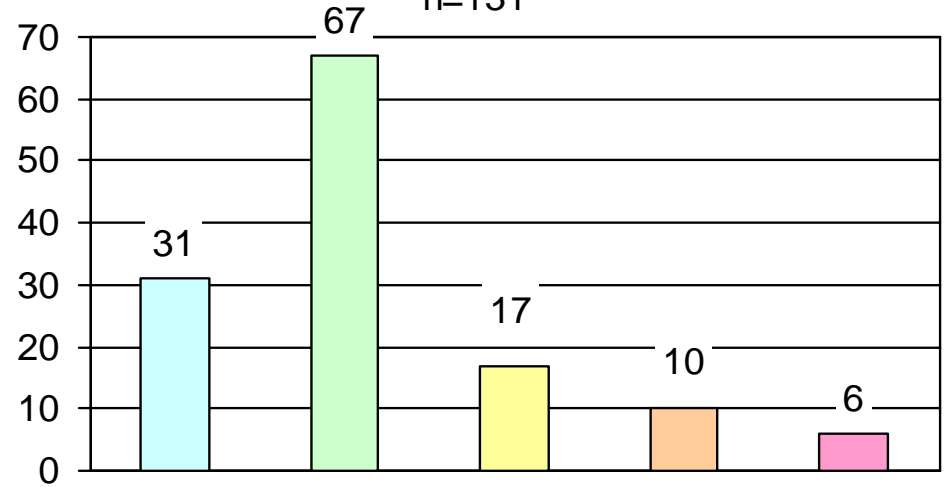
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I know who my most important customers are.

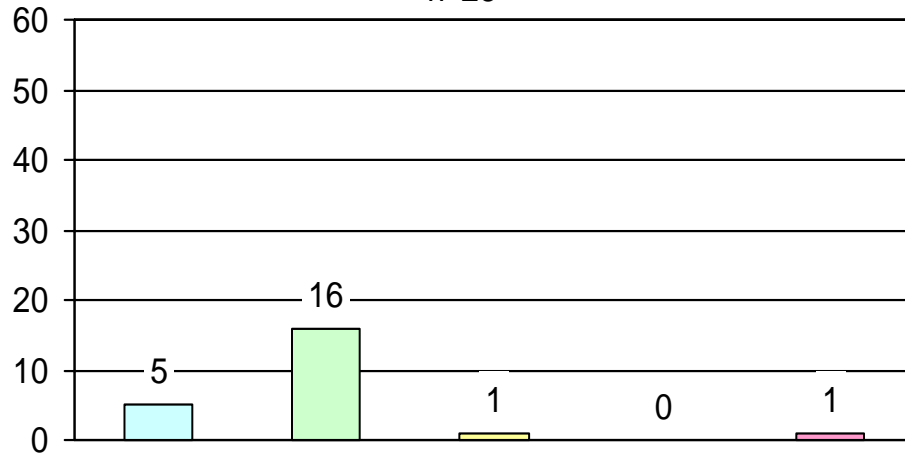
Engineering
n=12



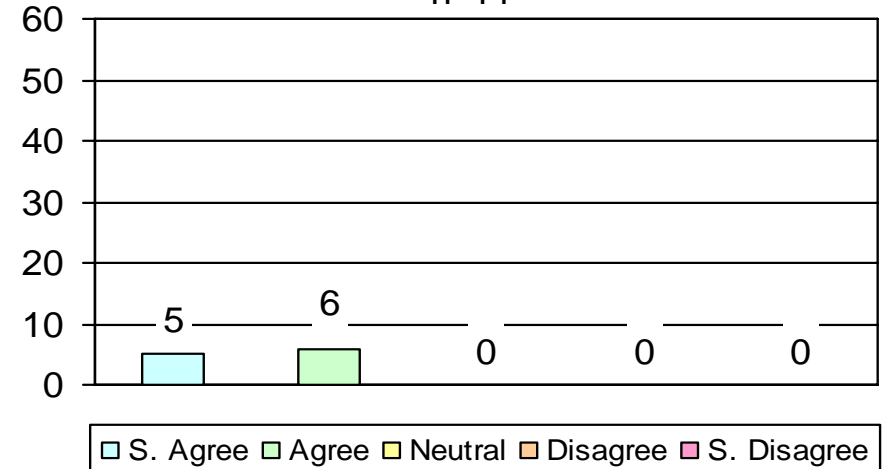
Public Works
n=131



Public Safety
n=23



Administration
n=11



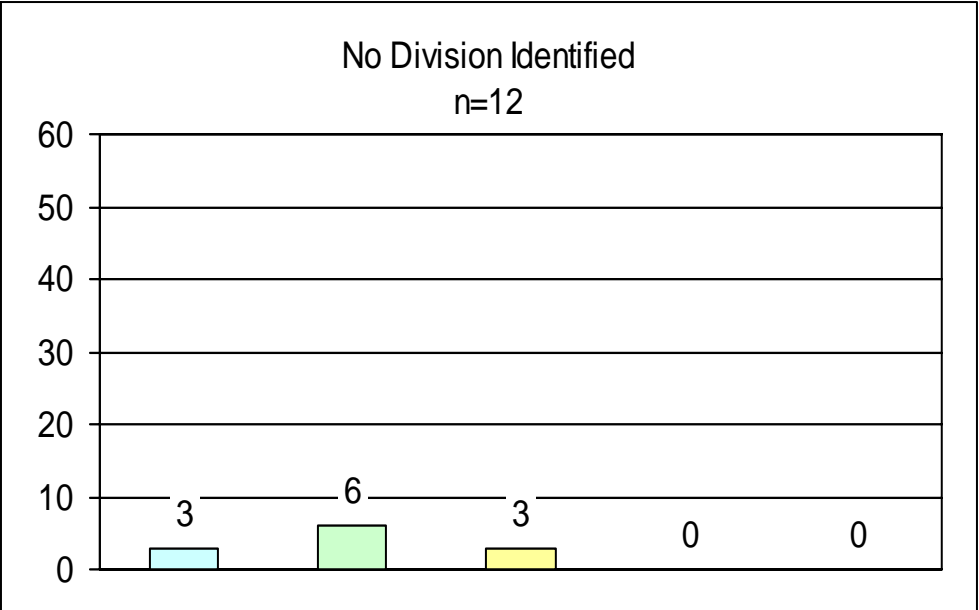
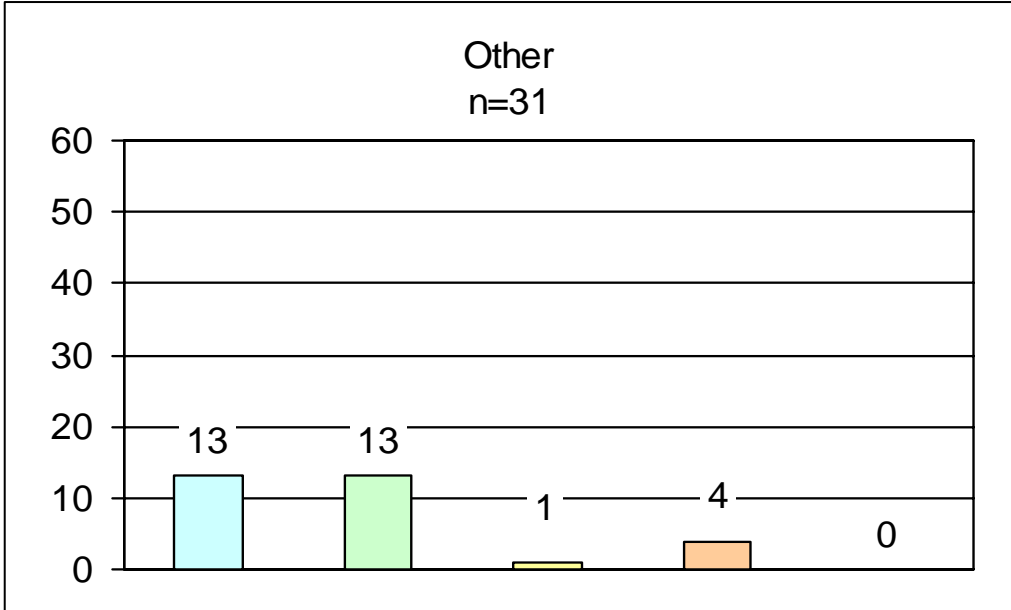
■ S. Agree
 ■ Agree
 ■ Neutral
 ■ Disagree
 ■ S. Disagree

Question 3a – Customer and Market Focus

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I know who my most important customers are.



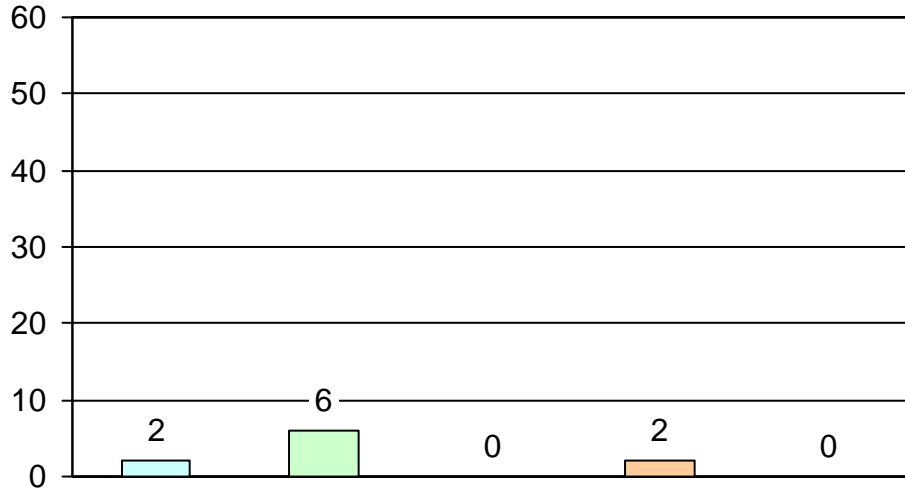
Question 3a – Customer and Market Focus

n=457 (81%)

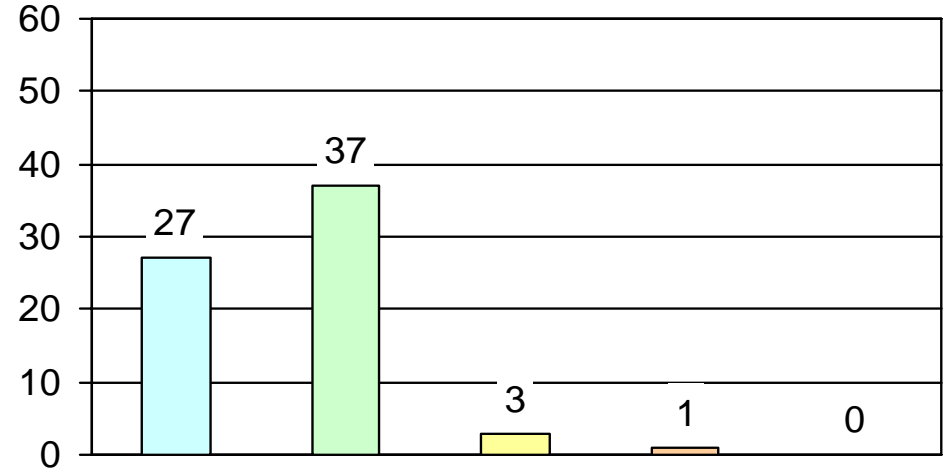
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I know who my most important customers are.

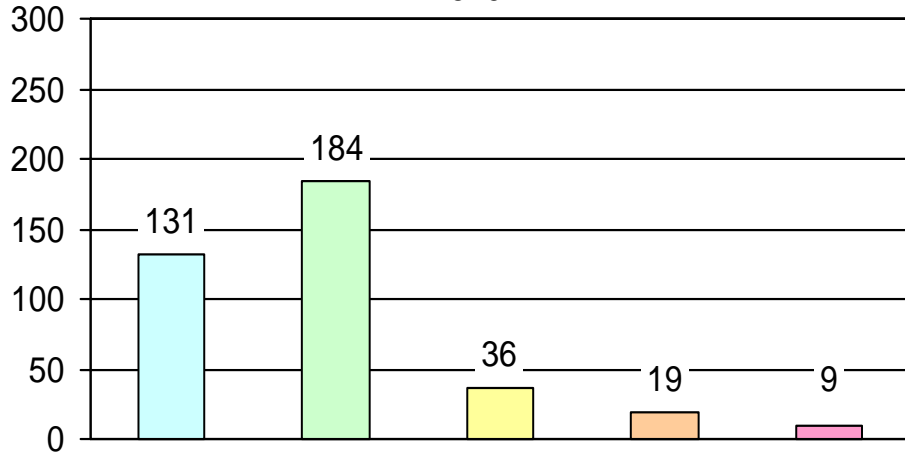
Senior Leaders
n=10



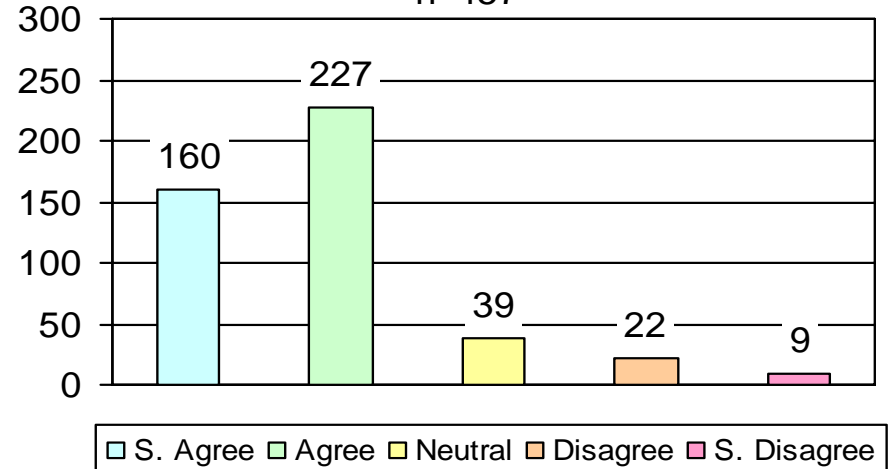
Managers
n=68



Staff
n=379



Total Organization
n=457



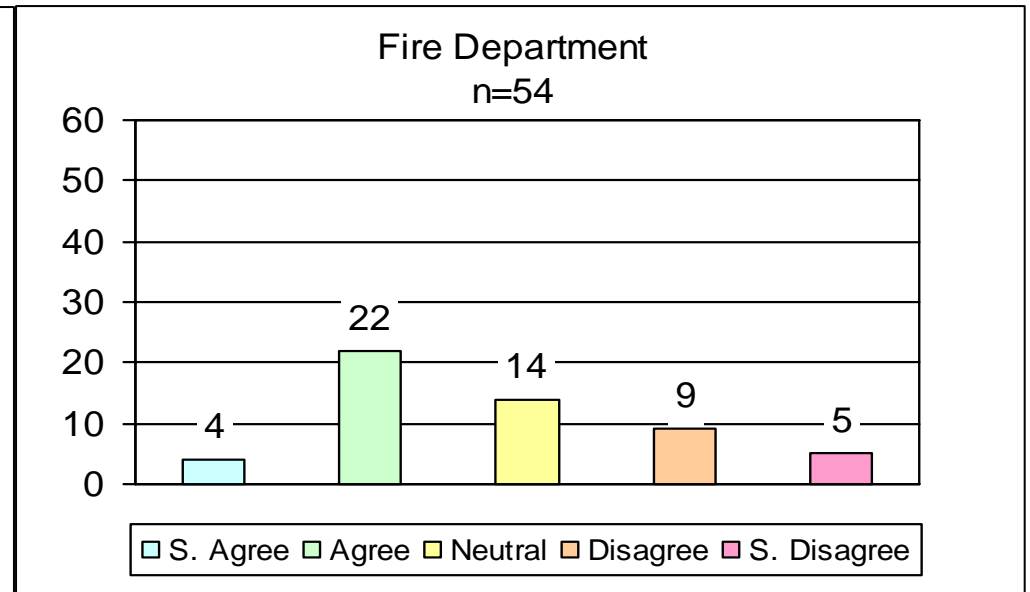
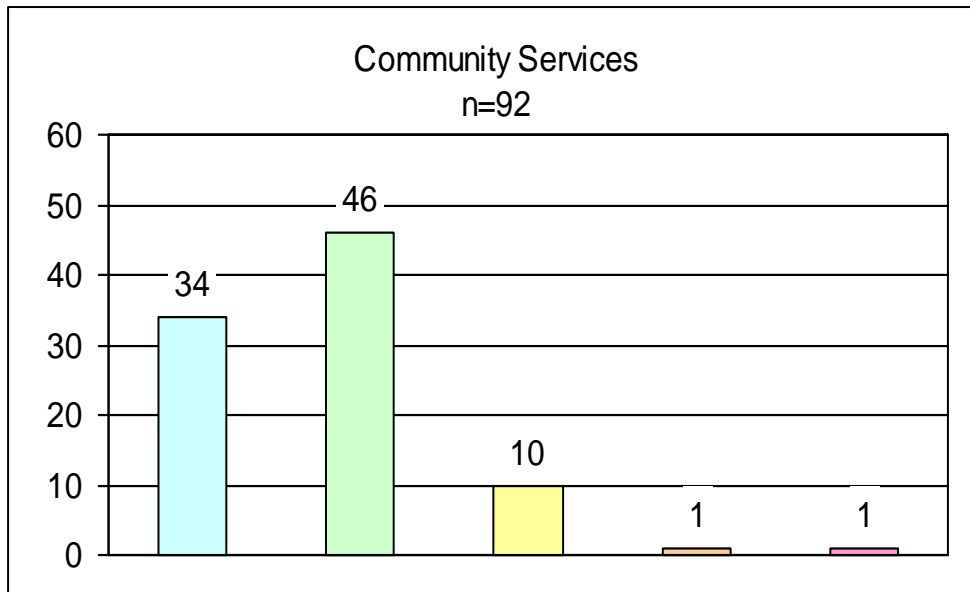
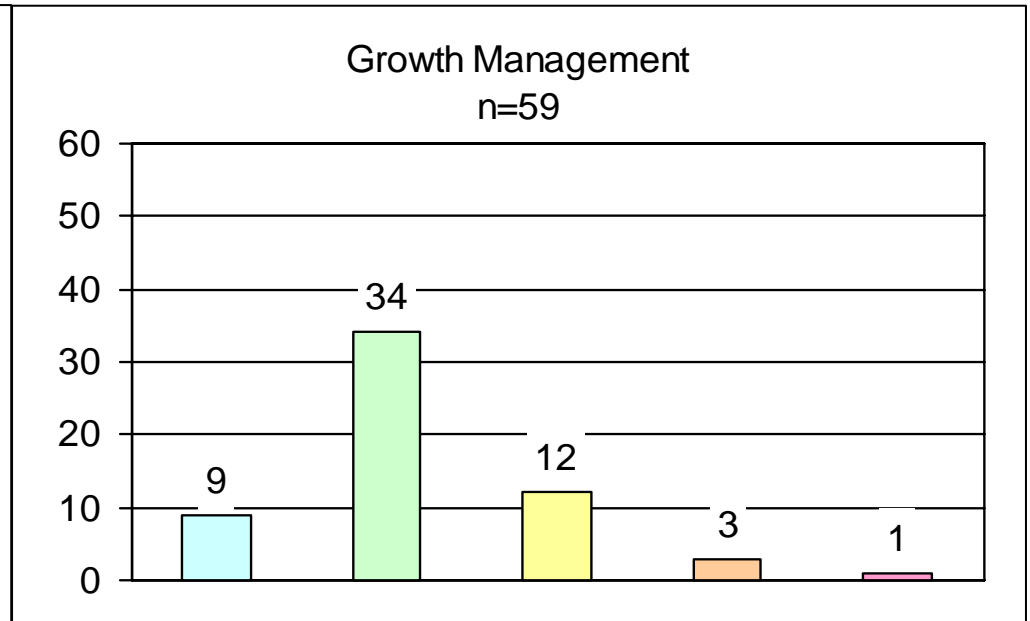
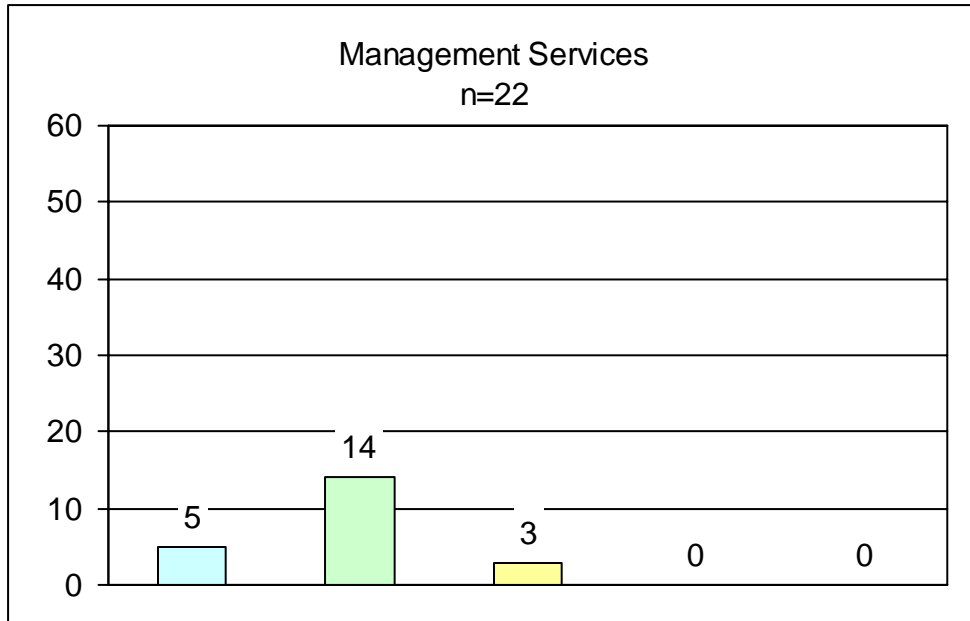
Legend: S. Agree (Cyan), Agree (Green), Neutral (Yellow), Disagree (Orange), S. Disagree (Pink)

Question 3b – Customer and Market Focus

n=457 (81%)

Our employees keep in touch with their customers.

I keep in touch with my customers.

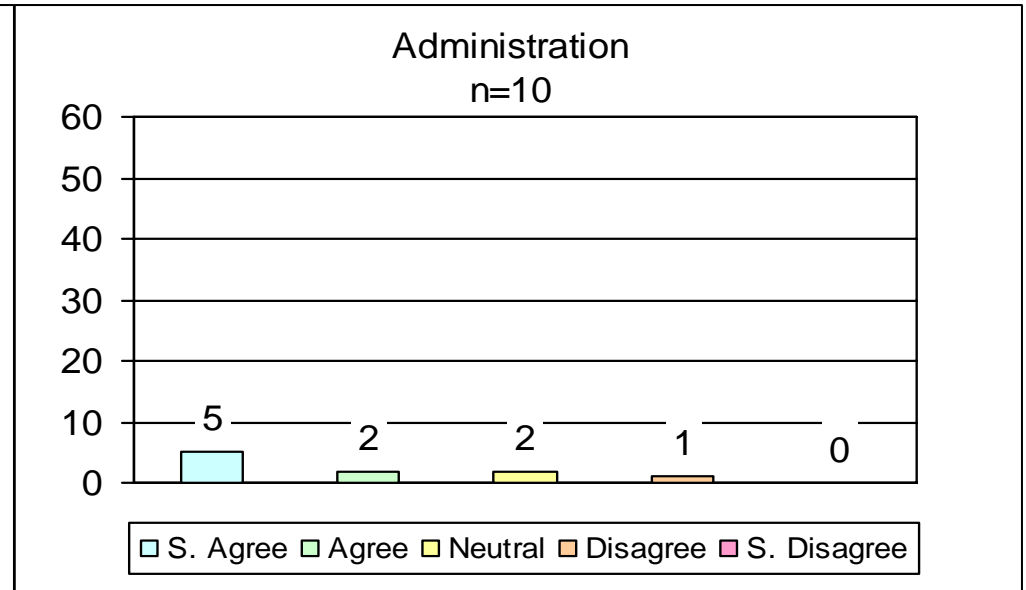
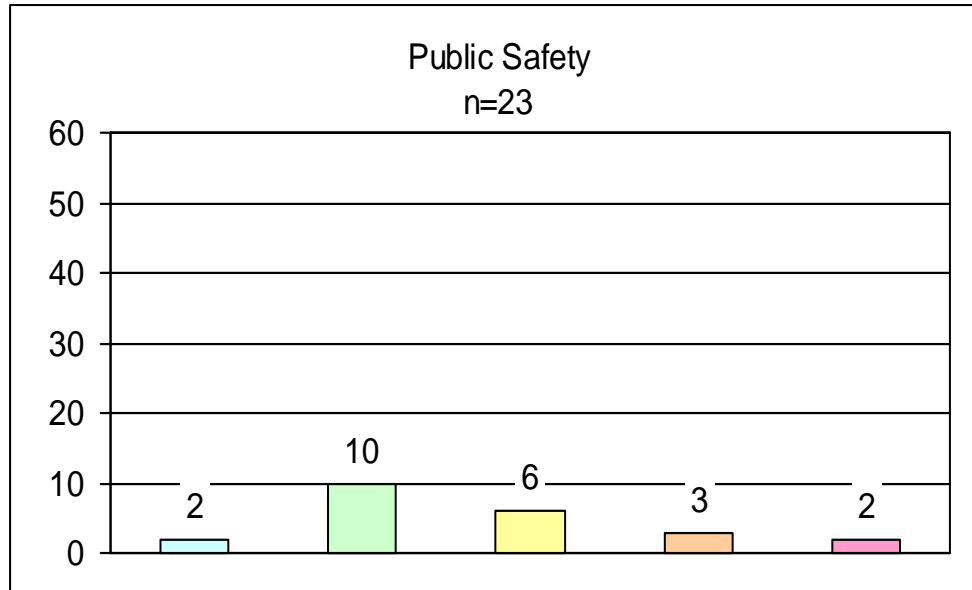
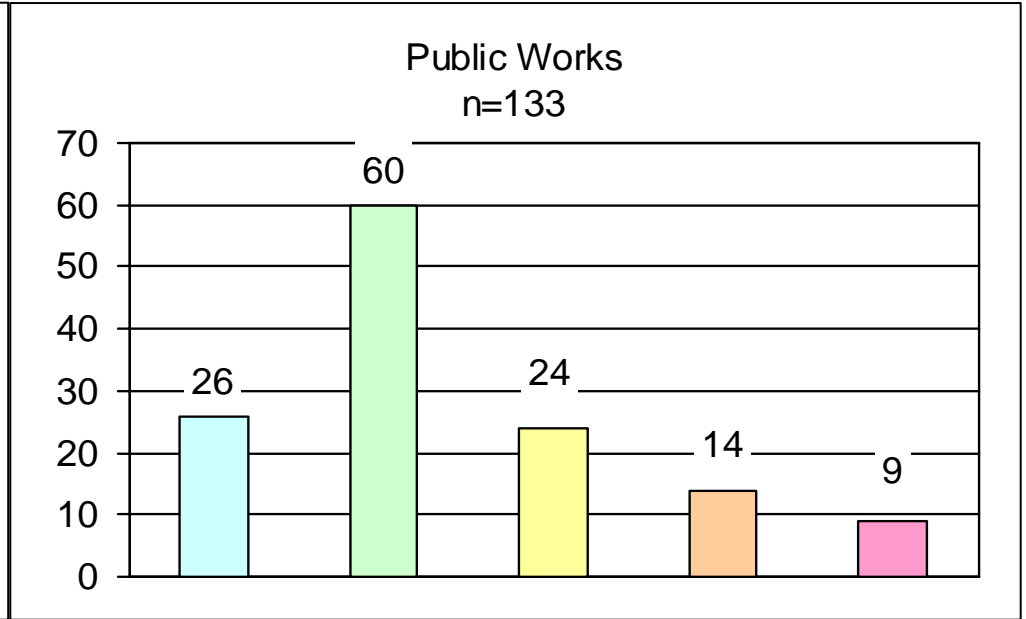
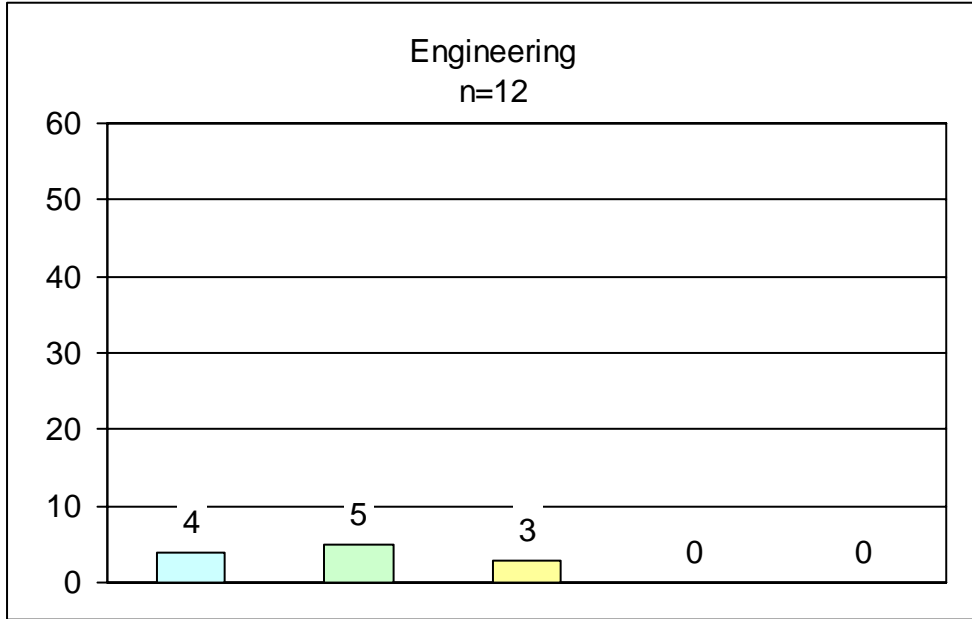


Question 3b – Customer and Market Focus

n=457 (81%)

Our employees keep in touch with their customers.

I keep in touch with my customers.

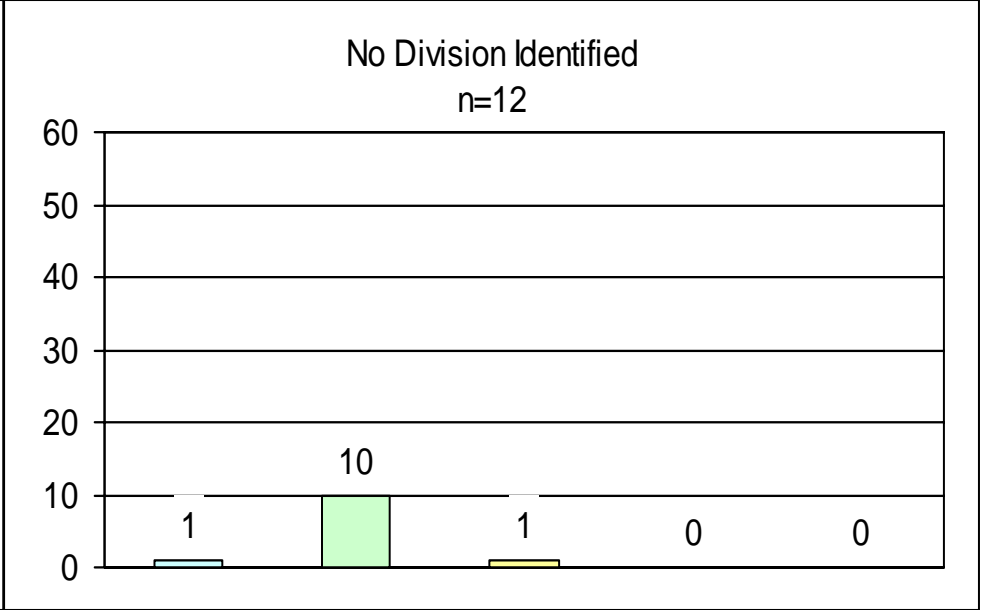
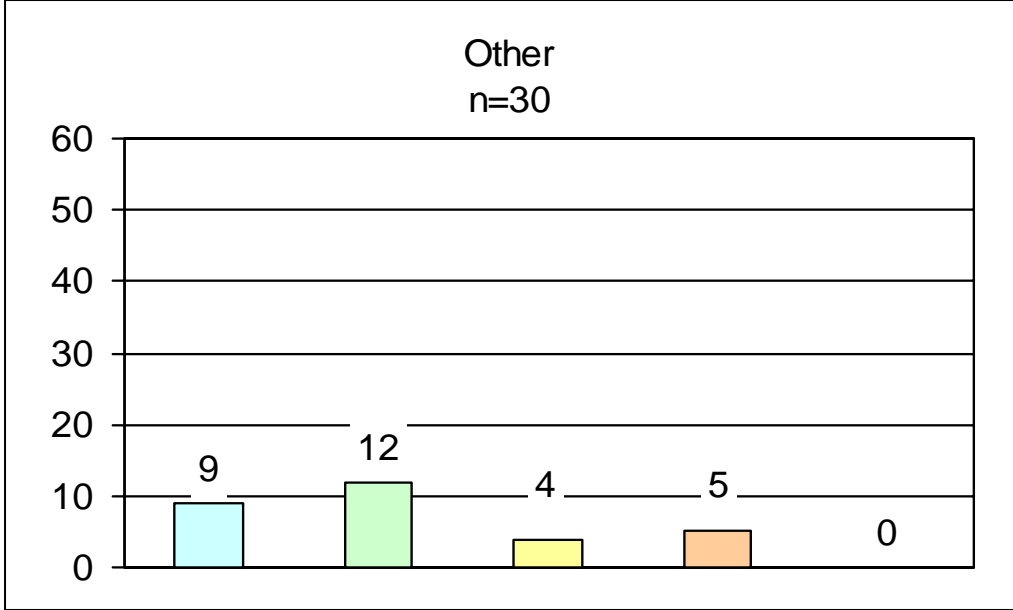


Question 3b – Customer and Market Focus

n=457 (81%)

Our employees keep in touch with their customers.

I keep in touch with my customers.

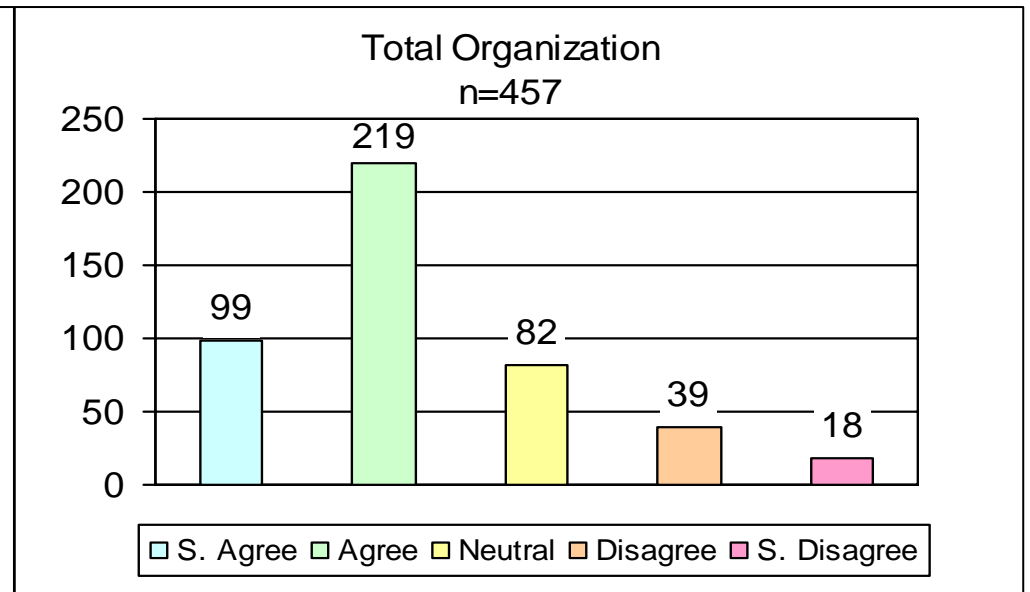
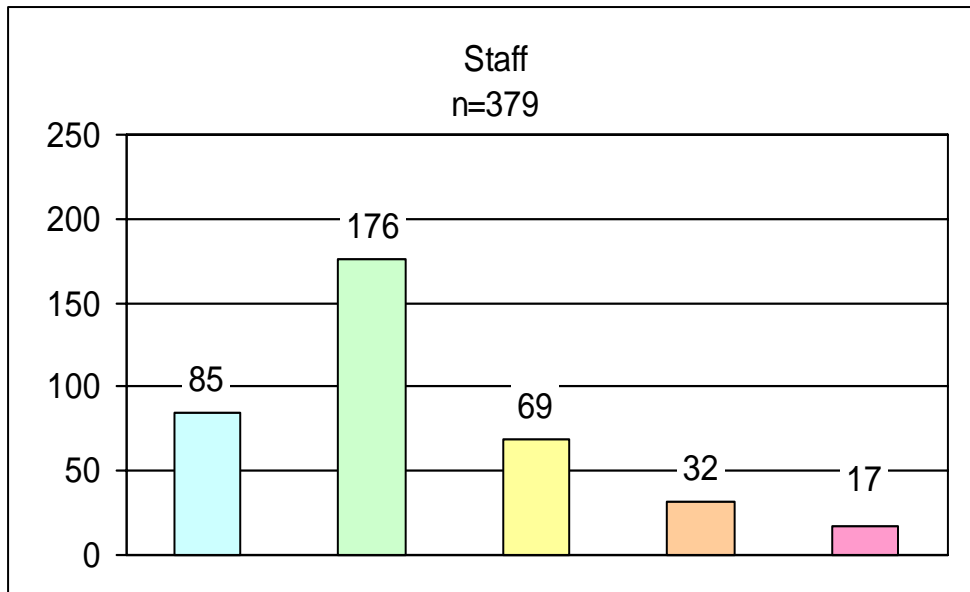
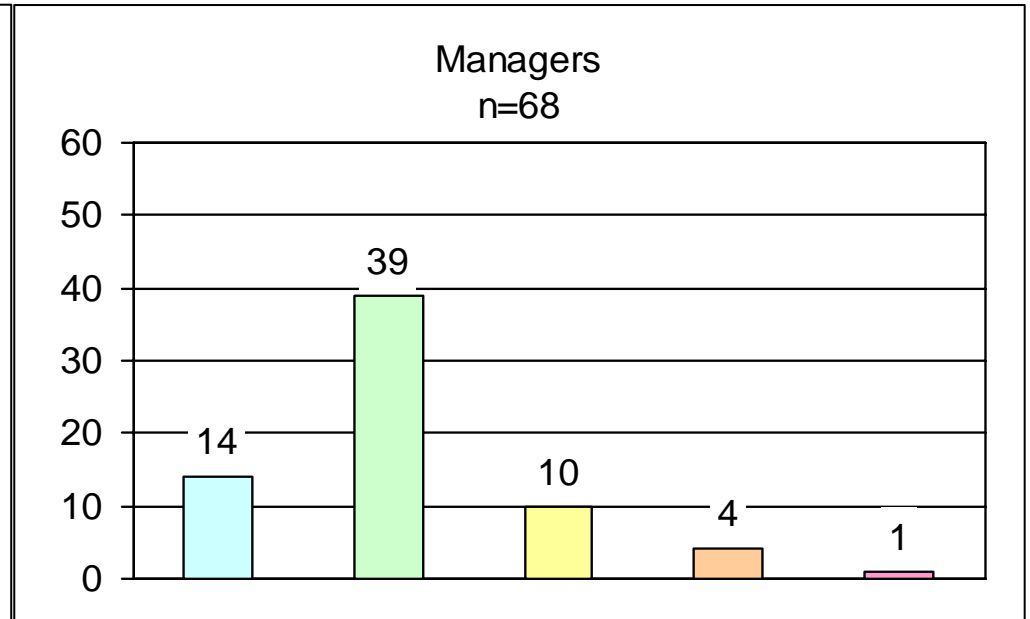
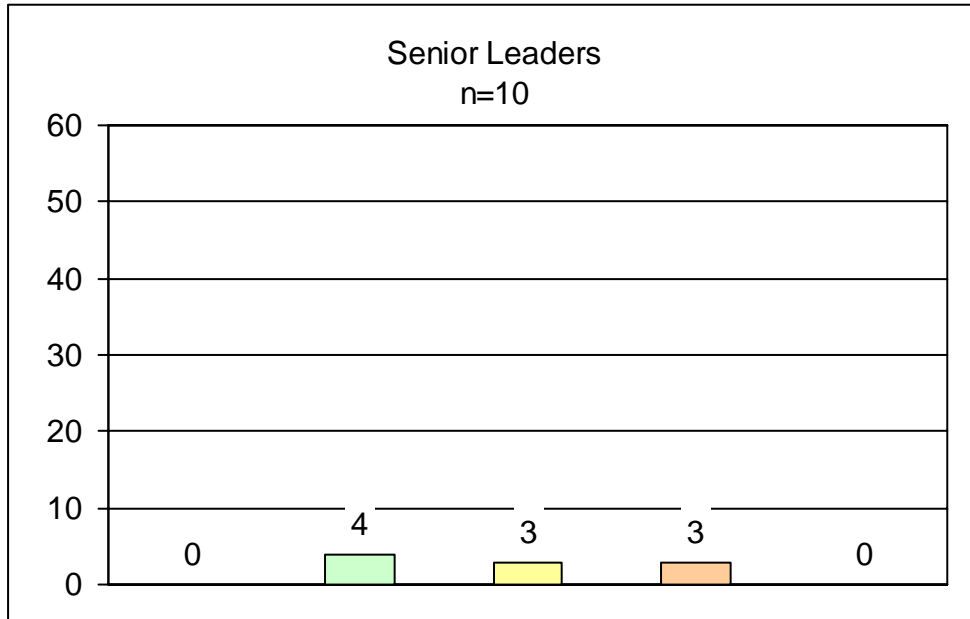


Question 3b – Customer and Market Focus

n=457 (81%)

Our employees keep in touch with their customers.

I keep in touch with my customers.

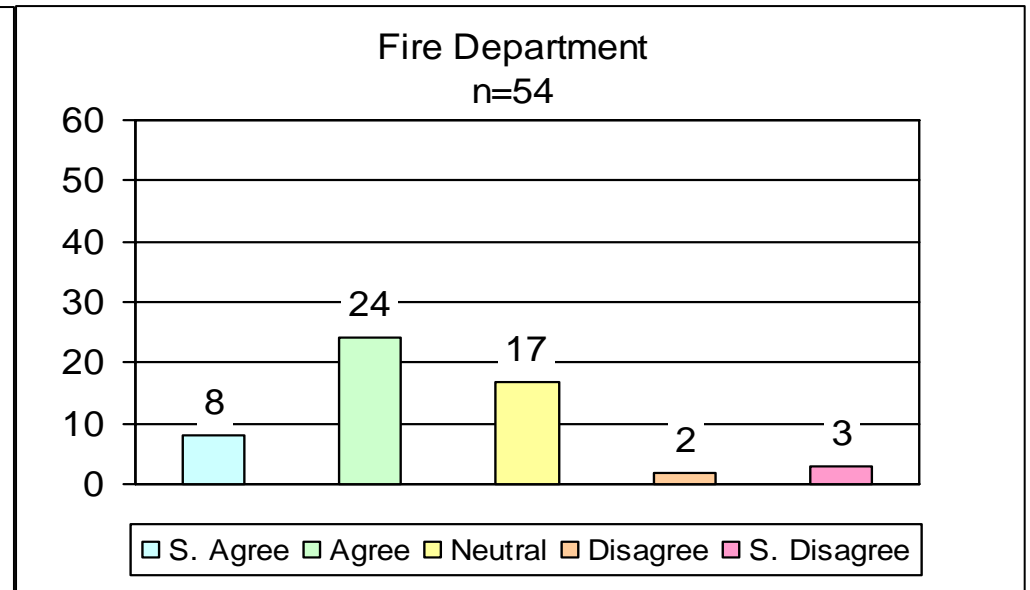
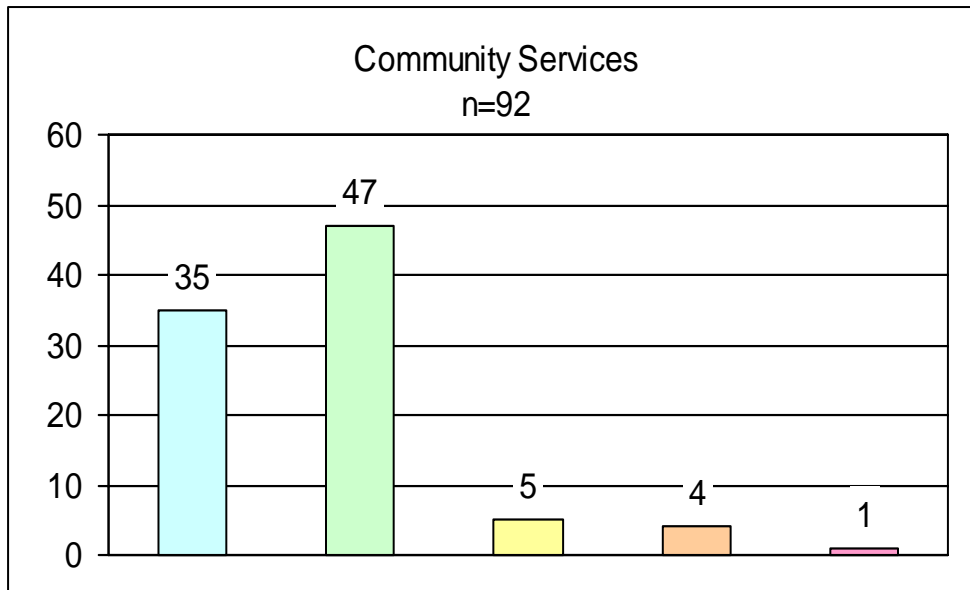
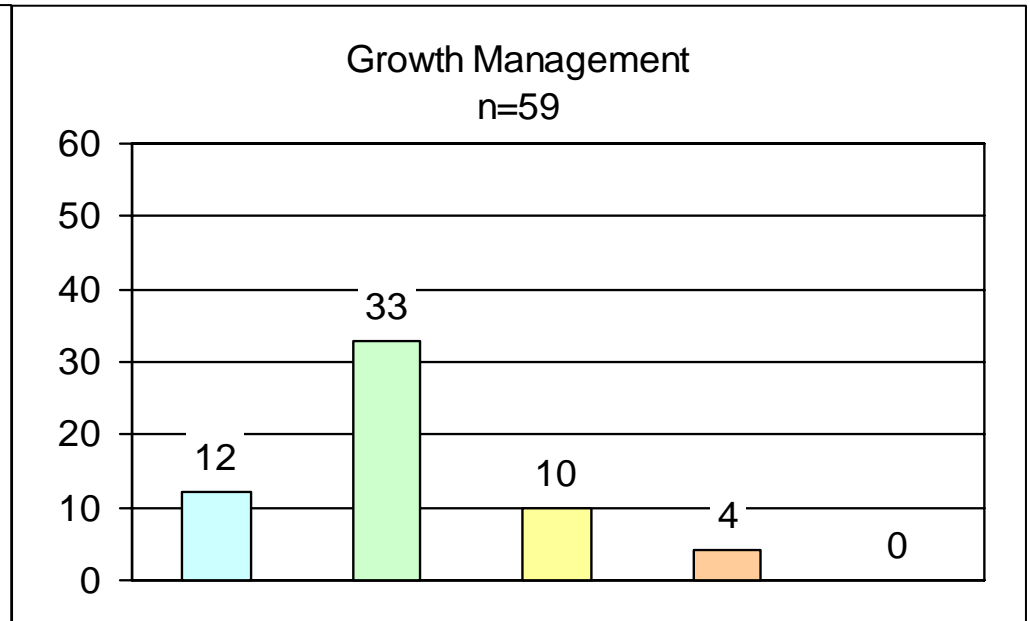
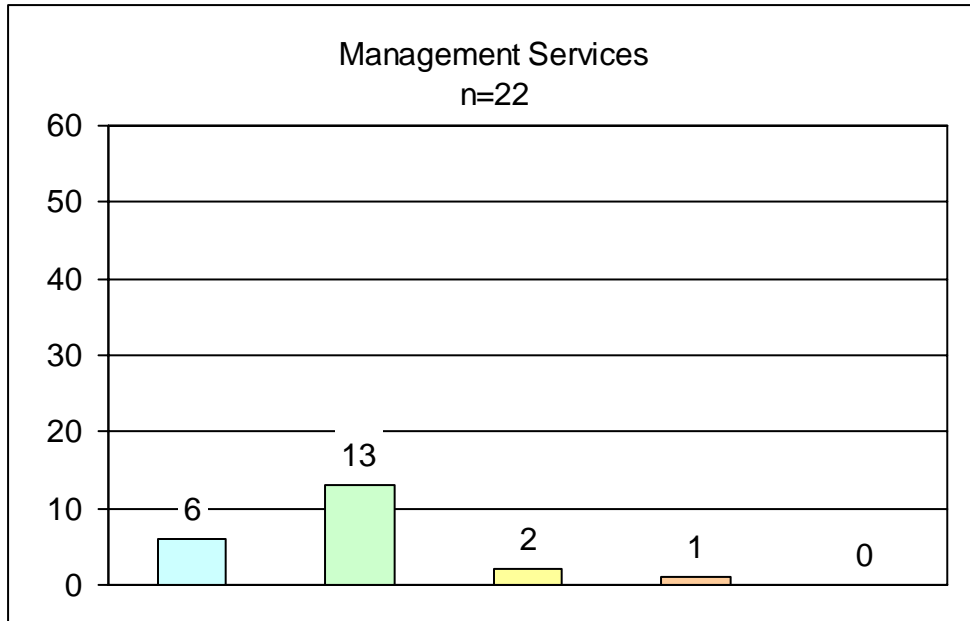


Question 3c – Customer and Market Focus

n=453 (80%)

Their customers tell our employees what they need and want.

My customers tell me what they need and want.

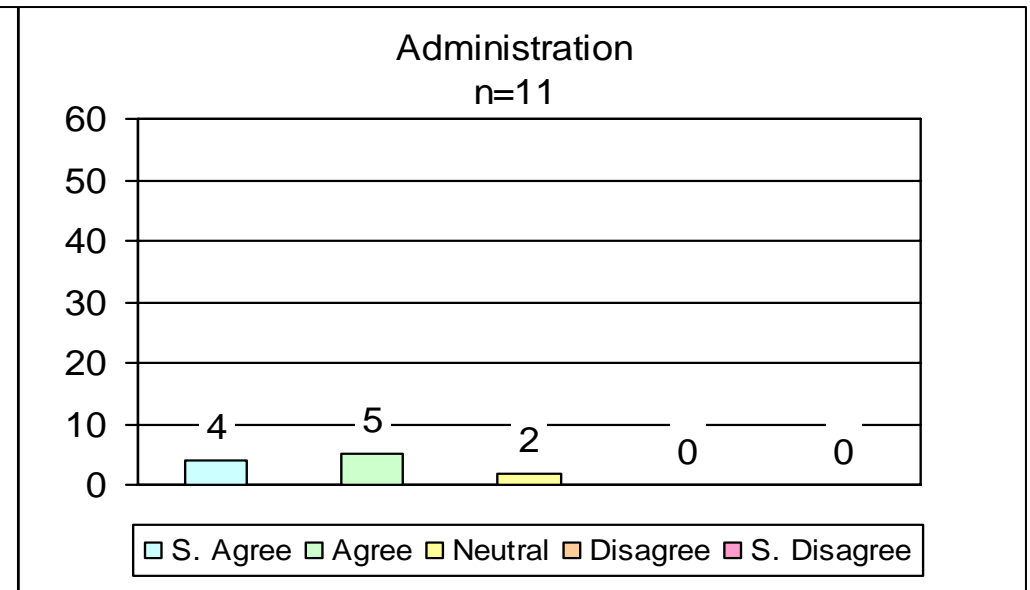
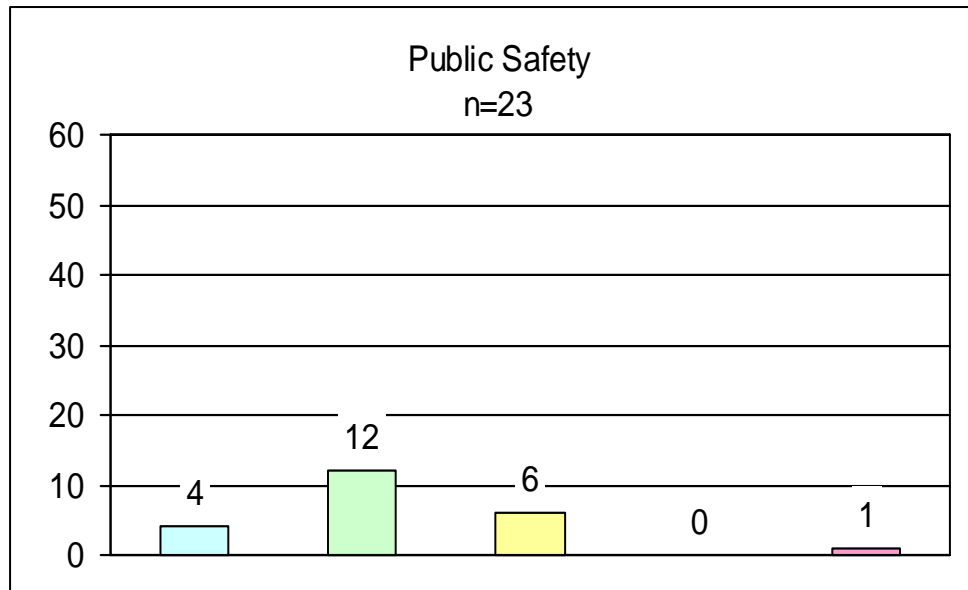
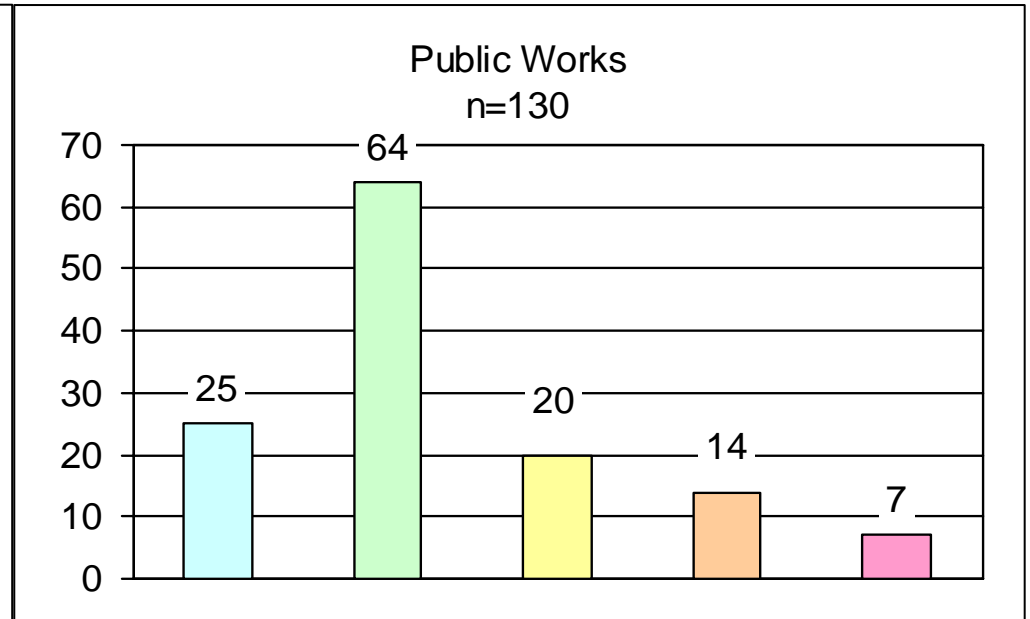
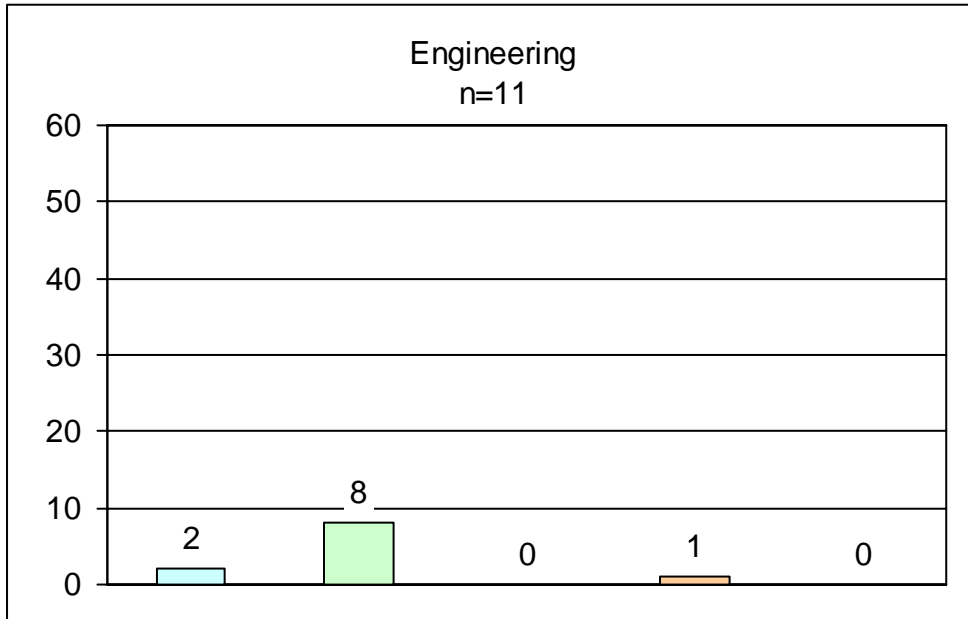


Question 3c – Customer and Market Focus

n=453 (80%)

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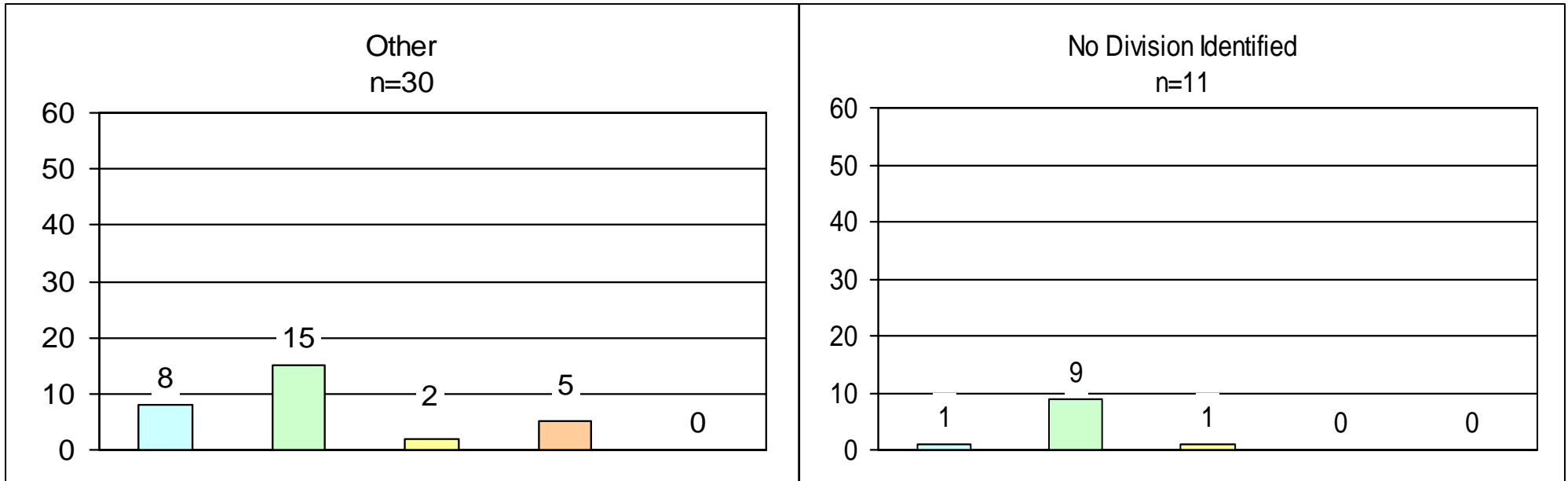


Question 3c – Customer and Market Focus

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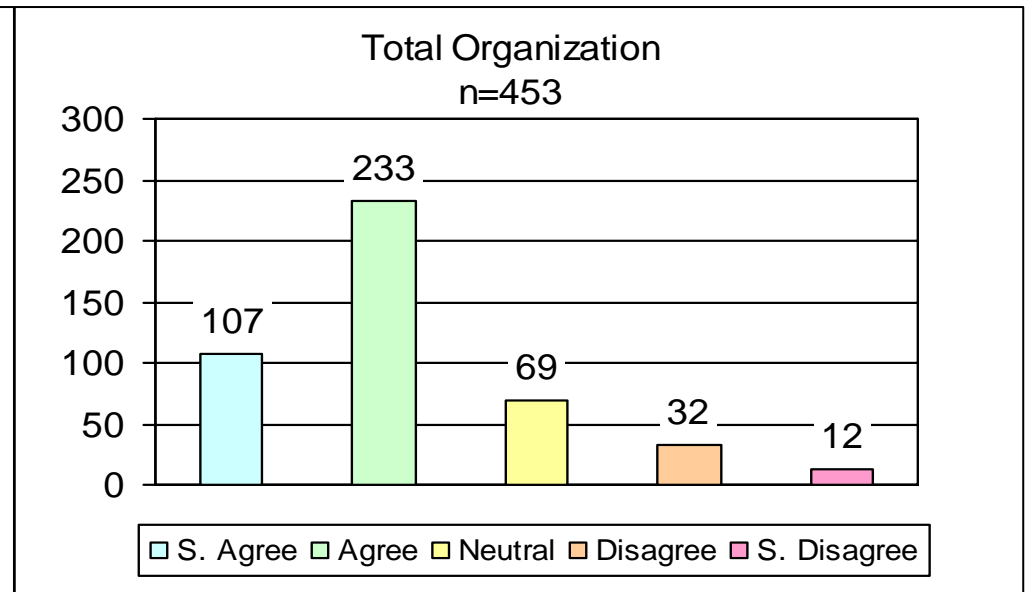
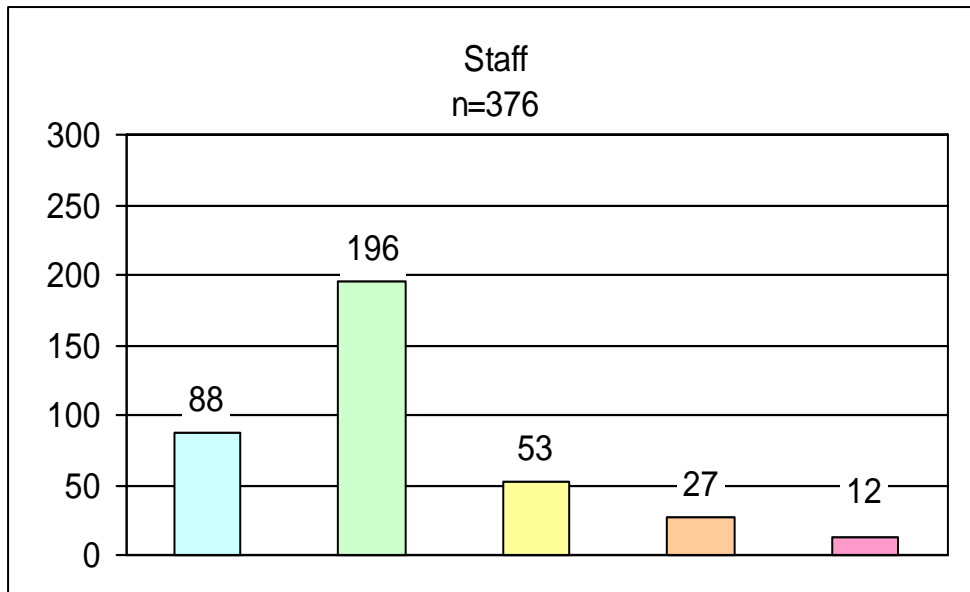
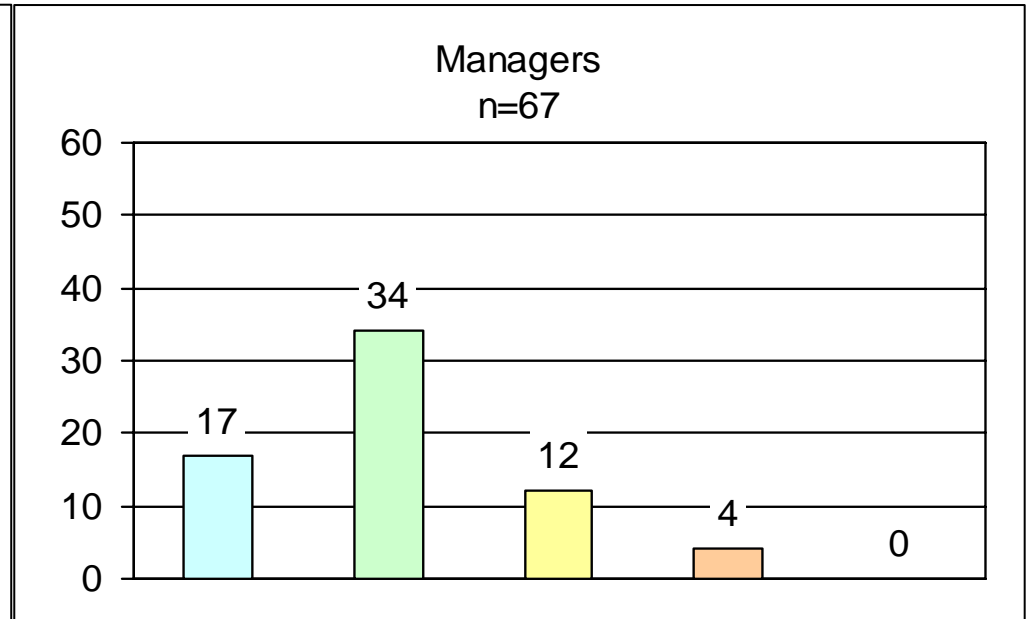
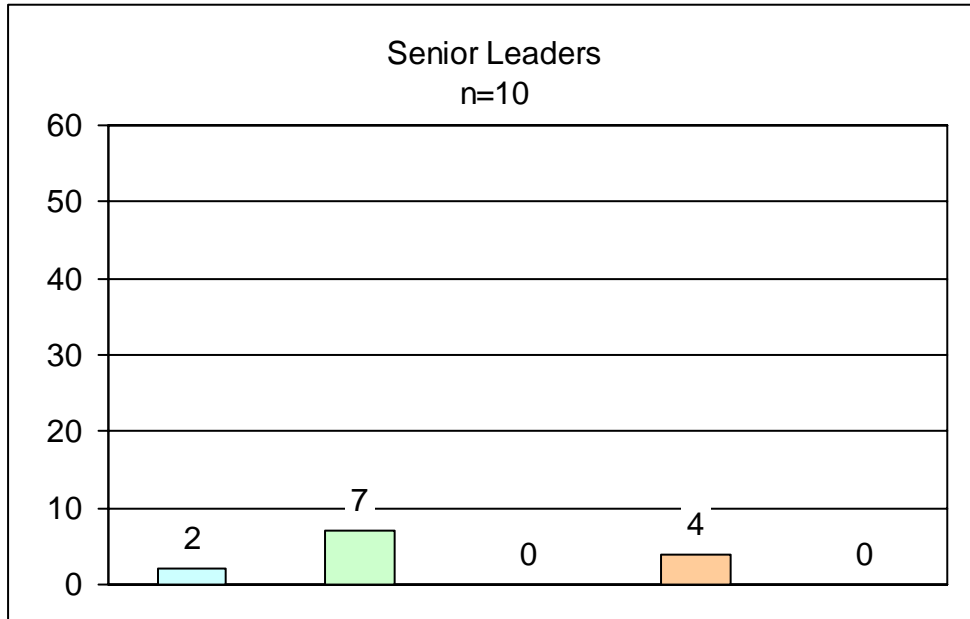


Question 3c – Customer and Market Focus

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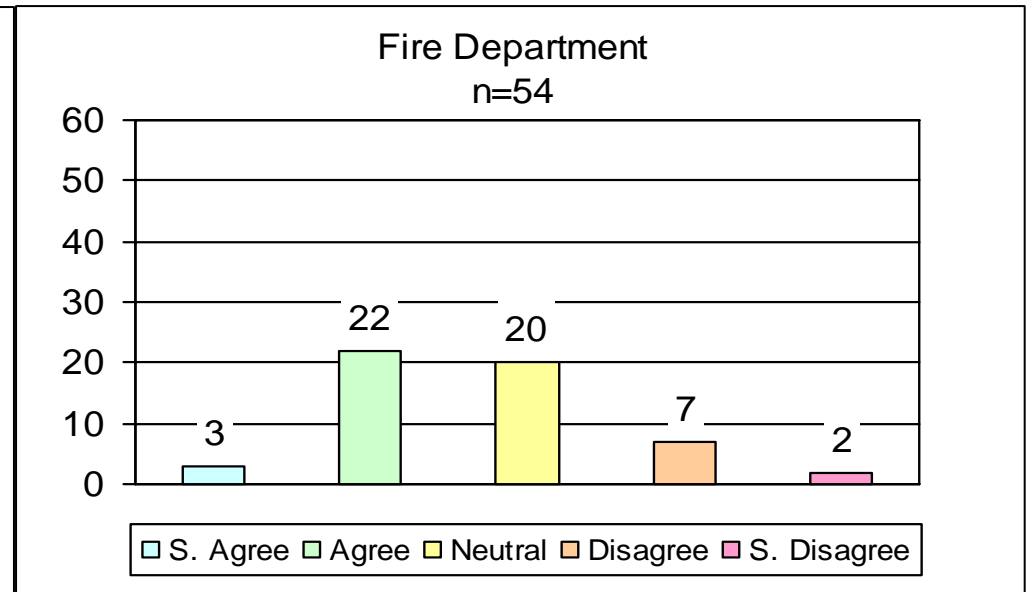
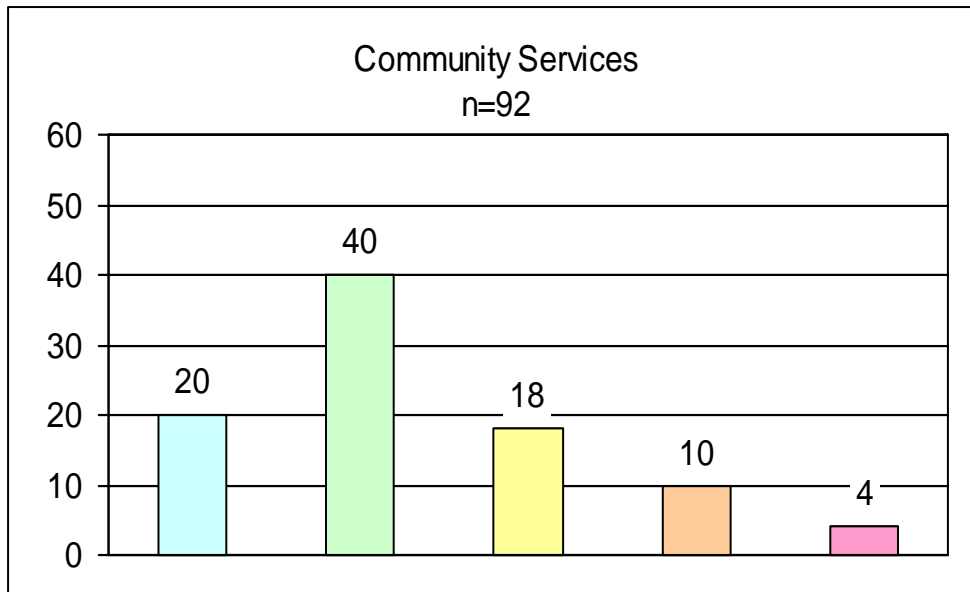
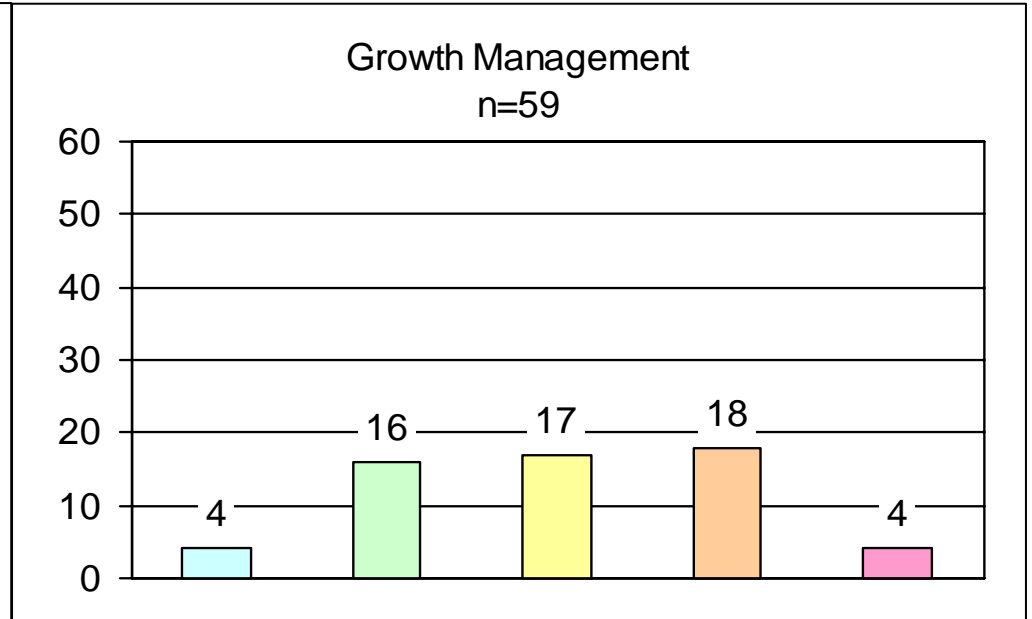
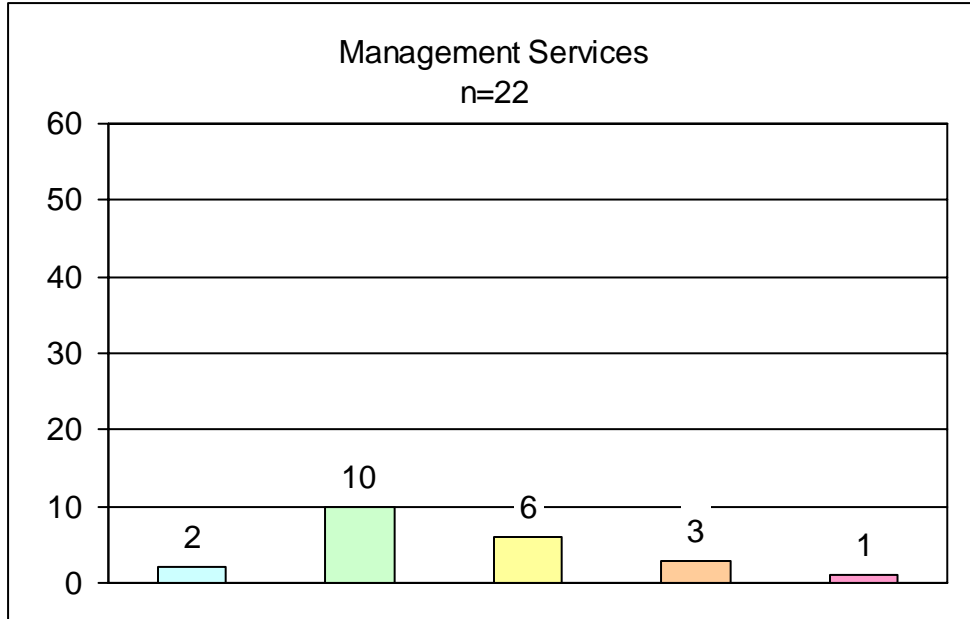


Question 3d – Customer and Market Focus

n=458 (81%)

Our employees ask if their customers are satisfied or dissatisfied with their work.

I ask if my customers are satisfied or dissatisfied with my work.



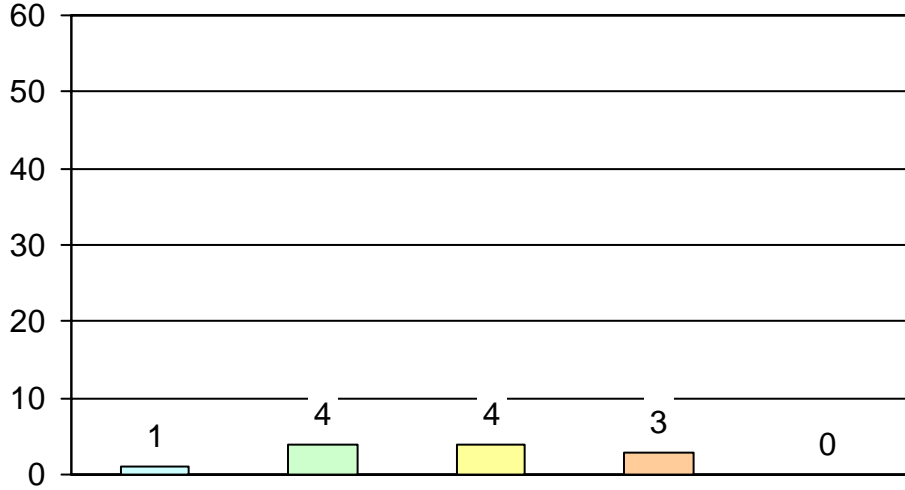
Question 3d – Customer and Market Focus

n=458 (81%)

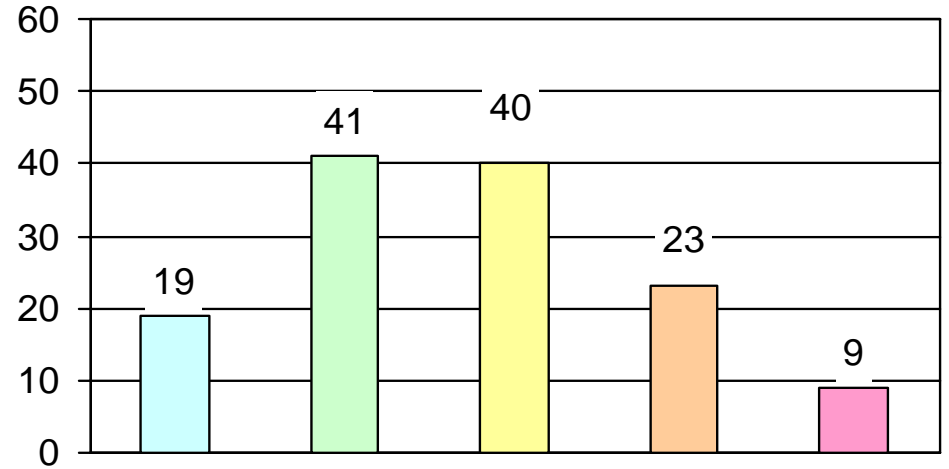
Our employees ask if their customers are satisfied or dissatisfied with their work.

I ask if my customers are satisfied or dissatisfied with my work.

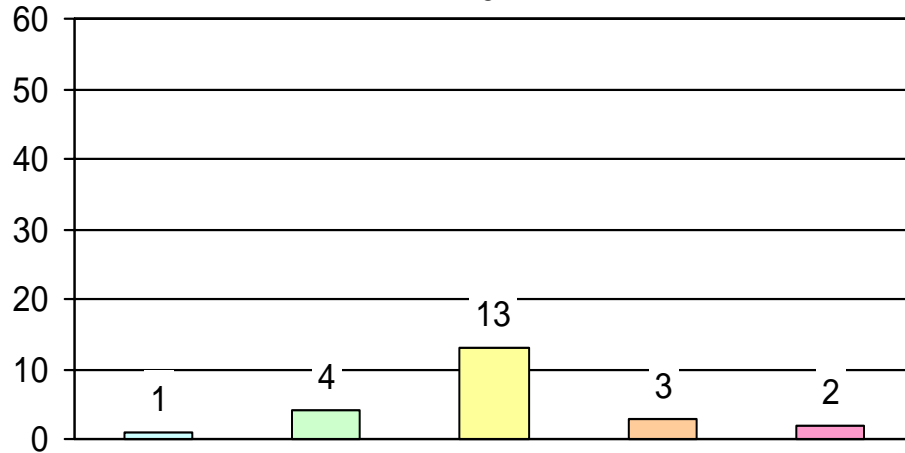
Engineering
n=12



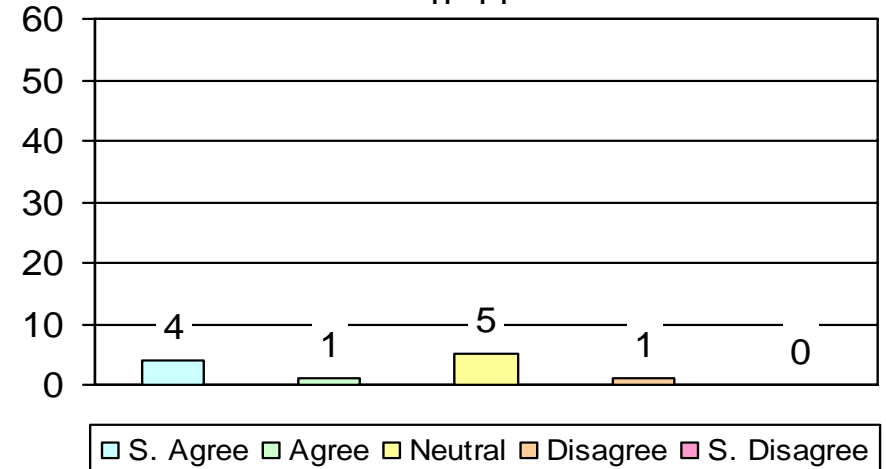
Public Works
n=132



Public Safety
n=23



Administration
n=11



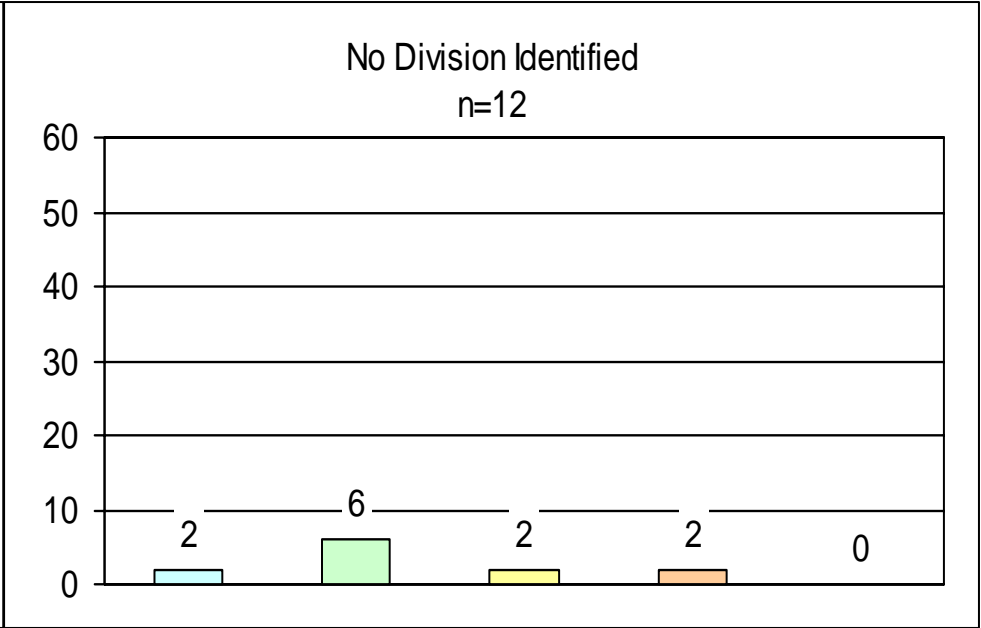
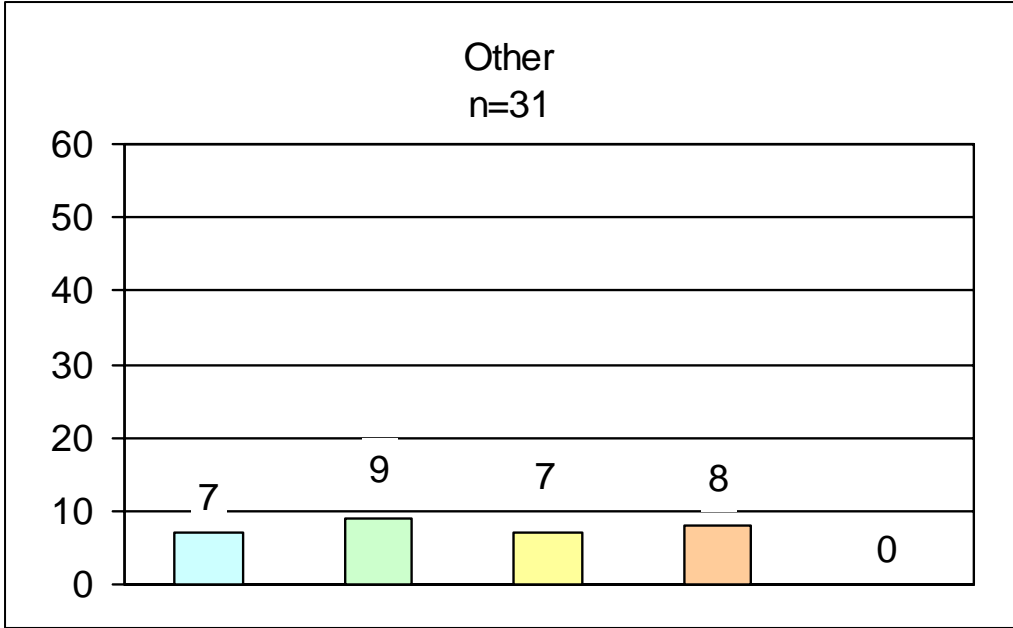
■ S. Agree
 ■ Agree
 ■ Neutral
 ■ Disagree
 ■ S. Disagree

Question 3d – Customer and Market Focus

n=458 (81%)

Our employees ask if their customers are satisfied or dissatisfied with their work.

I ask if my customers are satisfied or dissatisfied with my work.



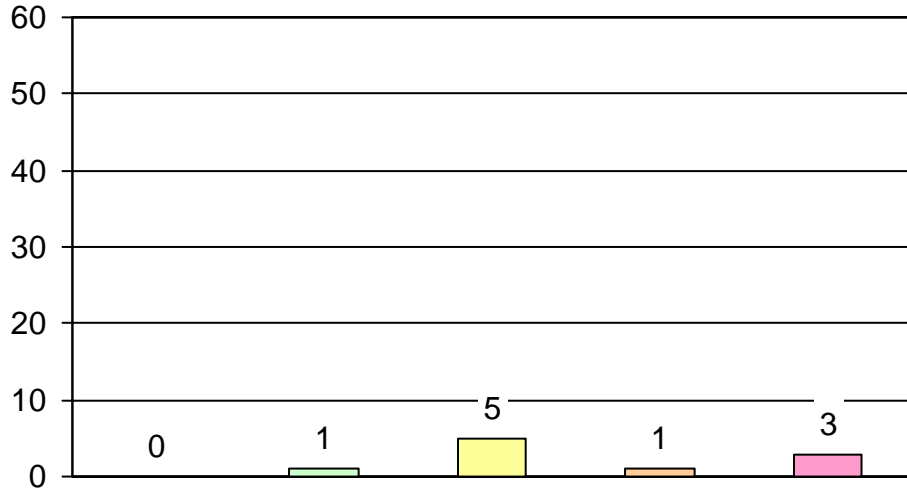
Question 3d – Customer and Market Focus

n=458 (81%)

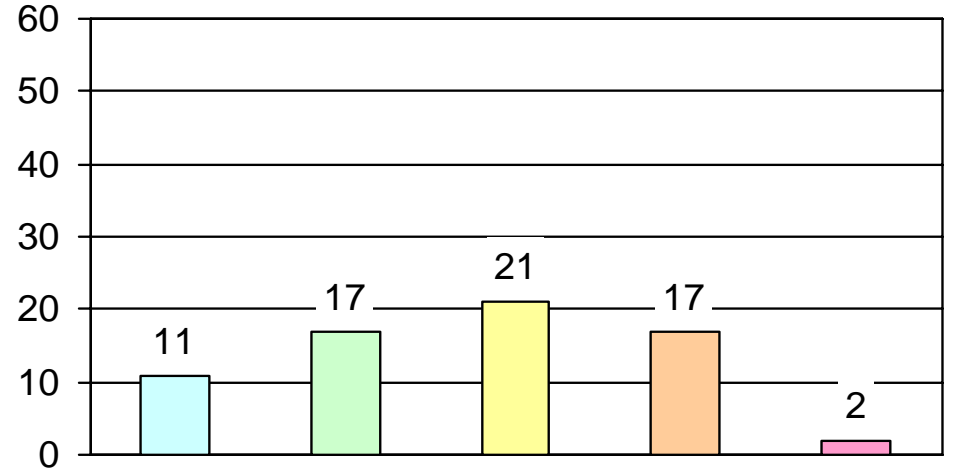
Our employees ask if their customers are satisfied or dissatisfied with their work.

I ask if my customers are satisfied or dissatisfied with my work.

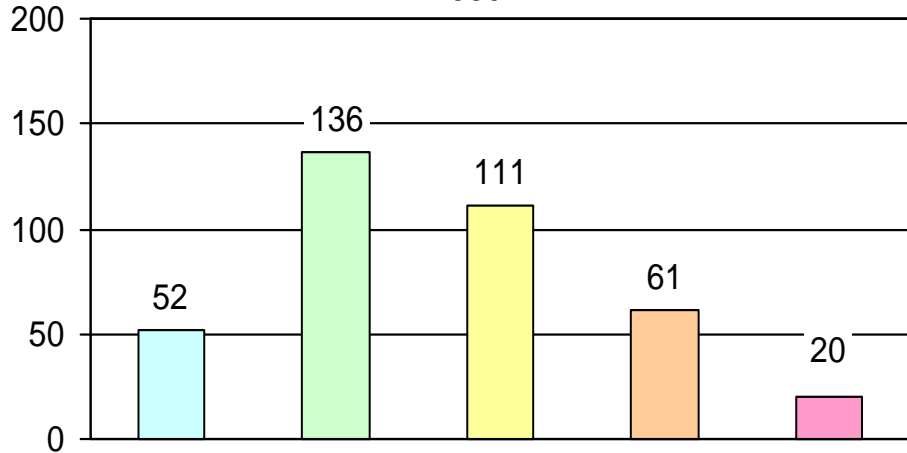
Senior Leaders
n=10



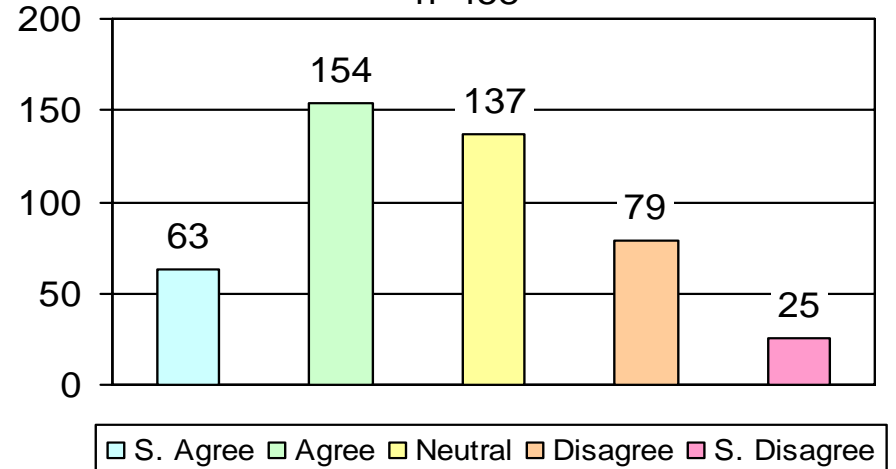
Managers
n=68



Staff
n=380



Total Organization
n=458



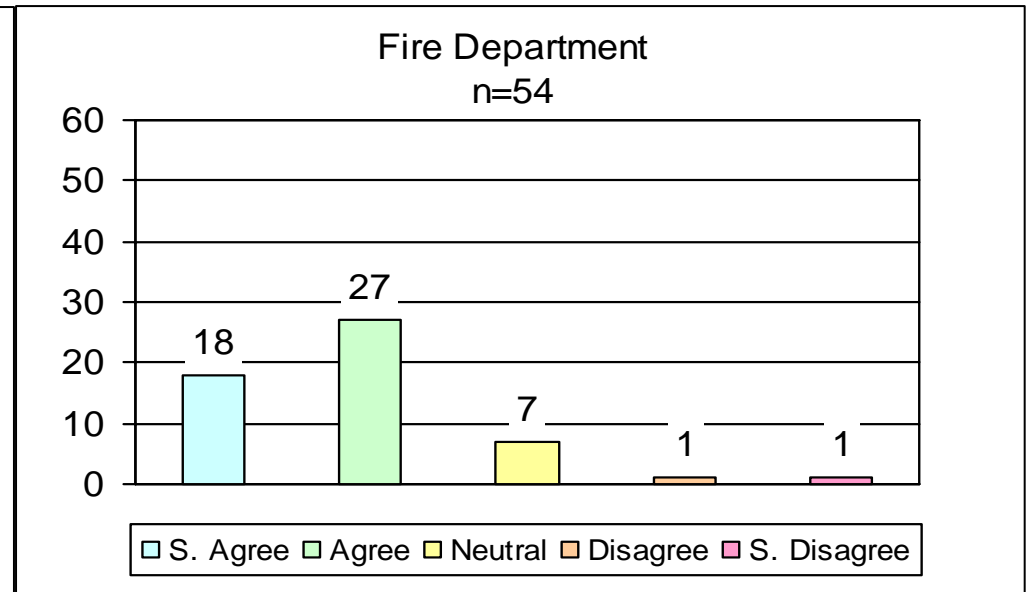
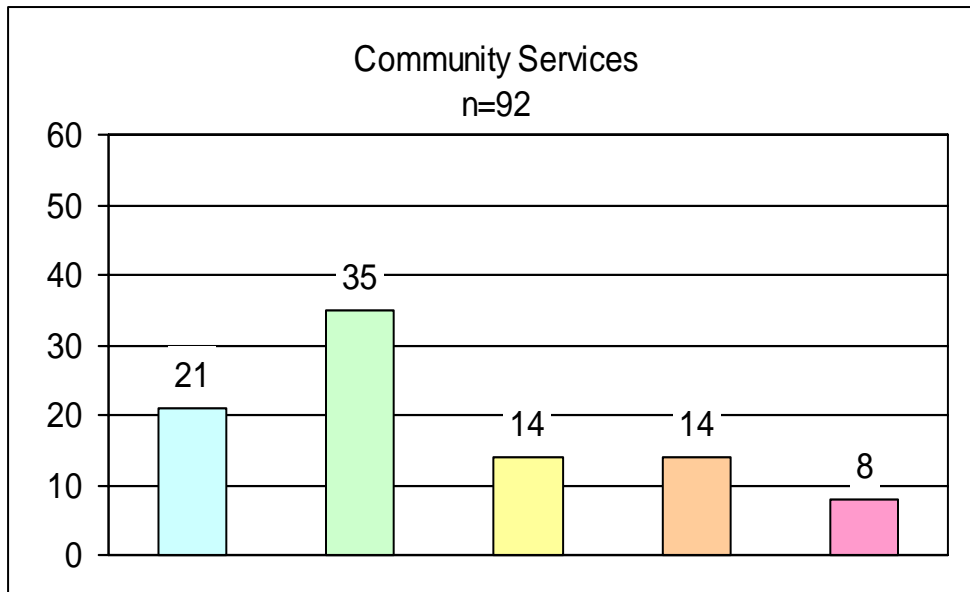
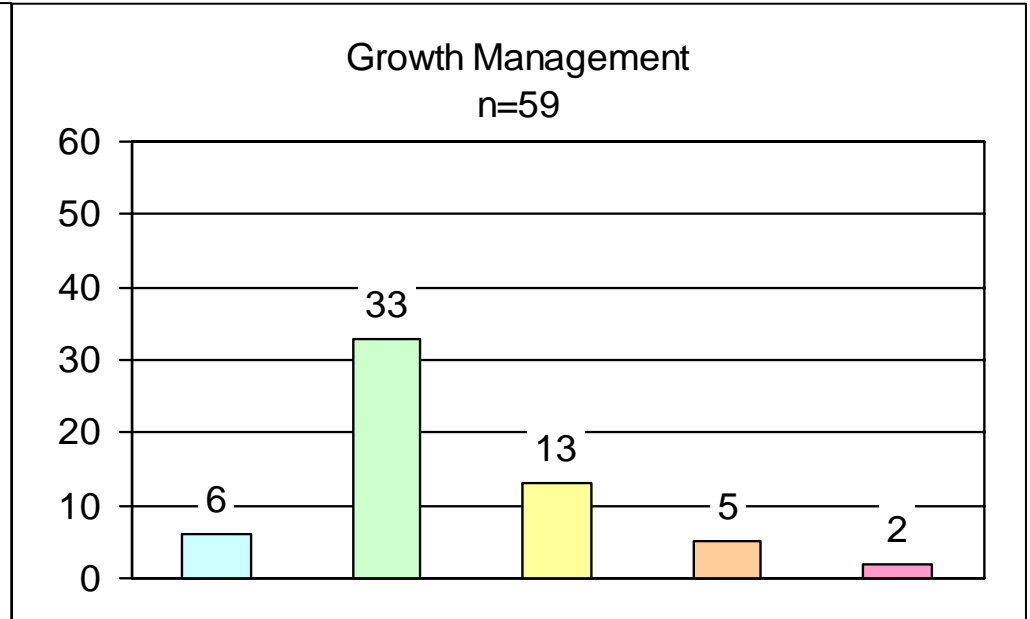
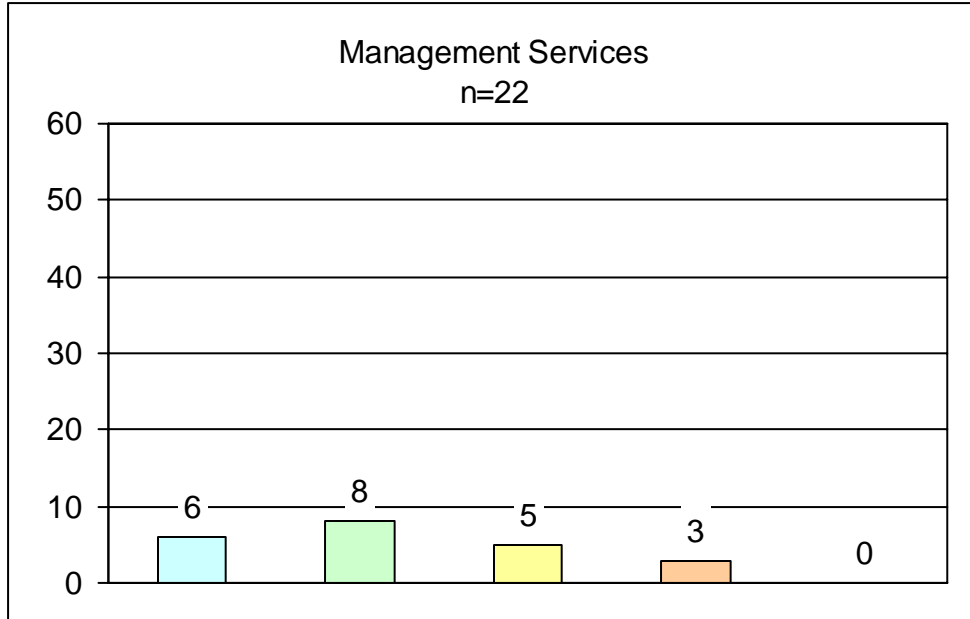
Legend: S. Agree (Cyan), Agree (Light Green), Neutral (Yellow), Disagree (Orange), S. Disagree (Pink)

Question 3e – Customer and Market Focus

n=457 (81%)

Our employees are allowed to make decisions to solve problems for their customers.

I am allowed to make decisions to solve problems for my customers.

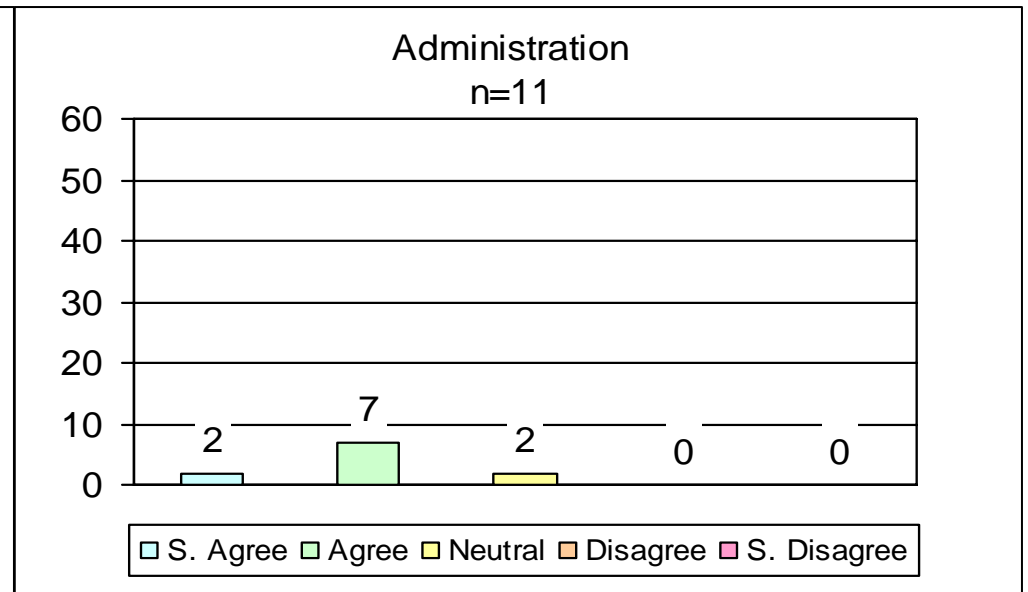
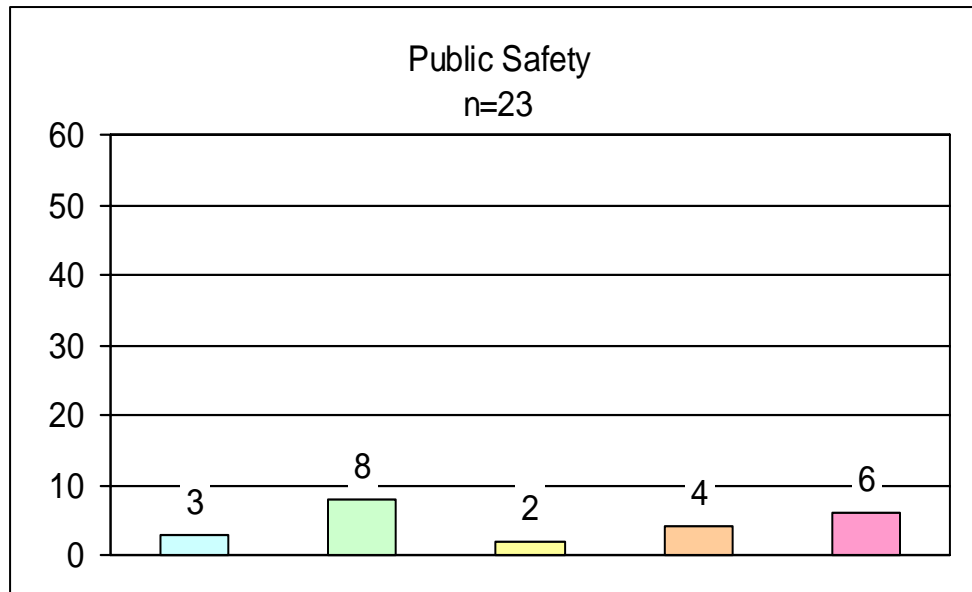
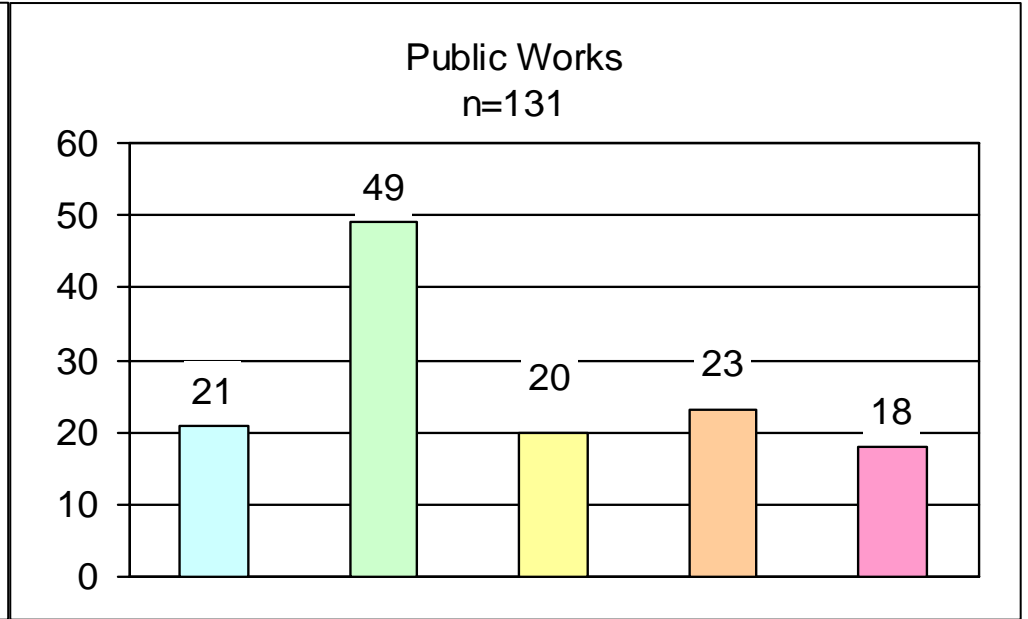
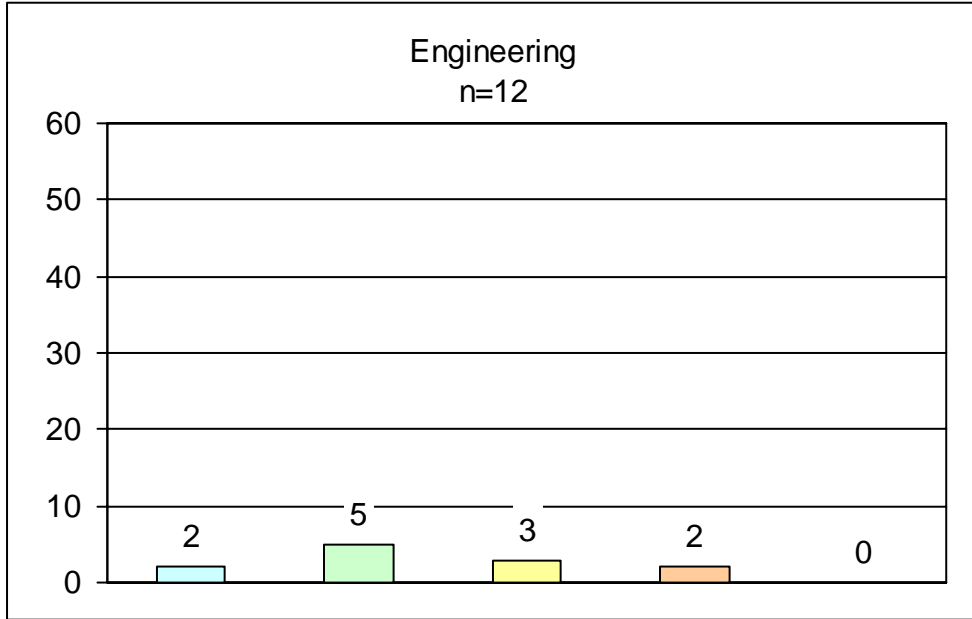


Question 3e – Customer and Market Focus

n=457 (81%)

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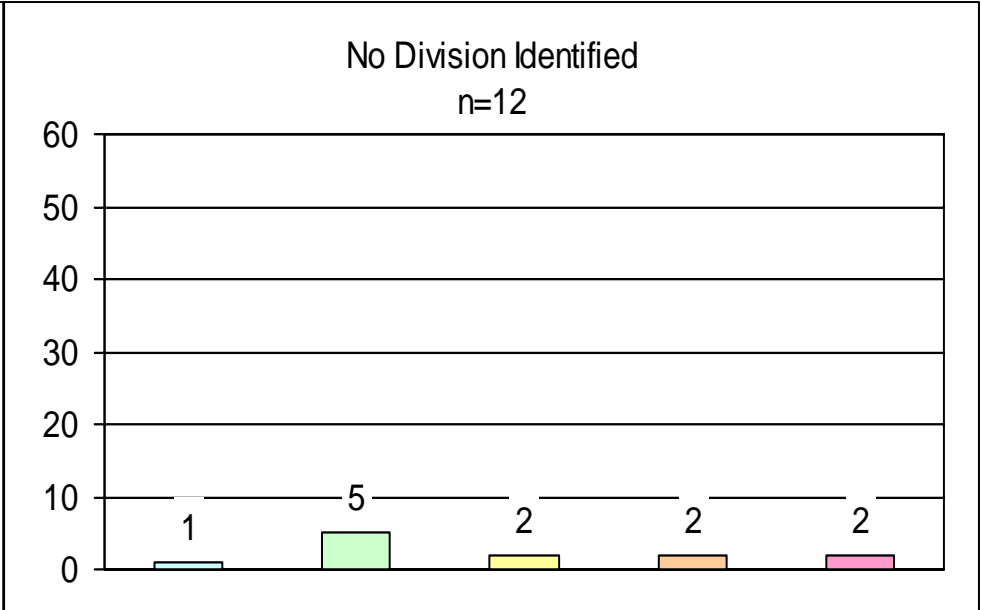
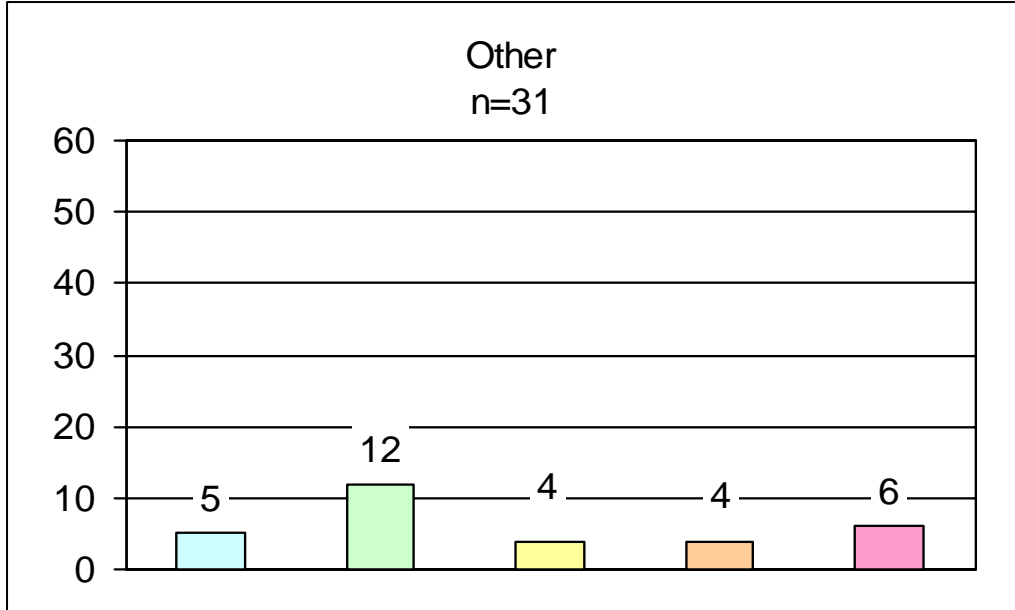


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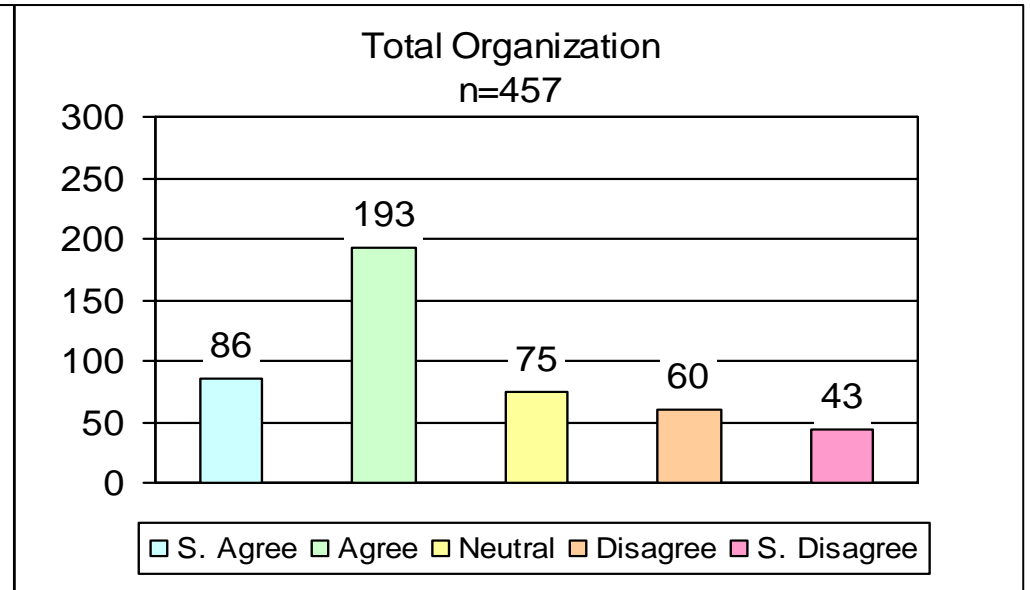
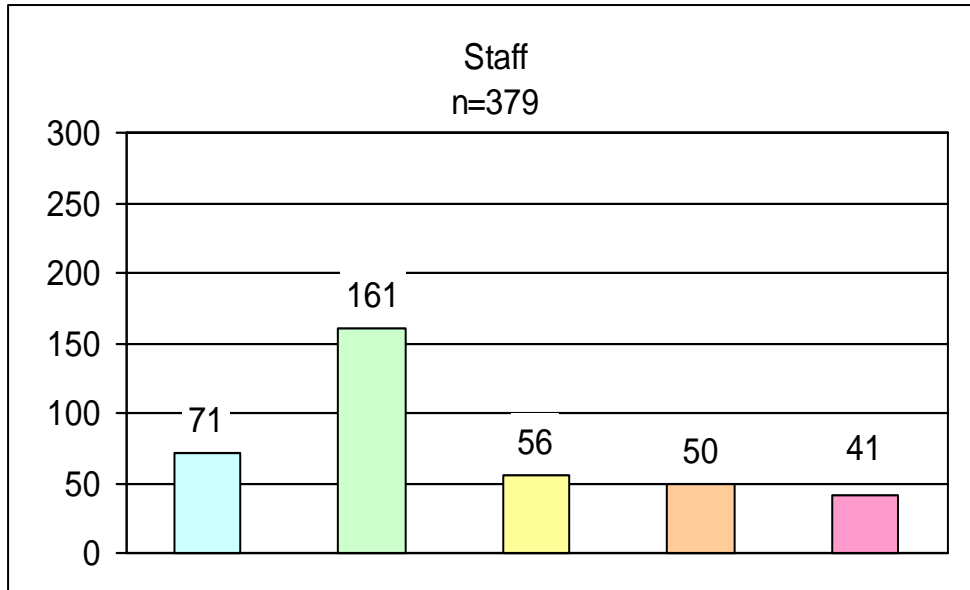
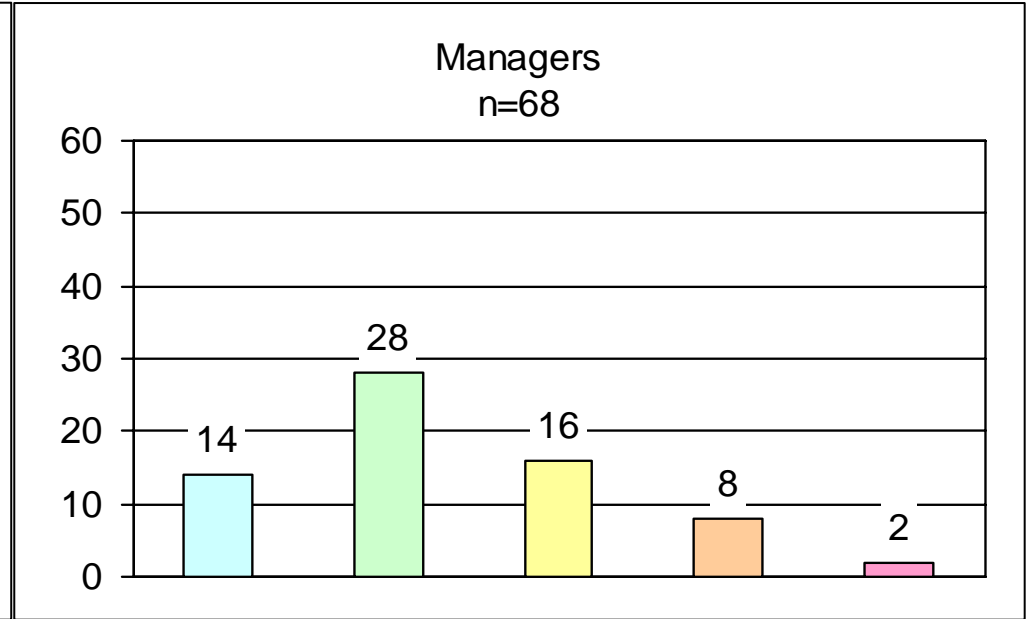
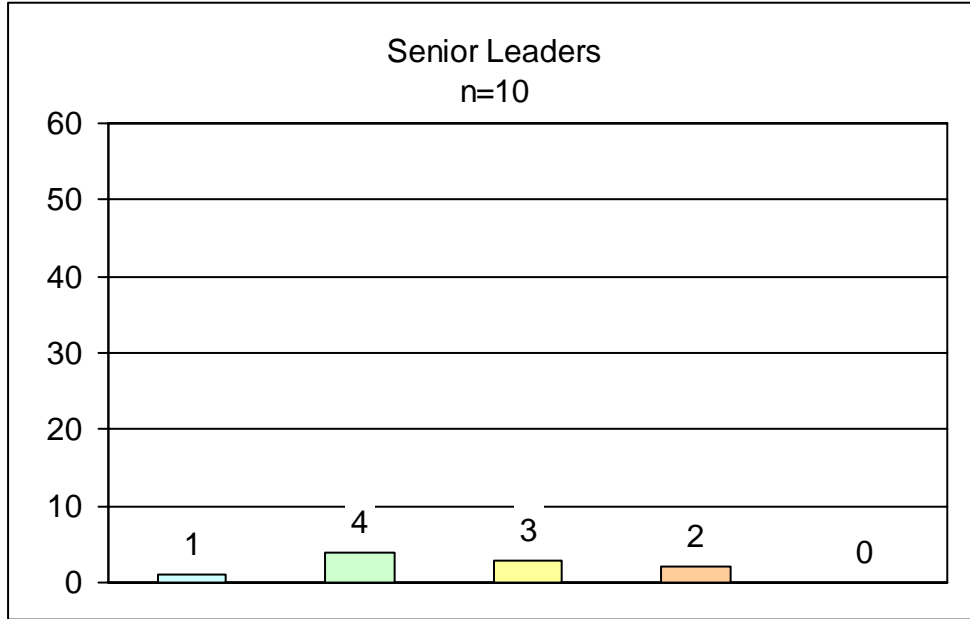


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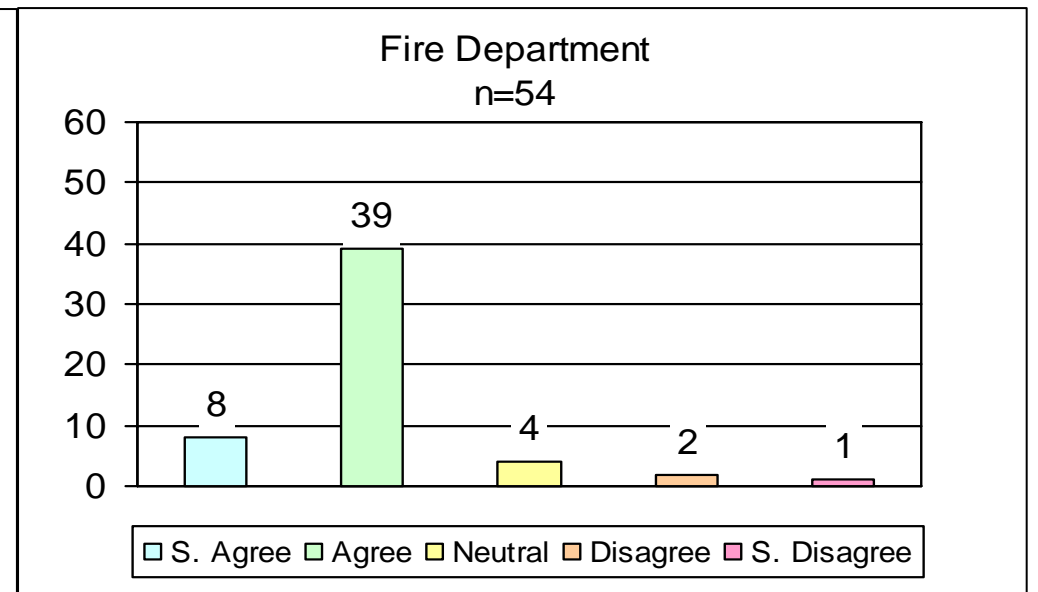
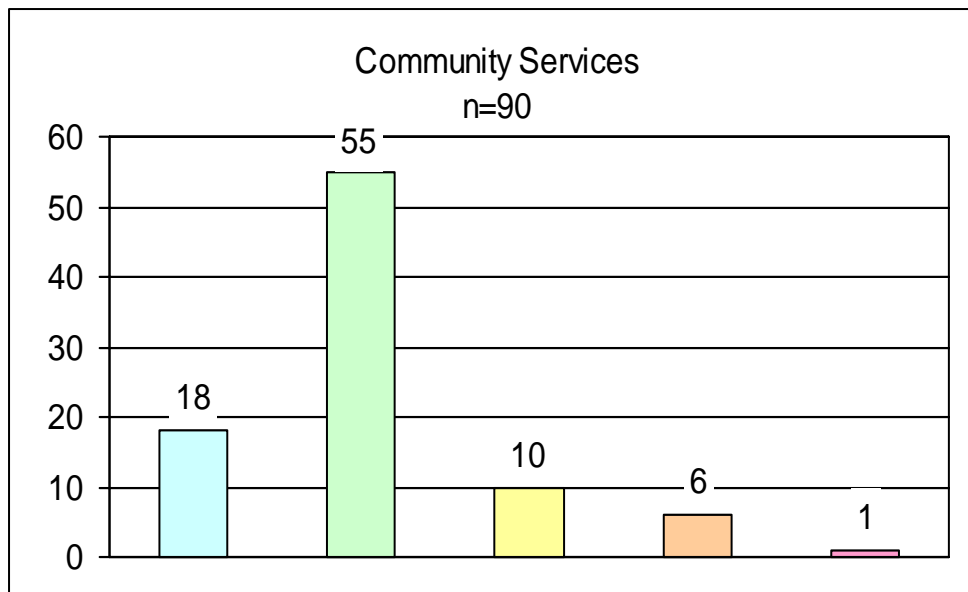
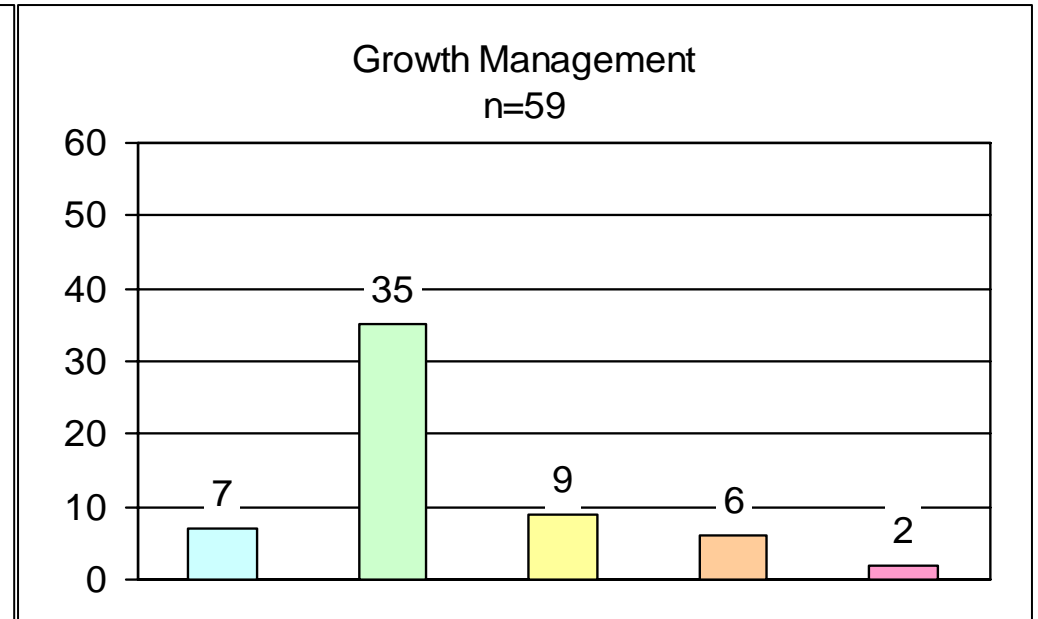
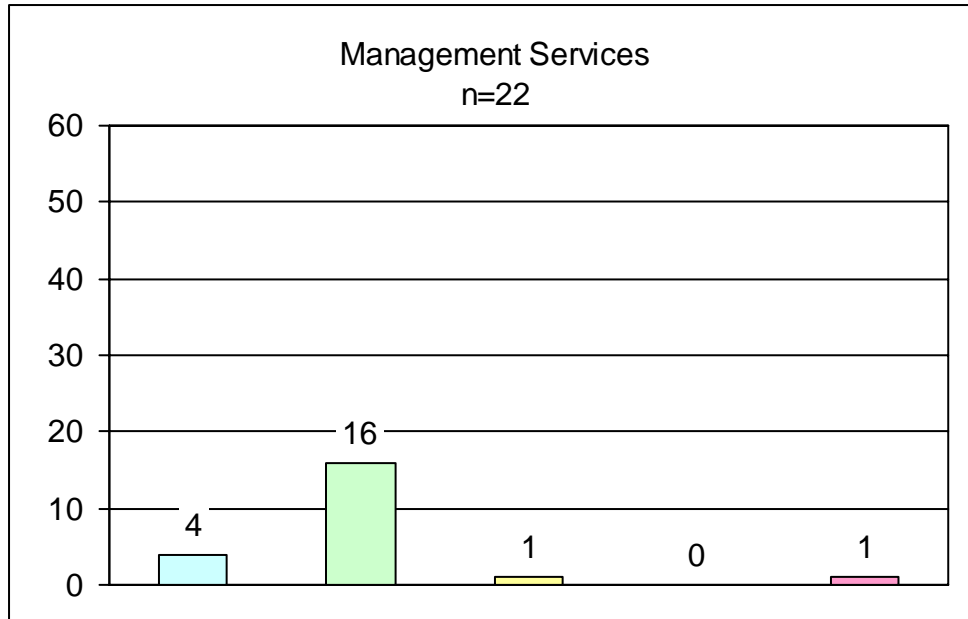


Question 4a – Measurement, Analysis, and Knowledge Management

n=456 (81%)

Our employees know how to measure the quality of their work.

I know how to measure the quality of my work.

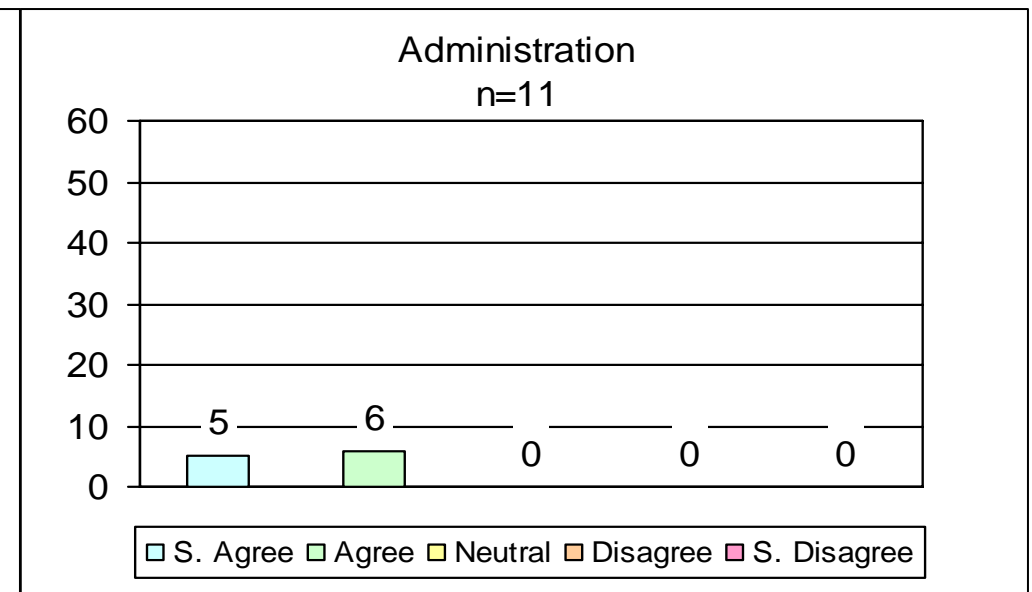
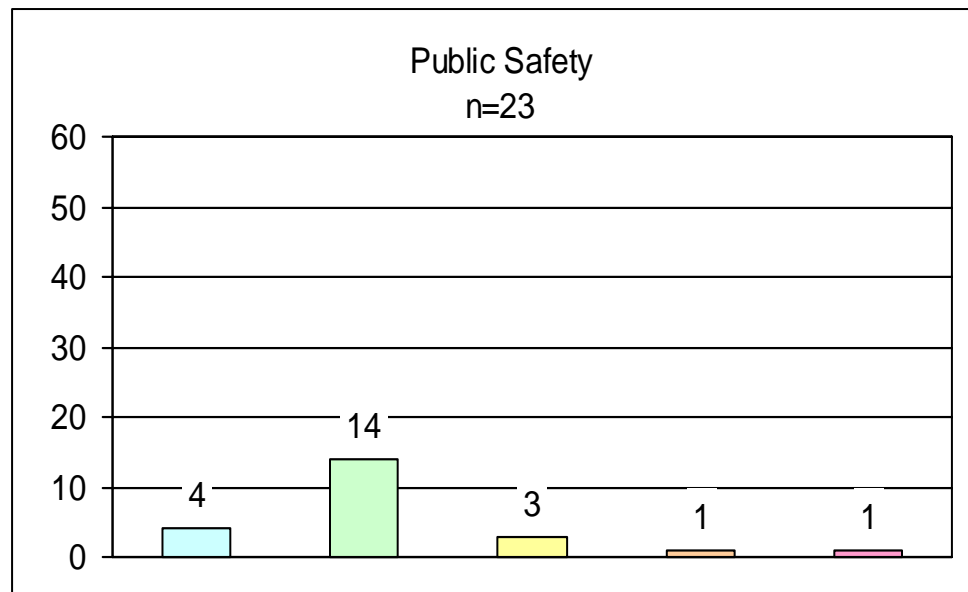
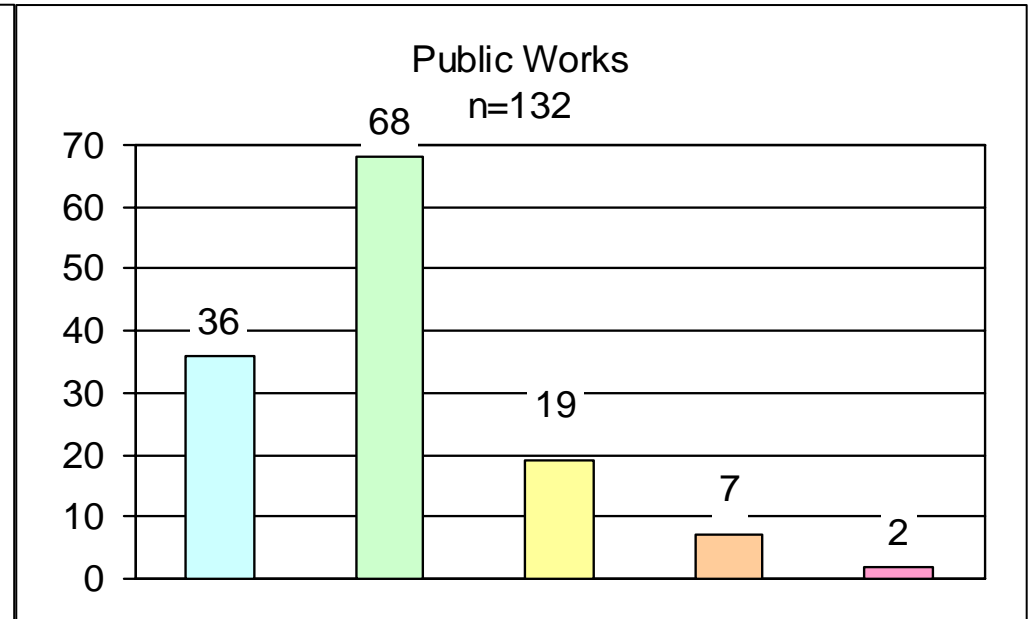
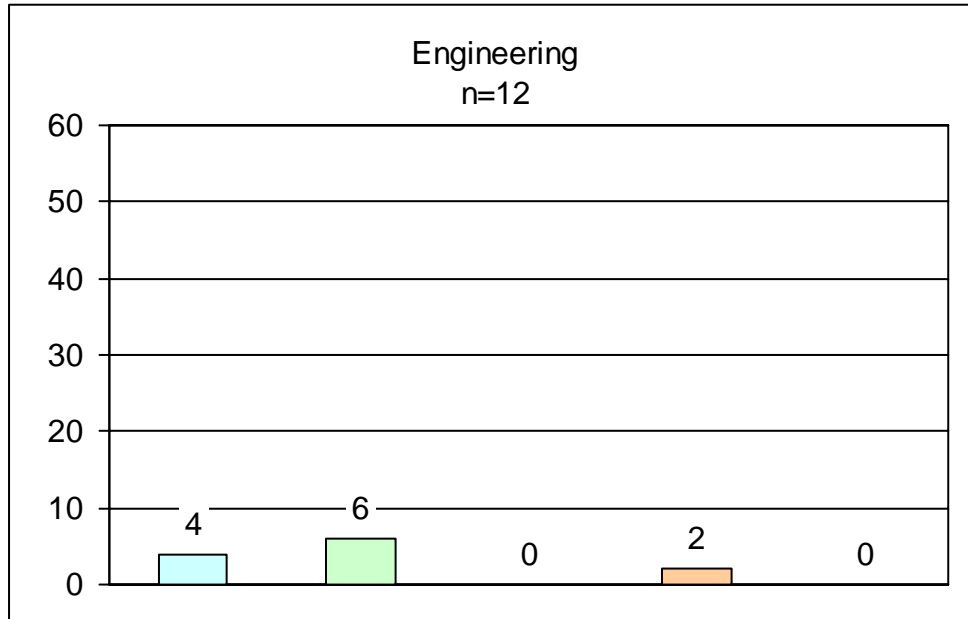


Question 4a – Measurement, Analysis, and Knowledge Management

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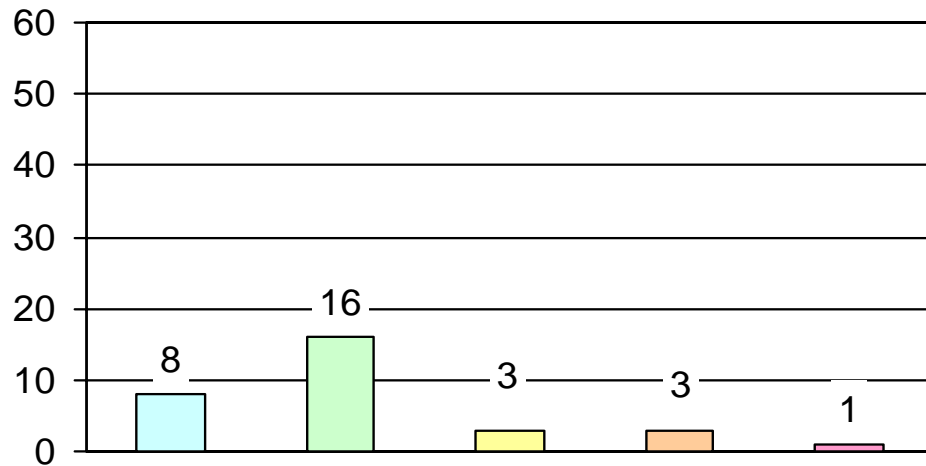
Question 4a – Measurement, Analysis, and Knowledge Management

n=456 (81%)

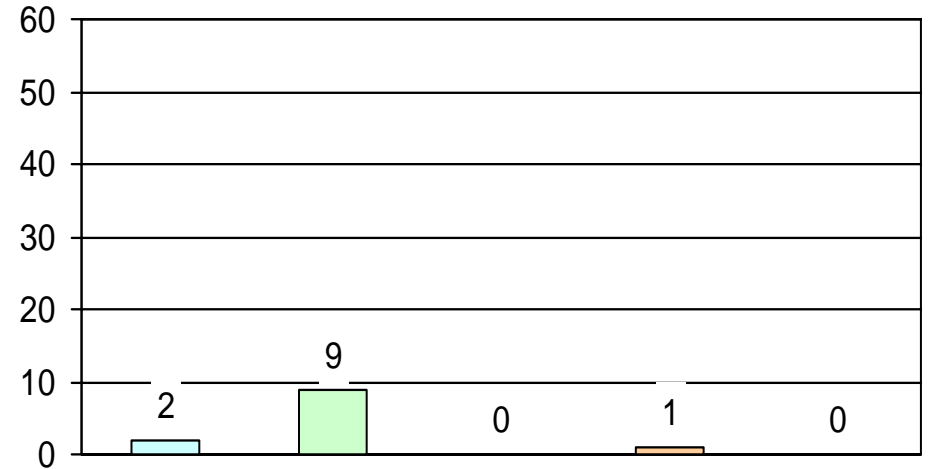
Our employees know how to measure the quality of their work.

I know how to measure the quality of my work.

Other
n=31



No Division Identified
n=12

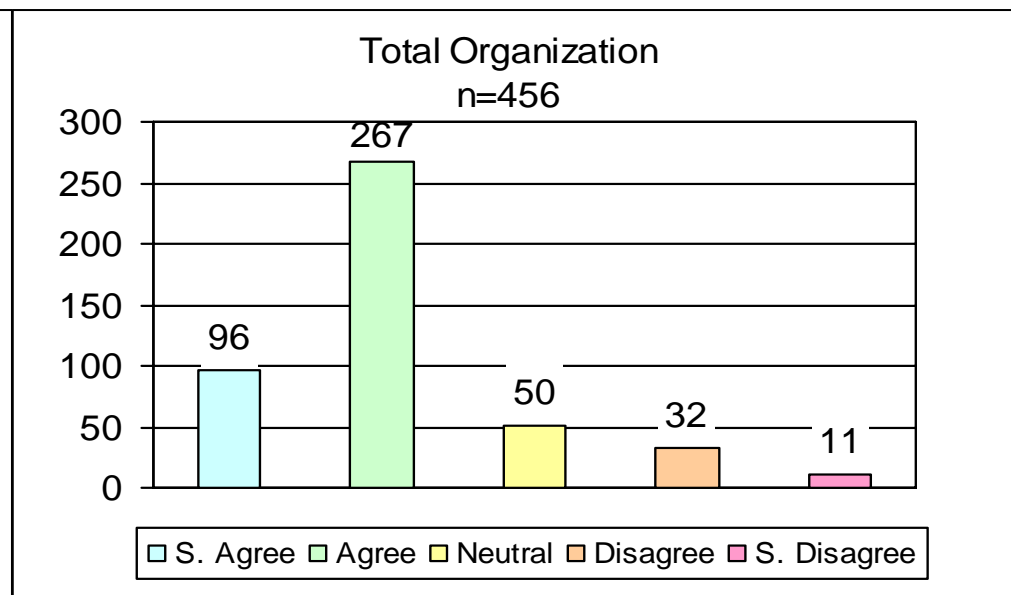
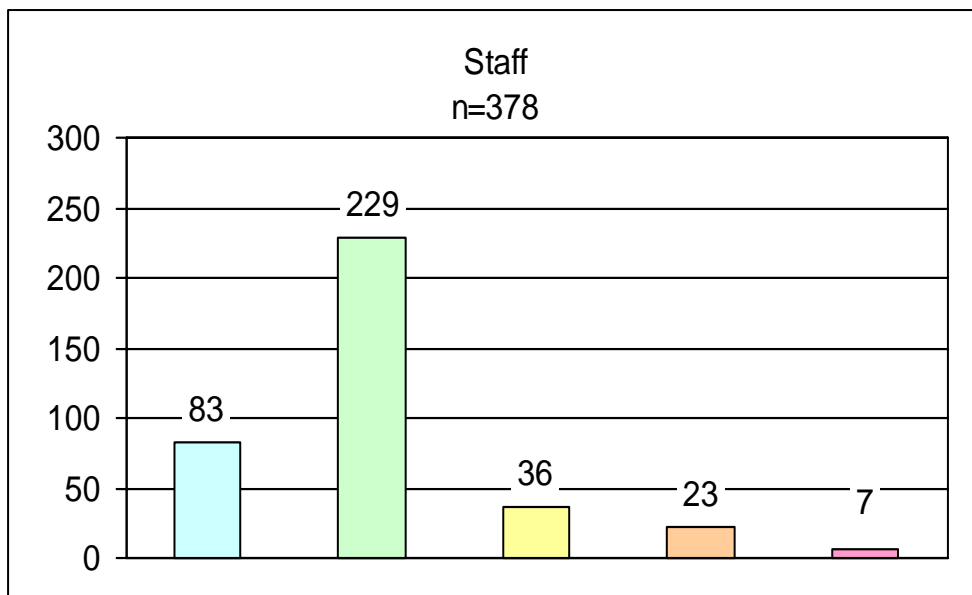
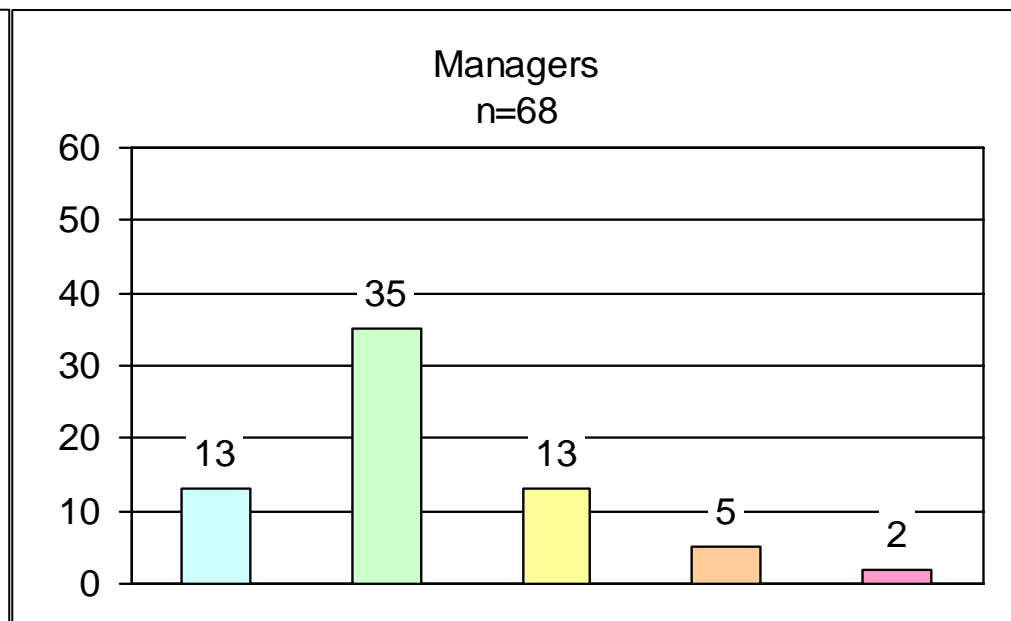
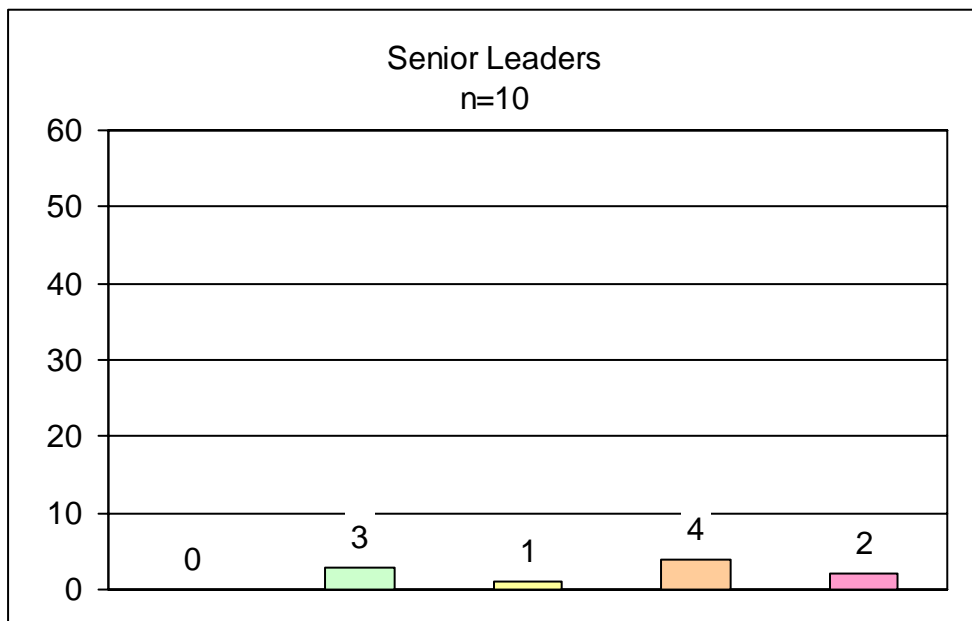


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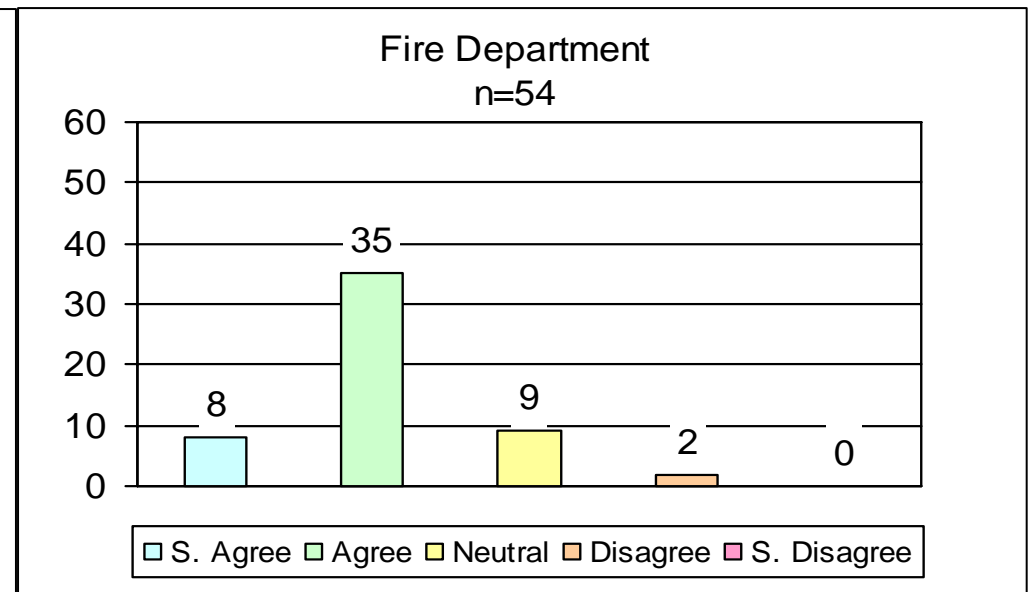
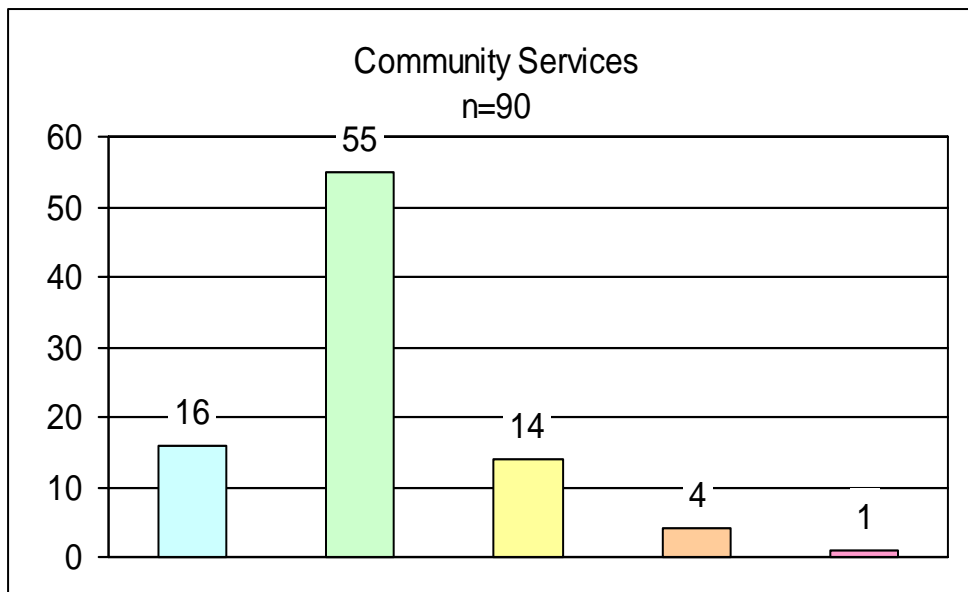
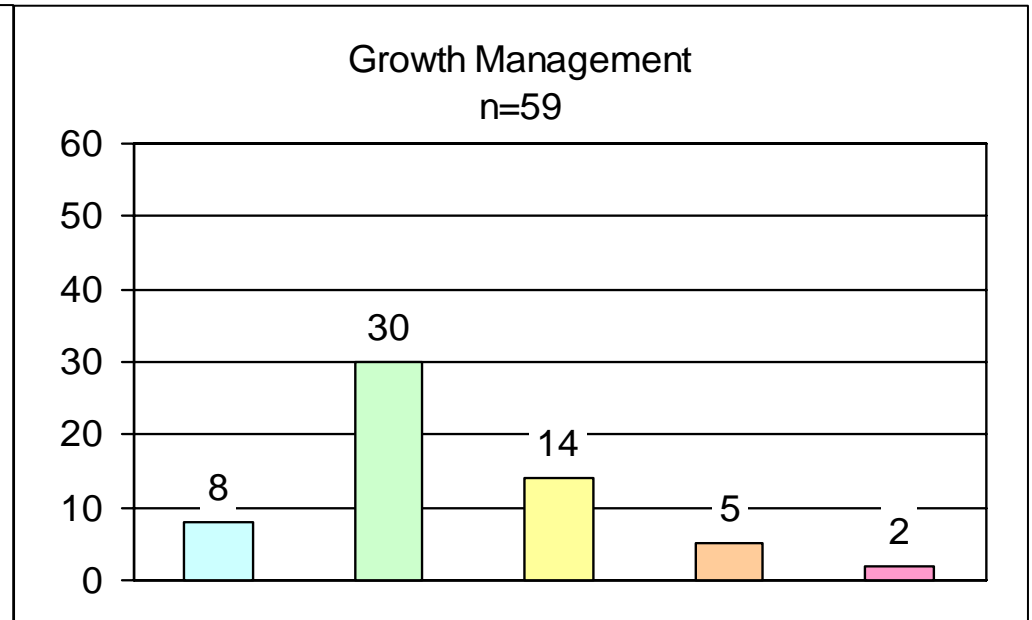
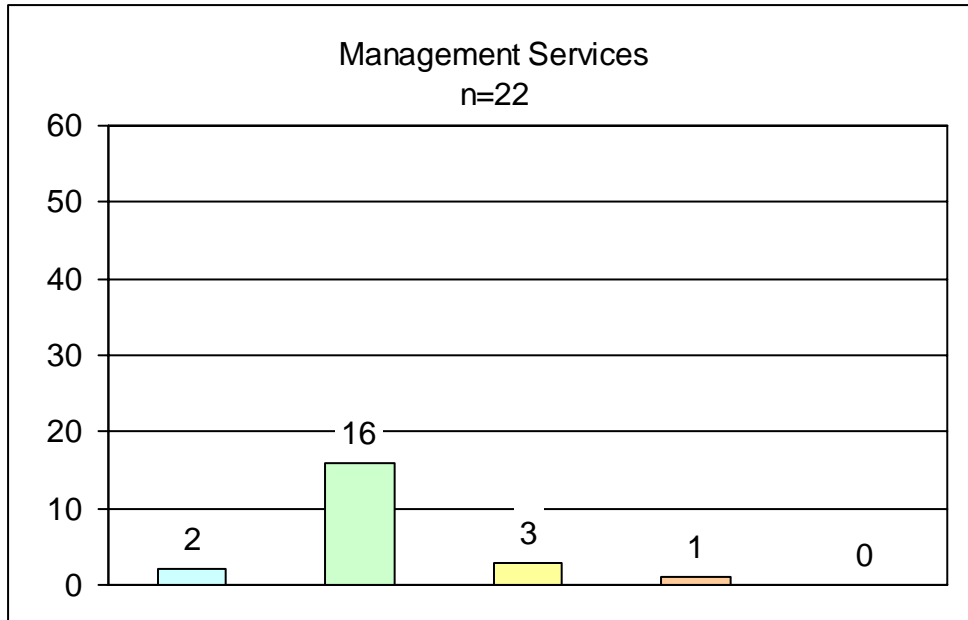


Question 4b – Measurement, Analysis, and Knowledge Management

n=456 (81%)

Our employees know how to analyze (review) the quality of their work to see if changes are needed.

I know how to analyze (review) the quality of my work to see if changes are needed.

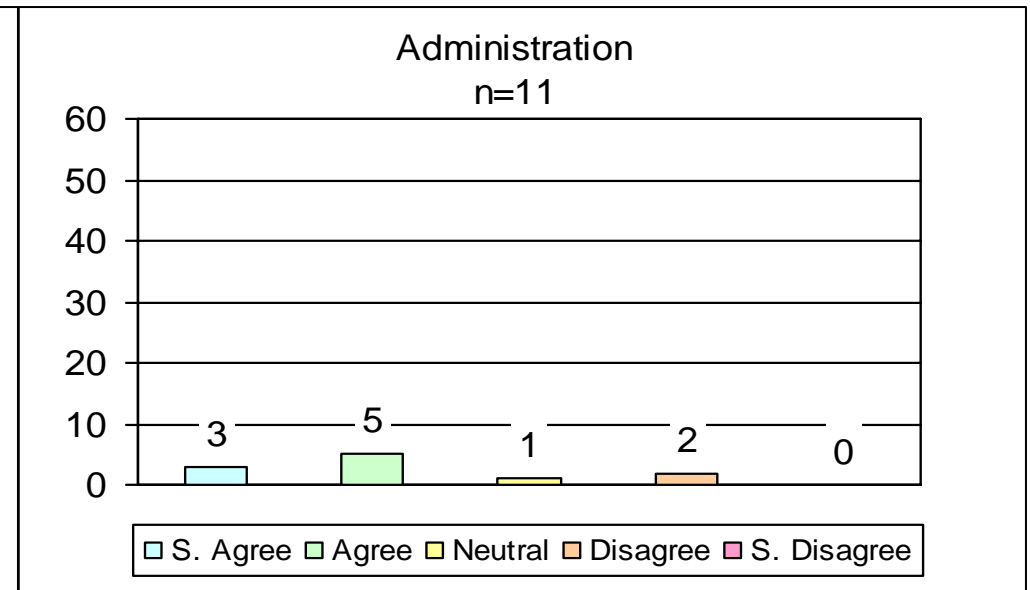
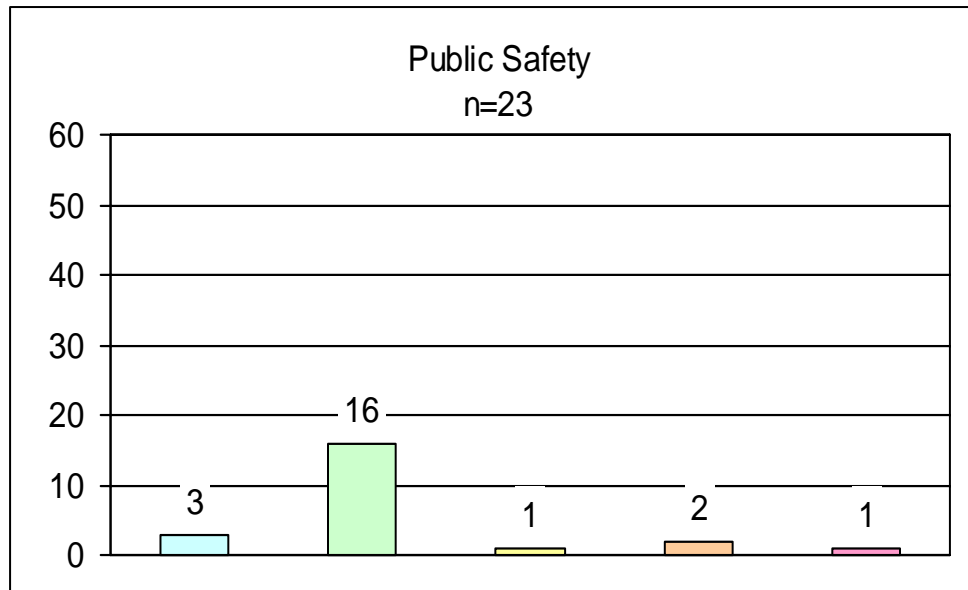
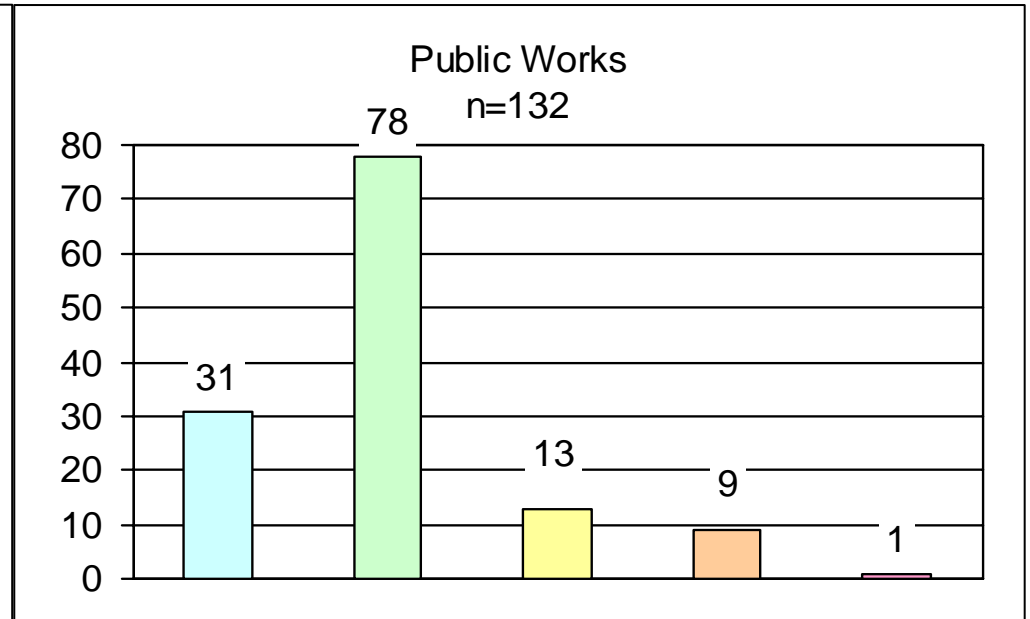
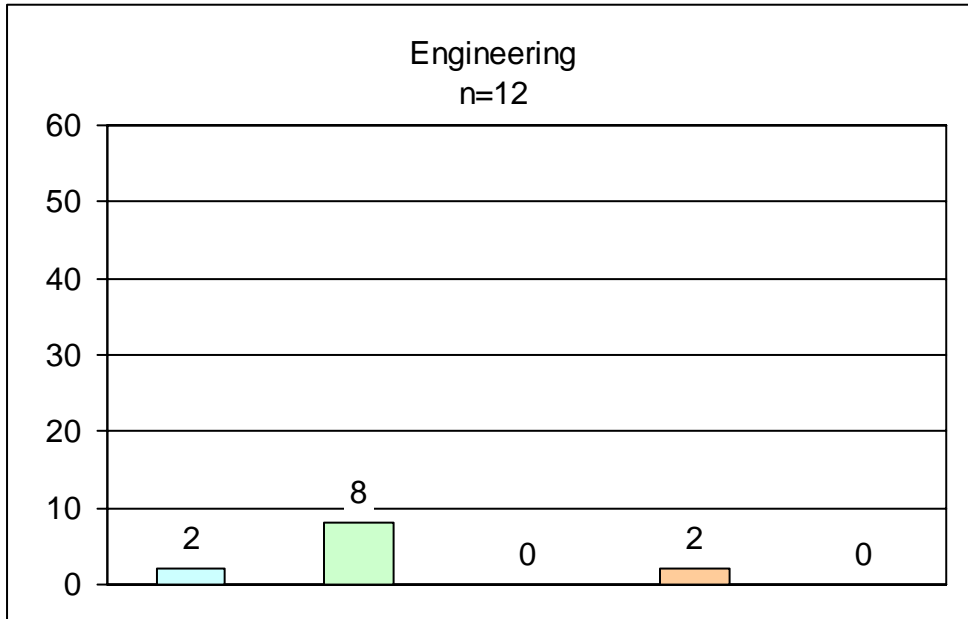


Question 4b – Measurement, Analysis, and Knowledge Management

n=456 (81%)

Our employees know how to analyze (review) the quality of their work to see if changes are needed.

I know how to analyze (review) the quality of my work to see if changes are needed.



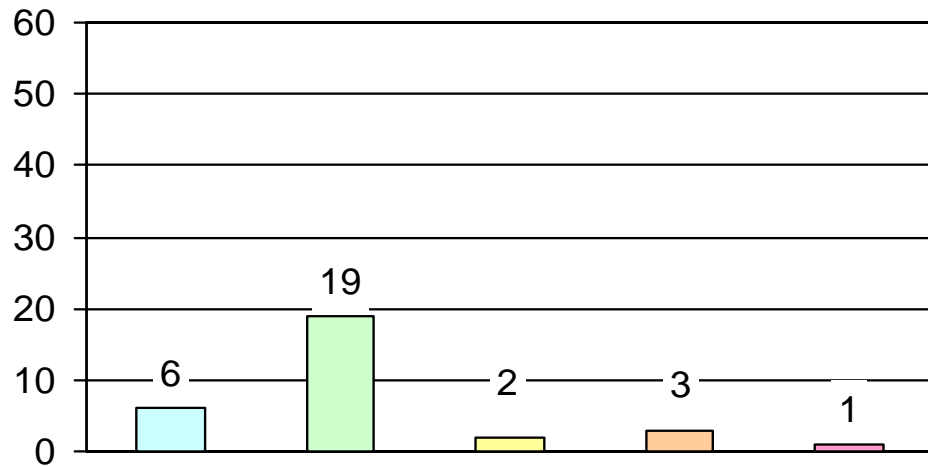
Question 4b – Measurement, Analysis, and Knowledge Management

n=456 (81%)

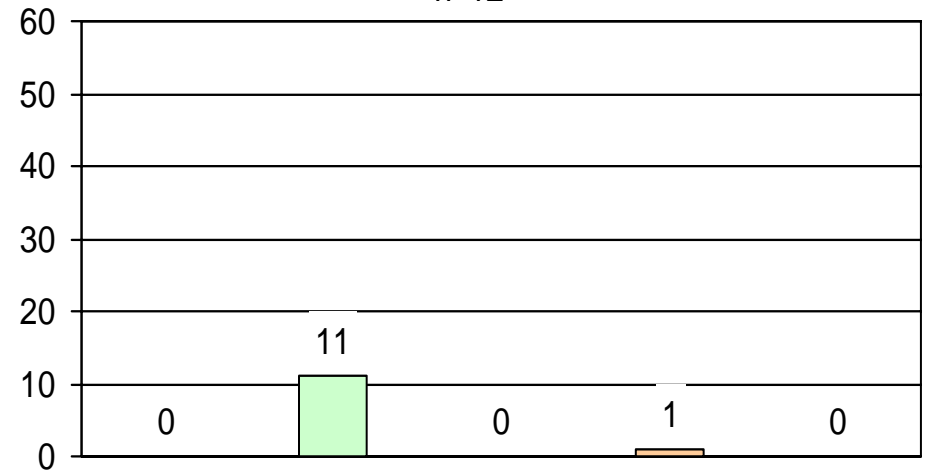
Our employees know how to analyze (review) the quality of their work to see if changes are needed.

I know how to analyze (review) the quality of my work to see if changes are needed.

Other
n=31



No Division Identified
n=12

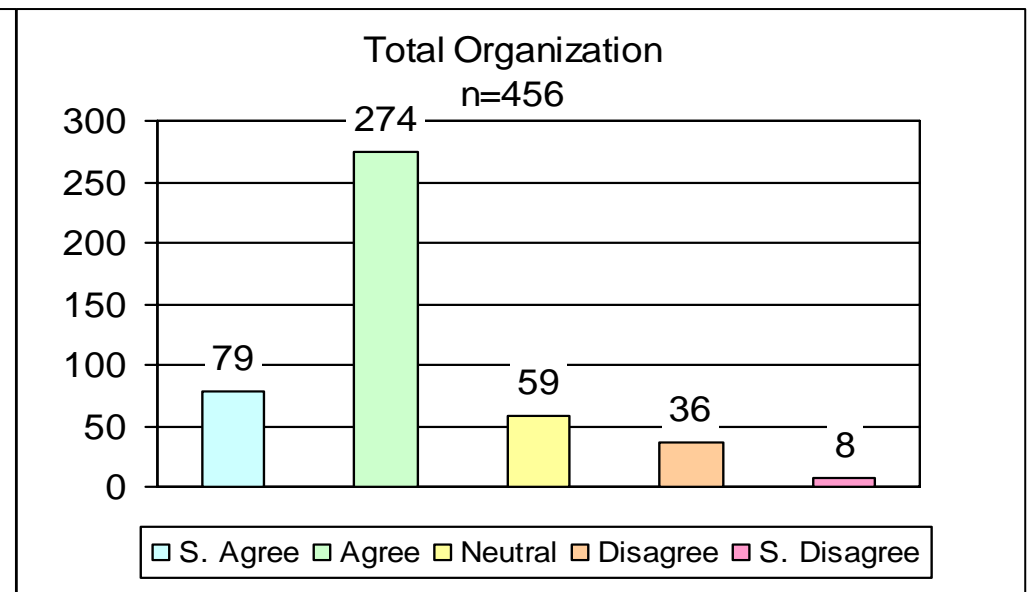
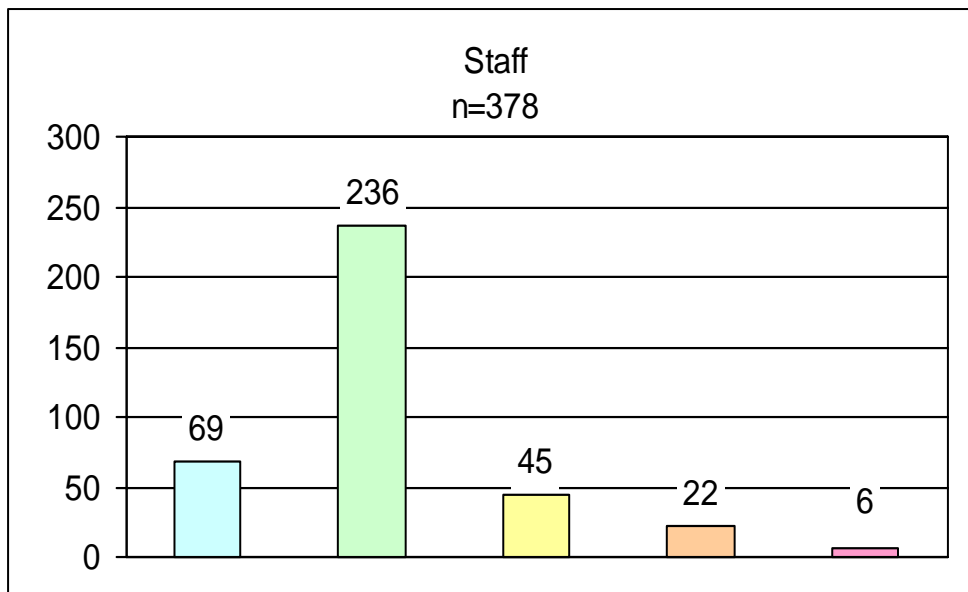
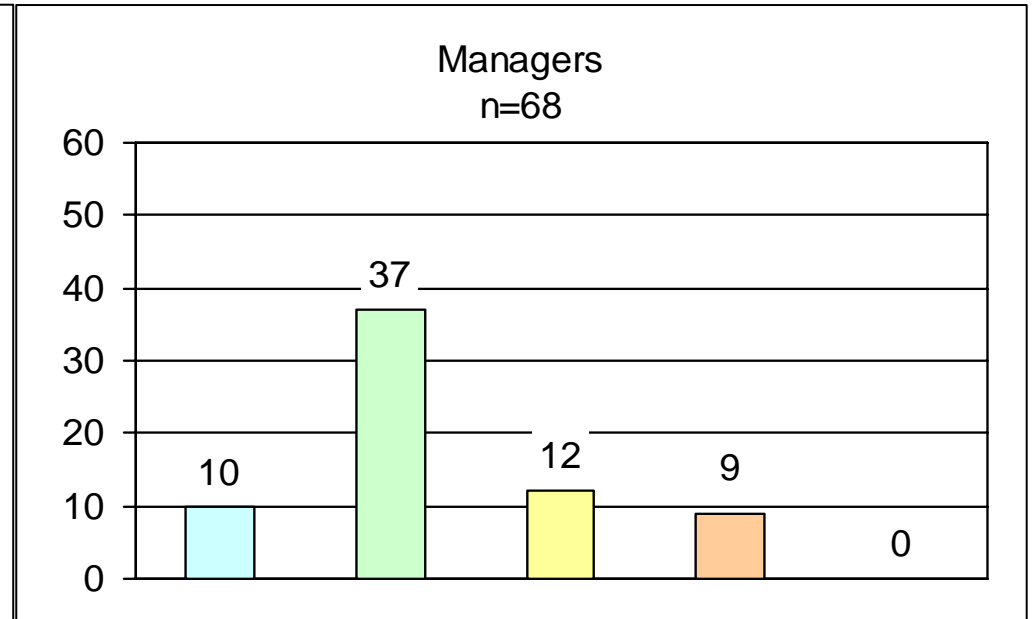
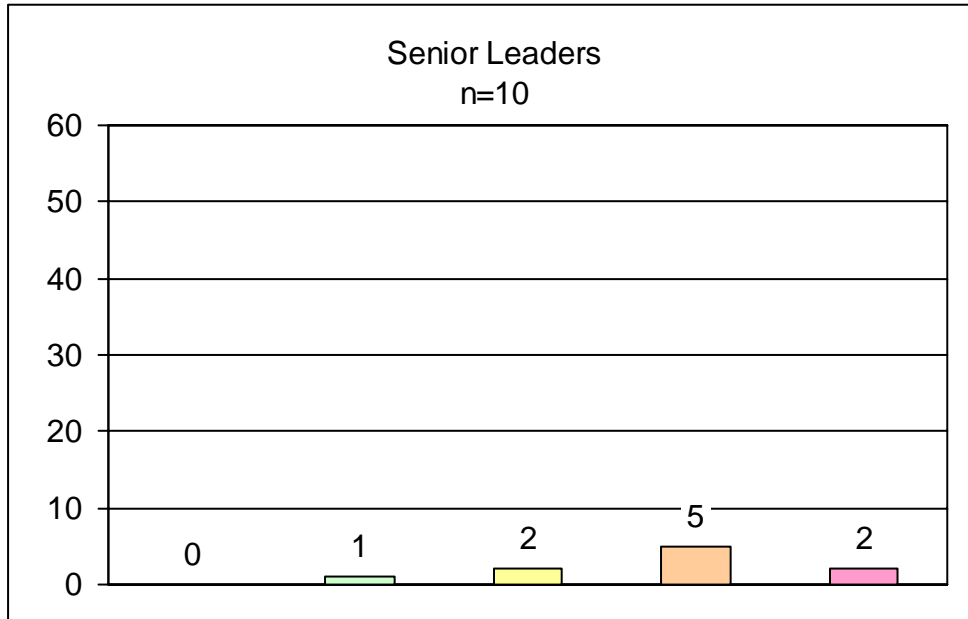


Question 4b – Measurement, Analysis, and Knowledge Management

n=456 (81%)

Our employees know how to analyze (review) the quality of their work to see if changes are needed.

I know how to analyze (review) the quality of my work to see if changes are needed.

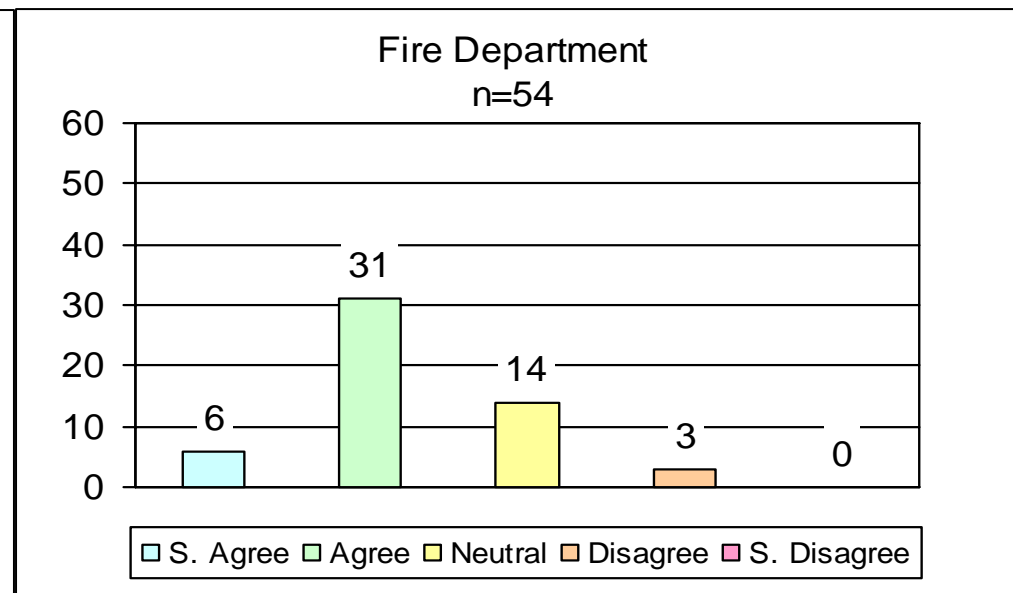
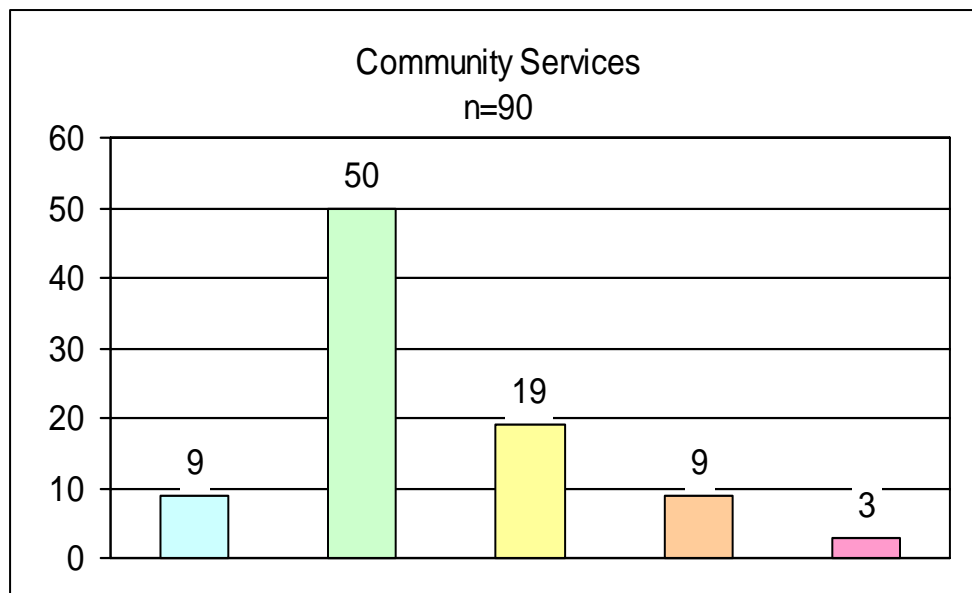
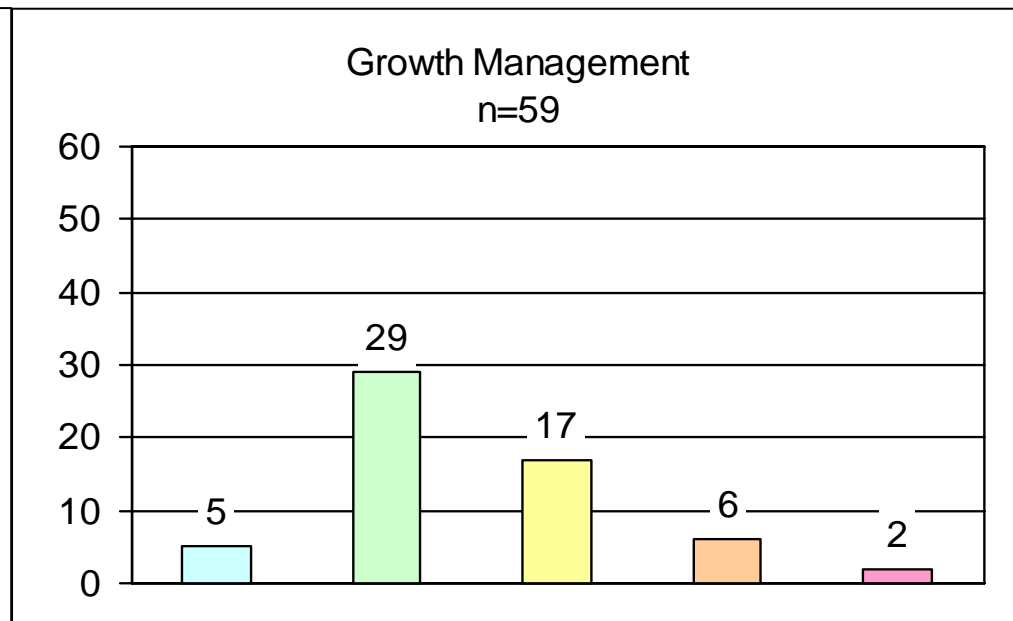
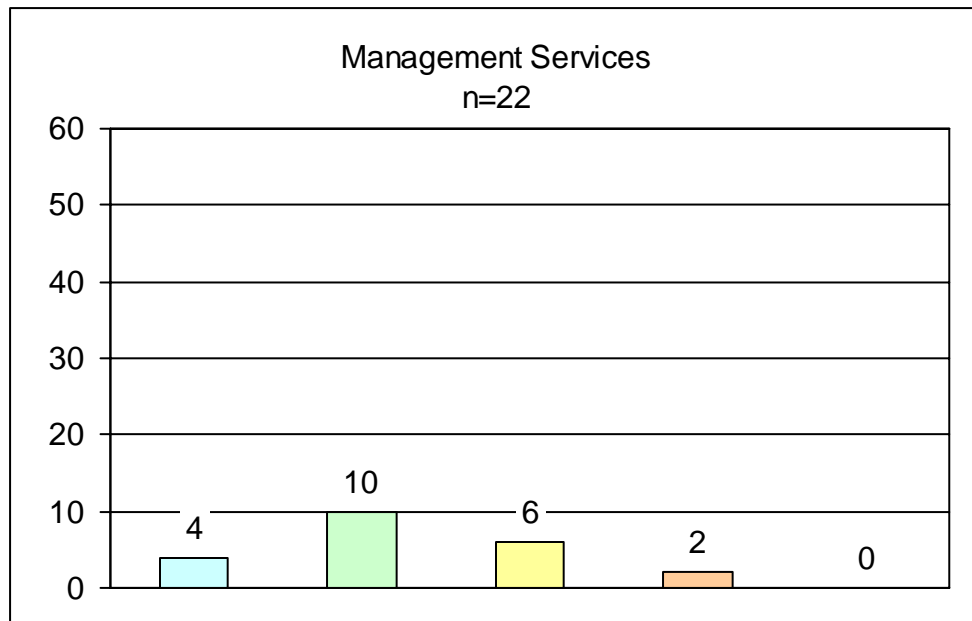


Question 4c – Measurement, Analysis, and Knowledge Management

n=455 (81%)

Our employees use these analyses for making decisions about their work.

I use these analyses for making decisions about my work.

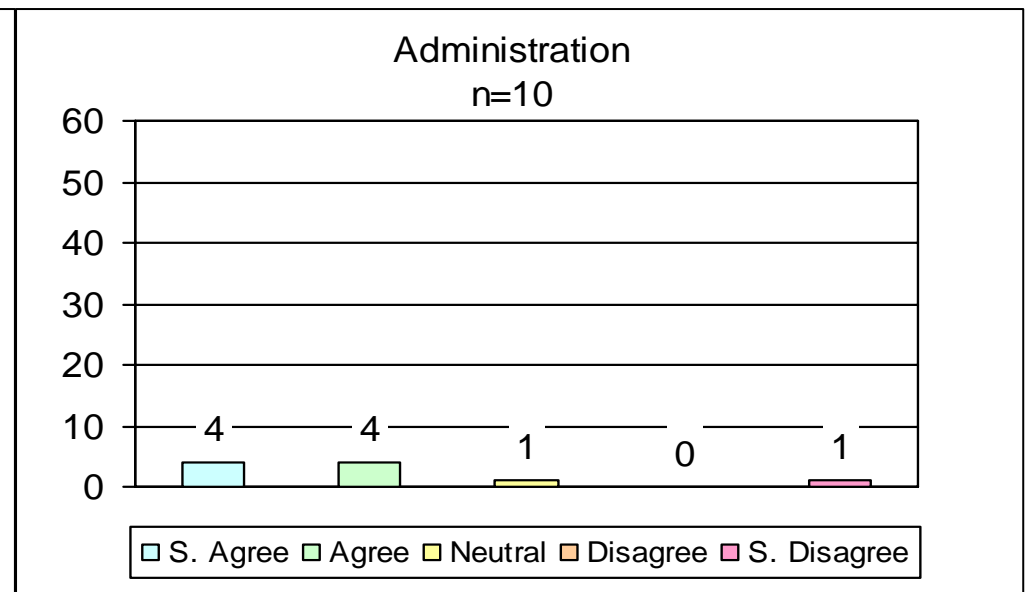
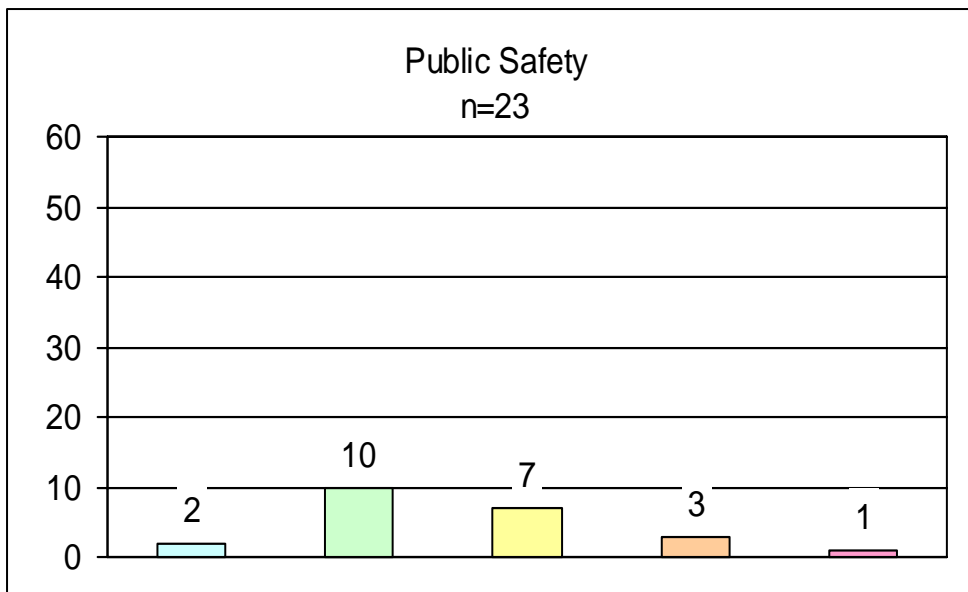
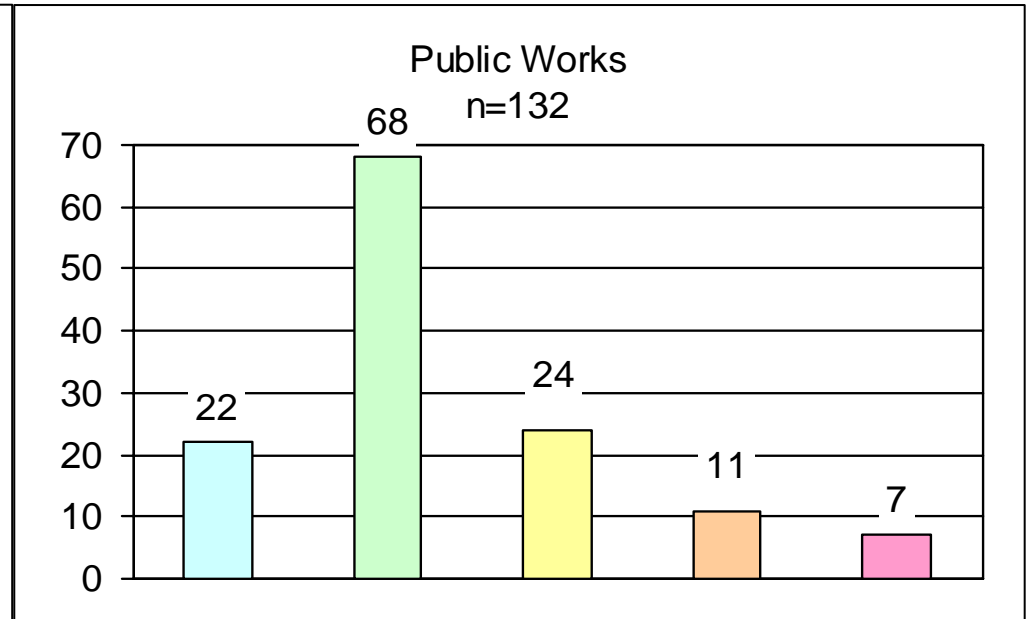
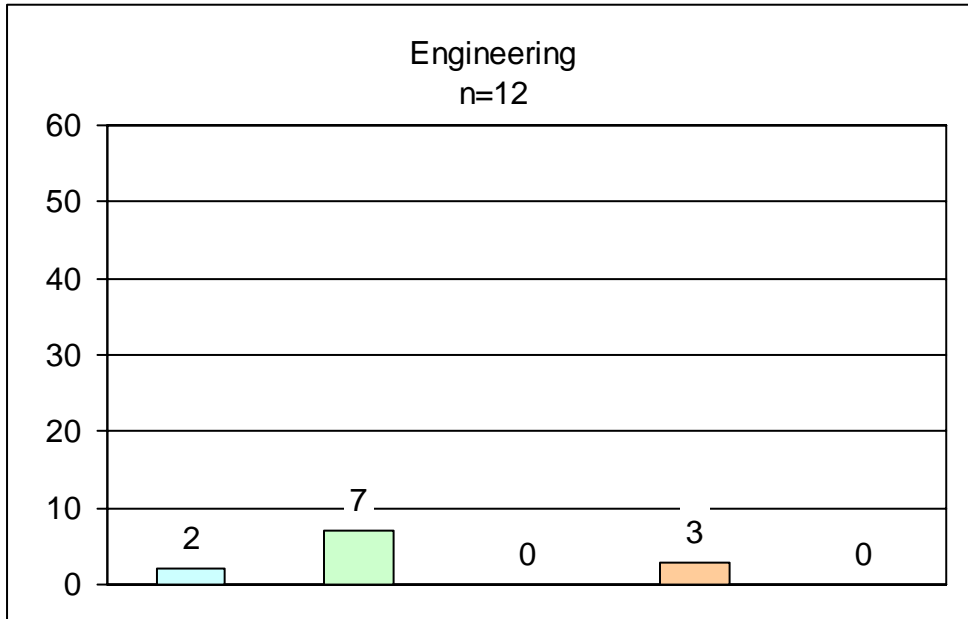


Question 4c – Measurement, Analysis, and Knowledge Management

n=455 (81%)

Our employees use these analyses for making decisions about their work.

I use these analyses for making decisions about my work.



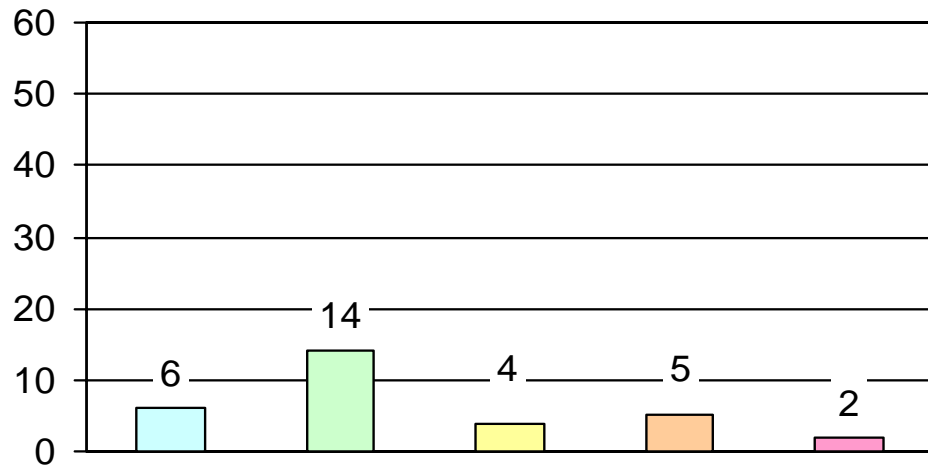
Question 4c – Measurement, Analysis, and Knowledge Management

n=455 (81%)

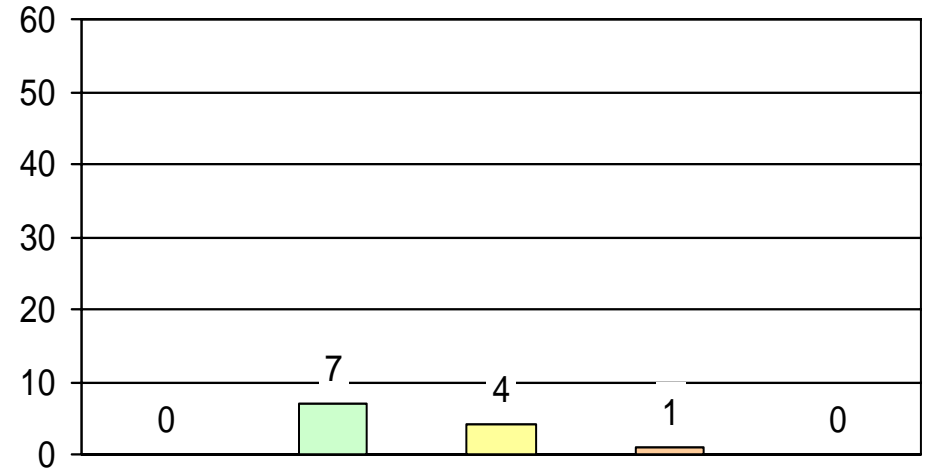
Our employees use these analyses for making decisions about their work.

I use these analyses for making decisions about my work.

Other
n=31



No Division Identified
n=12

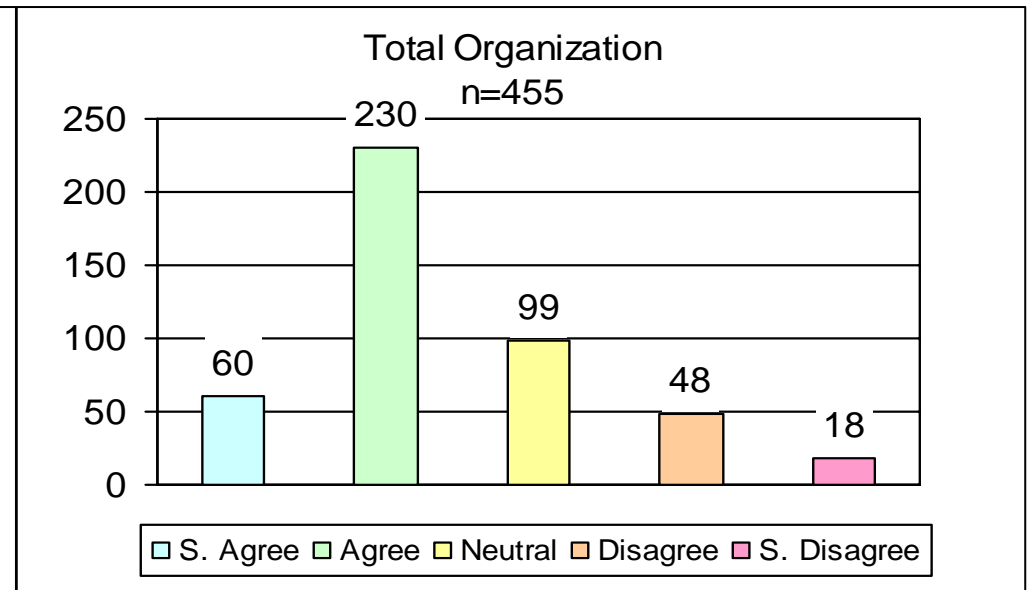
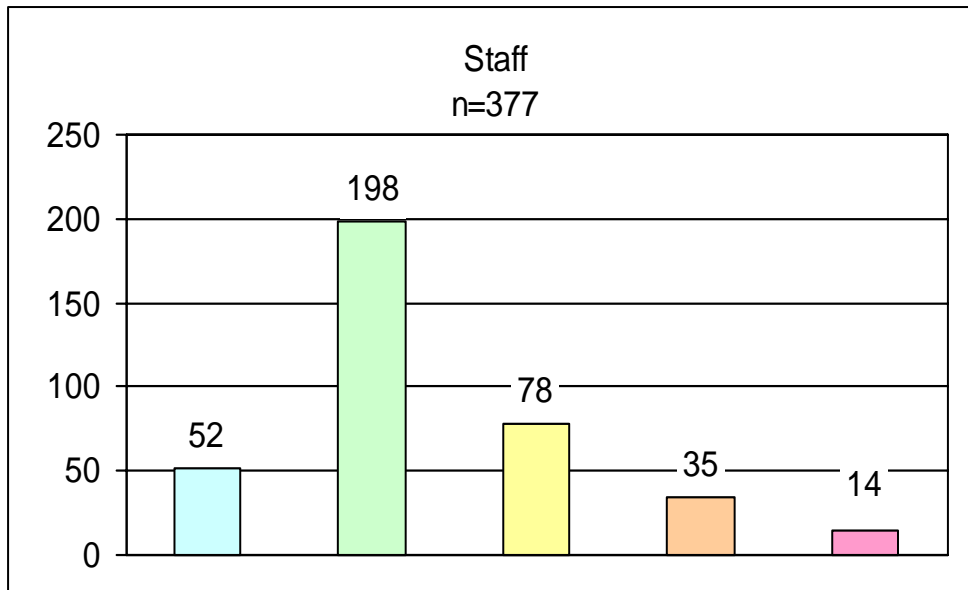
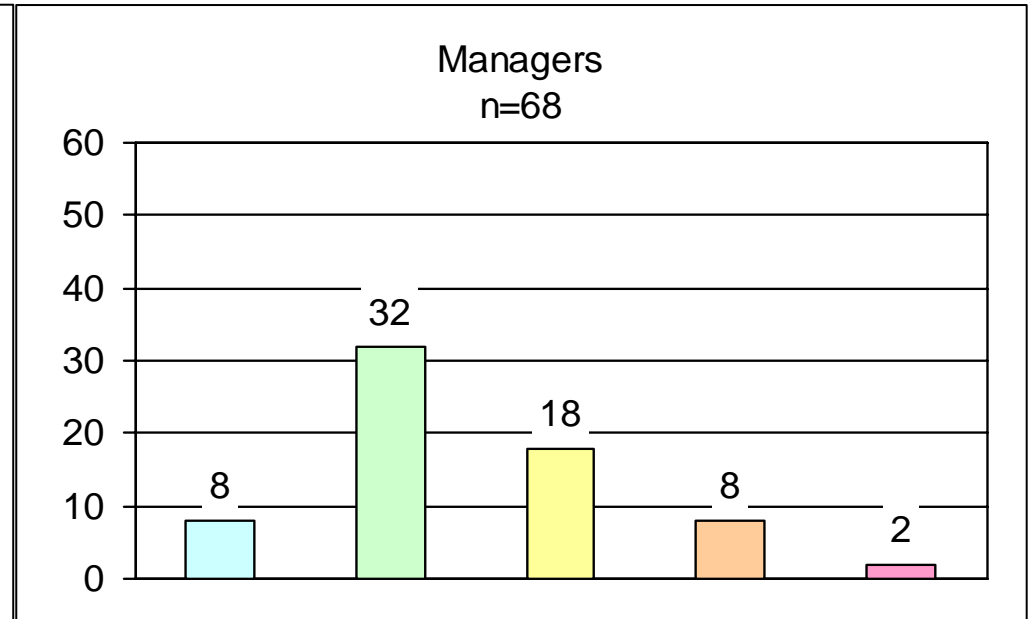
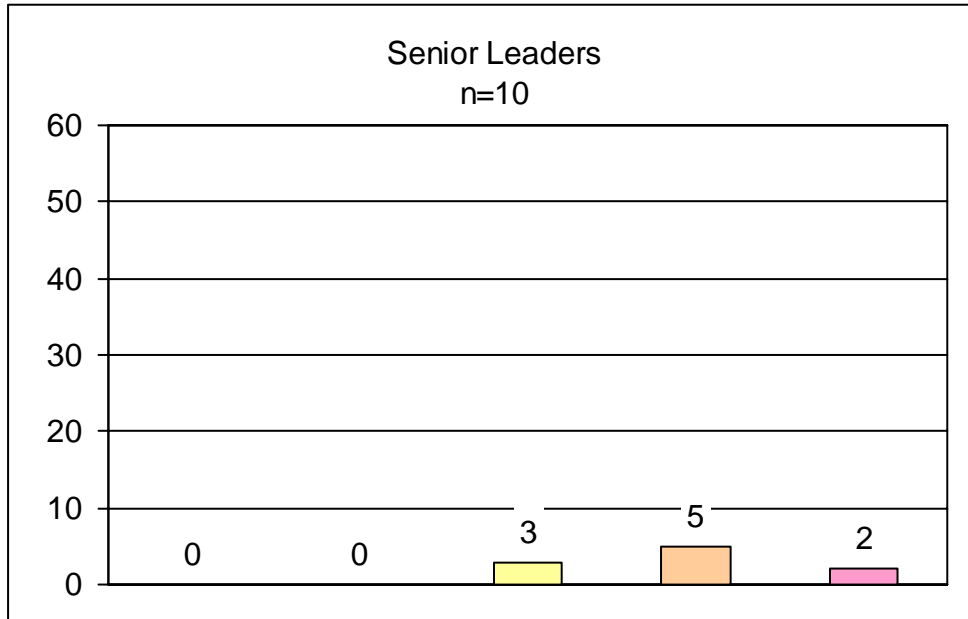


Question 4c – Measurement, Analysis, and Knowledge Management

n=455 (81%)

Our employees use these analyses for making decisions about their work.

I use these analyses for making decisions about my work.

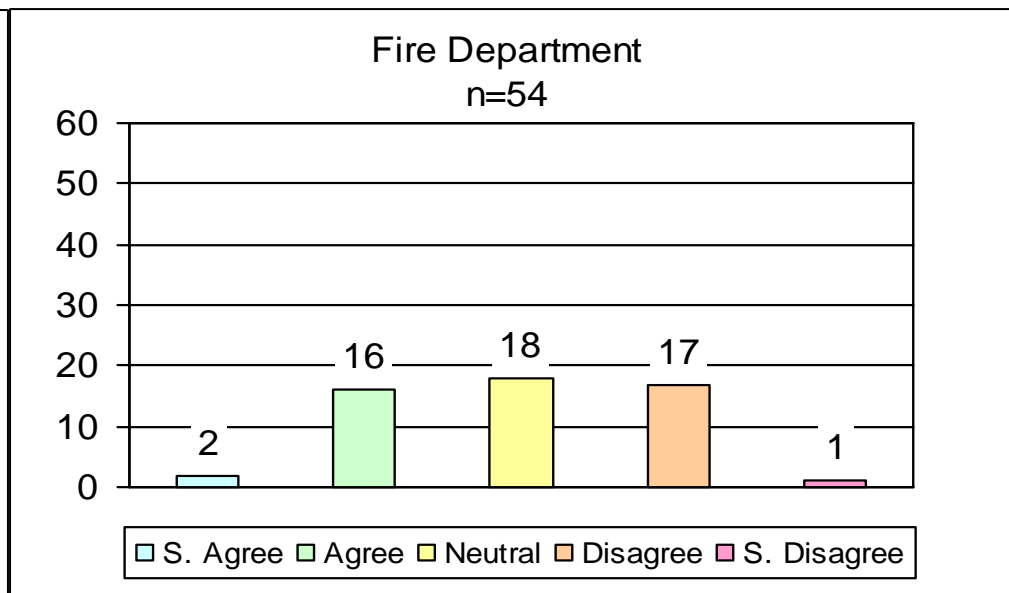
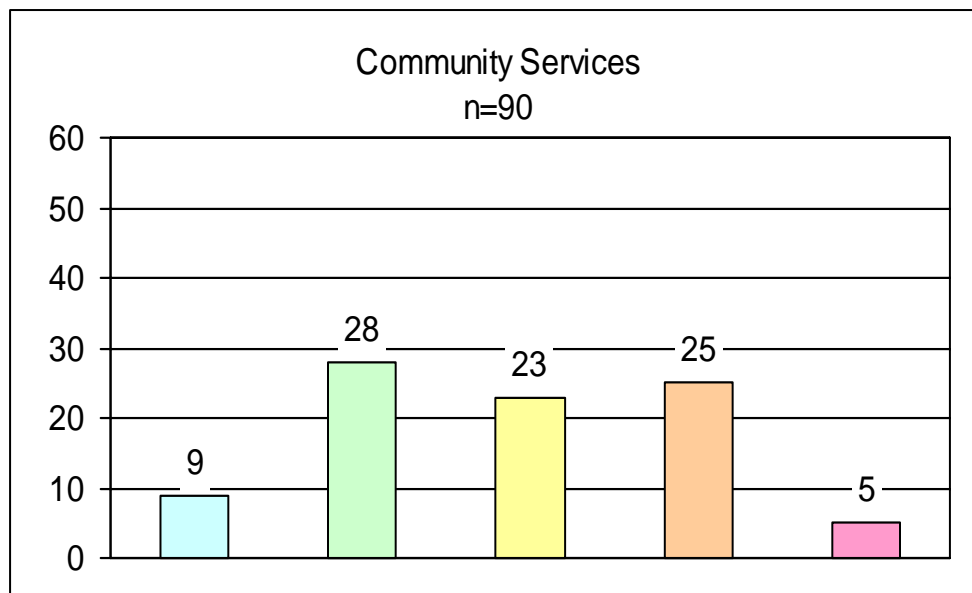
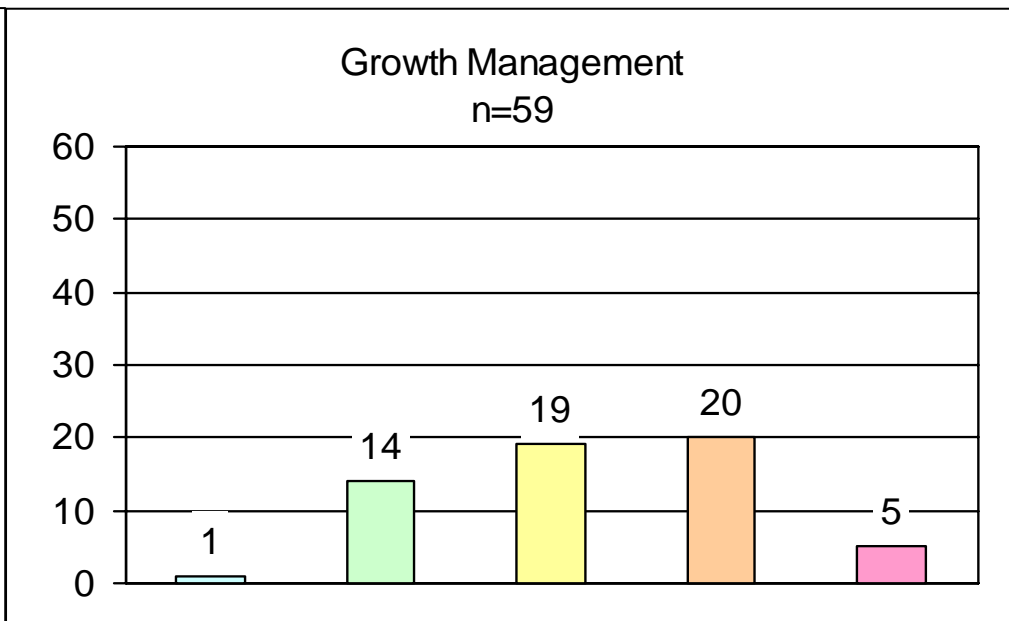
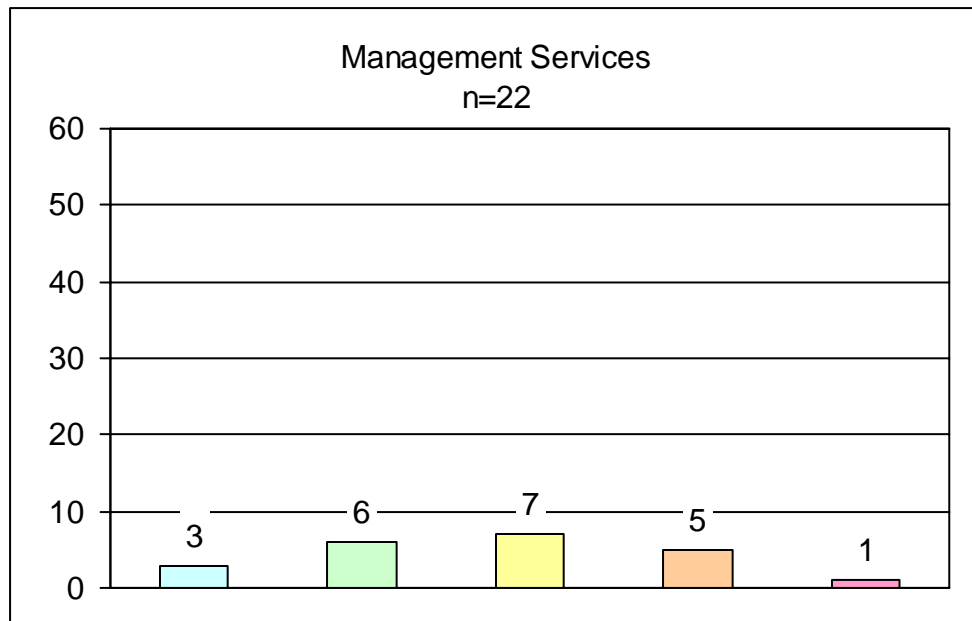


Question 4d – Measurement, Analysis, and Knowledge Management

n=454 (80%)

Our employees know how the measures they use in their work fit into our organization's overall measures.

I know how the measures I use in my work fit into the organization's overall measures of improvement.

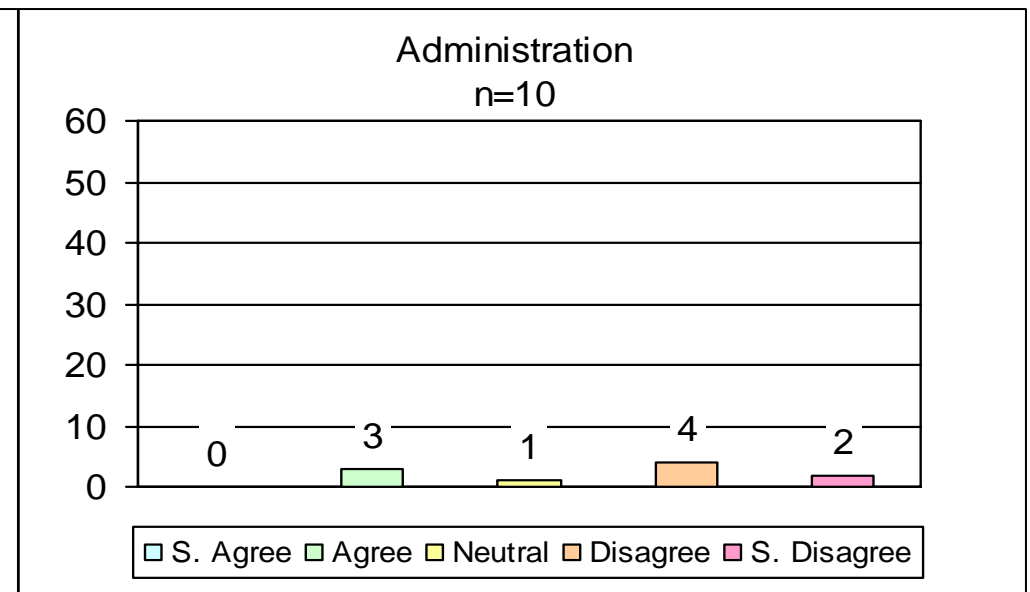
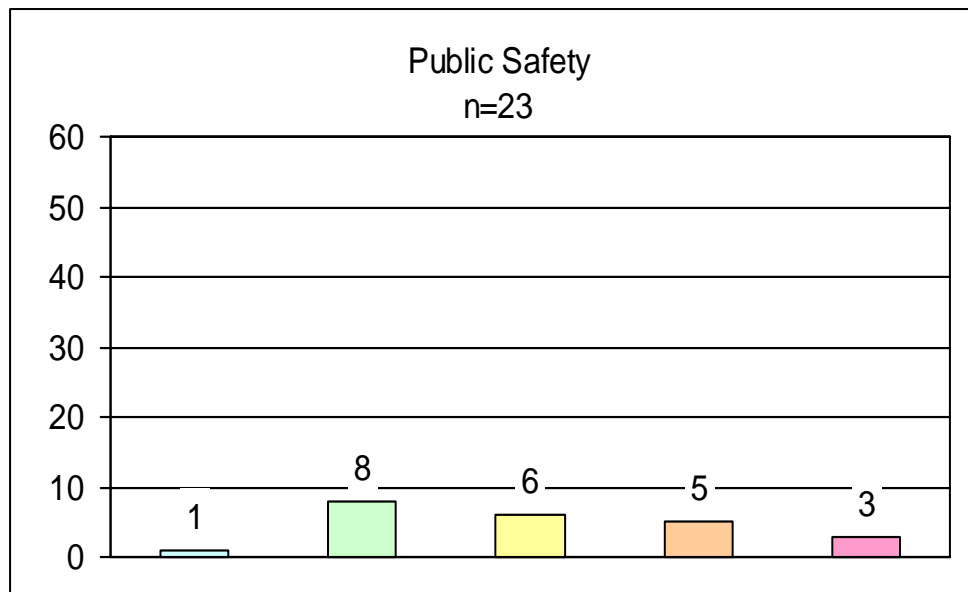
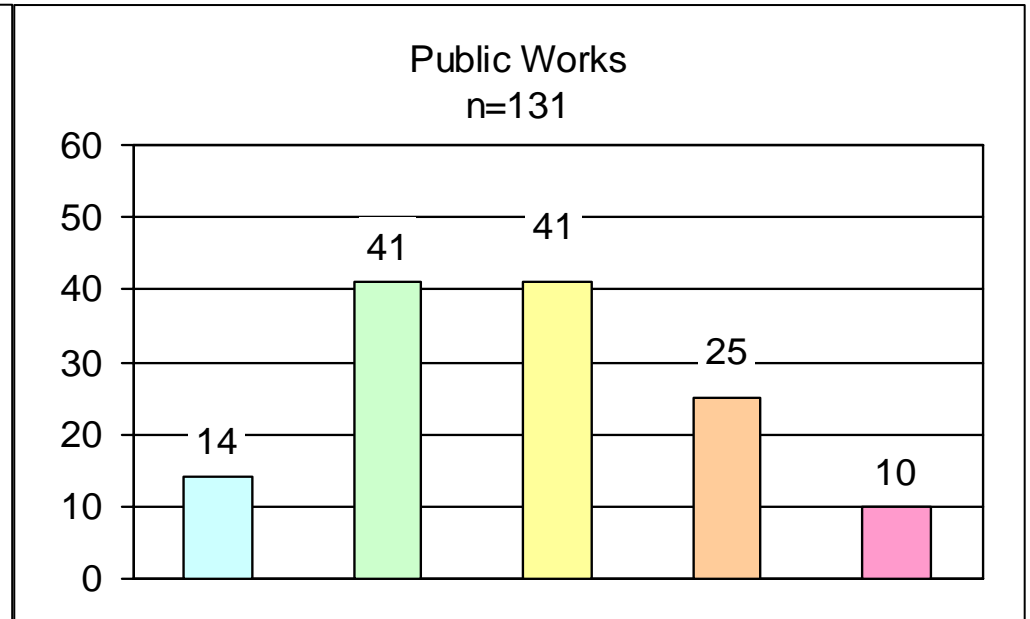
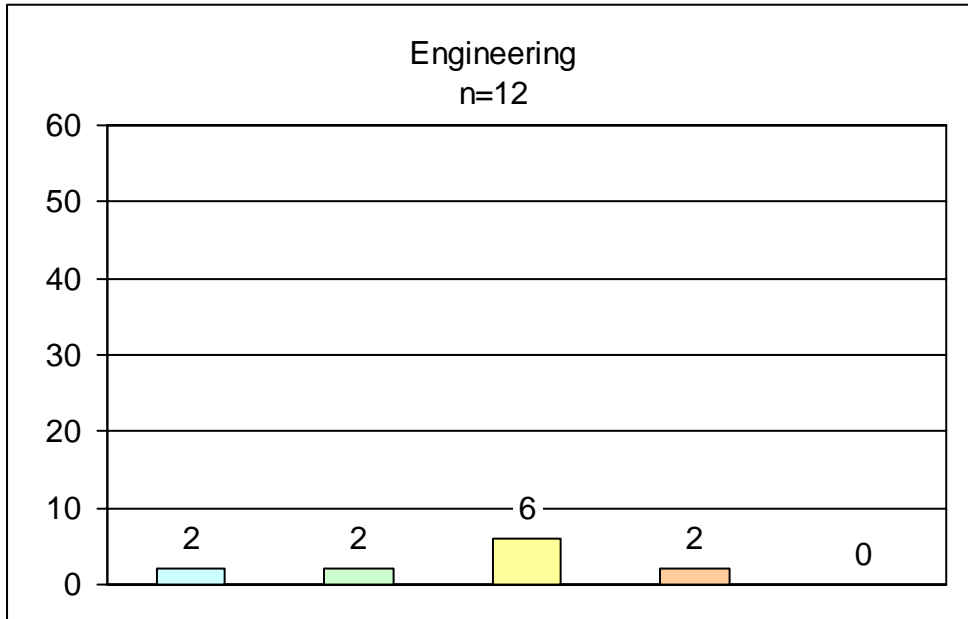


Question 4d – Measurement, Analysis, and Knowledge Management

n=454 (80%)

Our employees know how the measures they use in their work fit into our organization's overall measures.

I know how the measures I use in my work fit into the organization's overall measures of improvement.

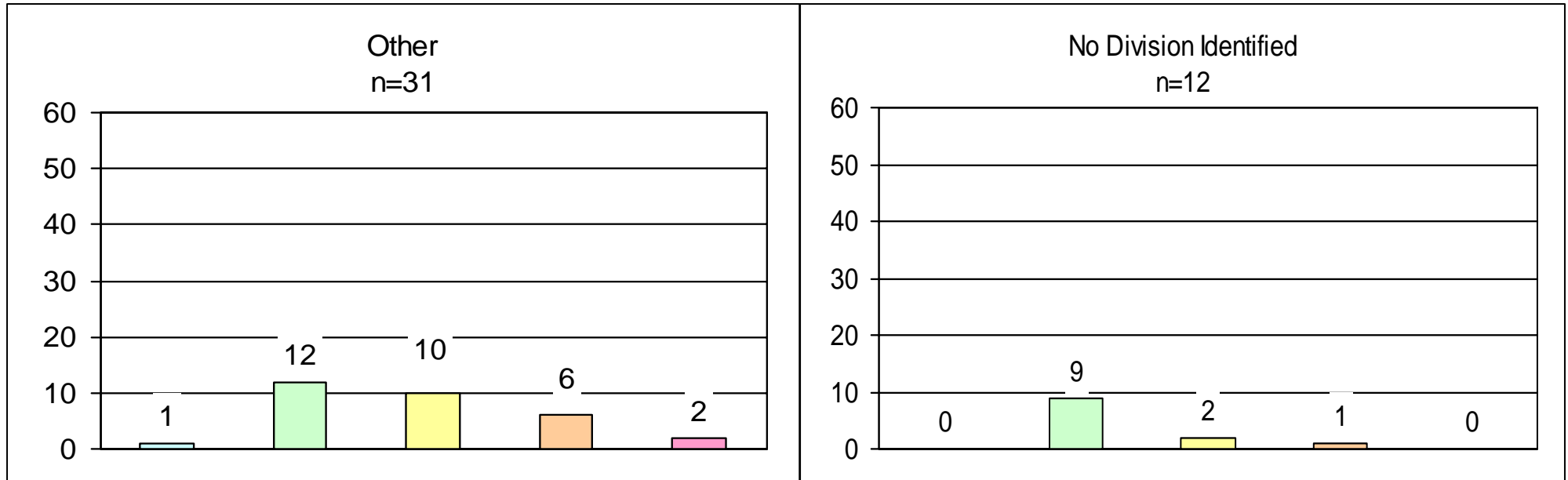


Question 4d – Measurement, Analysis, and Knowledge Management

n=454 (80%)

Our employees know how the measures they use in their work fit into our organization's overall measures.

I know how the measures I use in my work fit into the organization's overall measures of improvement.

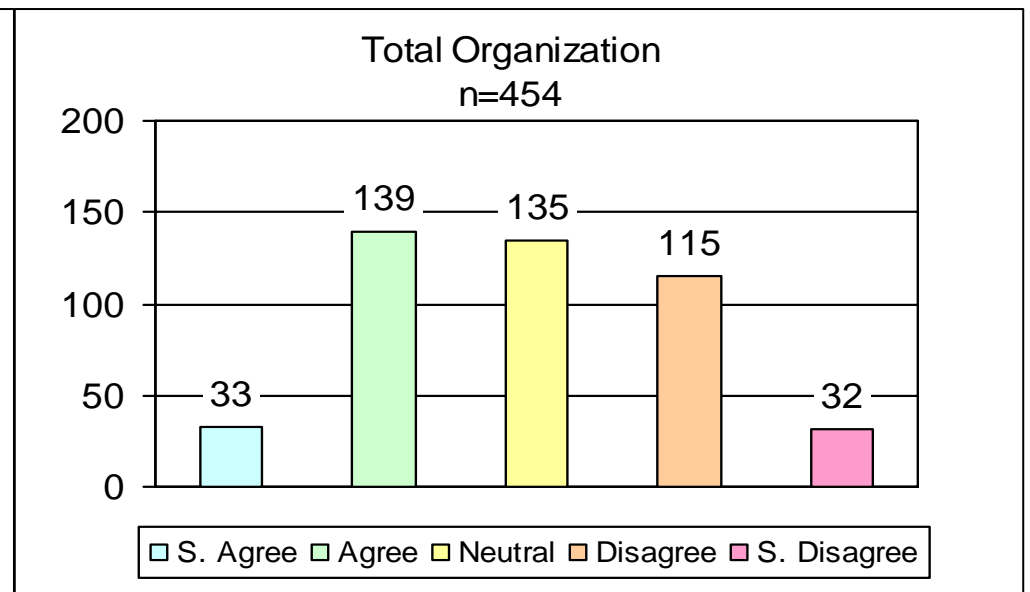
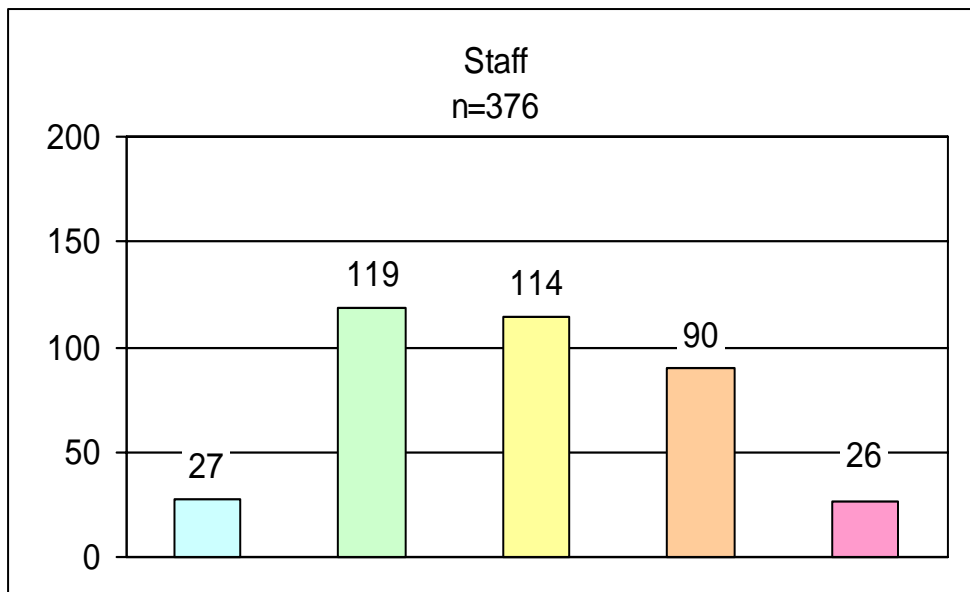
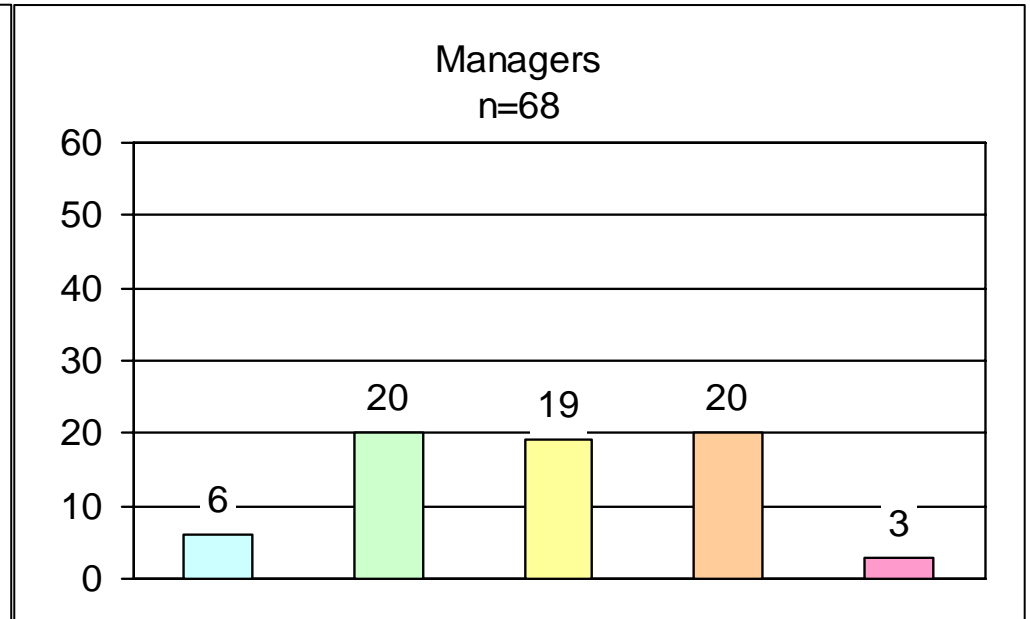
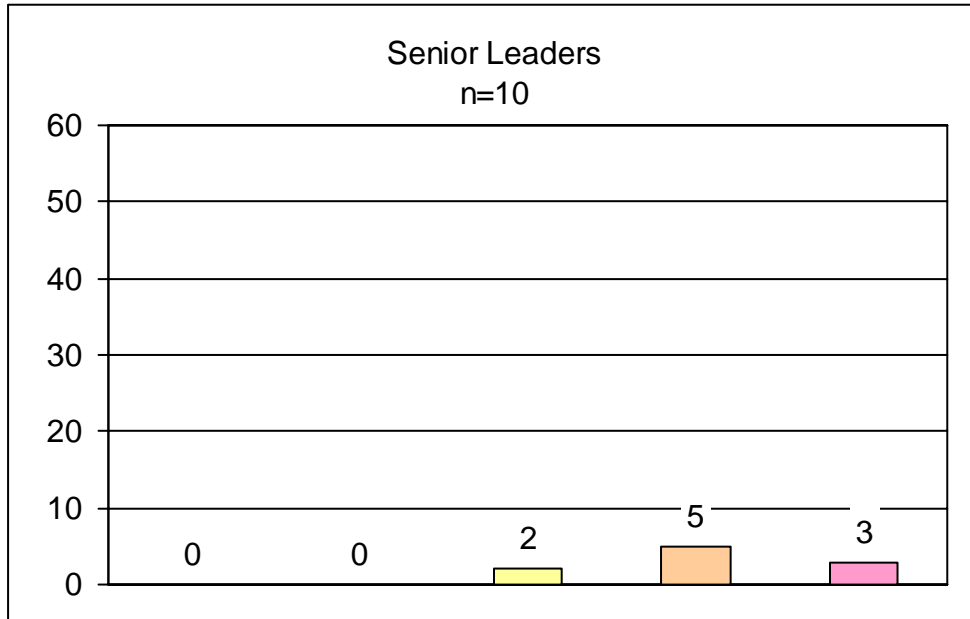


Question 4d – Measurement, Analysis, and Knowledge Management

n=454 (80%)

Our employees know how the measures they use in their work fit into our organization's overall measures.

I know how the measures I use in my work fit into the organization's overall measures of improvement.

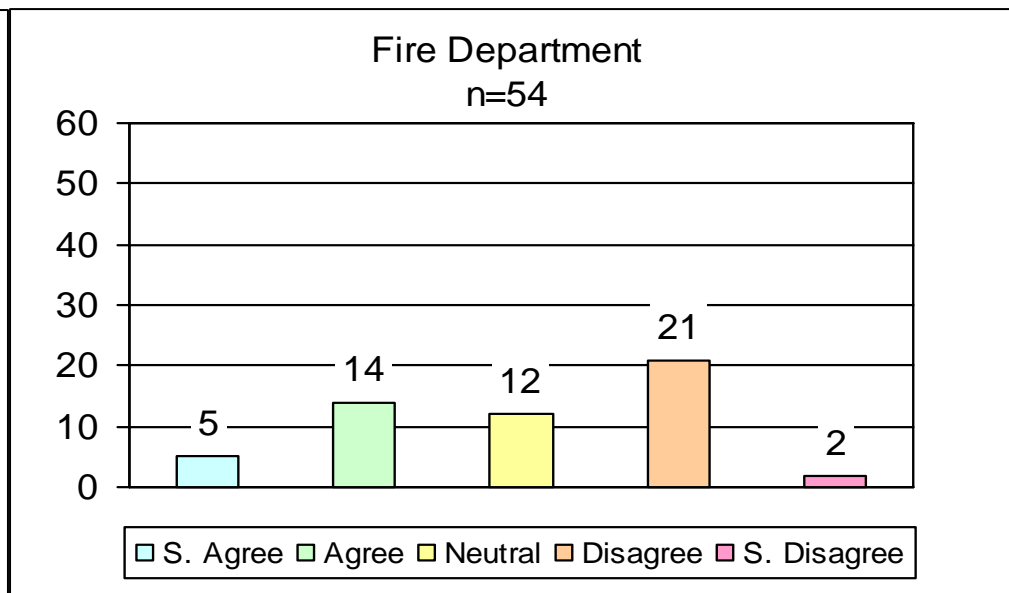
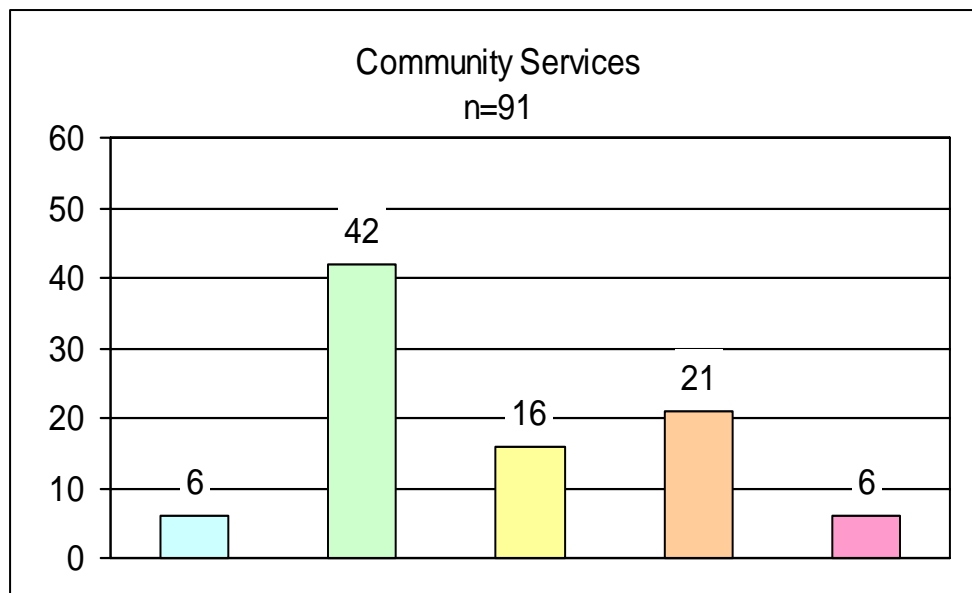
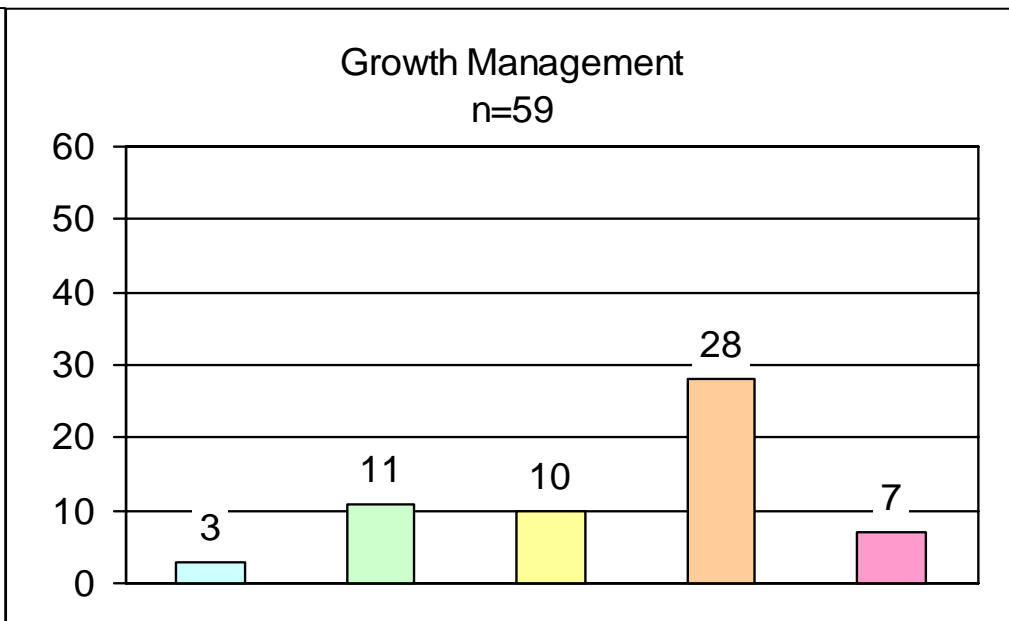
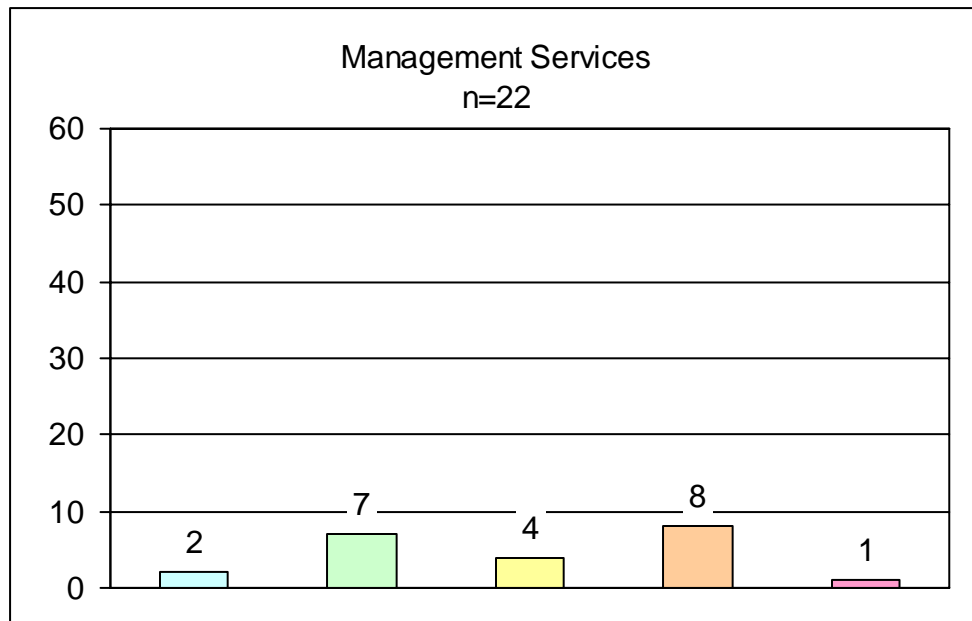


Question 4e – Measurement, Analysis, and Knowledge Management

n=456 (81%)

Our employees get all the important information they need to do their work.

I get all the important information I need to do my work.

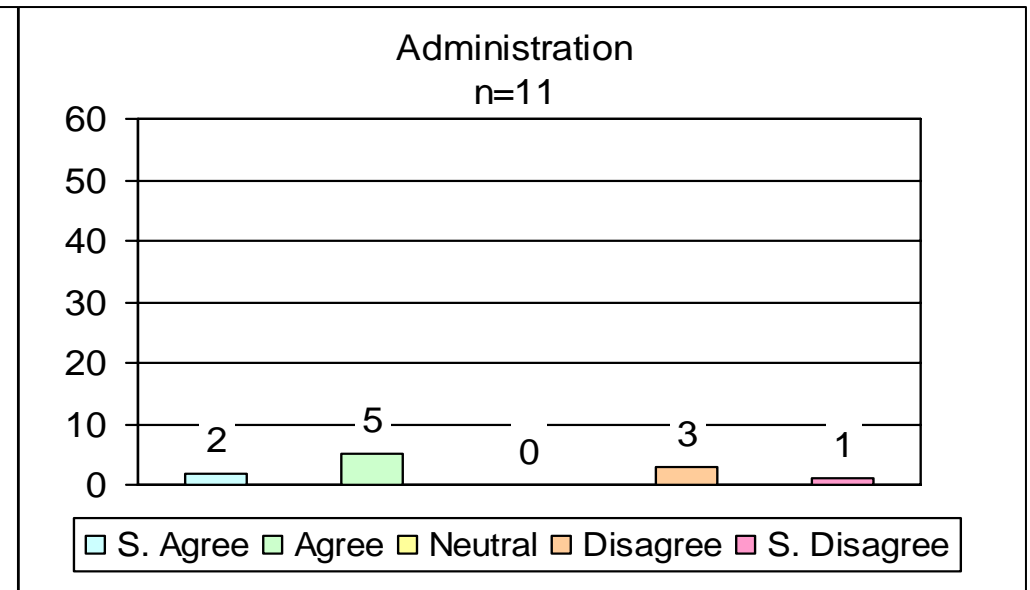
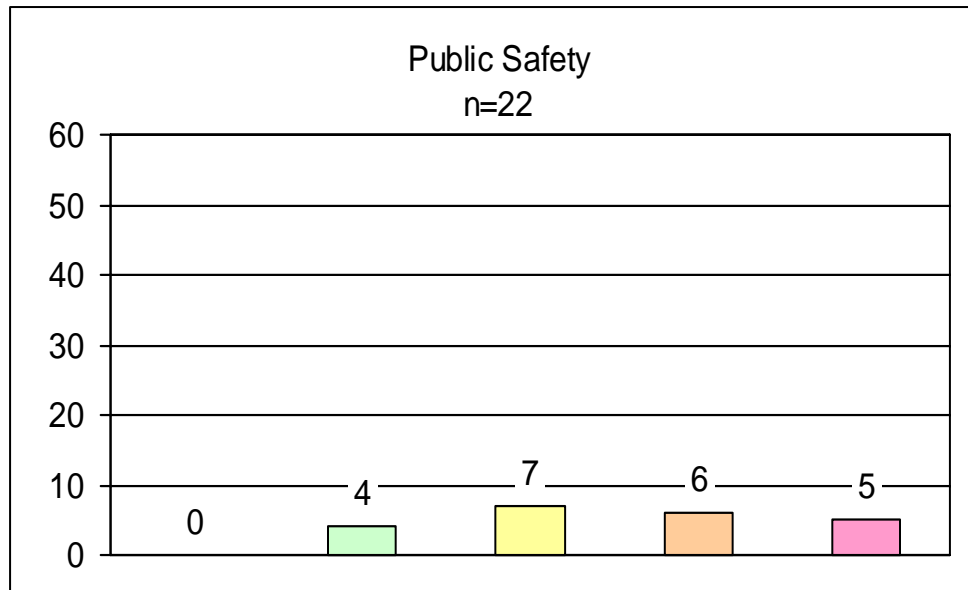
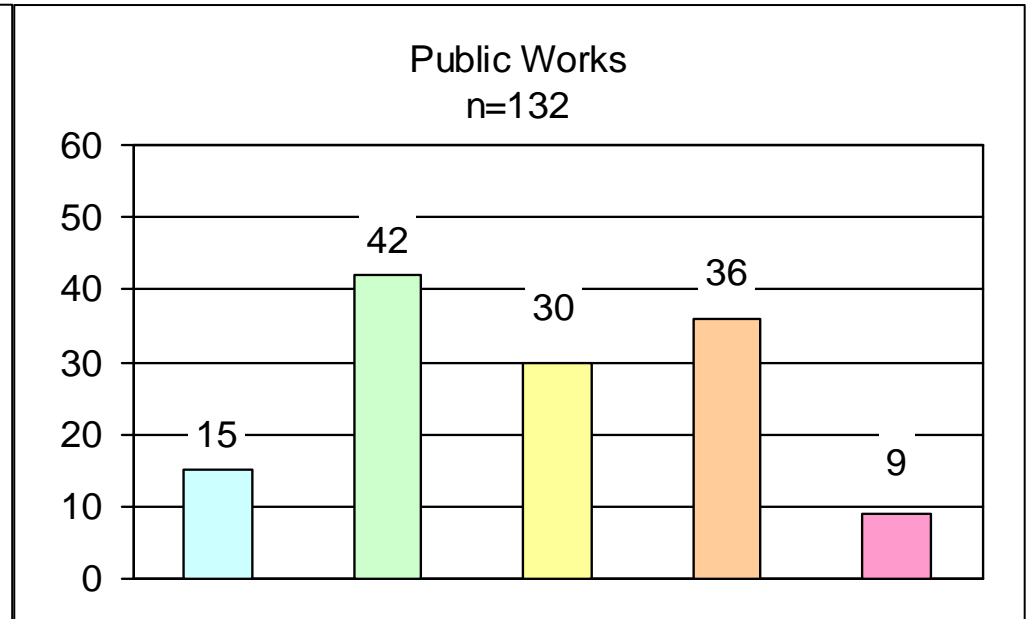
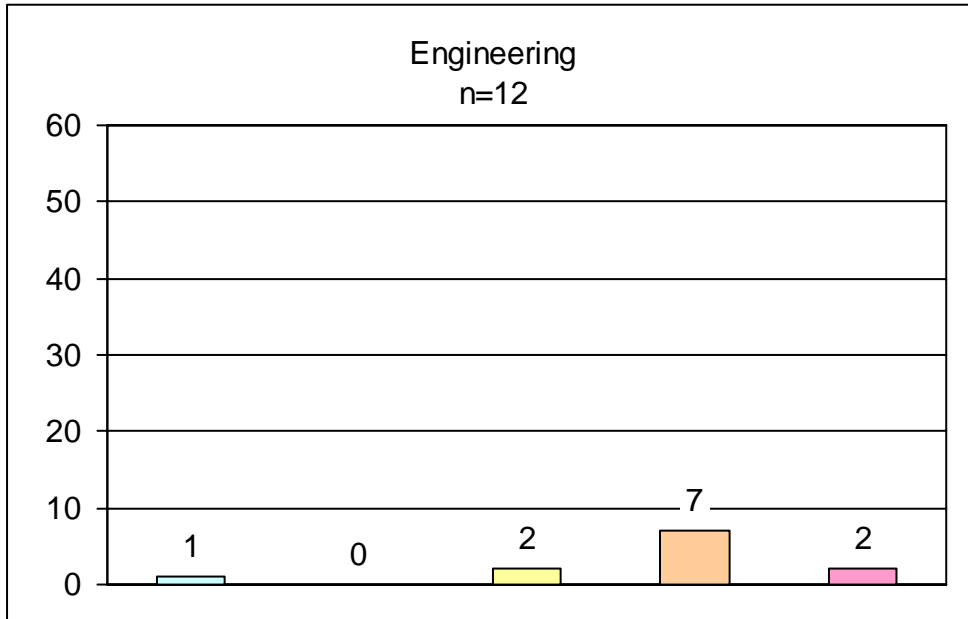


Question 4e – Measurement, Analysis, and Knowledge Management

n=456 (81%)

Our employees get all the important information they need to do their work.

I get all the important information I need to do my work.



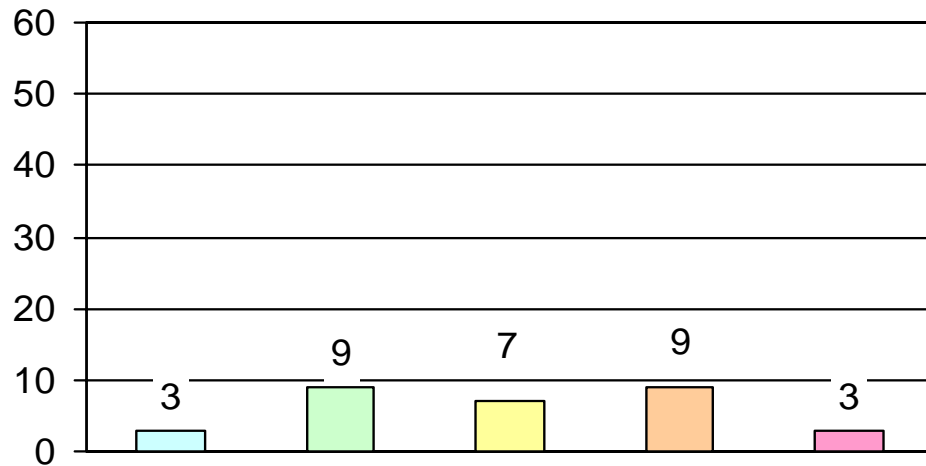
Question 4e – Measurement, Analysis, and Knowledge Management

n=456 (81%)

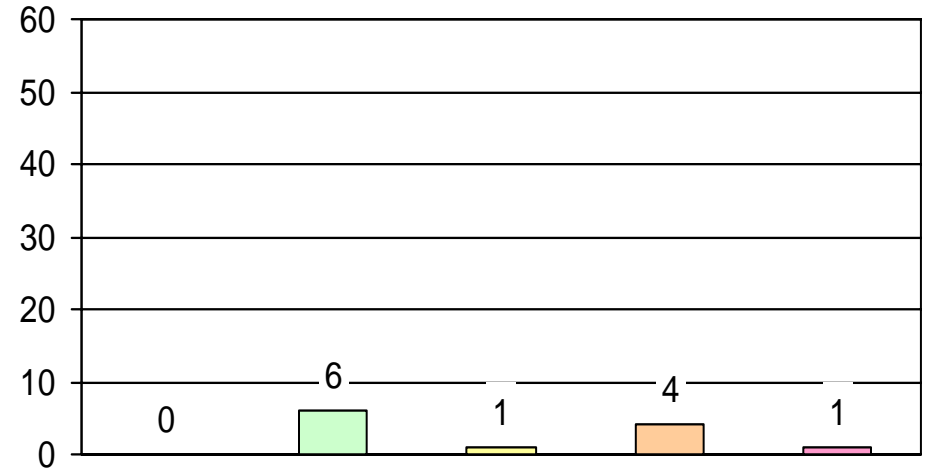
Our employees get all the important information they need to do their work.

I get all the important information I need to do my work.

Other
n=31



No Division Identified
n=12

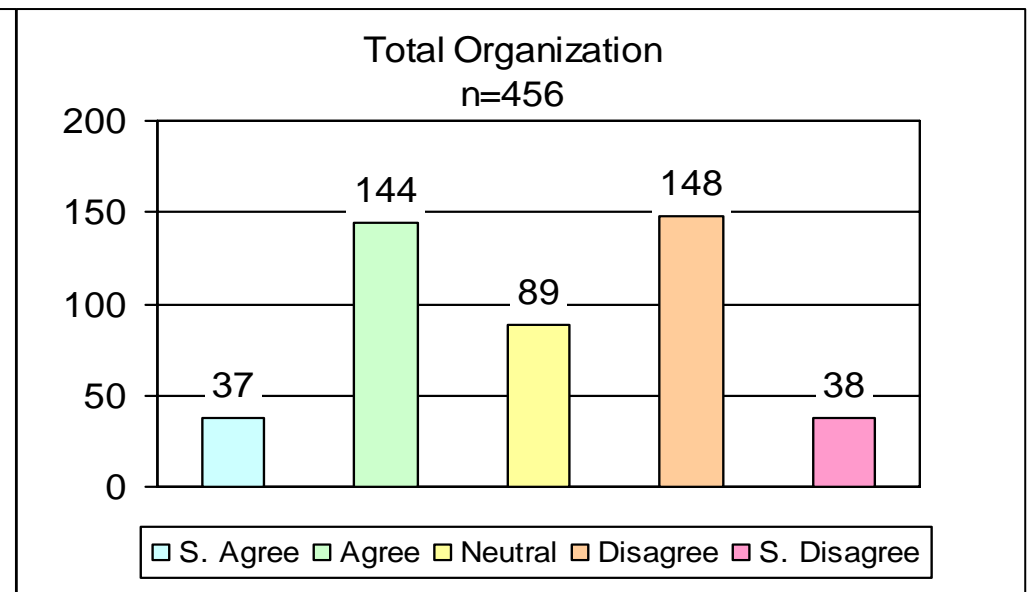
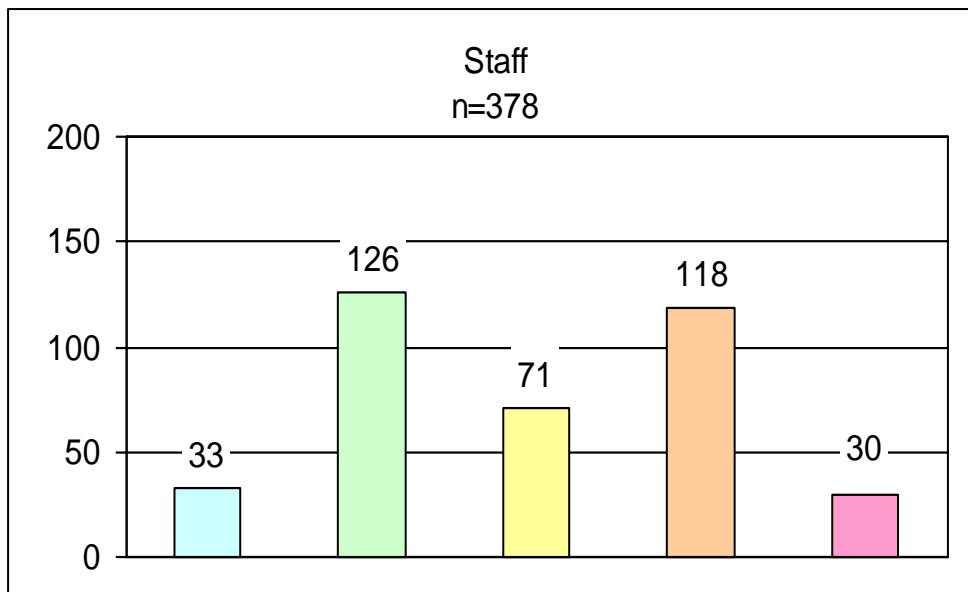
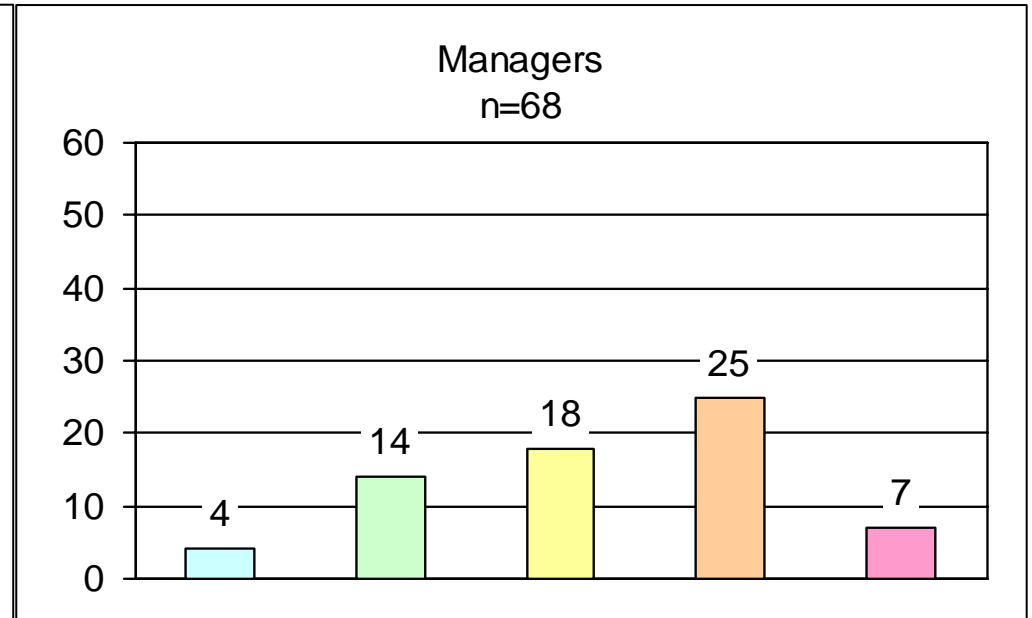
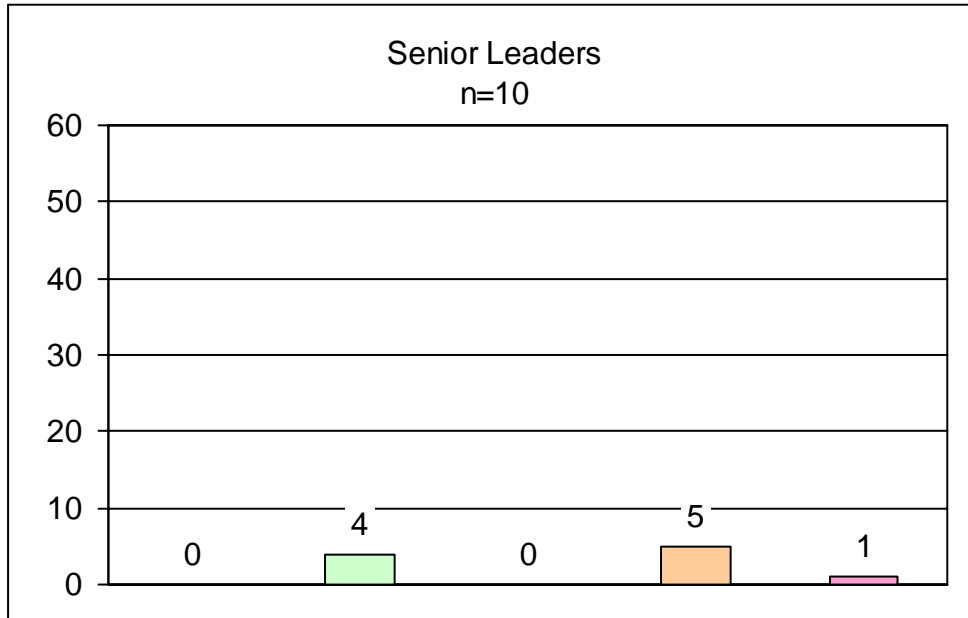


Question 4e – Measurement, Analysis, and Knowledge Management

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I get all the important information I need to do my work.

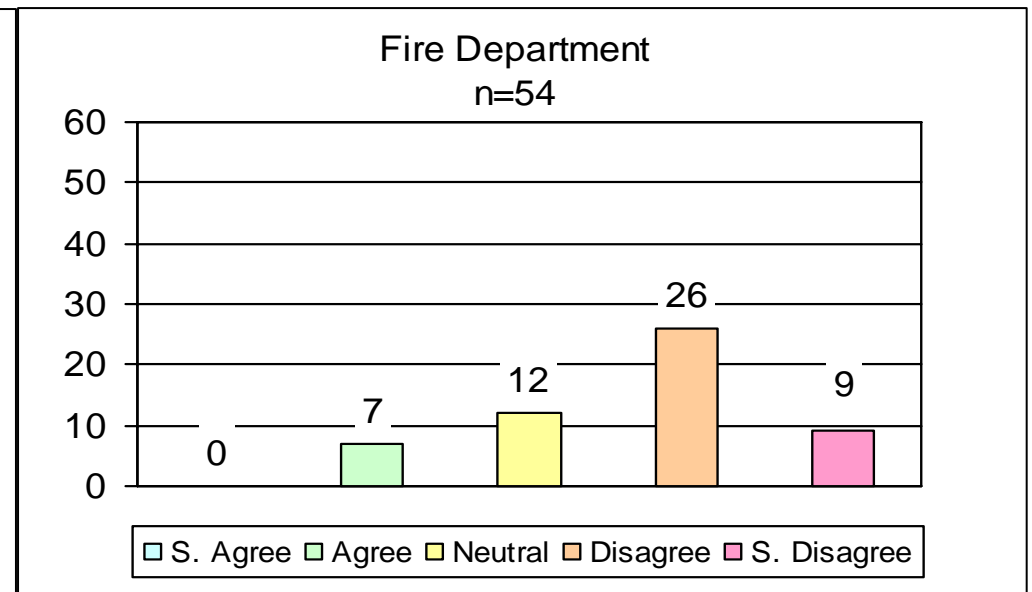
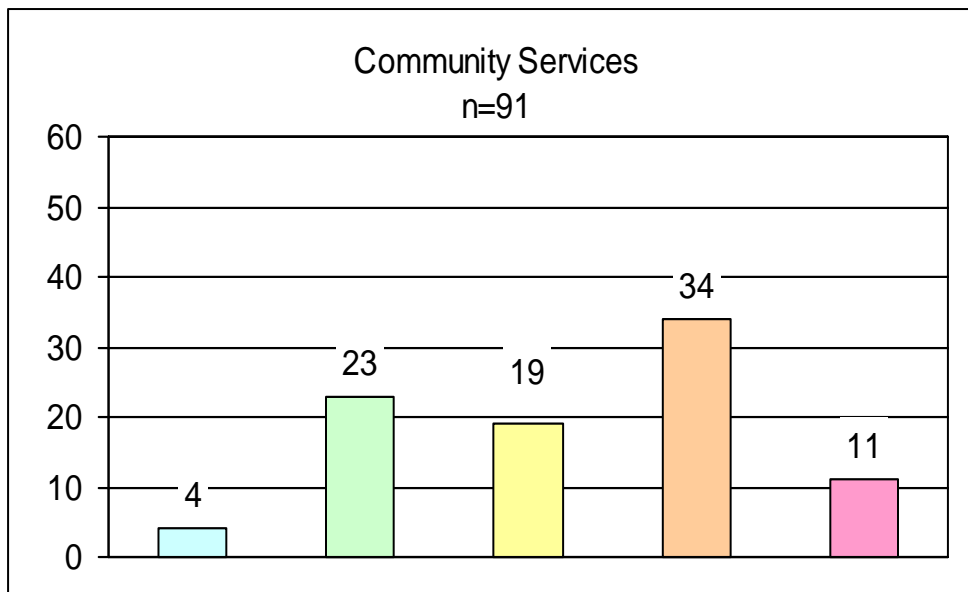
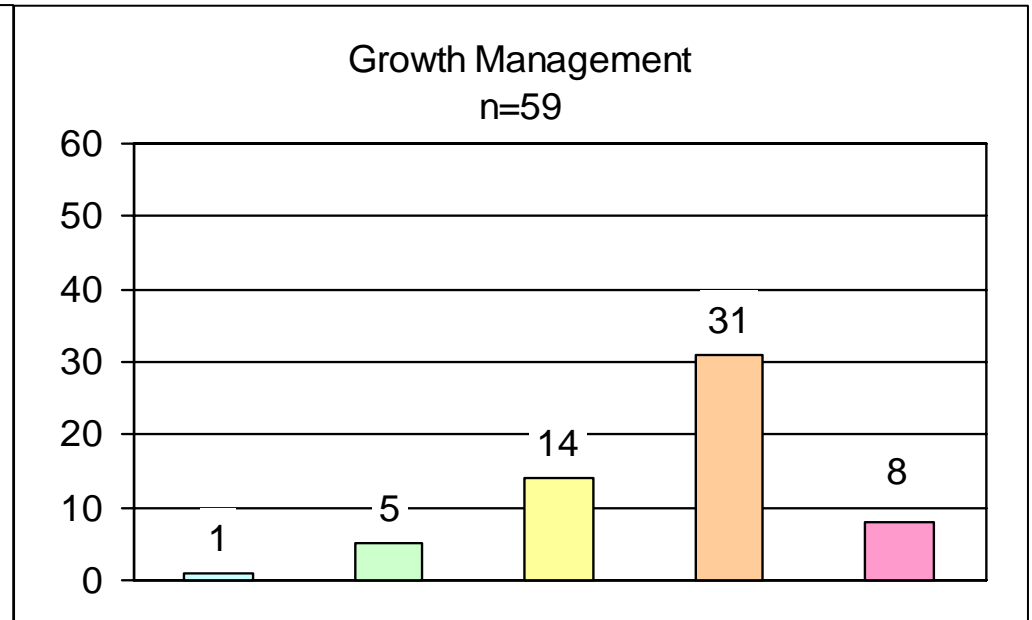
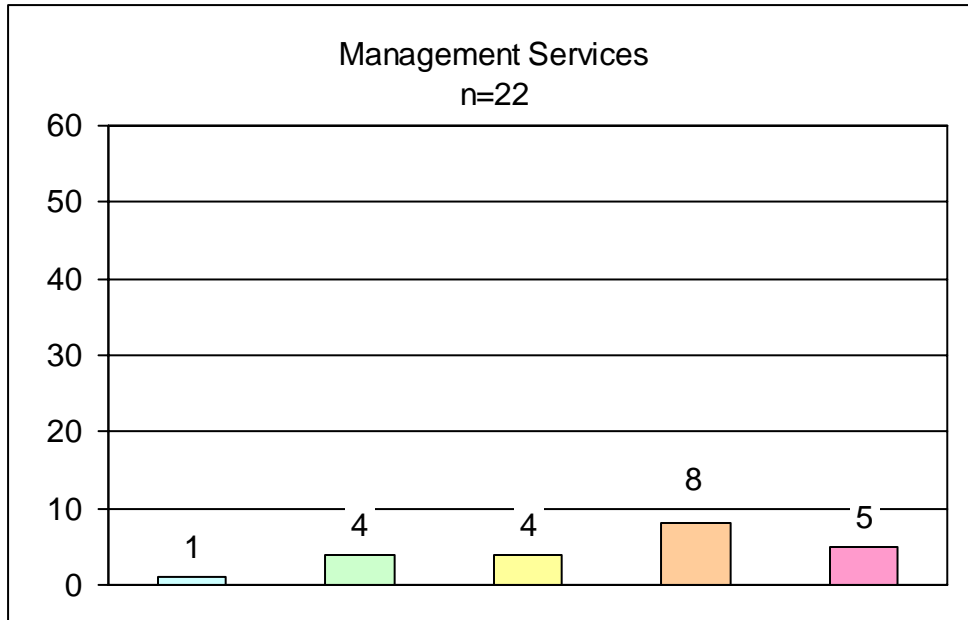


Question 4f – Measurement, Analysis, and Knowledge Management

n=457 (81%)

Our employees get the information they need to know how our organization is doing.

I get the information I need to know about how my organization is doing.

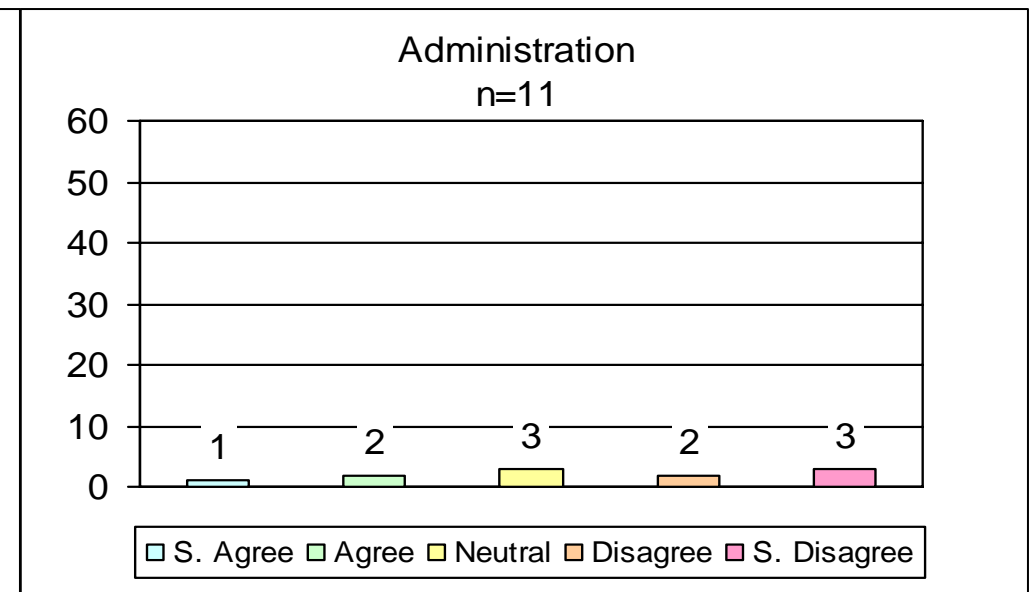
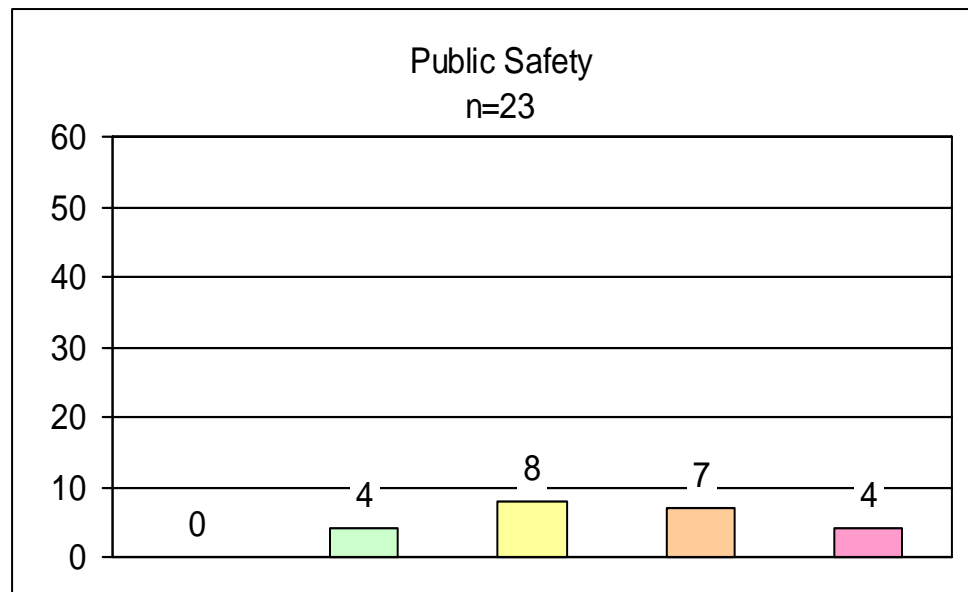
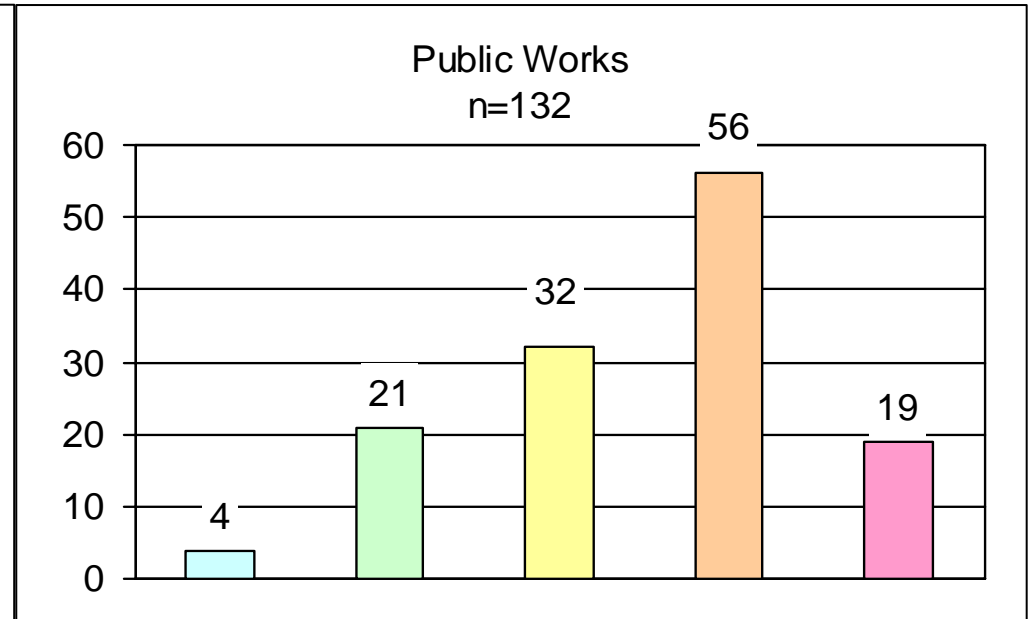
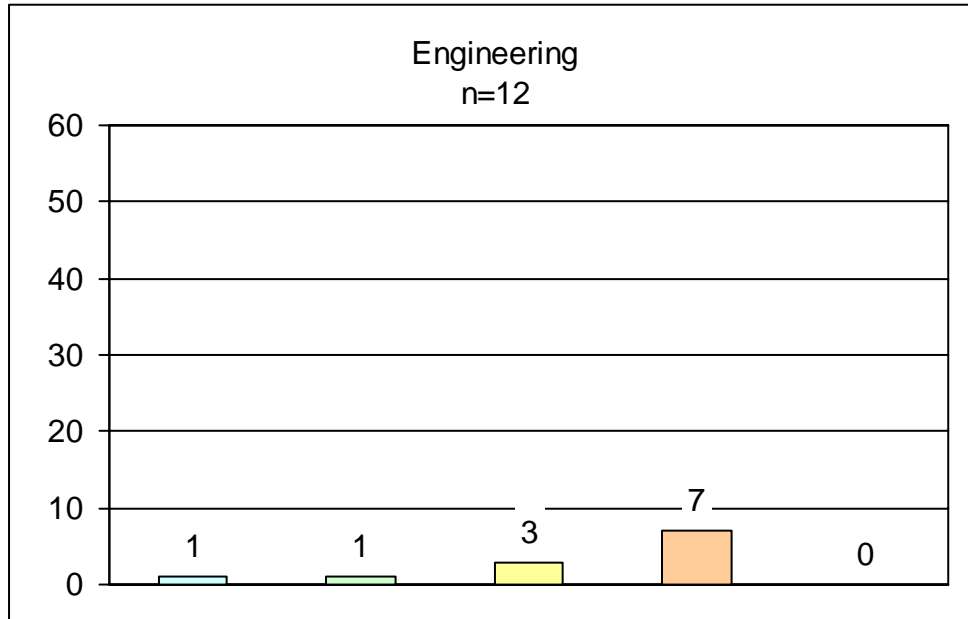


Question 4f – Measurement, Analysis, and Knowledge Management

n=457 (81%)

Our employees get the information they need to know how our organization is doing.

I get the information I need to know about how my organization is doing.

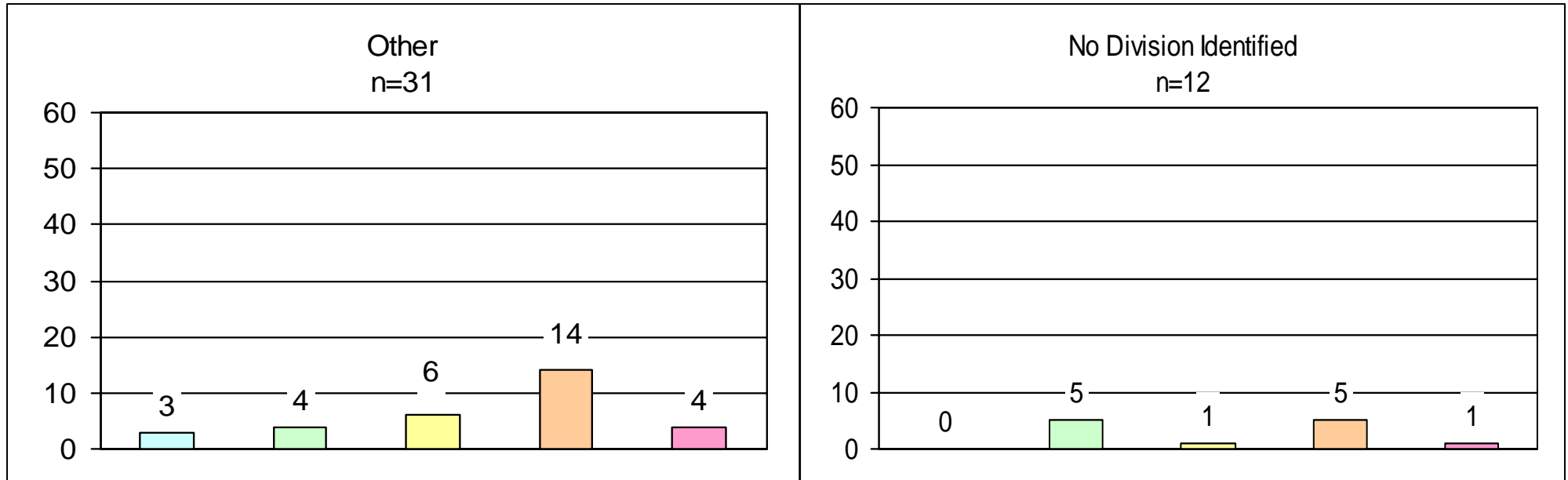


Question 4f – Measurement, Analysis, and Knowledge Management

n=457 (81%)

Our employees get the information they need to know how our organization is doing.

I get the information I need to know about how my organization is doing.

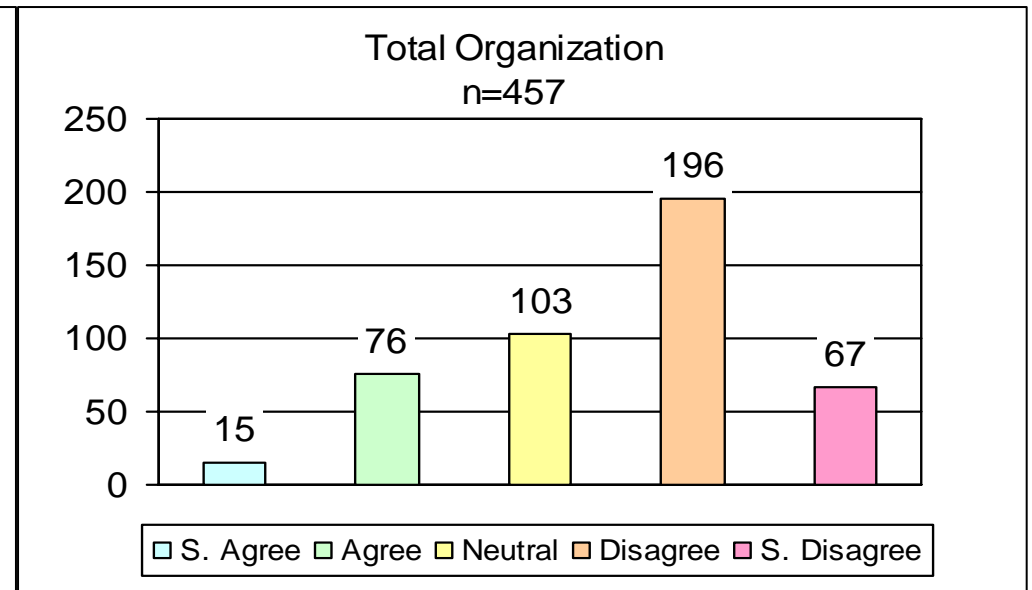
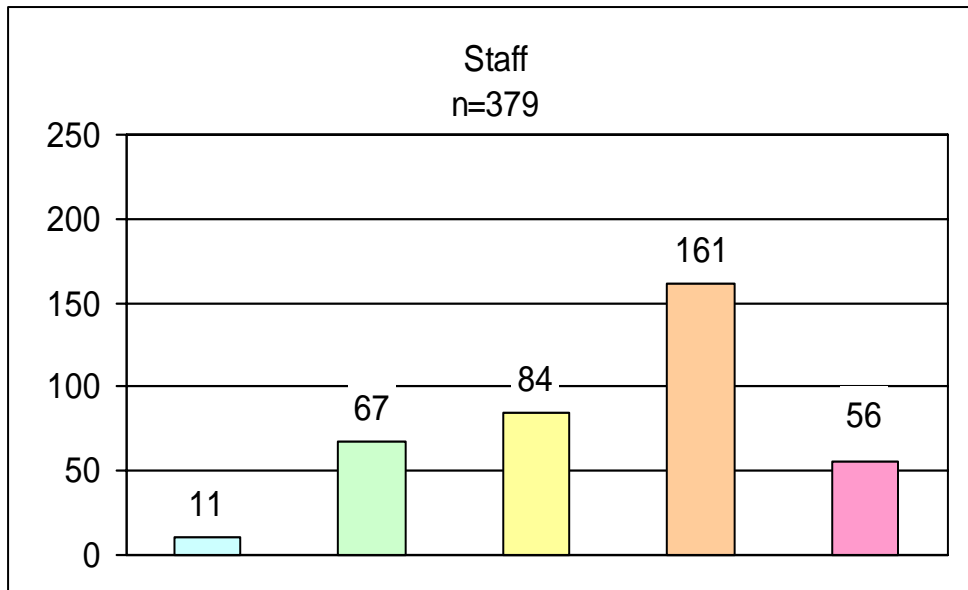
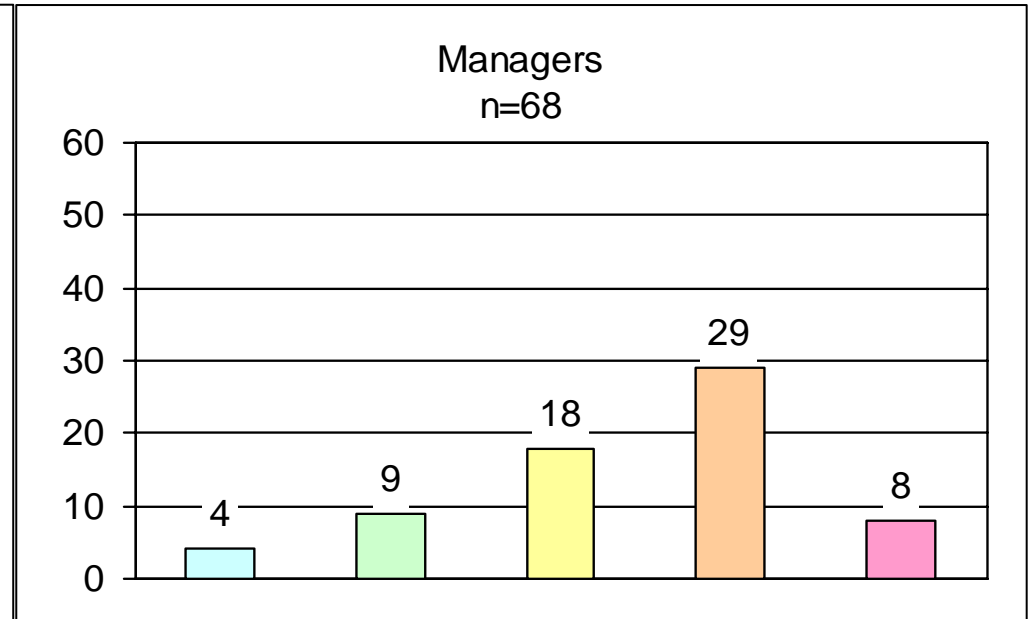
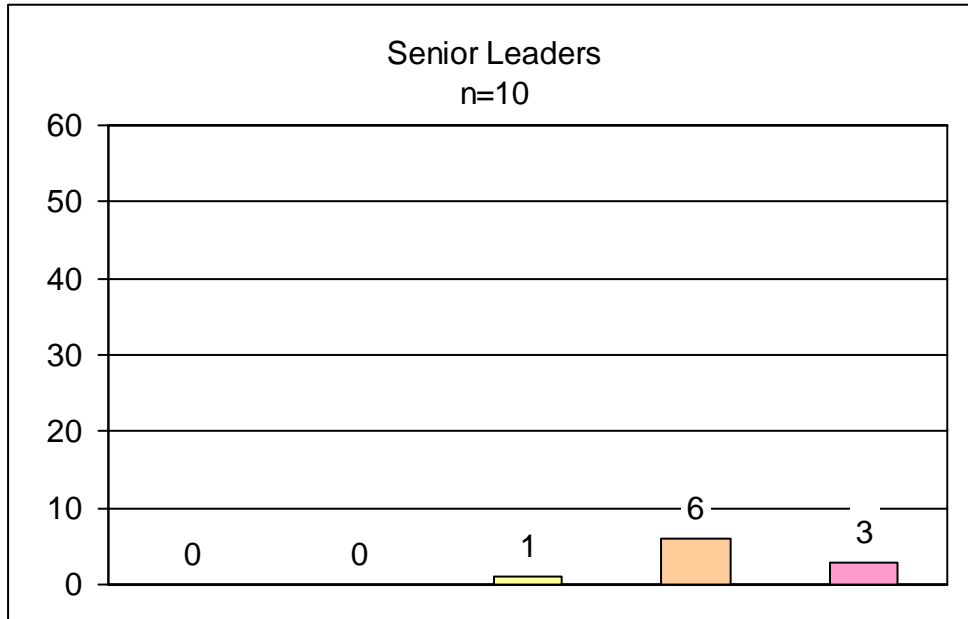


Question 4f – Measurement, Analysis, and Knowledge Management

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I get the information I need to know about how my organization is doing.

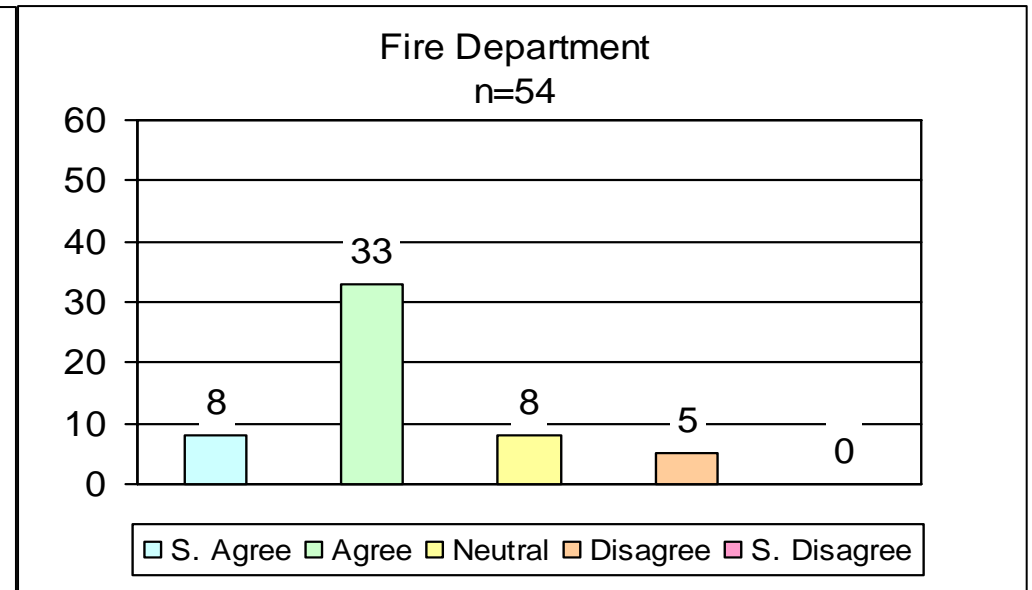
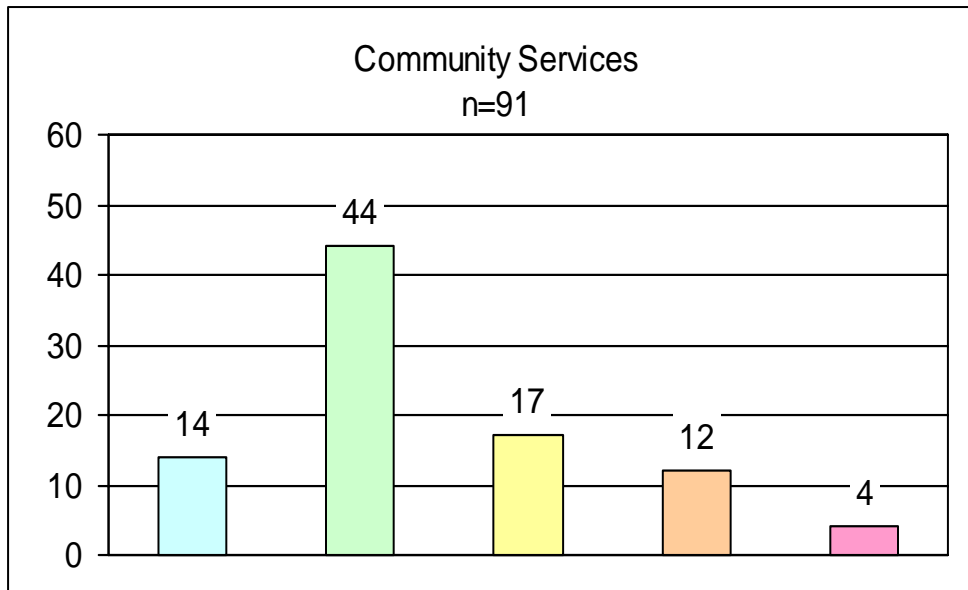
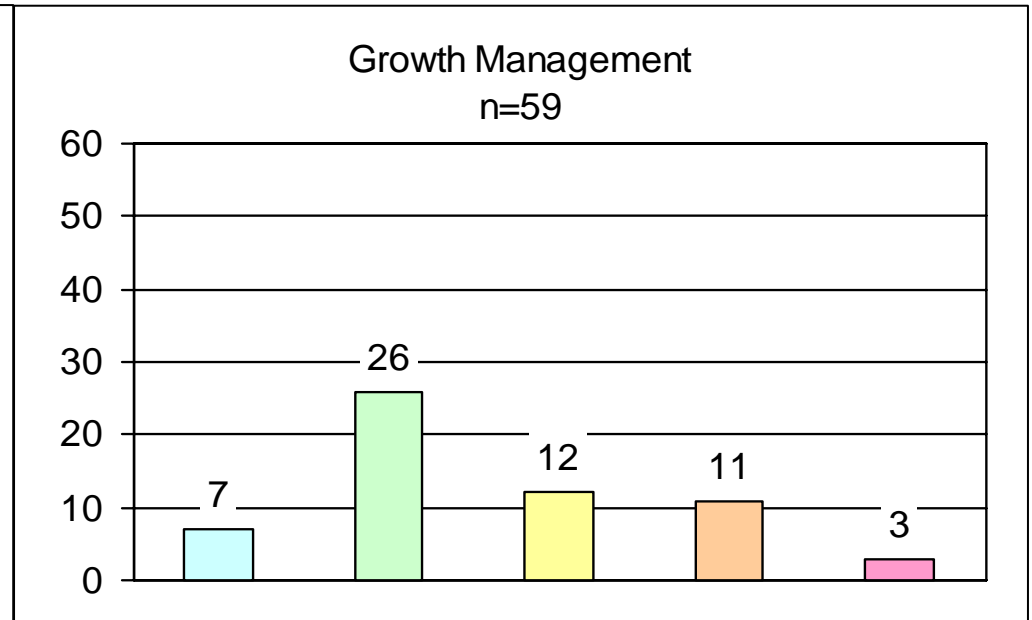
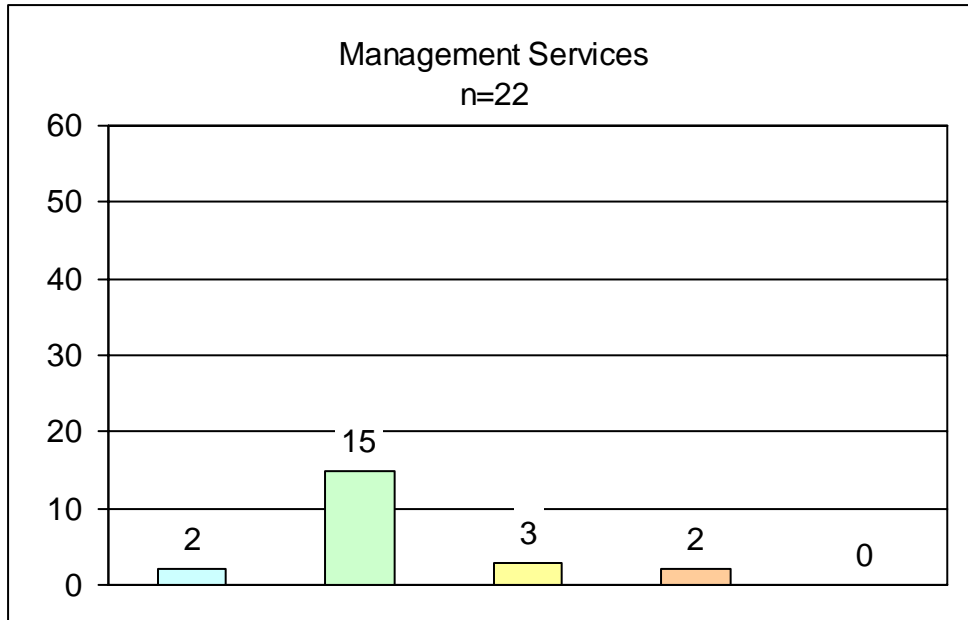


Question 5a – Human Resource Focus

n=454 (80%)

Our employees can make changes that will improve their work.

I can make changes that will improve my work.

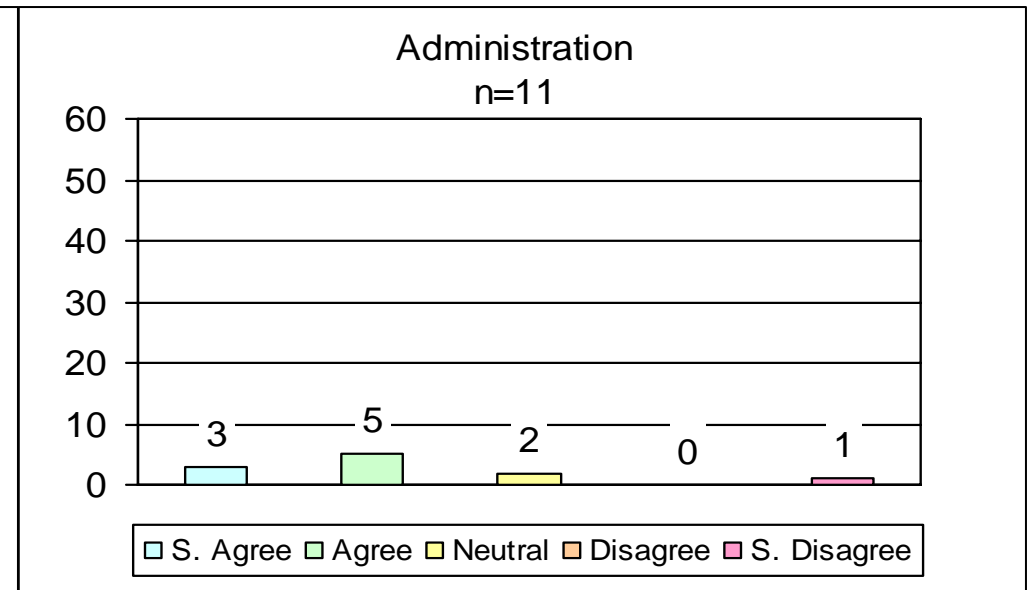
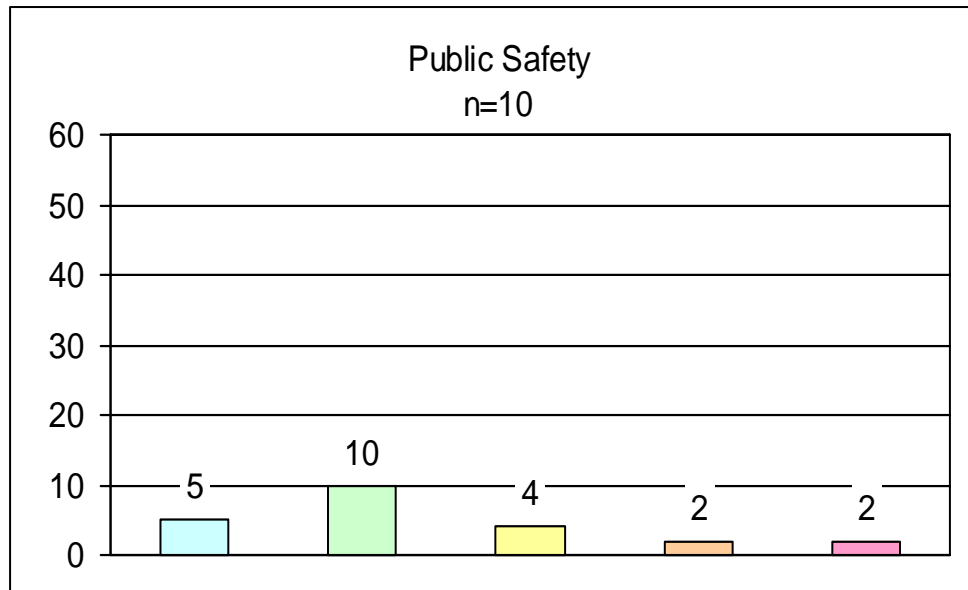
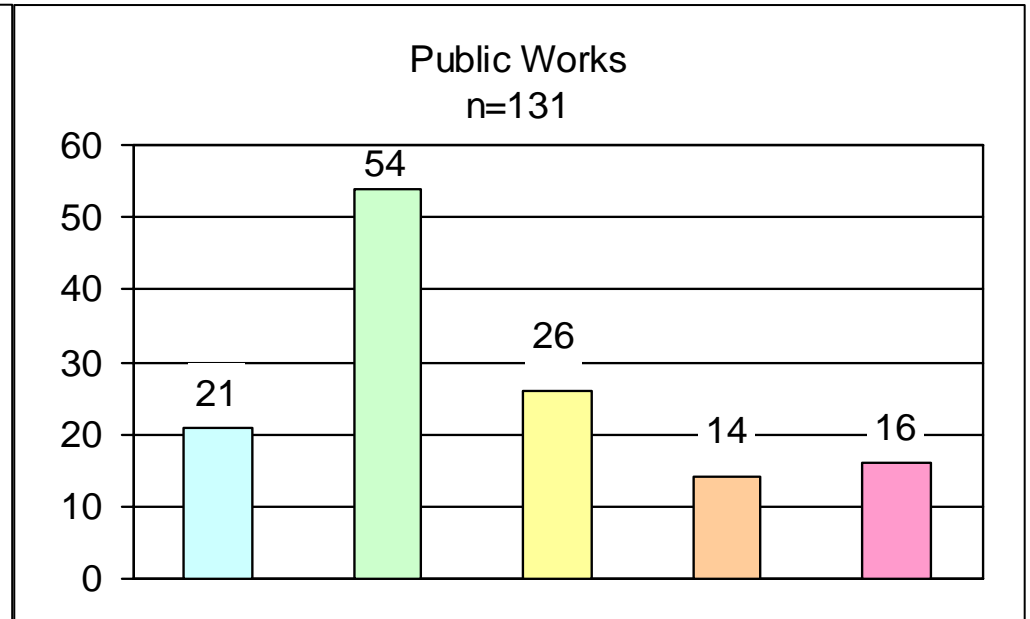
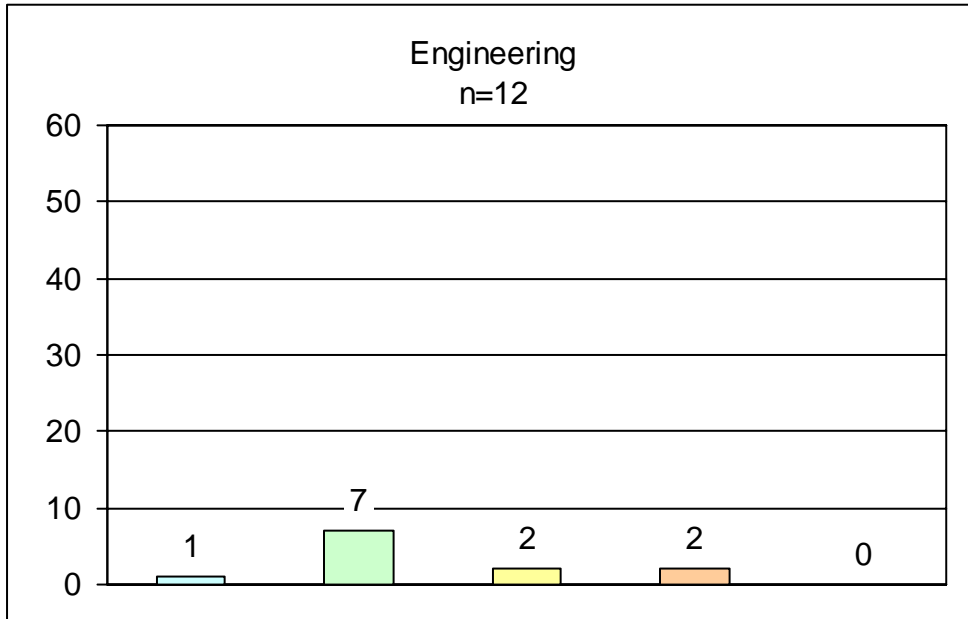


Question 5a – Human Resource Focus

n=454 (80%)

Our employees can make changes that will improve their work.

I can make changes that will improve my work.



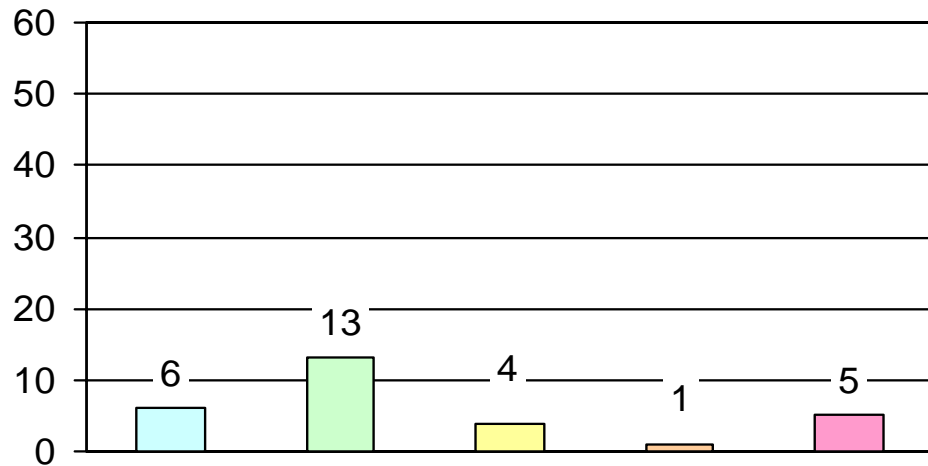
Question 5a – Human Resource Focus

n=454 (80%)

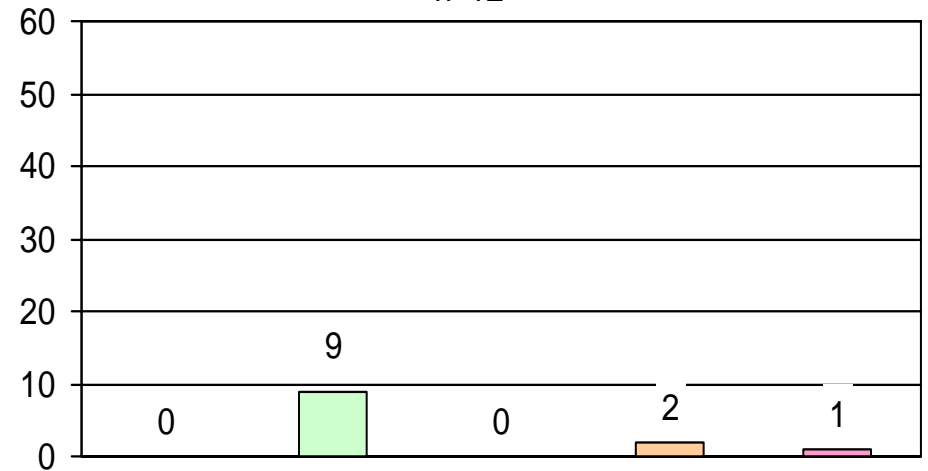
Our employees can make changes that will improve their work.

I can make changes that will improve my work.

Other
n=29



No Division Identified
n=12



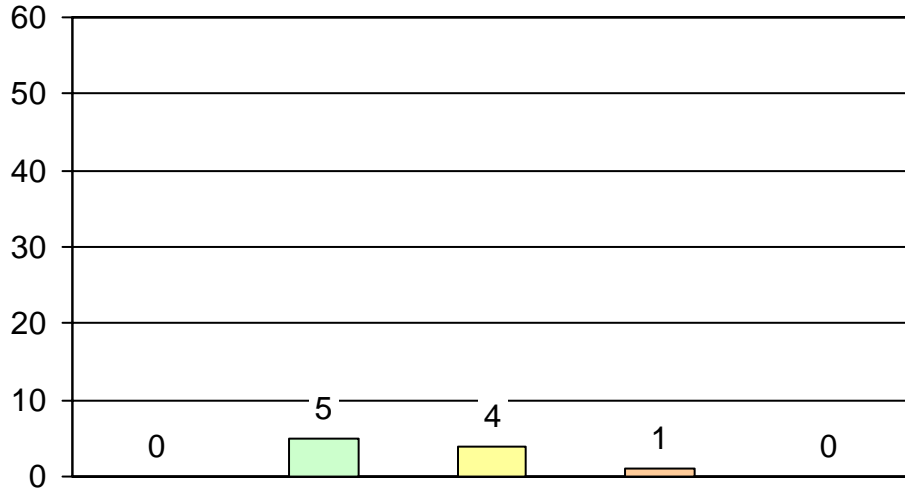
Question 5a – Human Resource Focus

n=454 (80%)

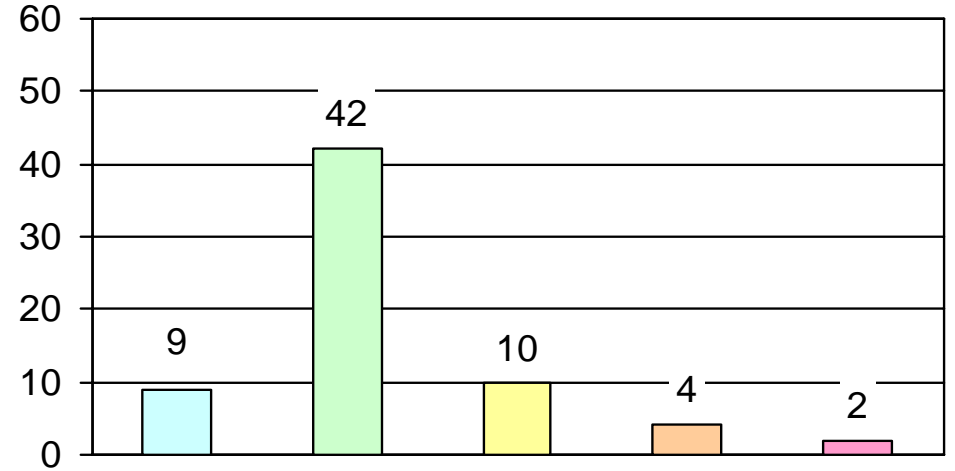
Our employees can make changes that will improve their work.

I can make changes that will improve my work.

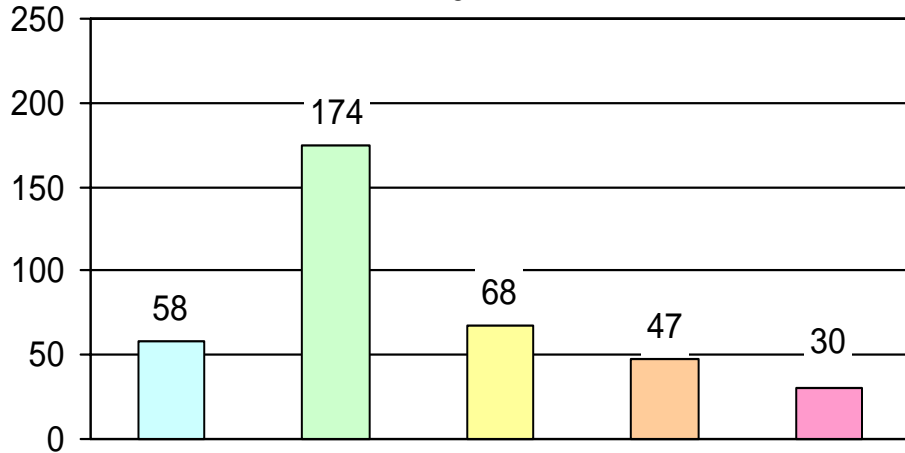
Senior Leaders
n=10



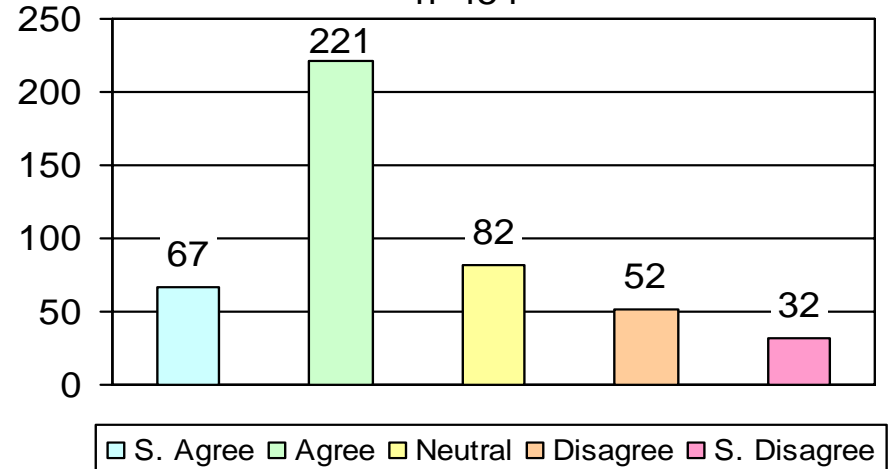
Managers
n=67



Staff
n=377



Total Organization
n=454

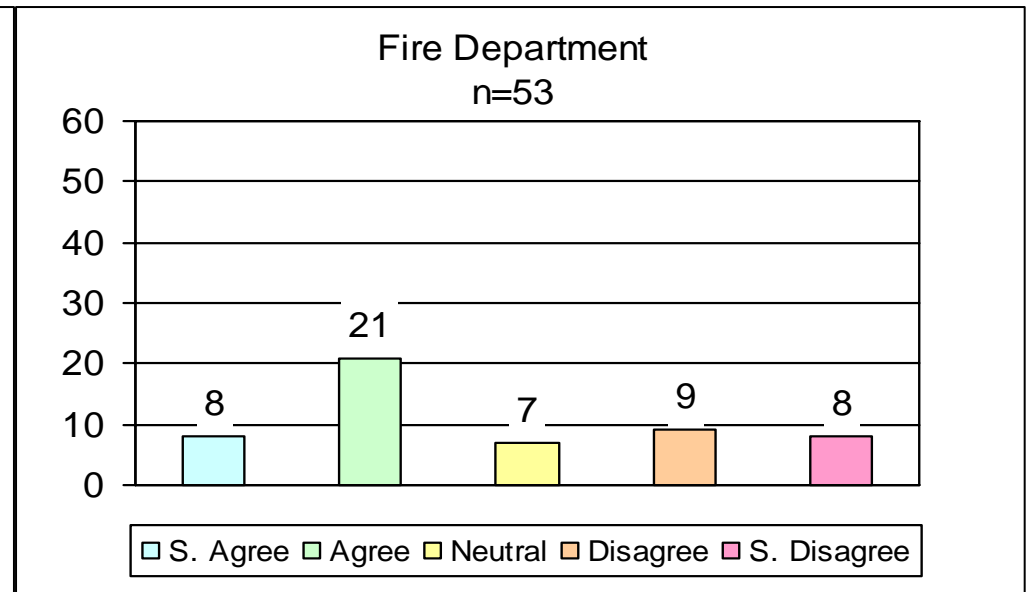
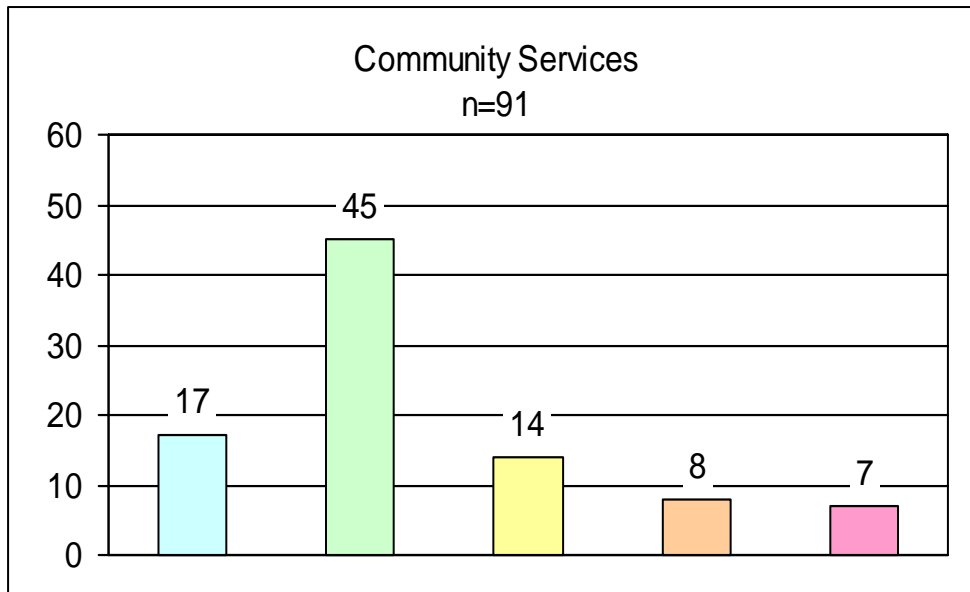
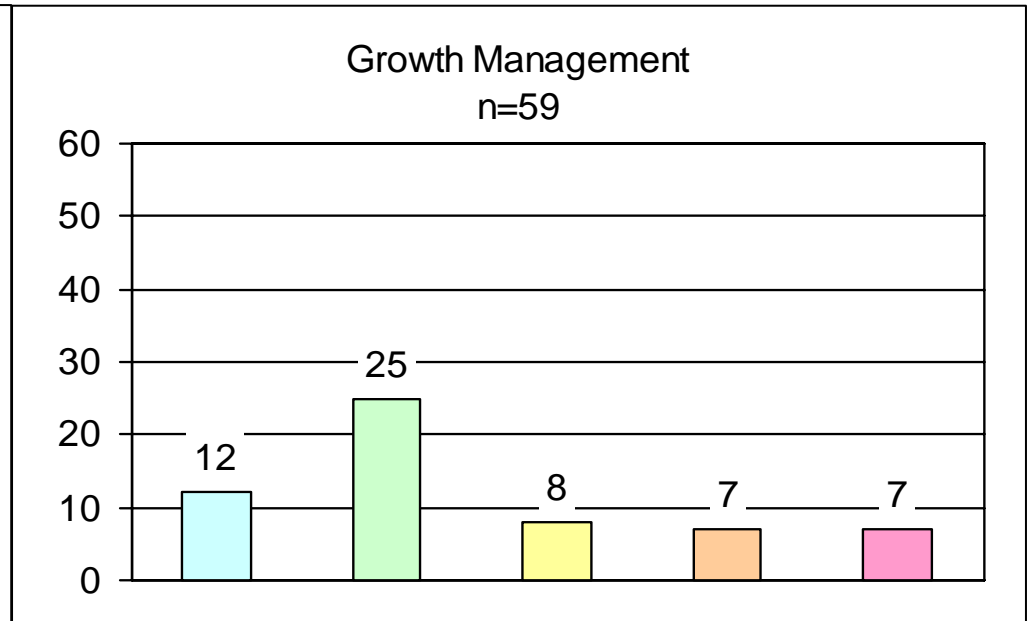
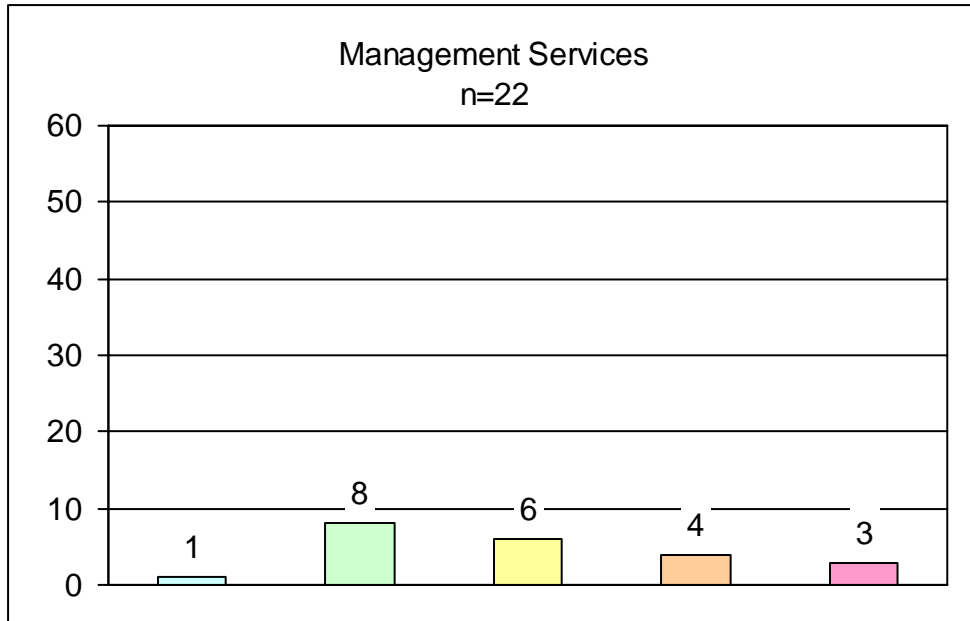


Question 5b – Human Resource Focus

n=454 (80%)

Our employees cooperate and work as a team.

The people I work with cooperate and work as a team.

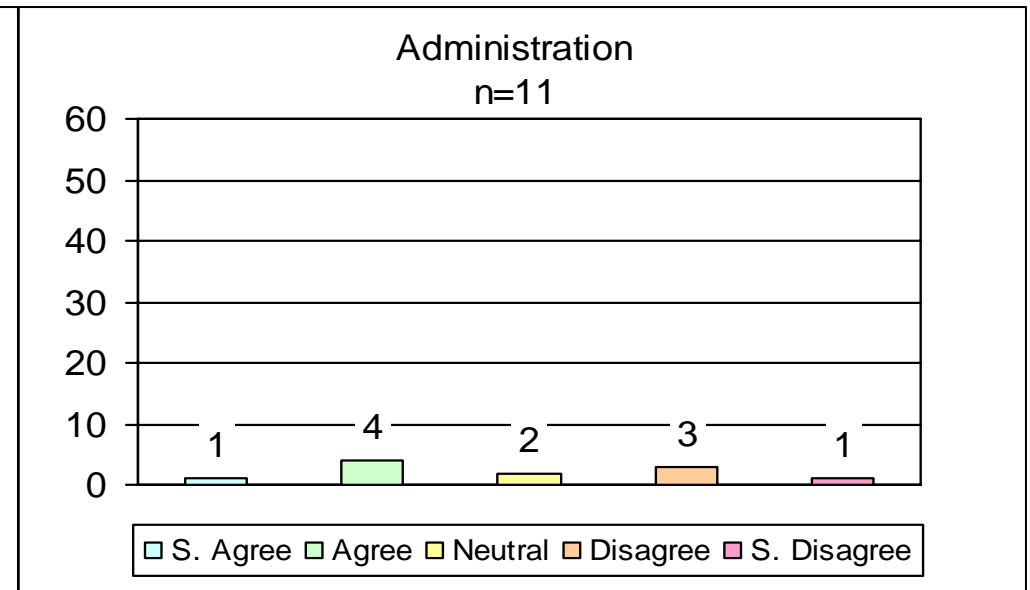
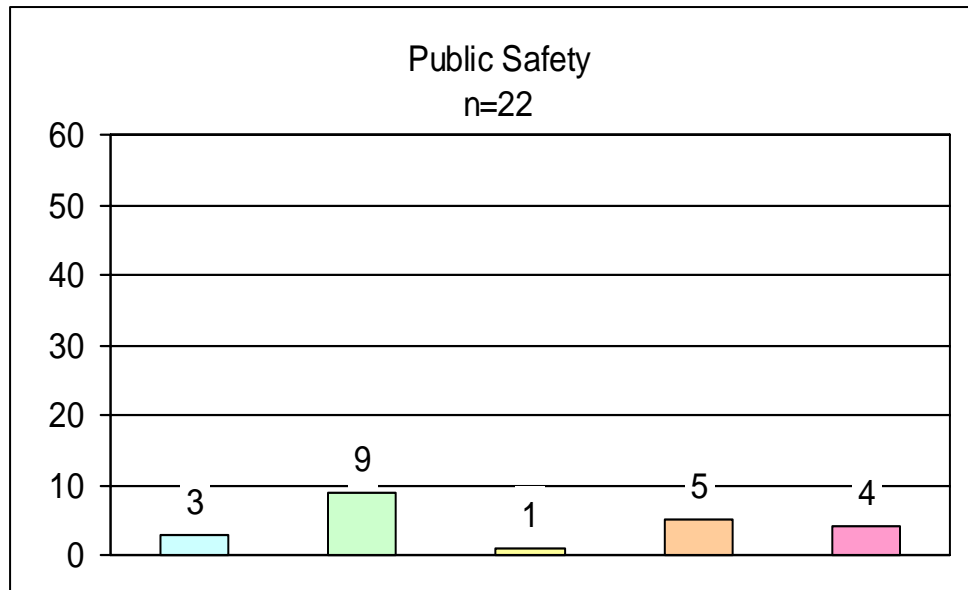
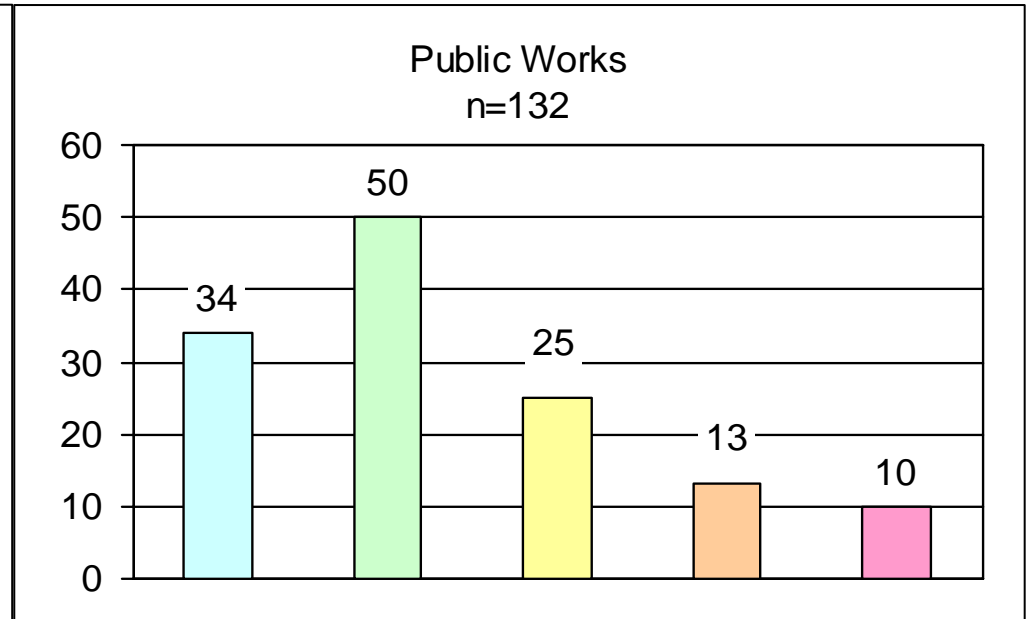
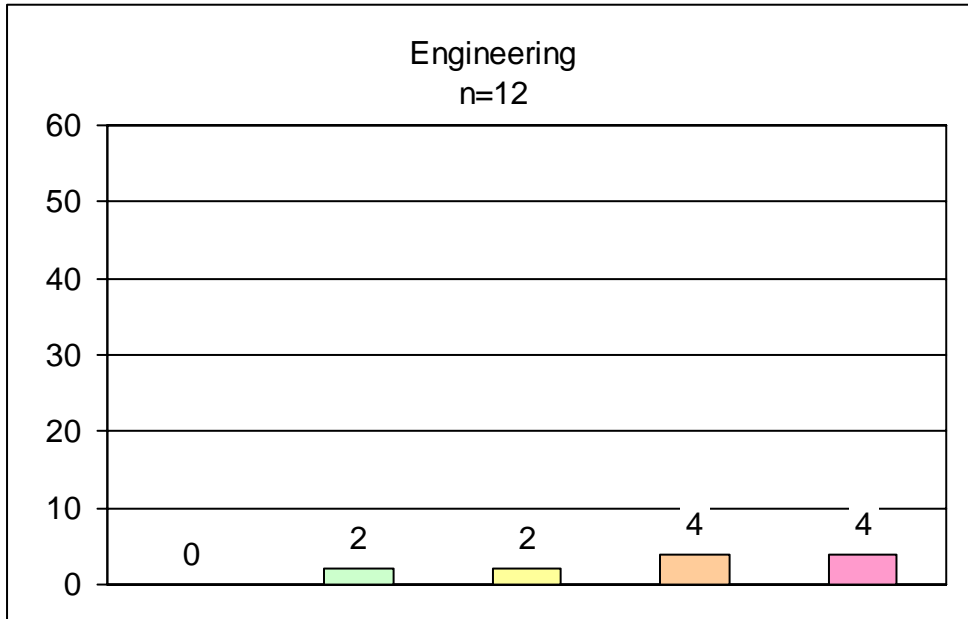


Question 5b – Human Resource Focus

n=454 (80%)

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The people I work with cooperate and work as a team.



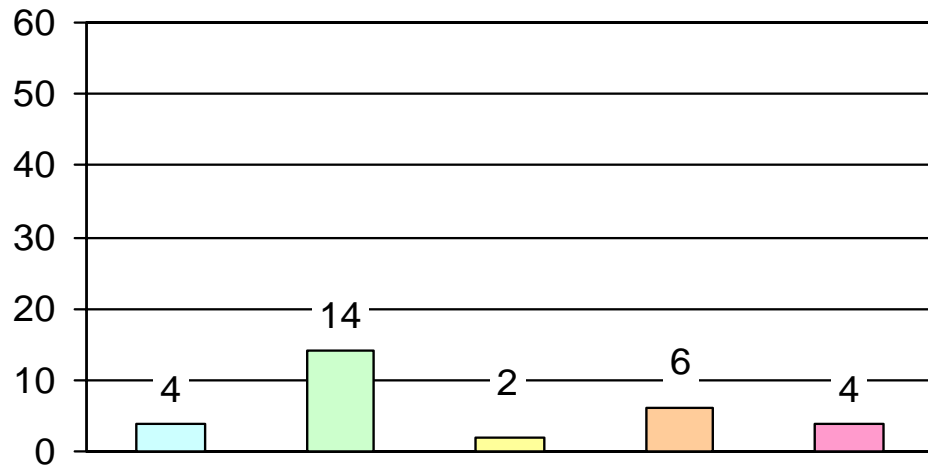
Question 5b – Human Resource Focus

n=454 (80%)

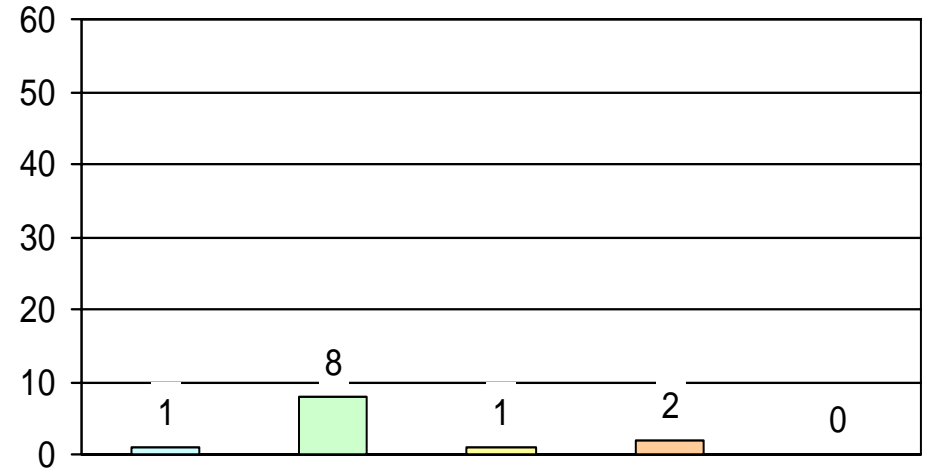
Our employees cooperate and work as a team.

The people I work with cooperate and work as a team.

Other
n=30



No Division Identified
n=12

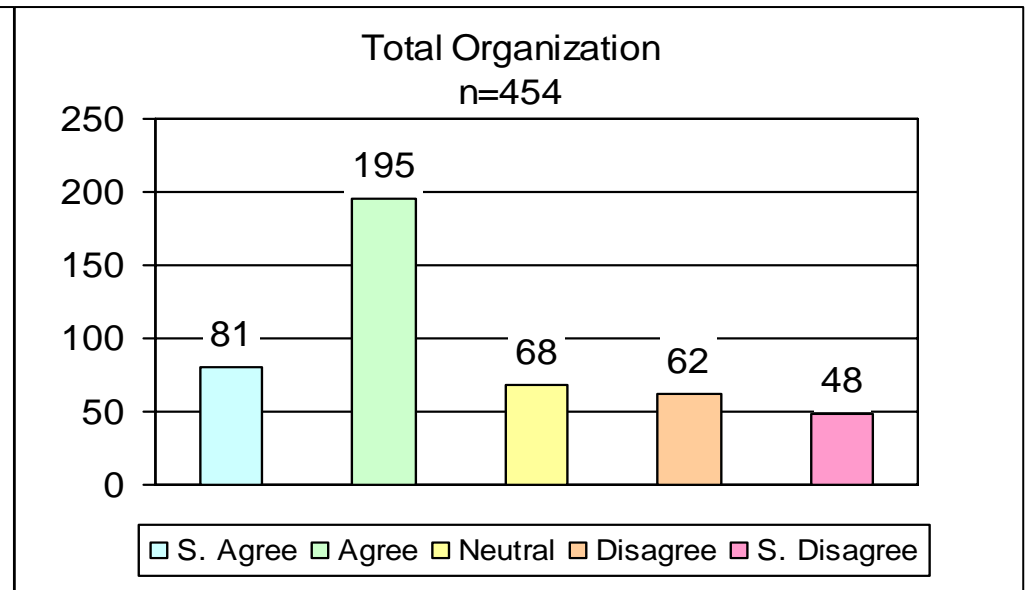
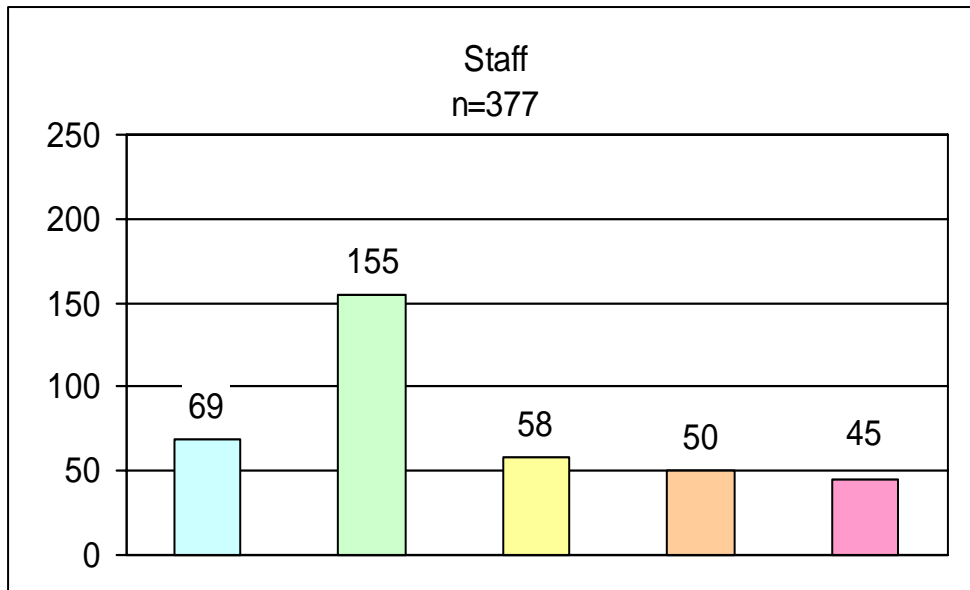
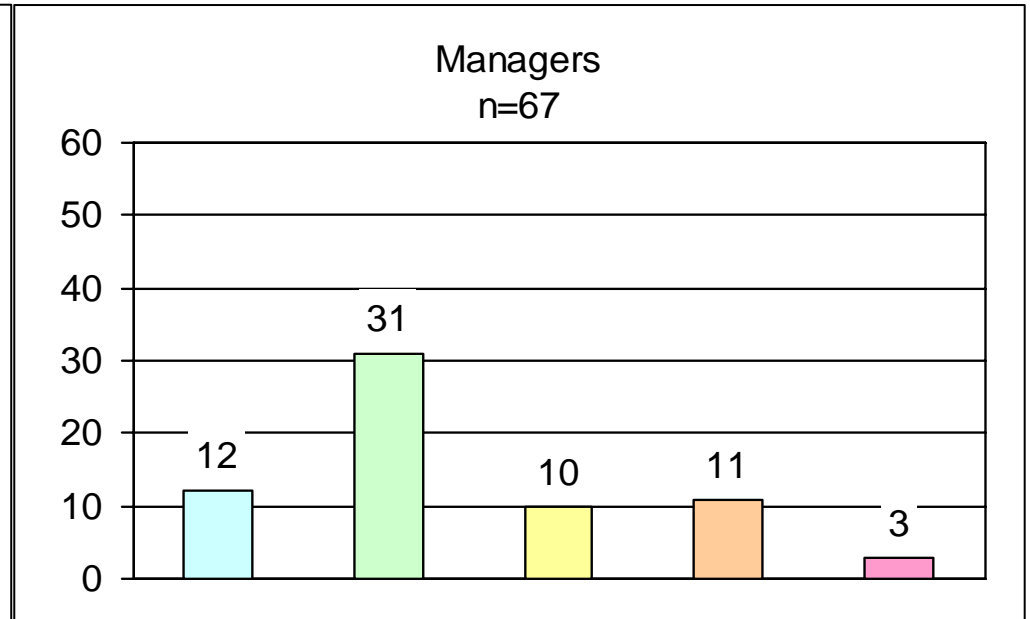
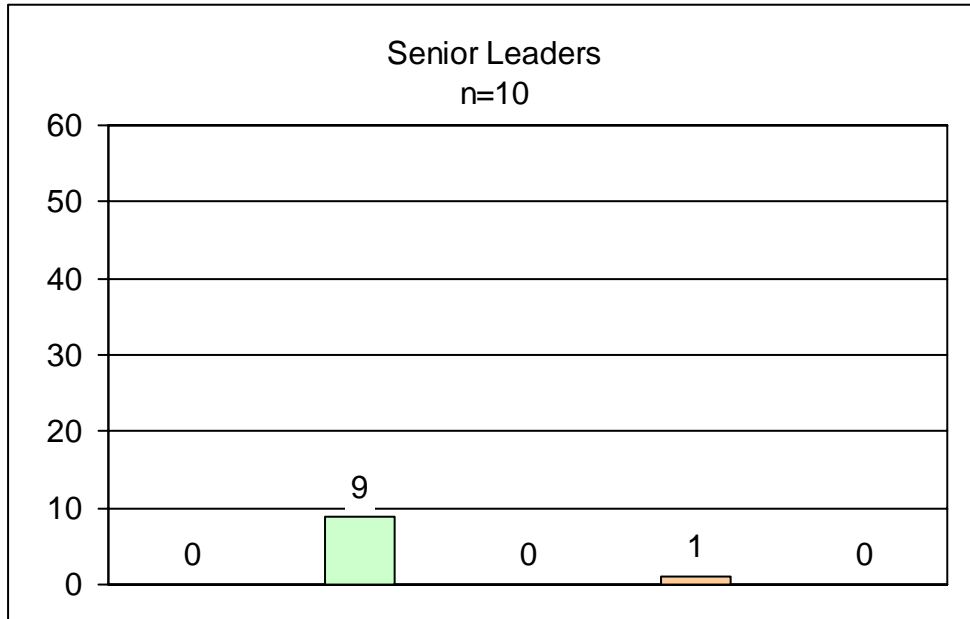


Question 5b – Human Resource Focus

n=454 (80%)

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The people I work with cooperate and work as a team.

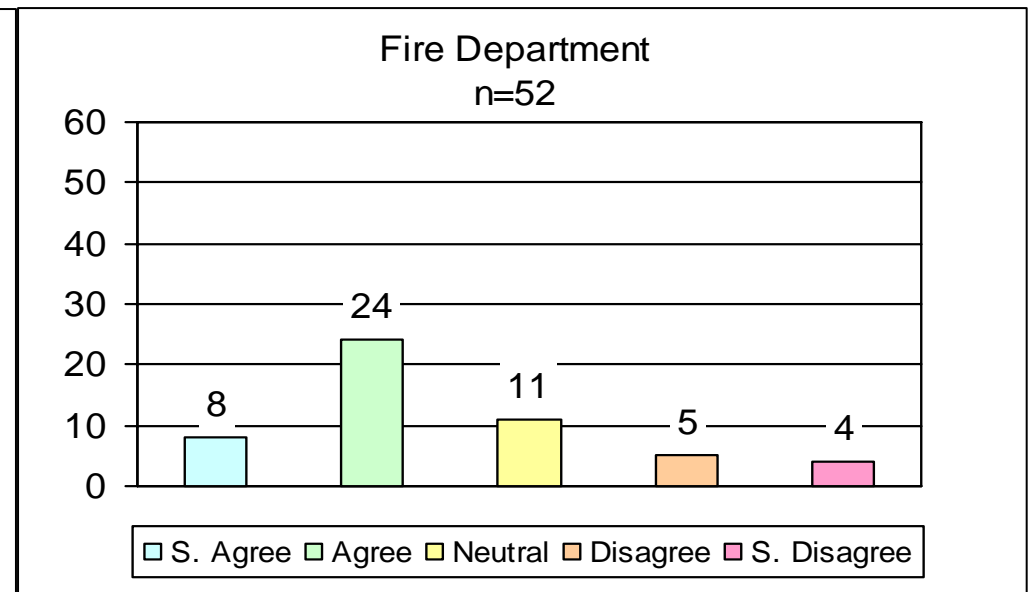
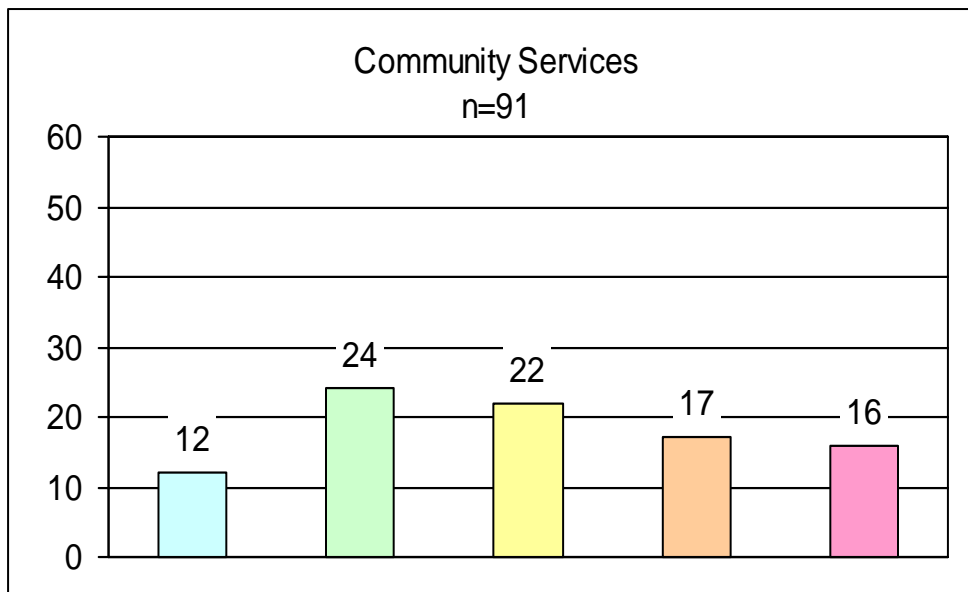
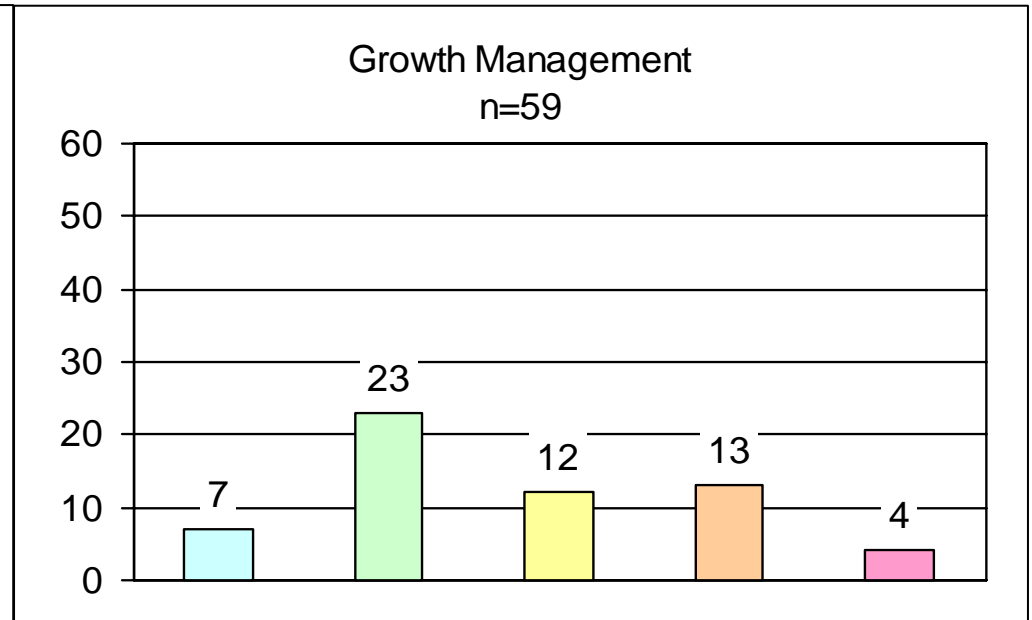
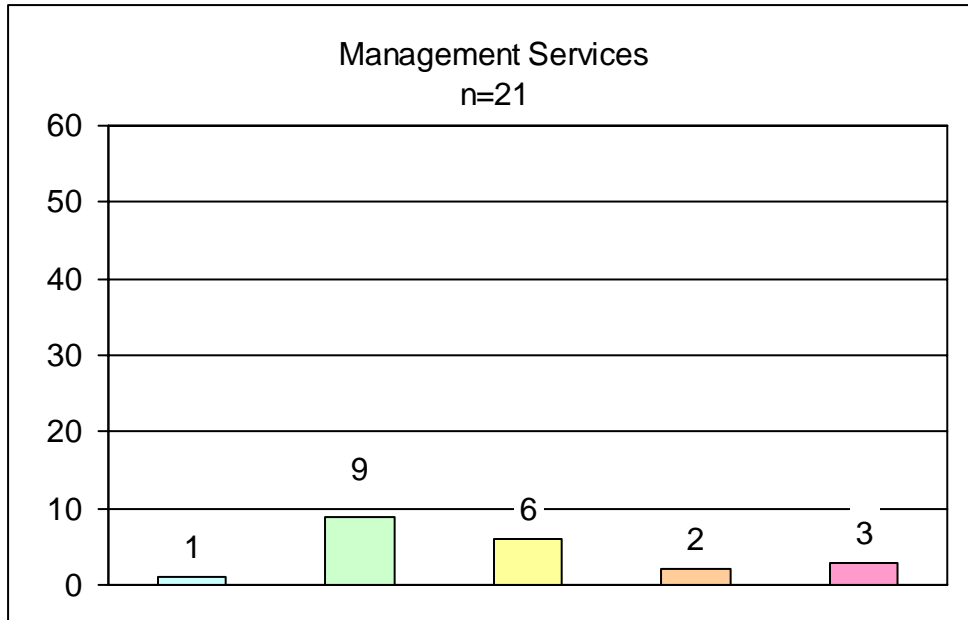


Question 5c - Human Resource Focus

n=451 (80%)

We encourage and enable our employees to develop their job skills so they can advance their careers.

My boss encourages me to develop my job skills so I can advance in my career.

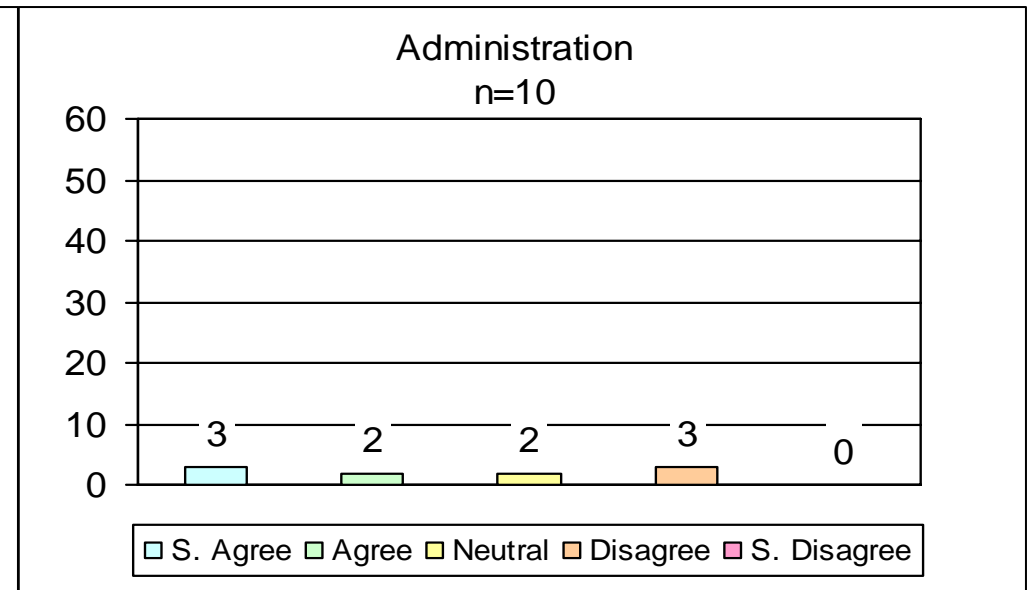
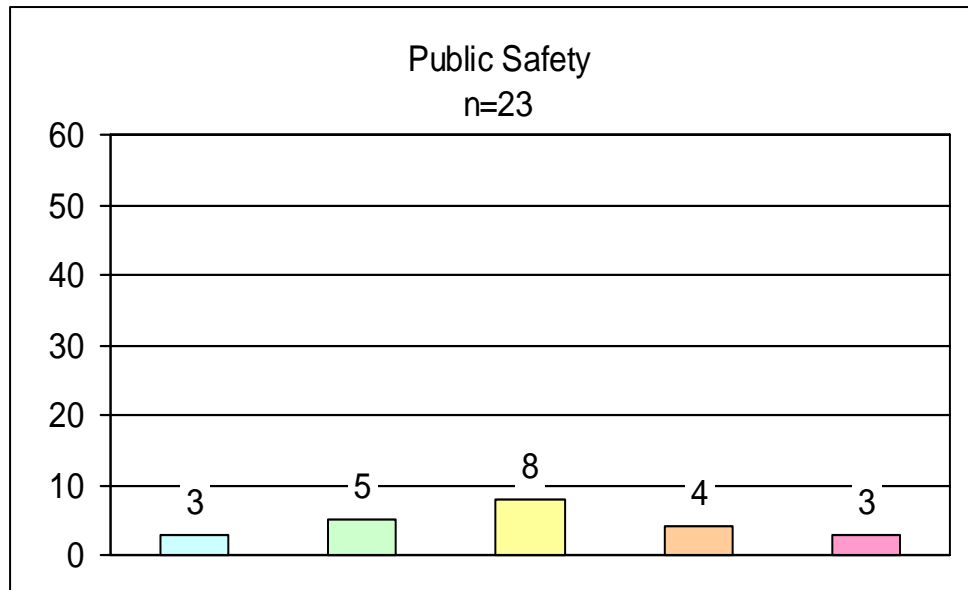
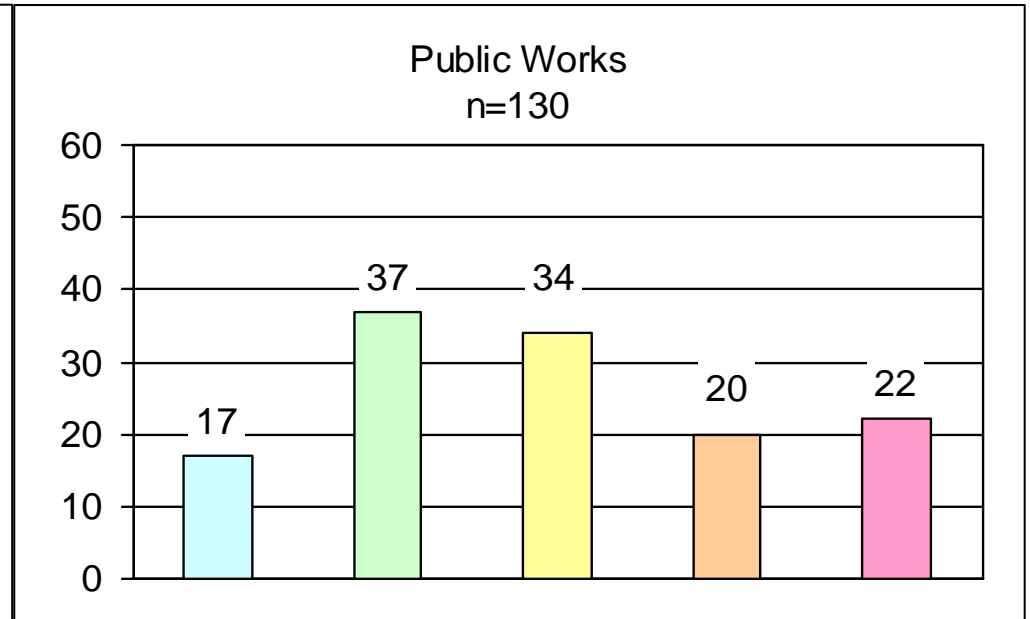
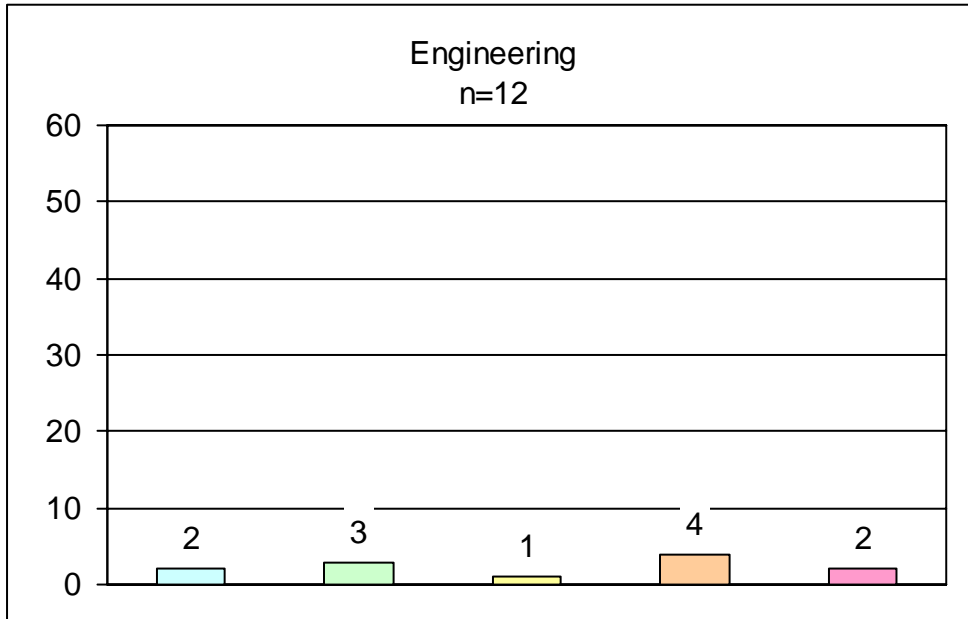


Question 5c - Human Resource Focus

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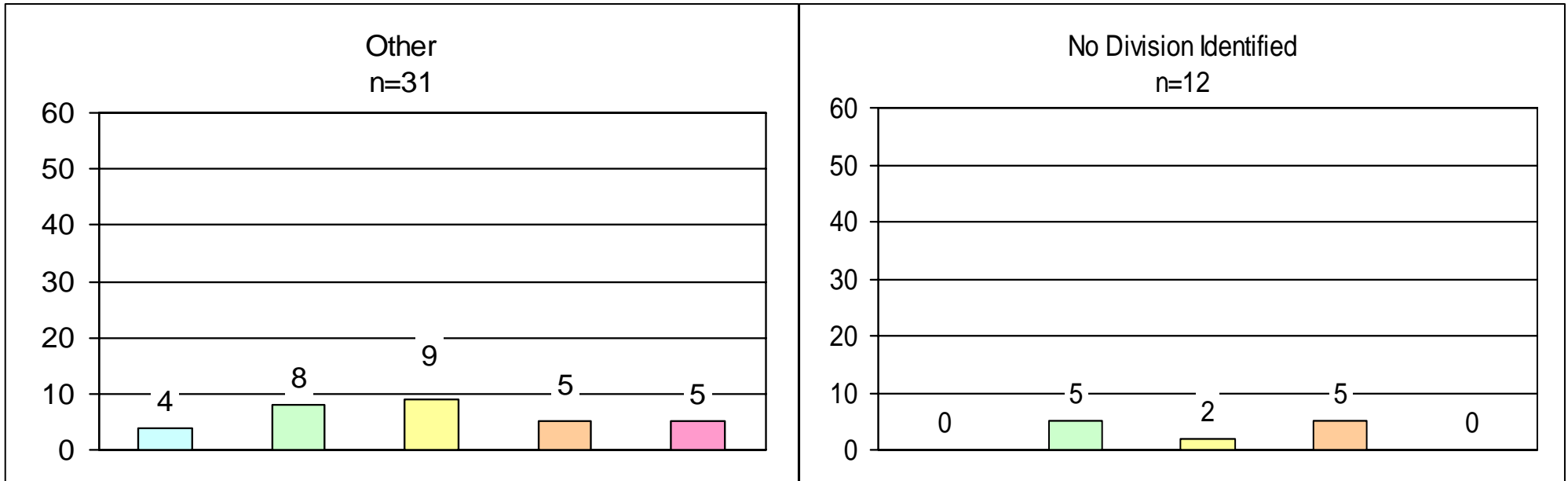


Question 5c - Human Resource Focus

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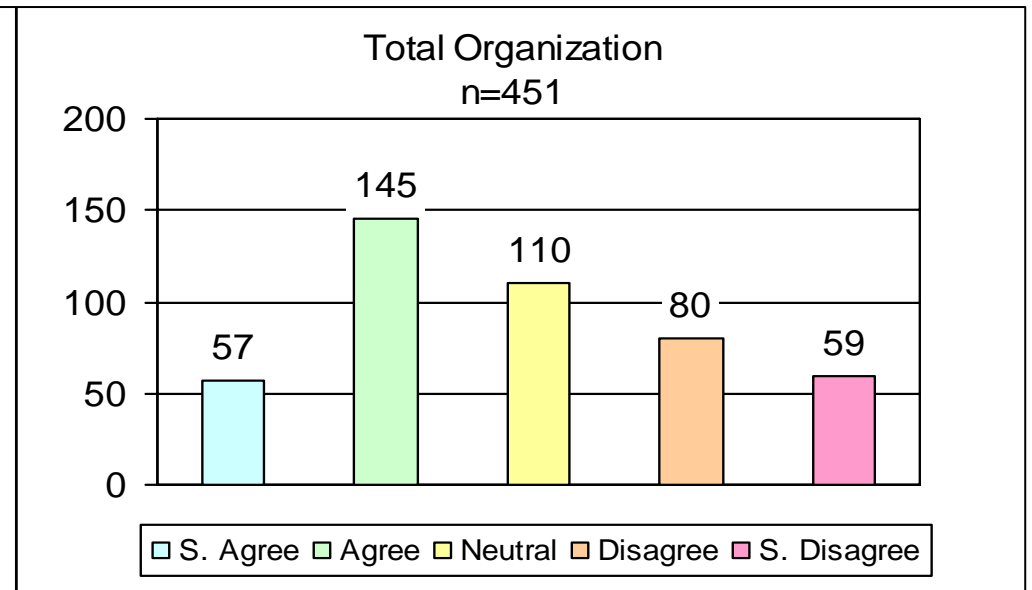
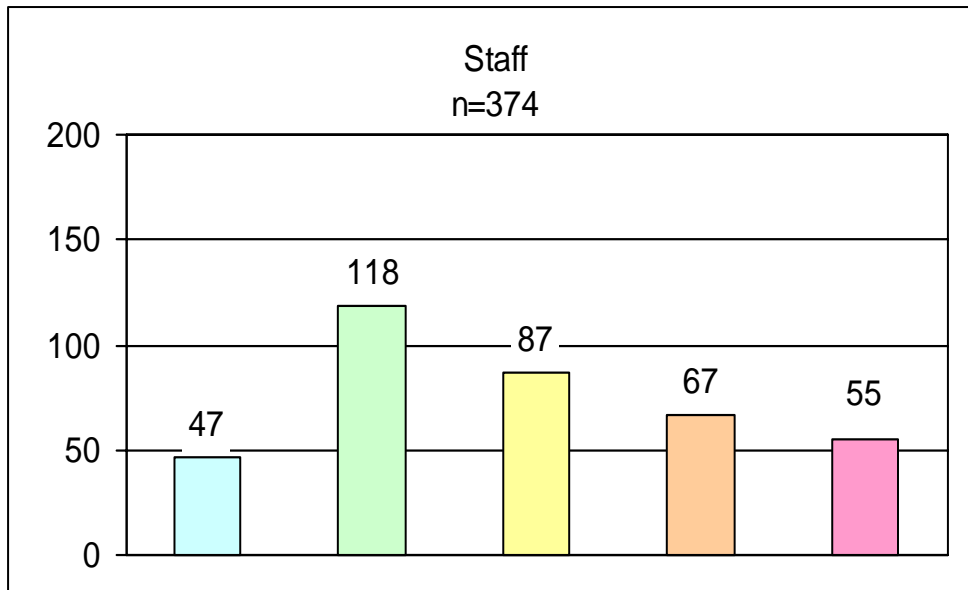
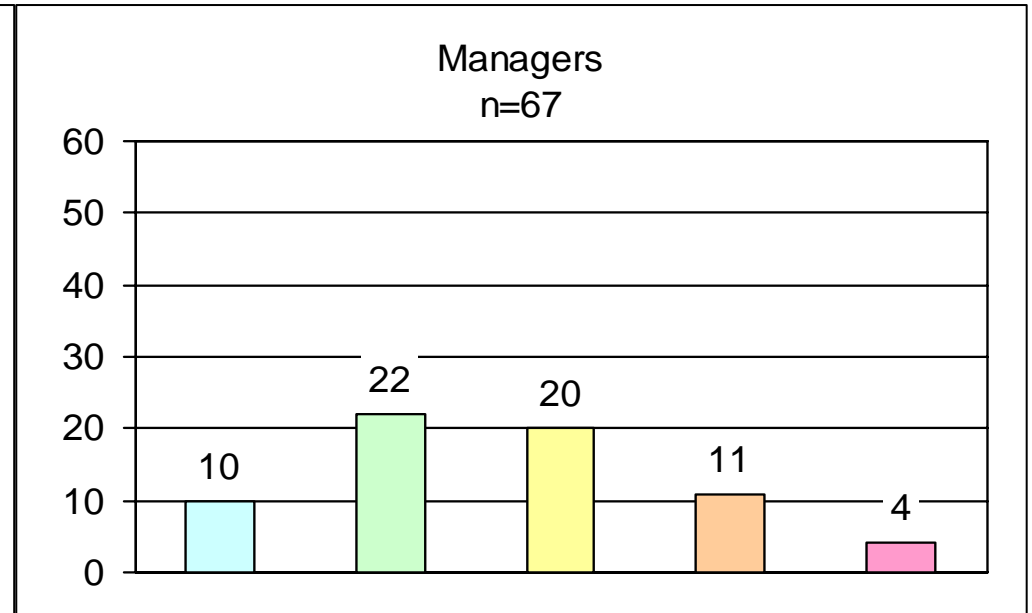
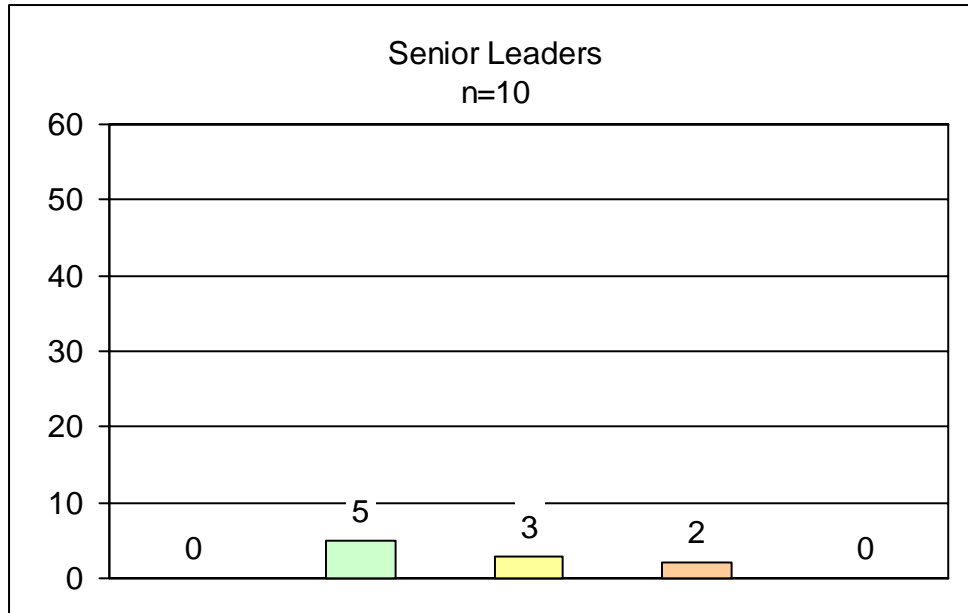


Question 5c - Human Resource Focus

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My boss encourages me to develop my job skills so I can advance in my career.

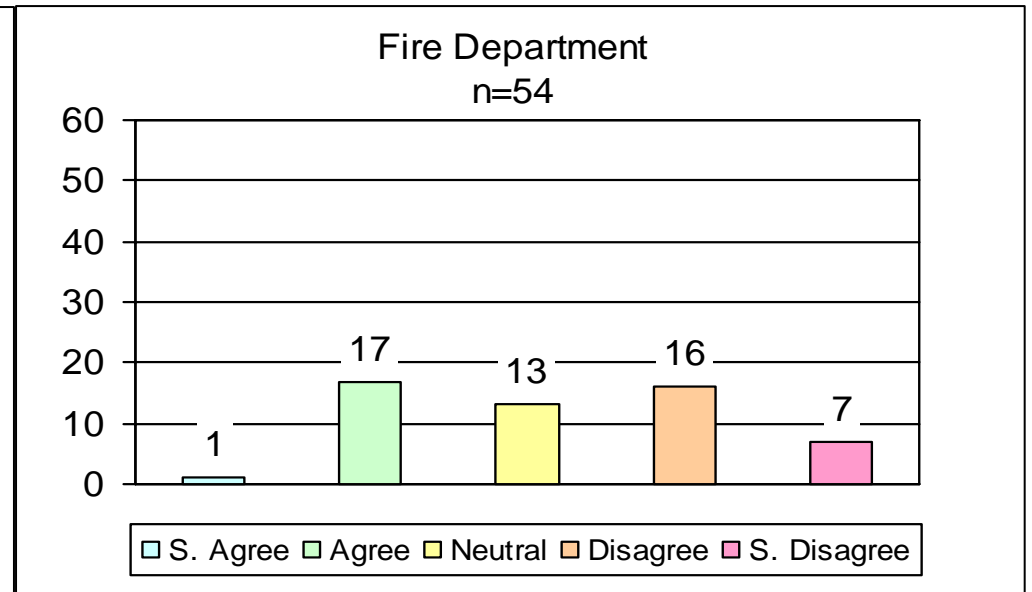
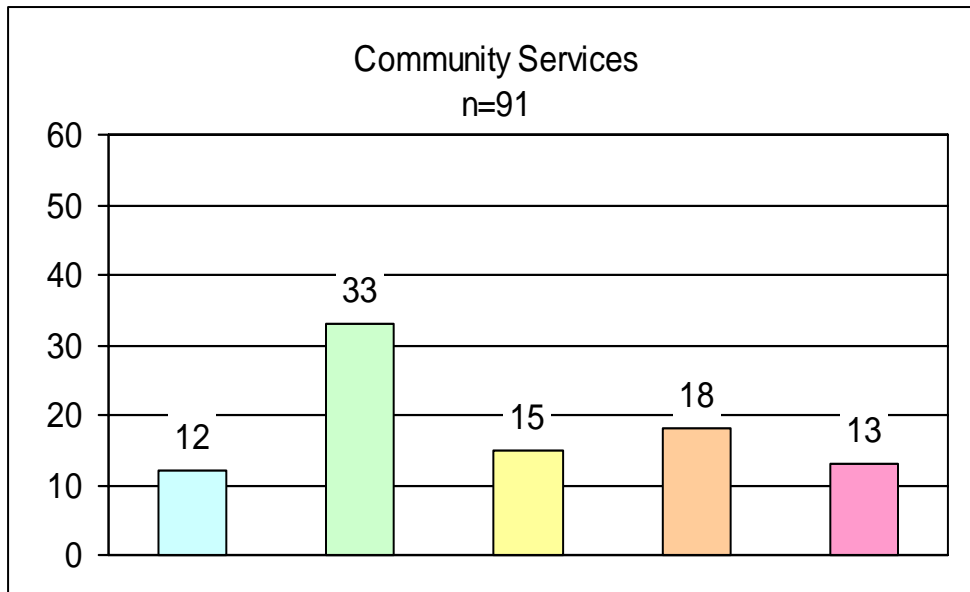
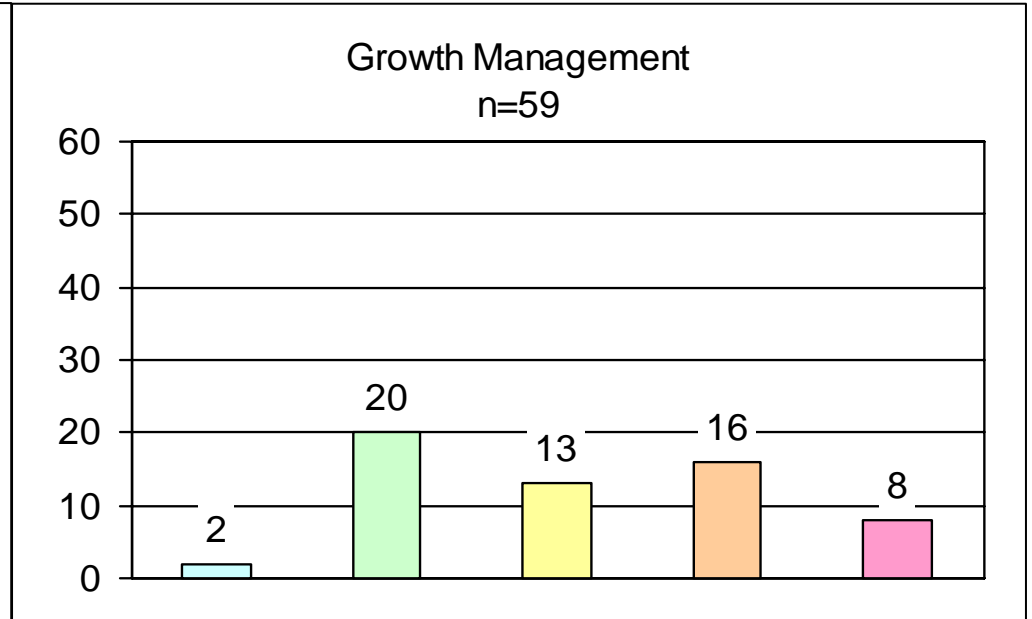
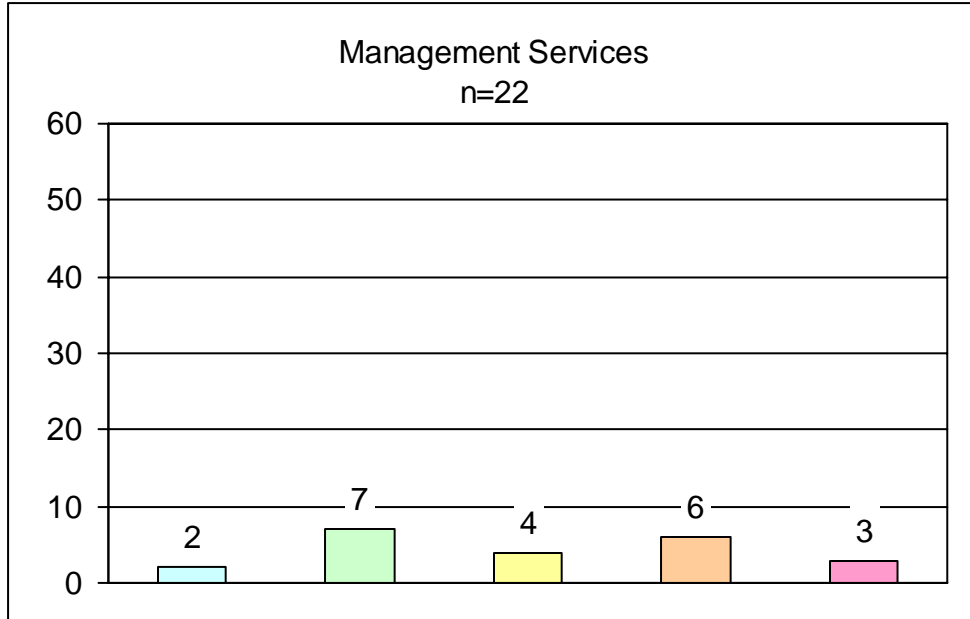


Question 5d – Human Resource Focus

n=453 (80%)

Our employees are recognized for their work.

I am recognized for my work.

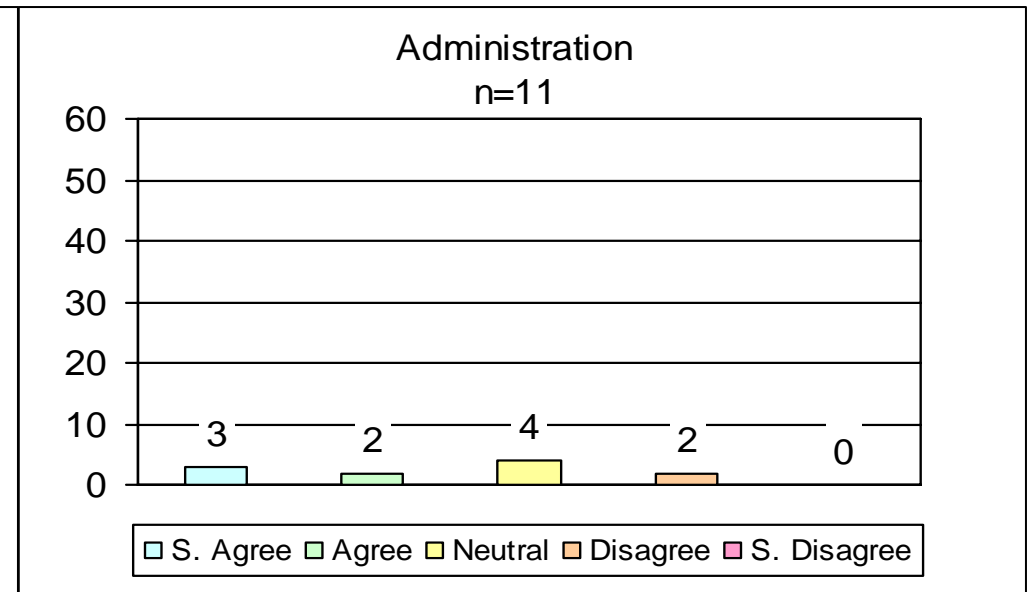
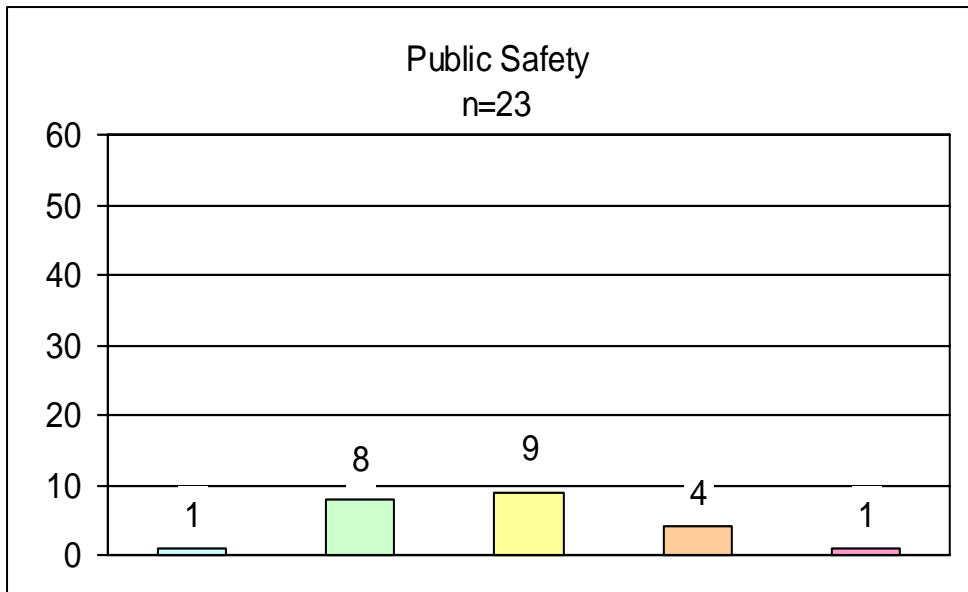
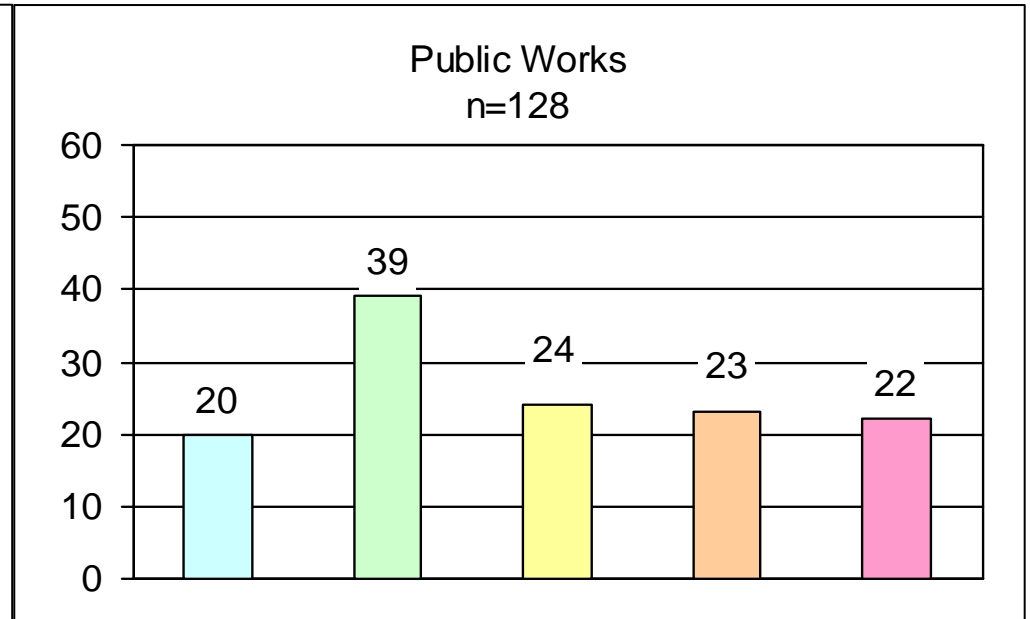
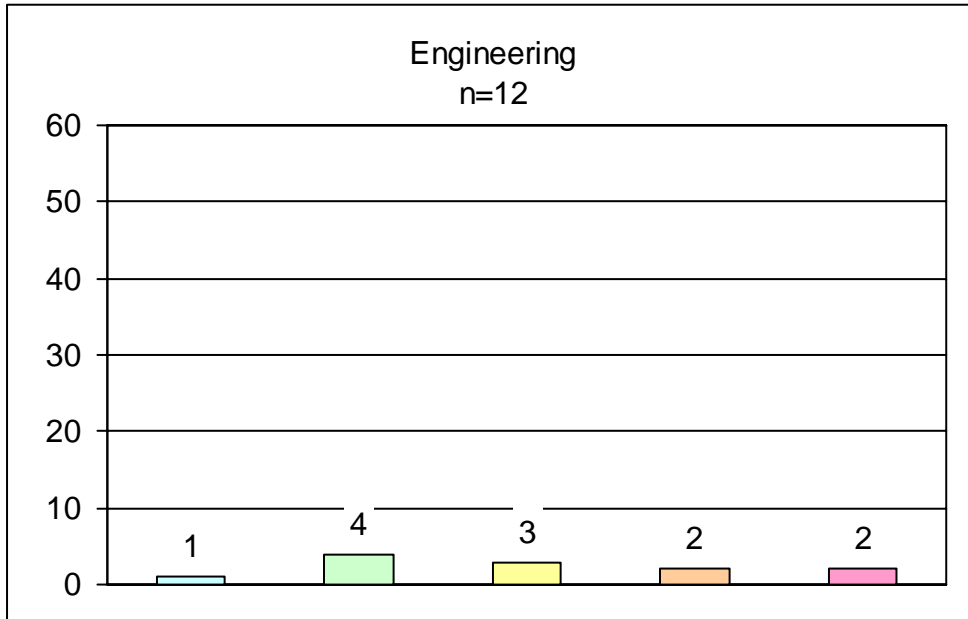


Question 5d – Human Resource Focus

n=453 (80%)

Our employees are recognized for their work.

I am recognized for my work.



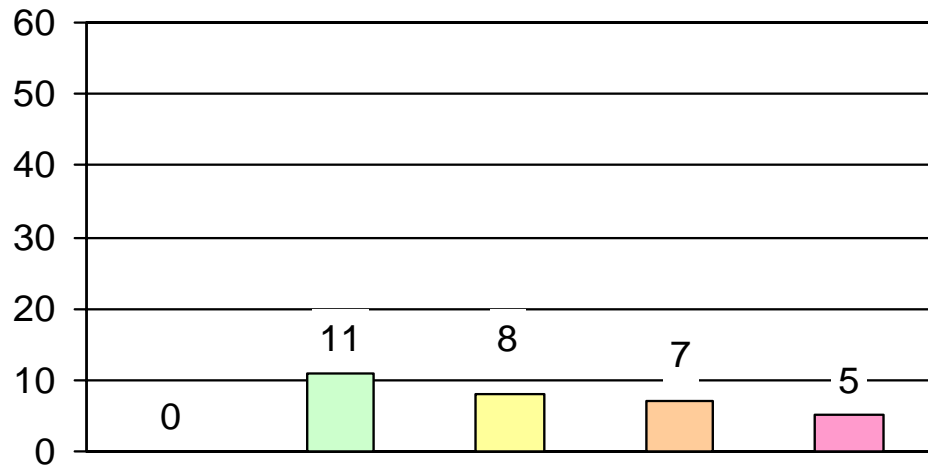
Question 5d – Human Resource Focus

n=453 (80%)

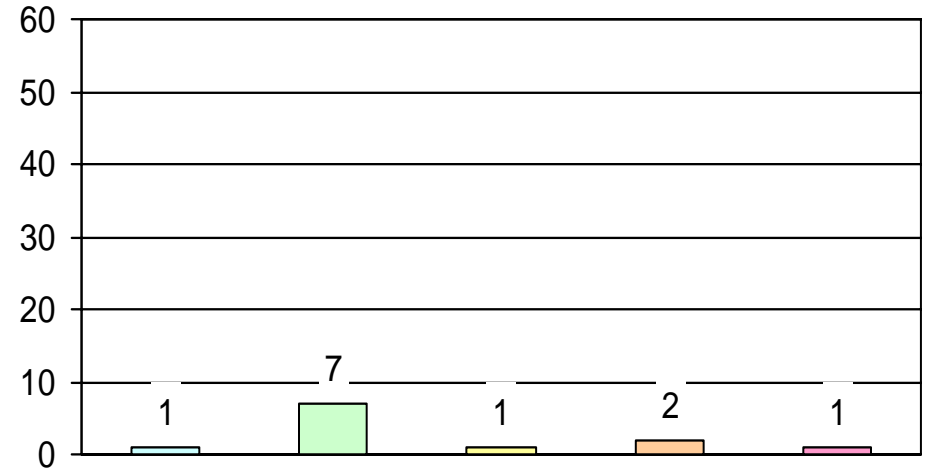
Our employees are recognized for their work.

I am recognized for my work.

Other
n=31



No Division Identified
n=12

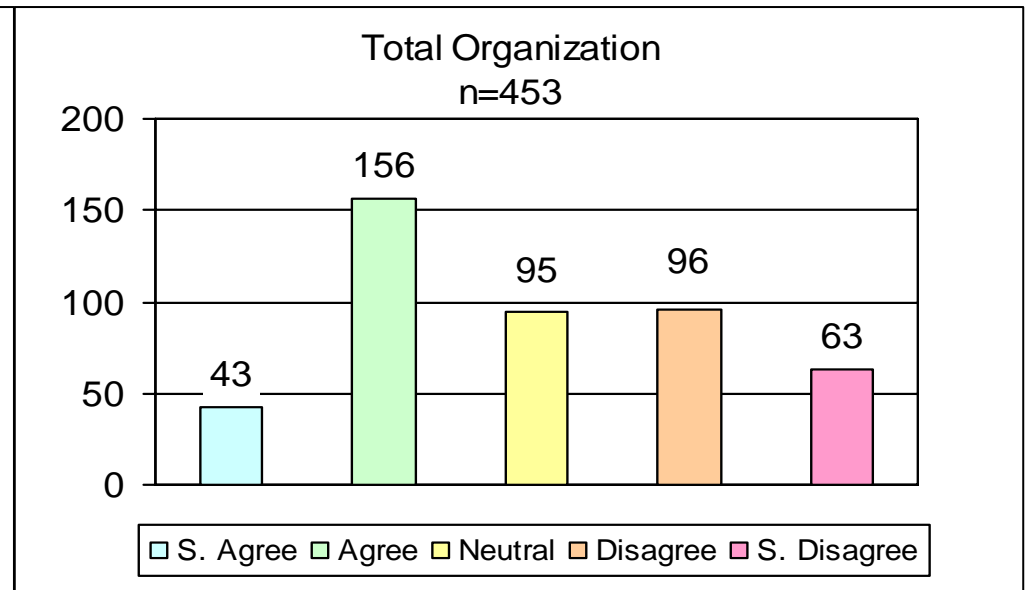
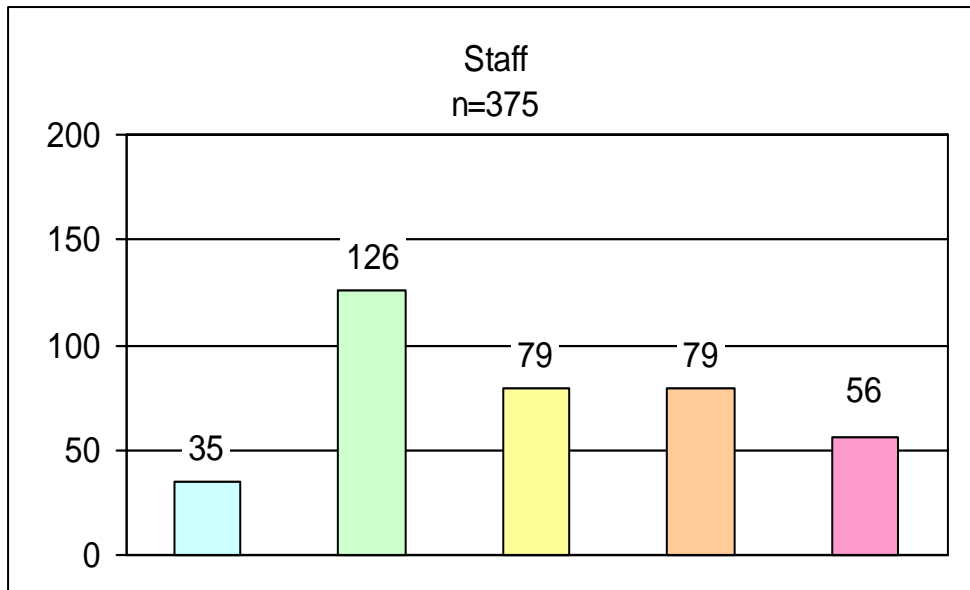
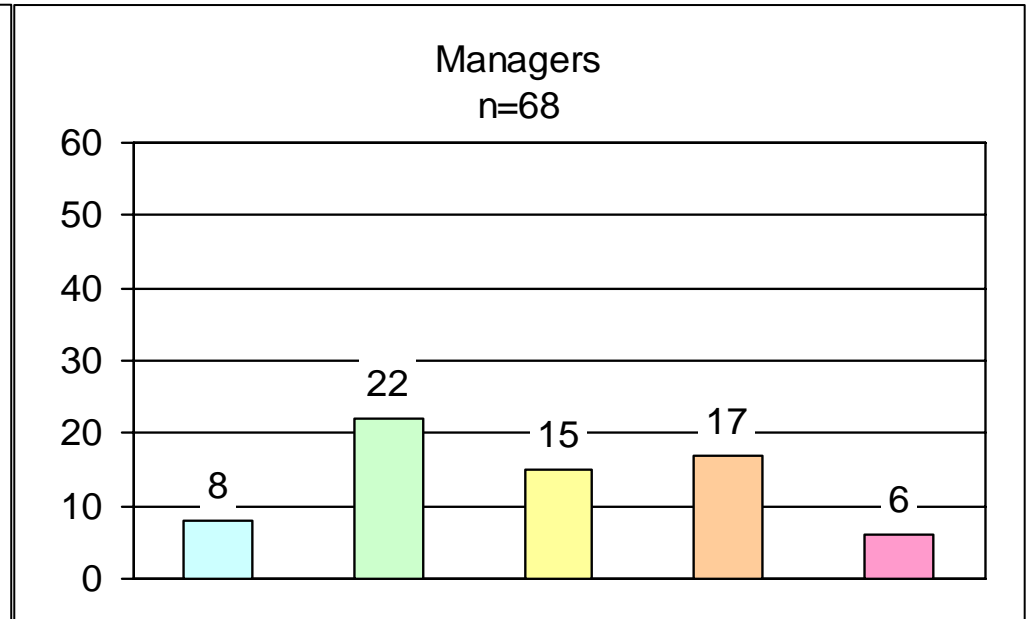
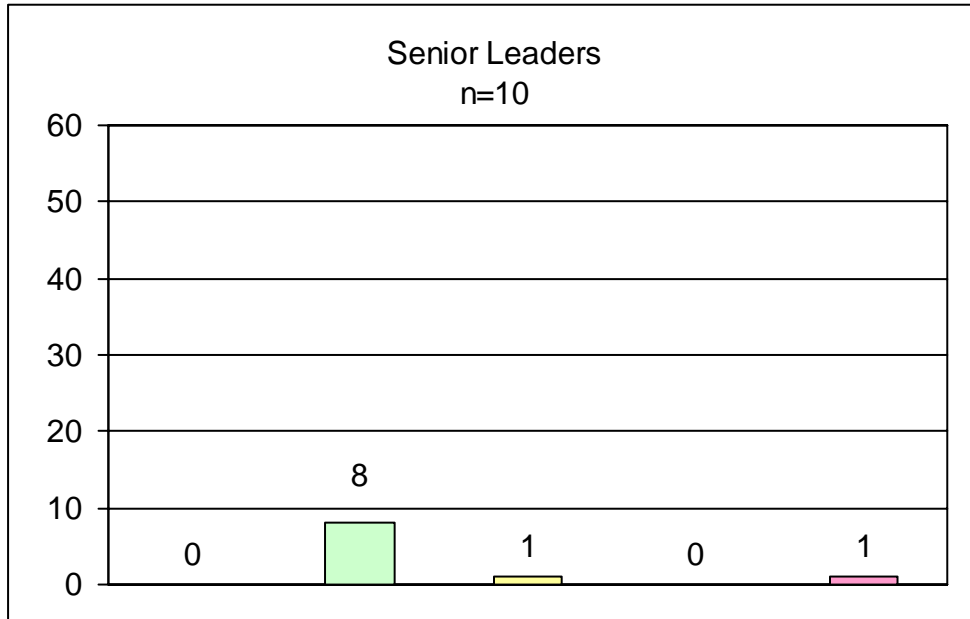


Question 5d – Human Resource Focus

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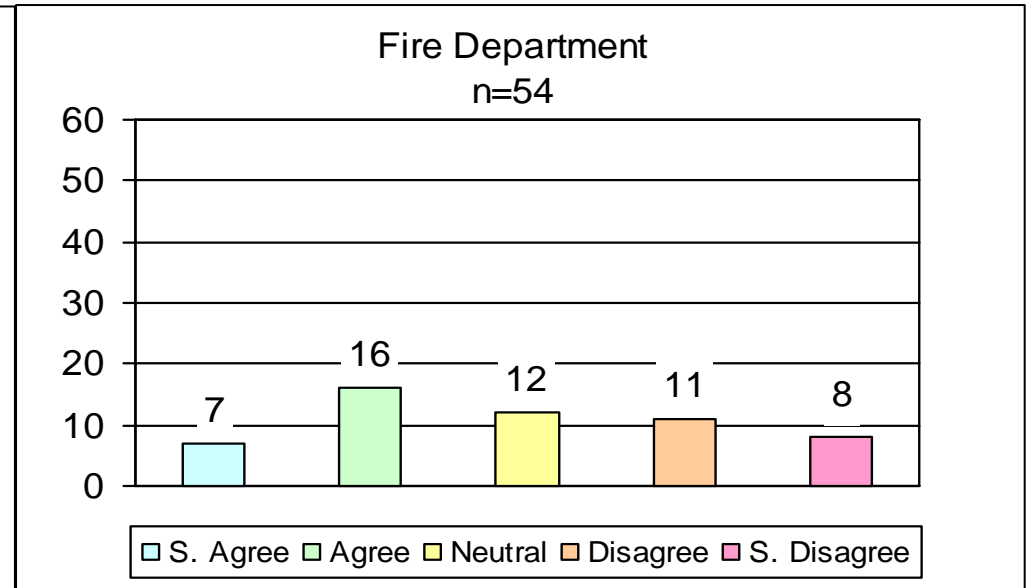
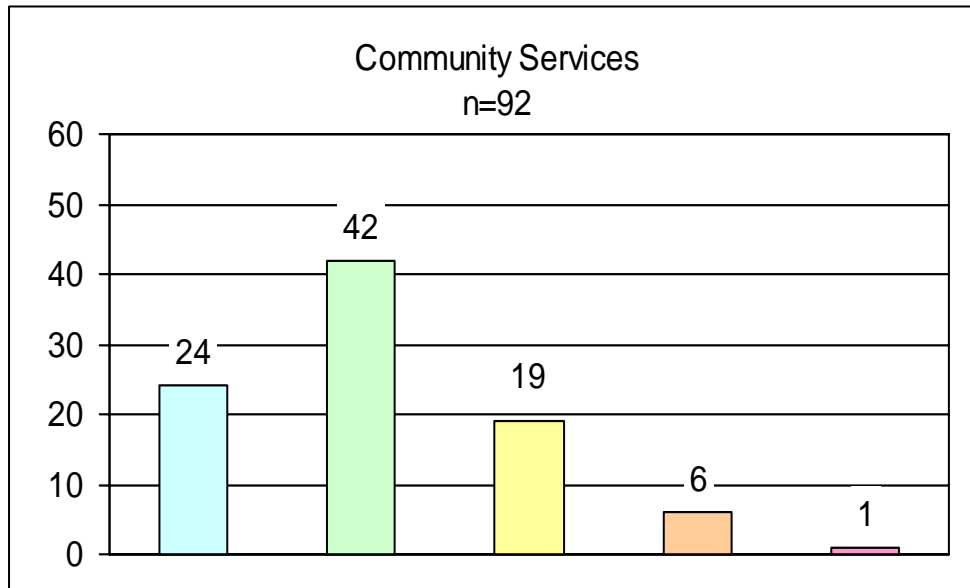
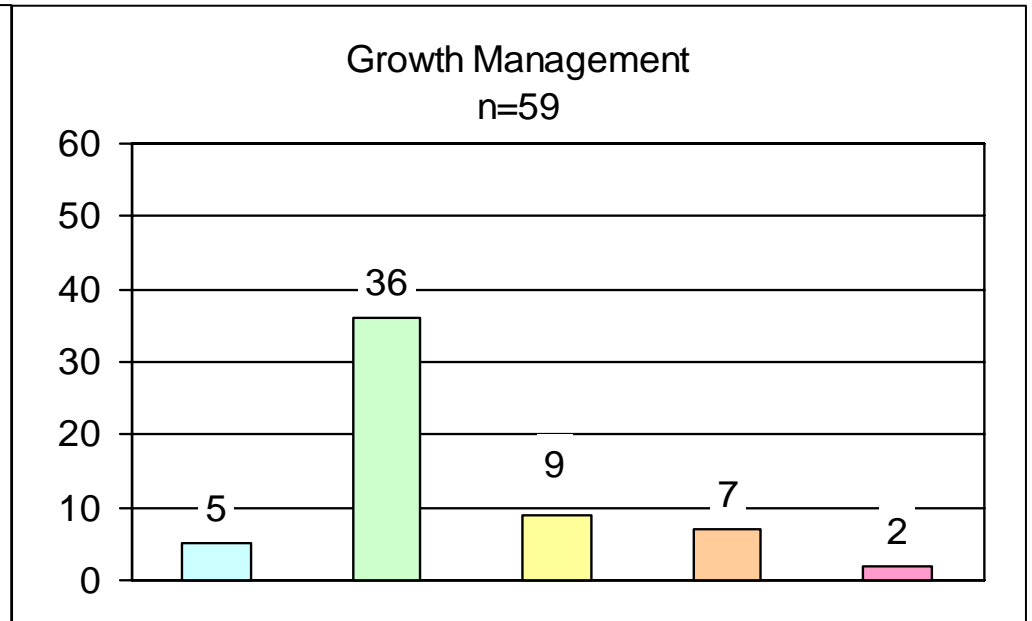
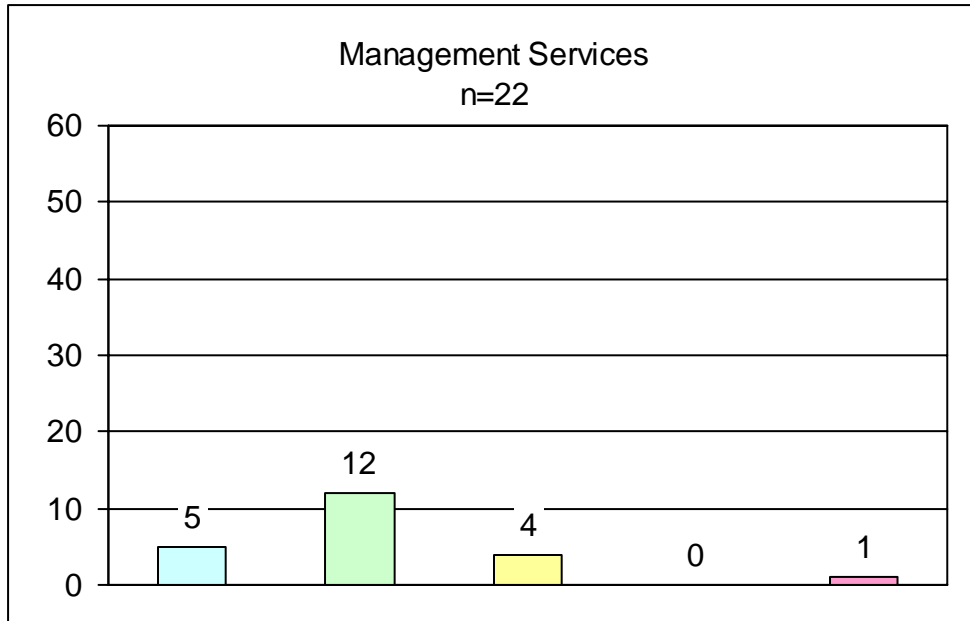


Question 5e – Human Resource Focus

n=454 (80%)

Our employees have a safe workplace.

I have a safe workplace.

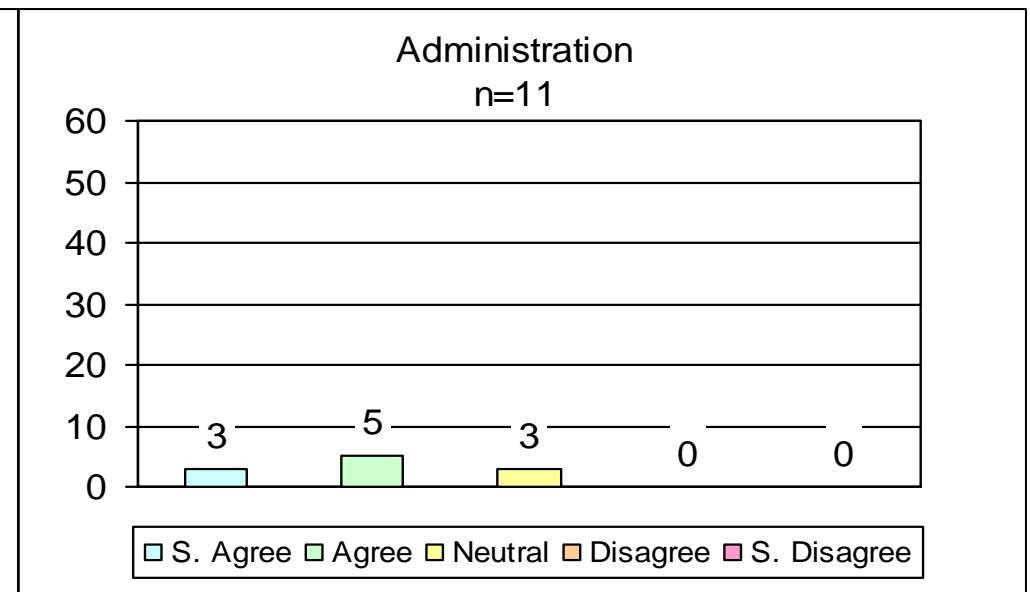
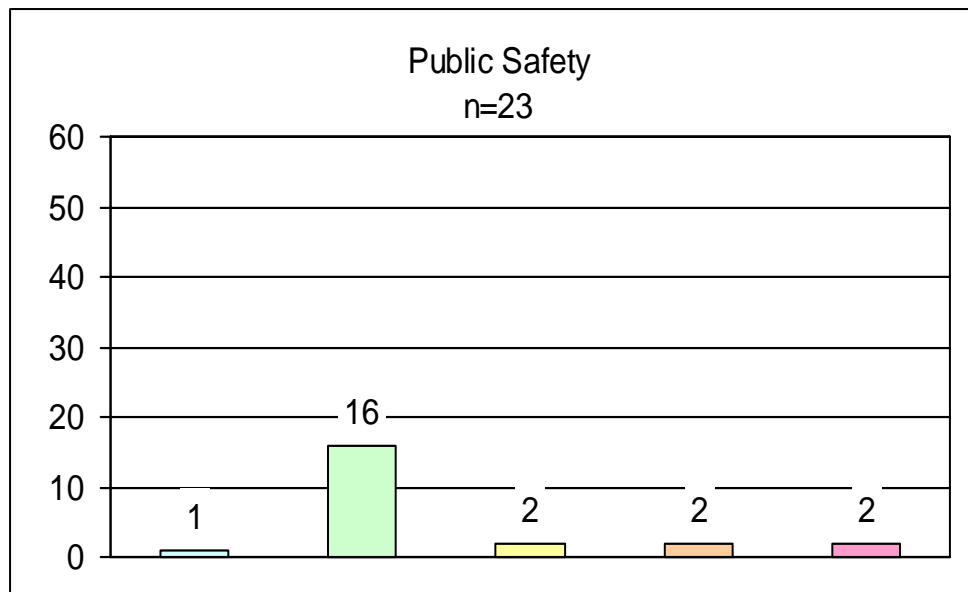
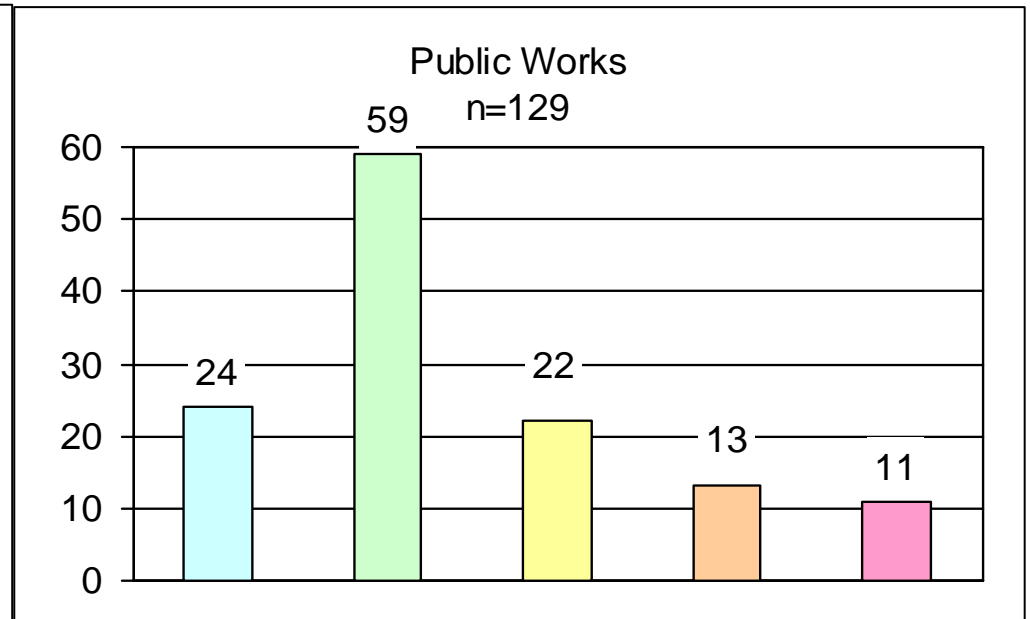
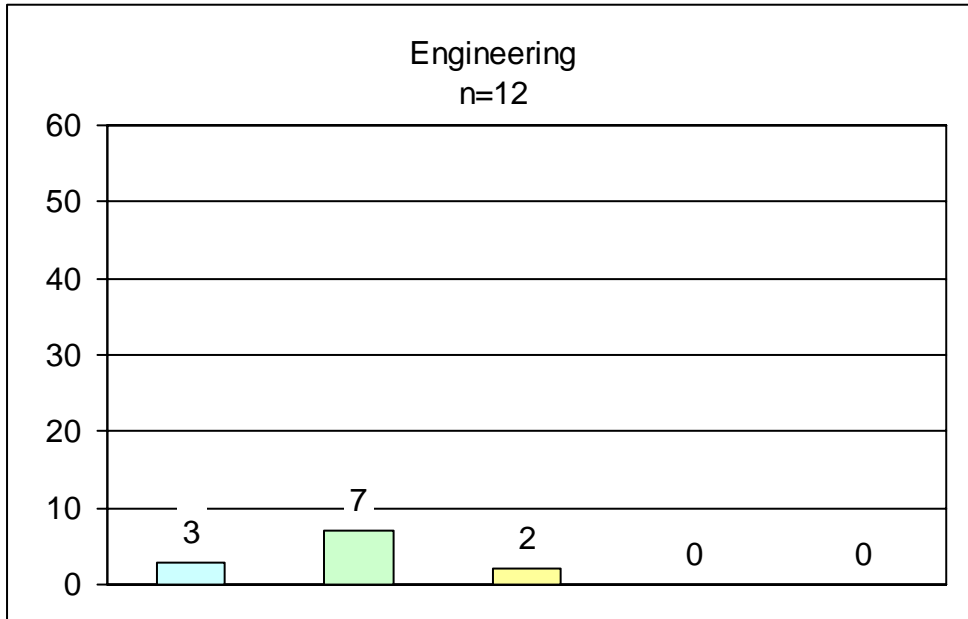


Question 5e – Human Resource Focus

n=454 (80%)

Our employees have a safe workplace.

I have a safe workplace.



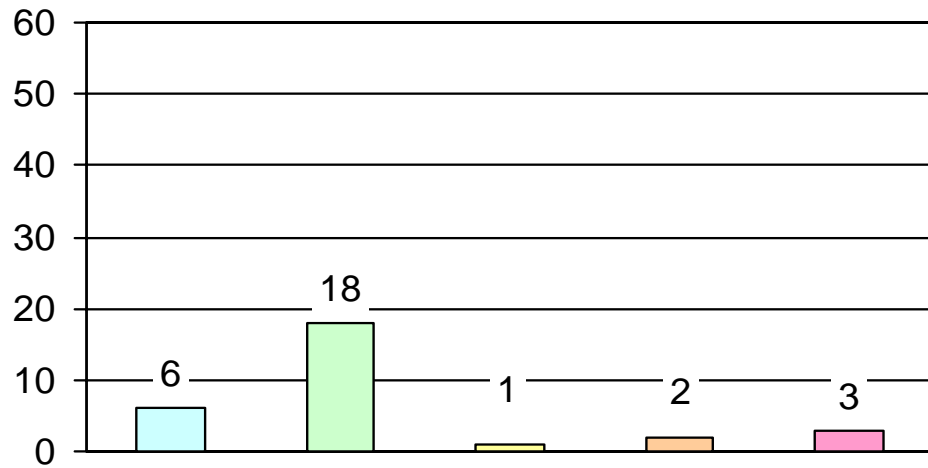
Question 5e – Human Resource Focus

n=454 (80%)

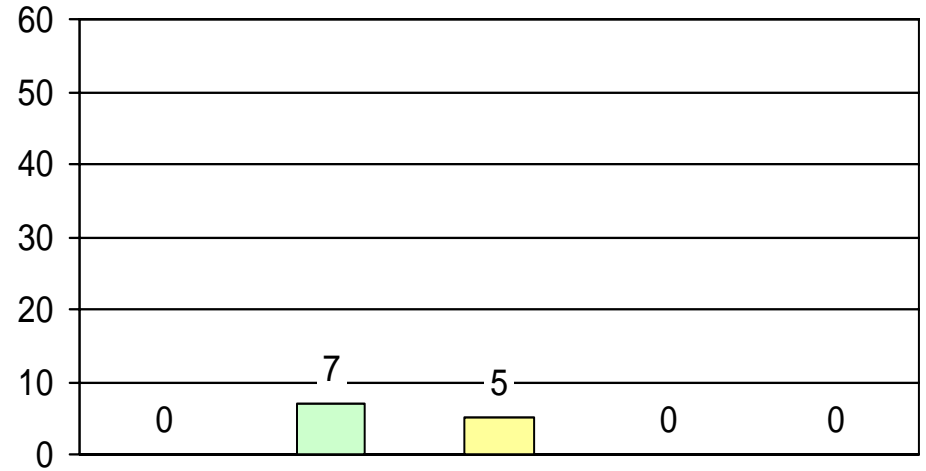
Our employees have a safe workplace.

I have a safe workplace.

Other
n=30



No Division Identified
n=12



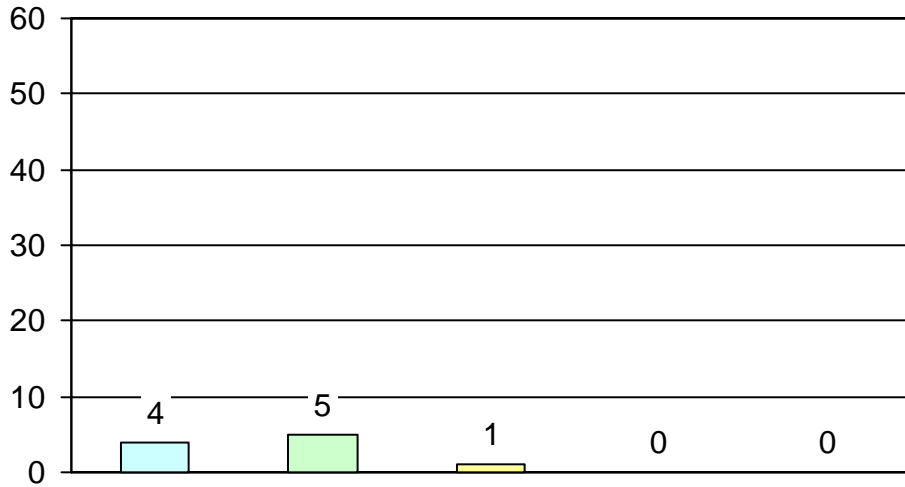
Question 5e – Human Resource Focus

n=454 (80%)

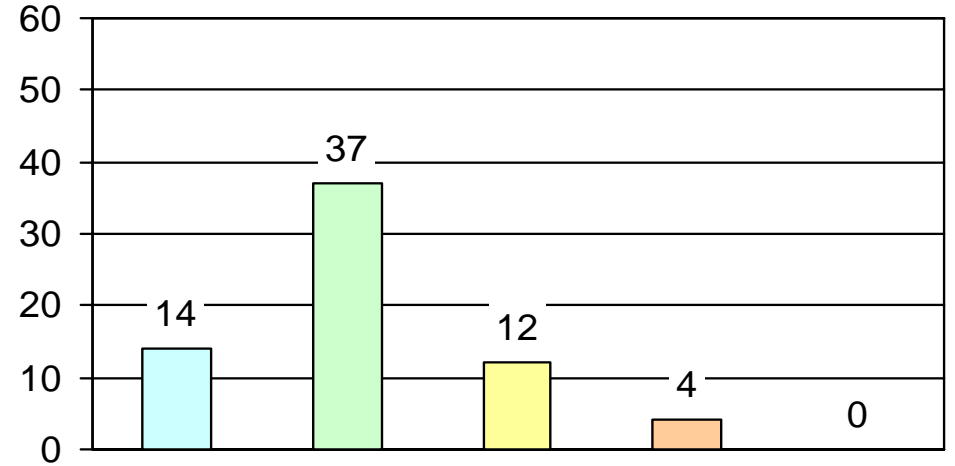
Our employees have a safe workplace.

I have a safe workplace.

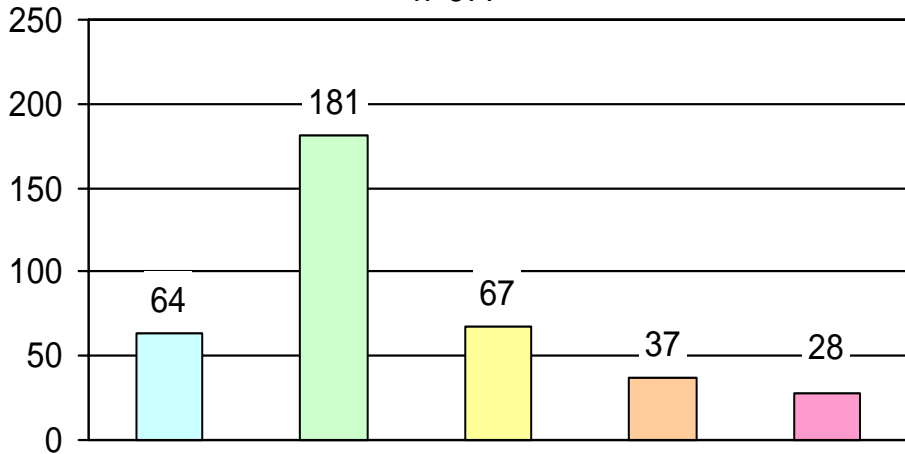
Senior Leaders
n=10



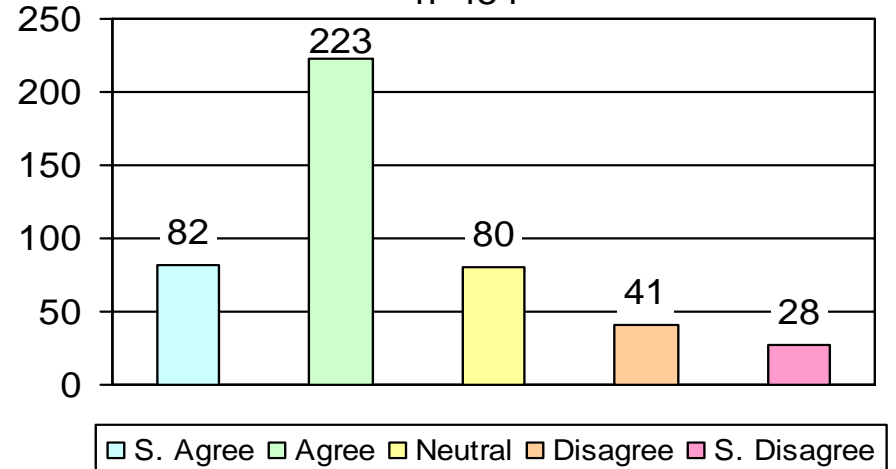
Managers
n=67



Staff
n=377



Total Organization
n=454

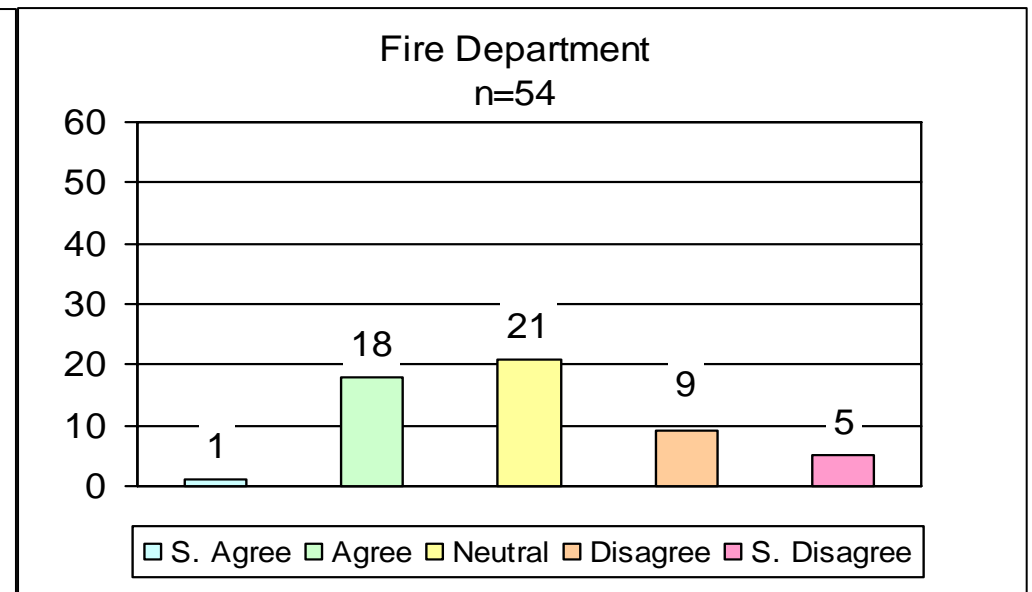
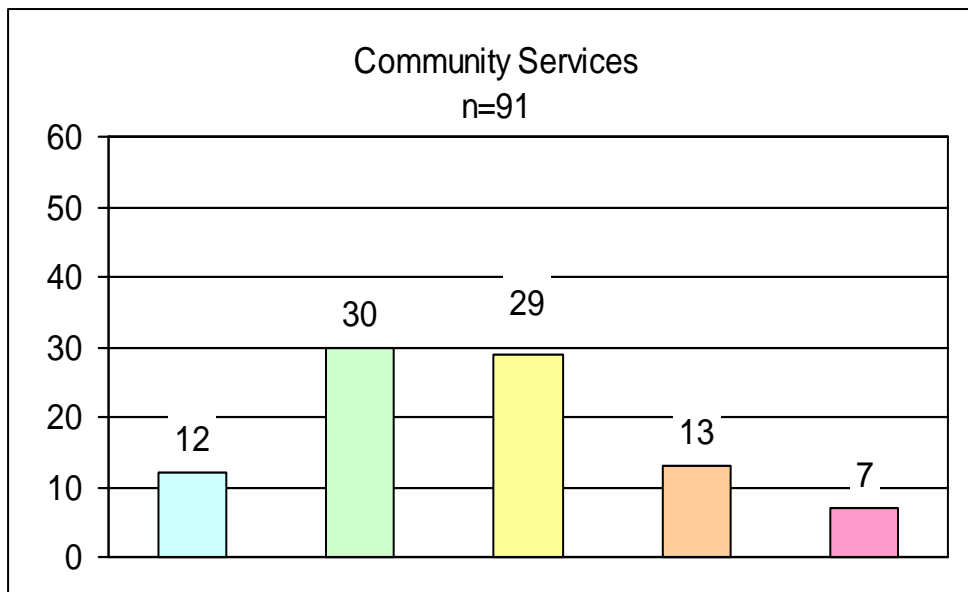
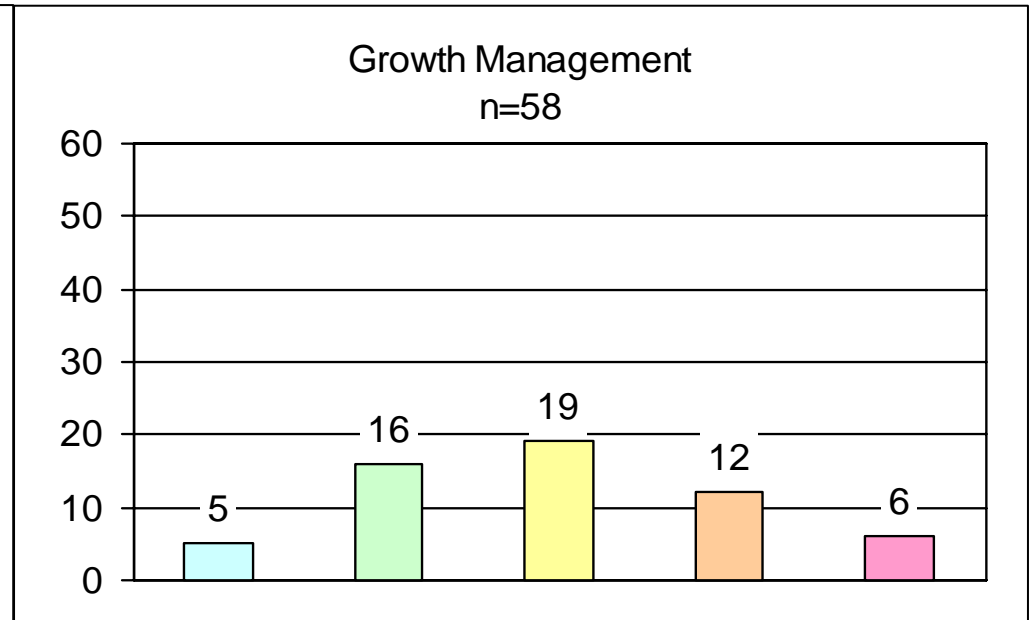
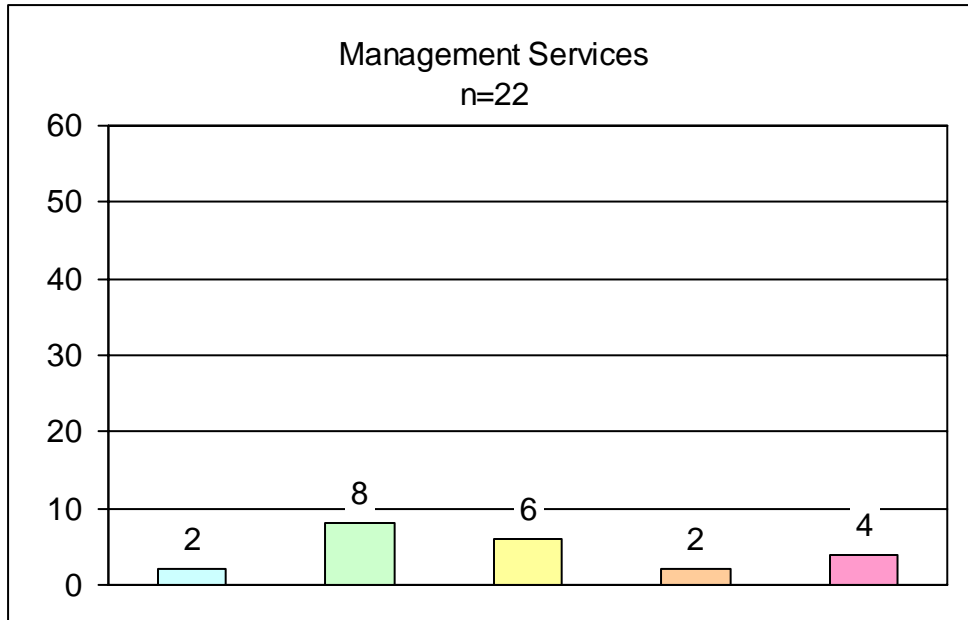


Question 5f – Human Resource Focus

n=455 (81%)

Our managers and our organization care about our employees.

My boss and my organization care about me.

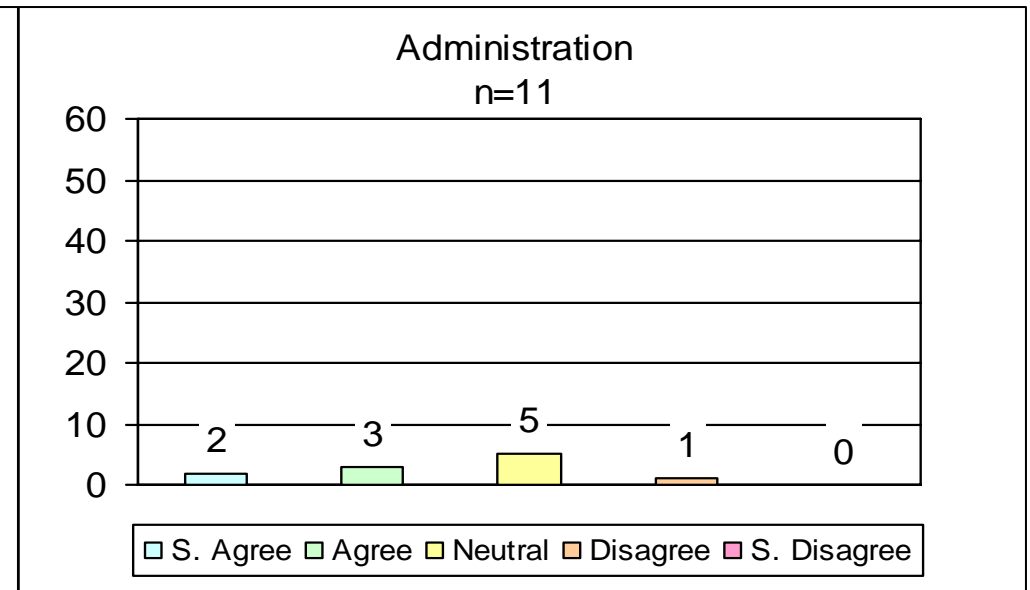
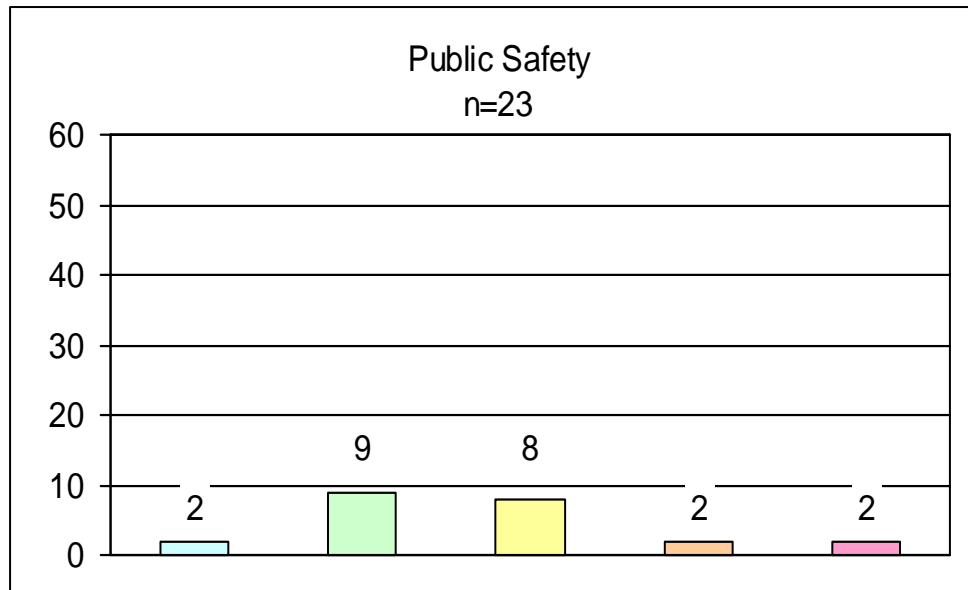
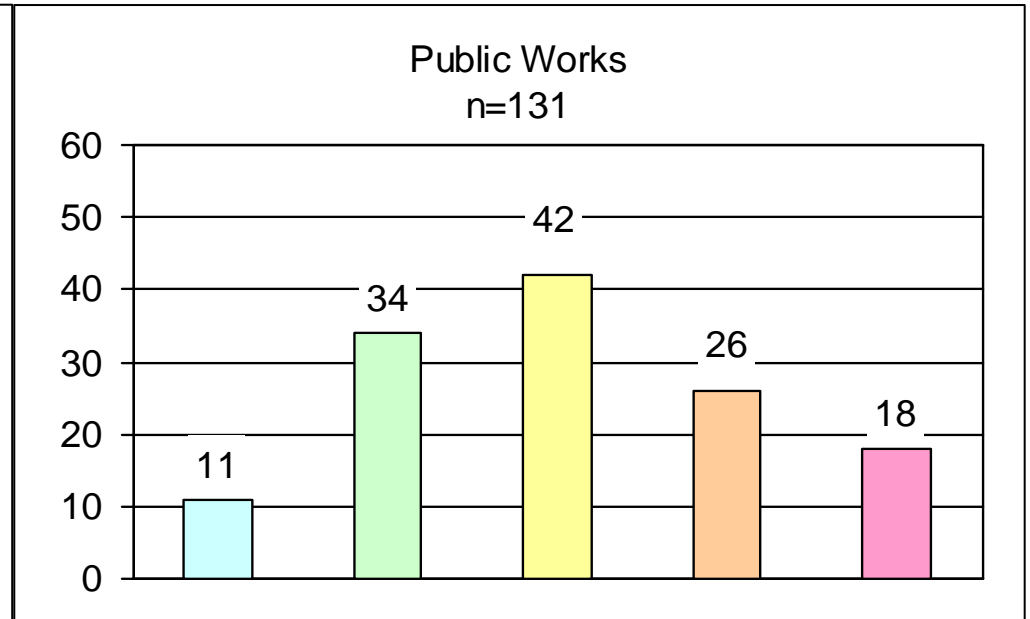
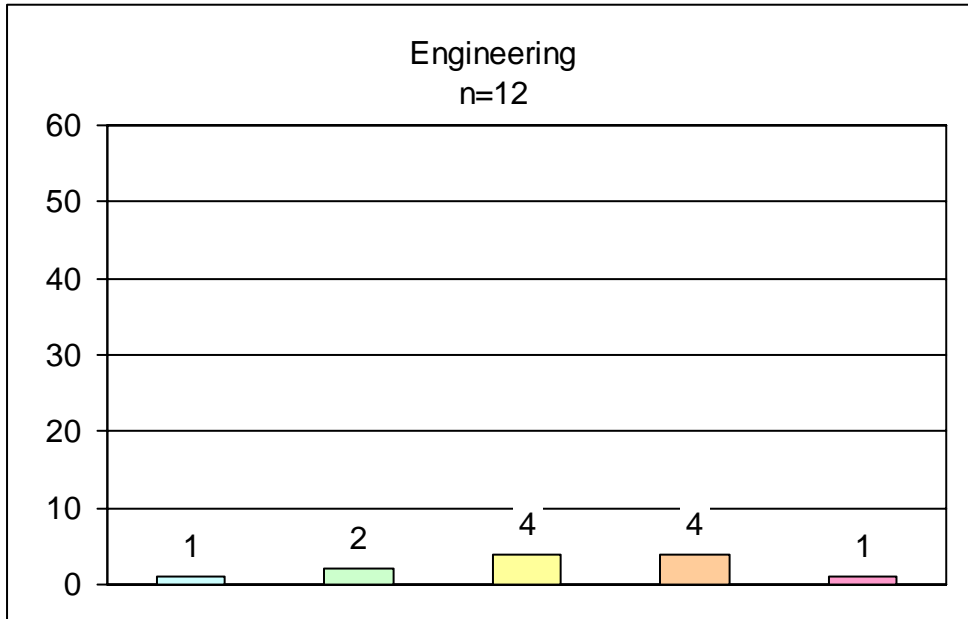


Question 5f – Human Resource Focus

n=455 (81%)

Our managers and our organization care about our employees.

My boss and my organization care about me.



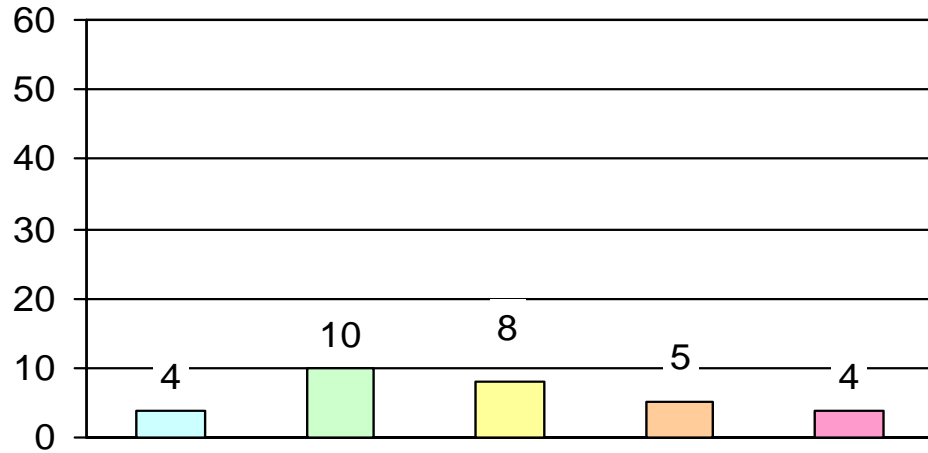
Question 5f – Human Resource Focus

n=455 (81%)

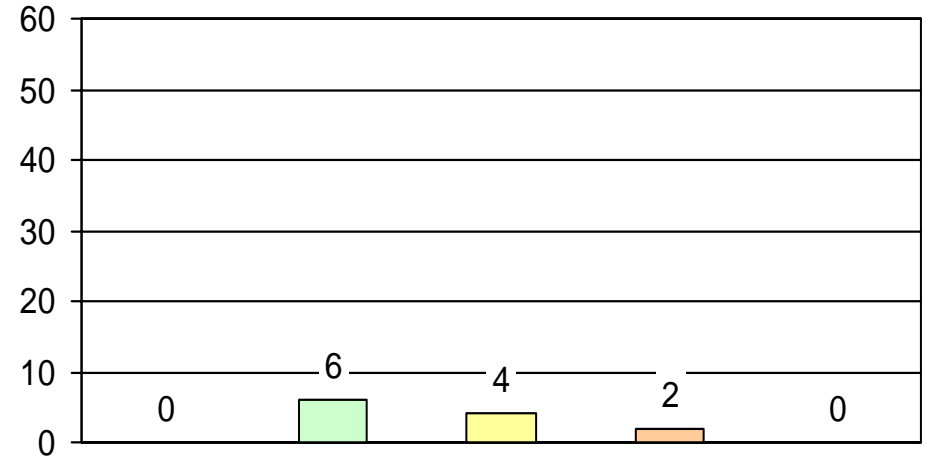
Our managers and our organization care about our employees.

My boss and my organization care about me.

Other
n=31



No Division Identified
n=12

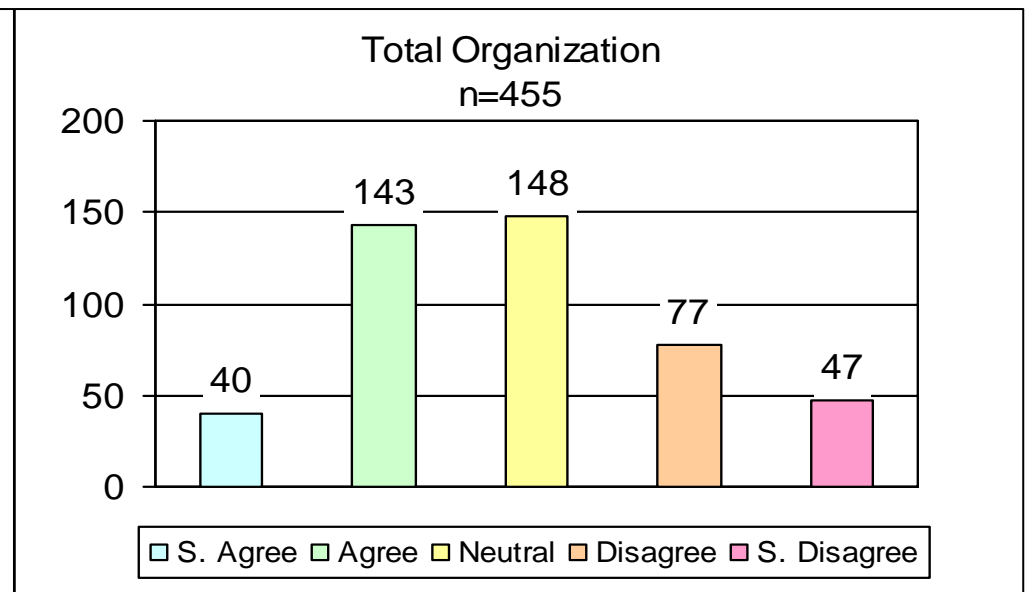
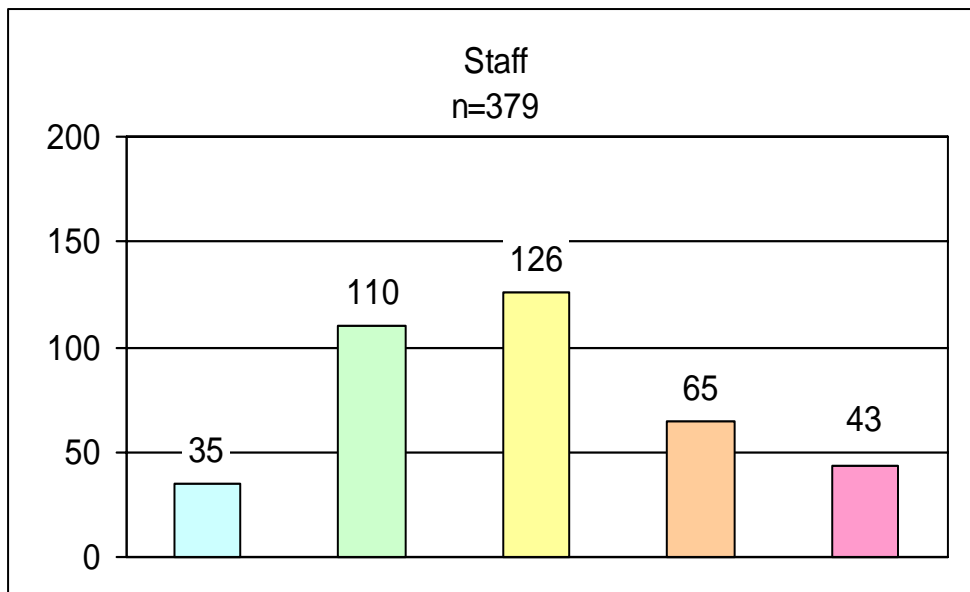
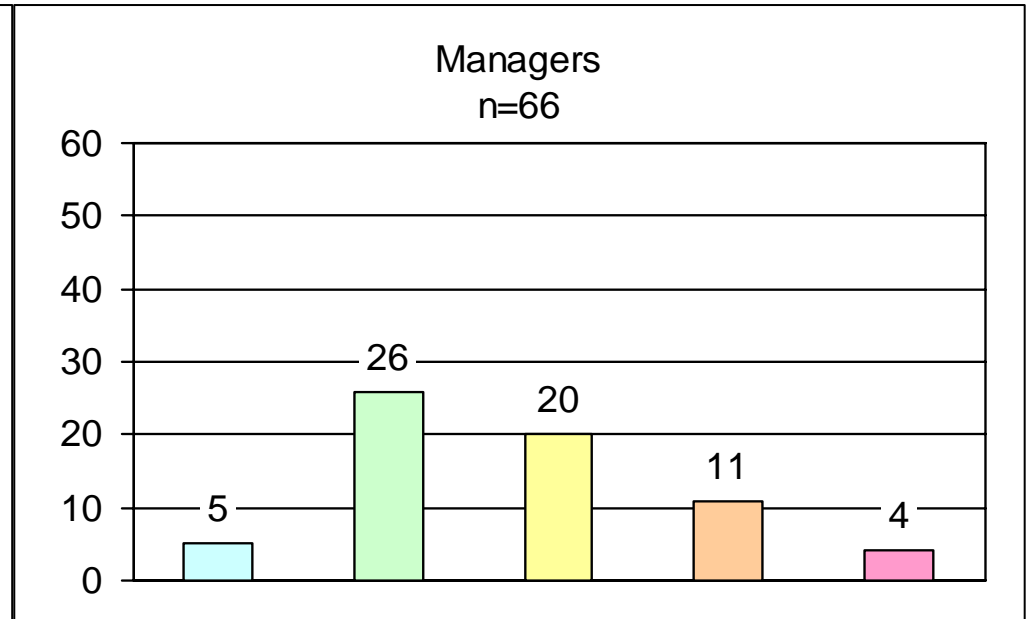
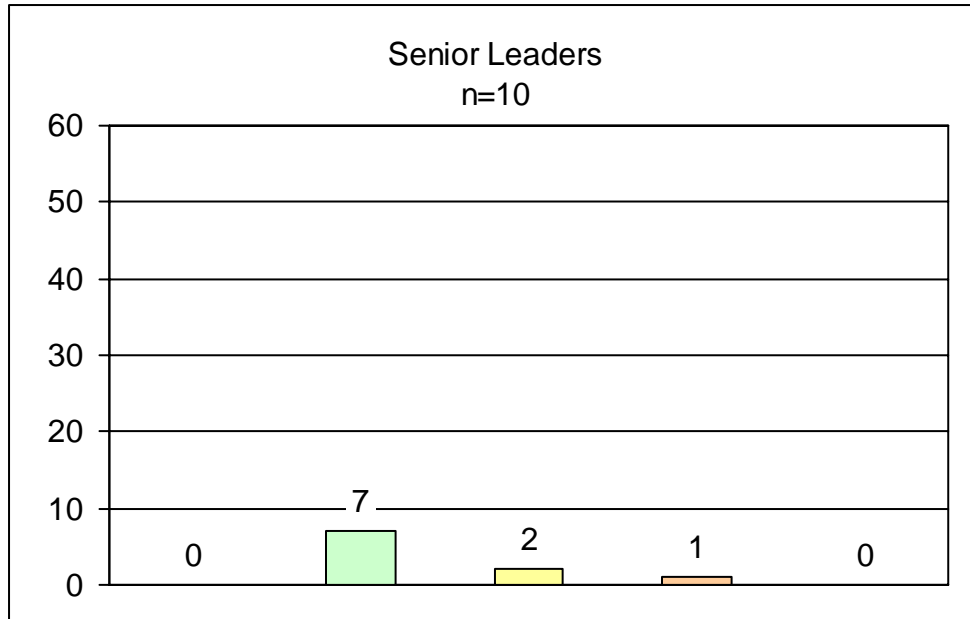


Question 5f – Human Resource Focus

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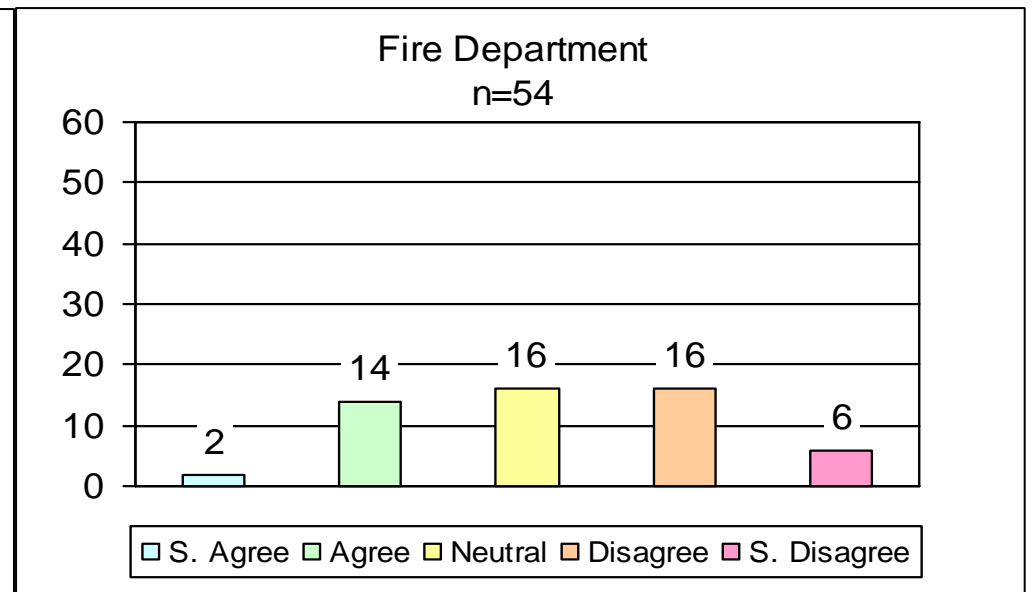
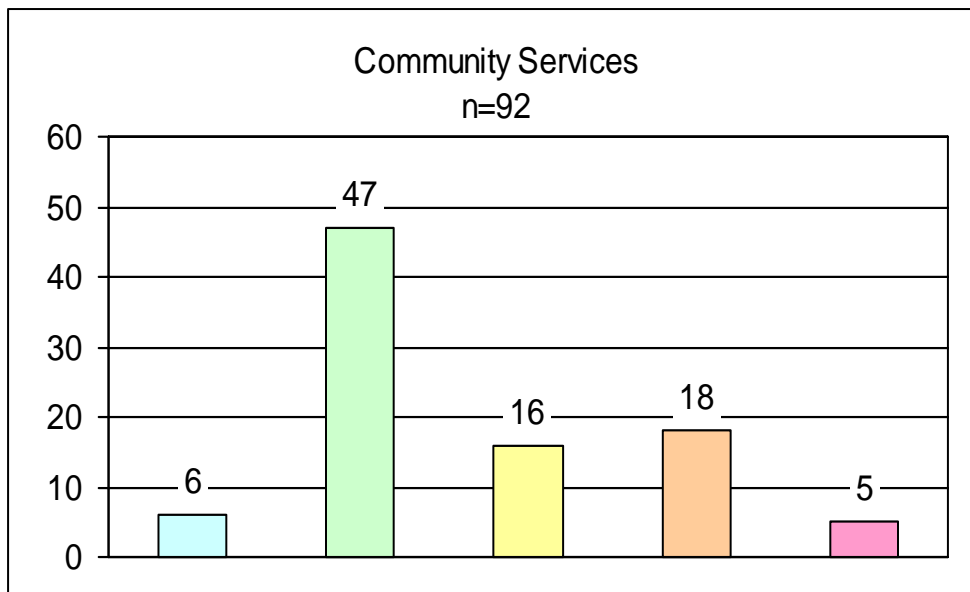
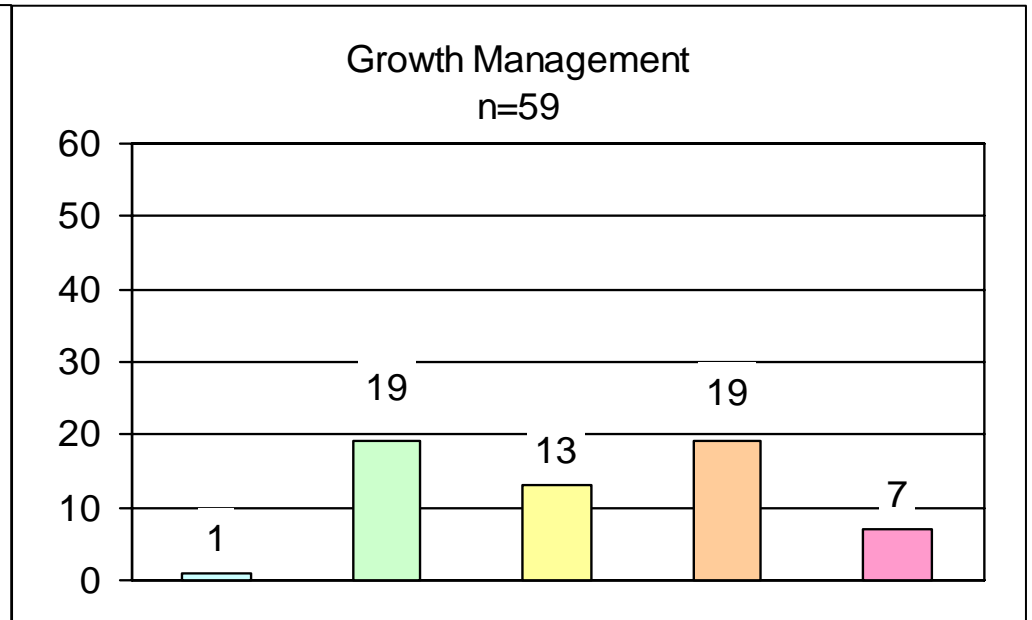
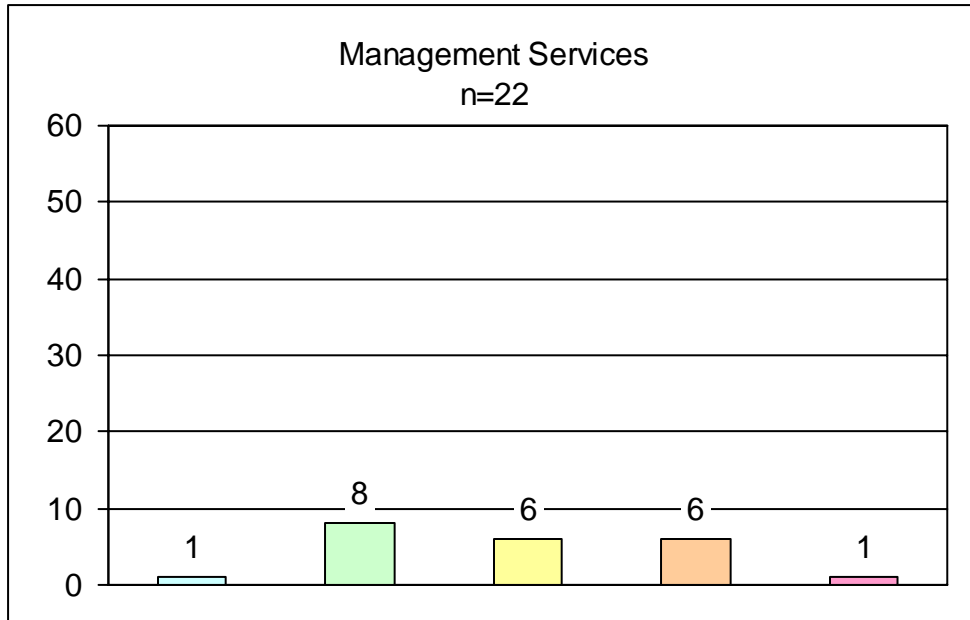


Question 6a – Process Management

n=458 (81%)

Our employees can get everything they need to do their jobs.

I can get everything I need to do my job.

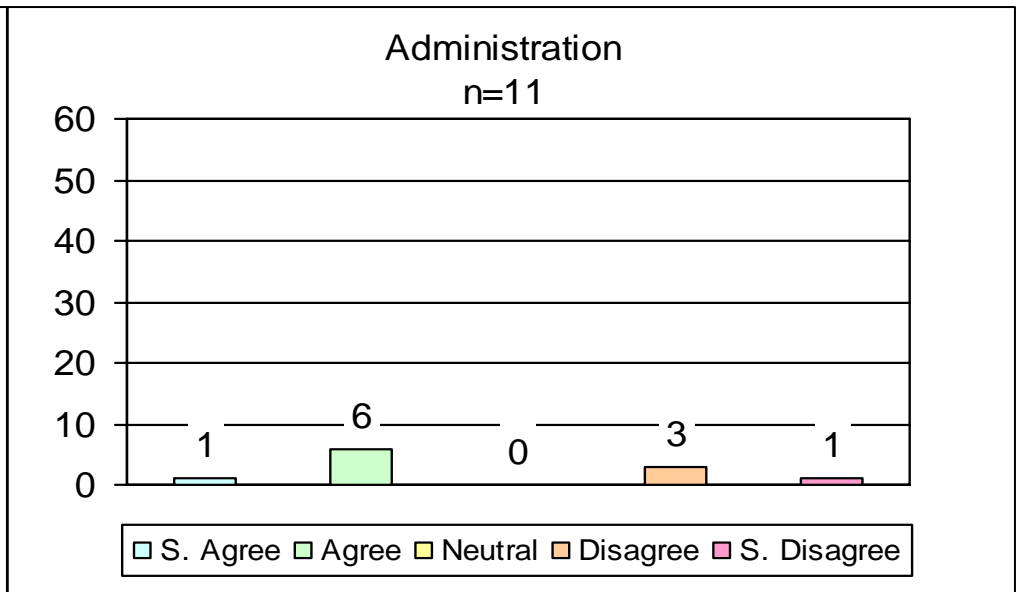
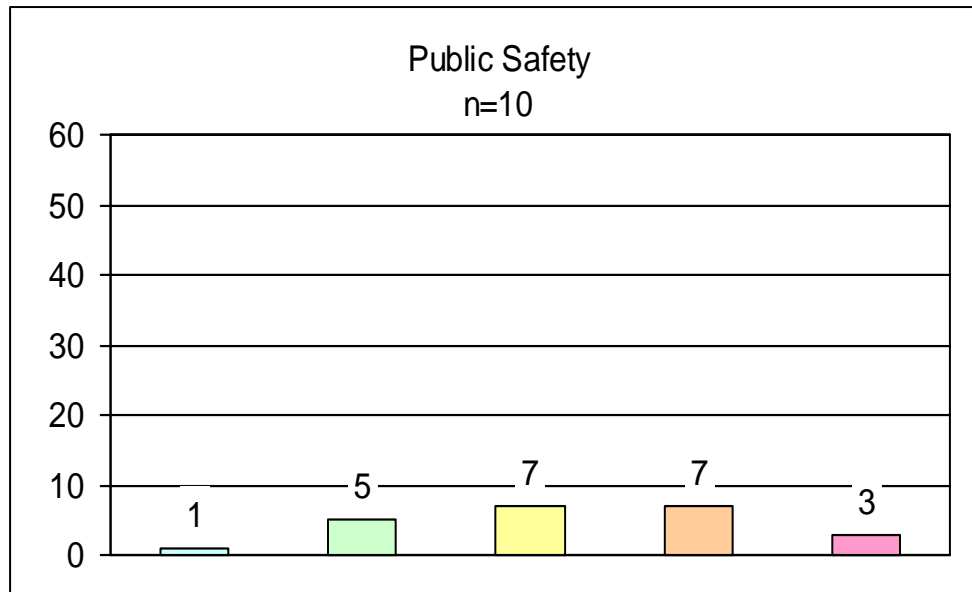
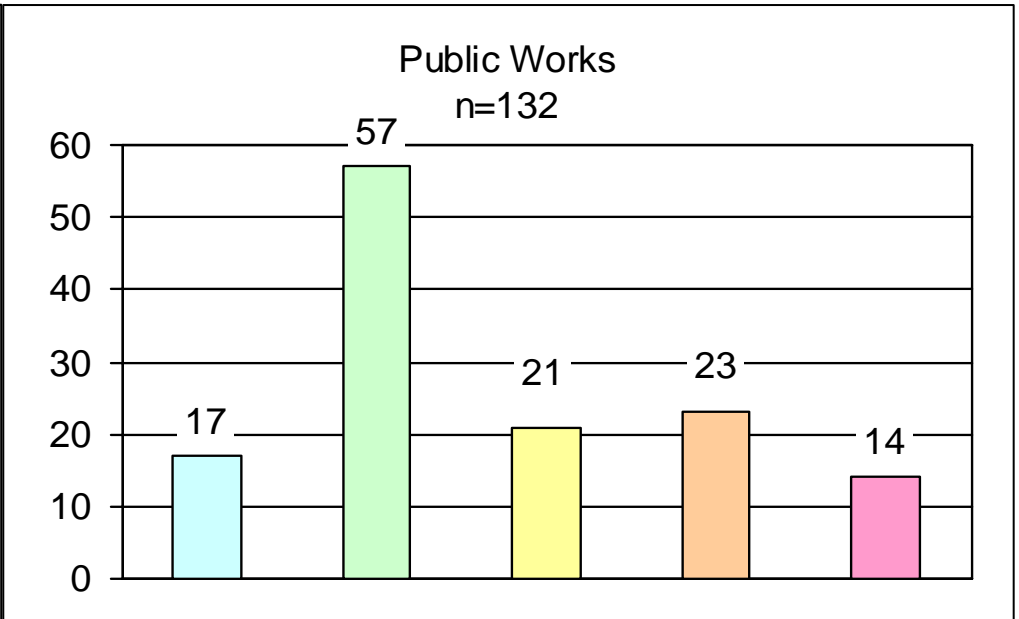
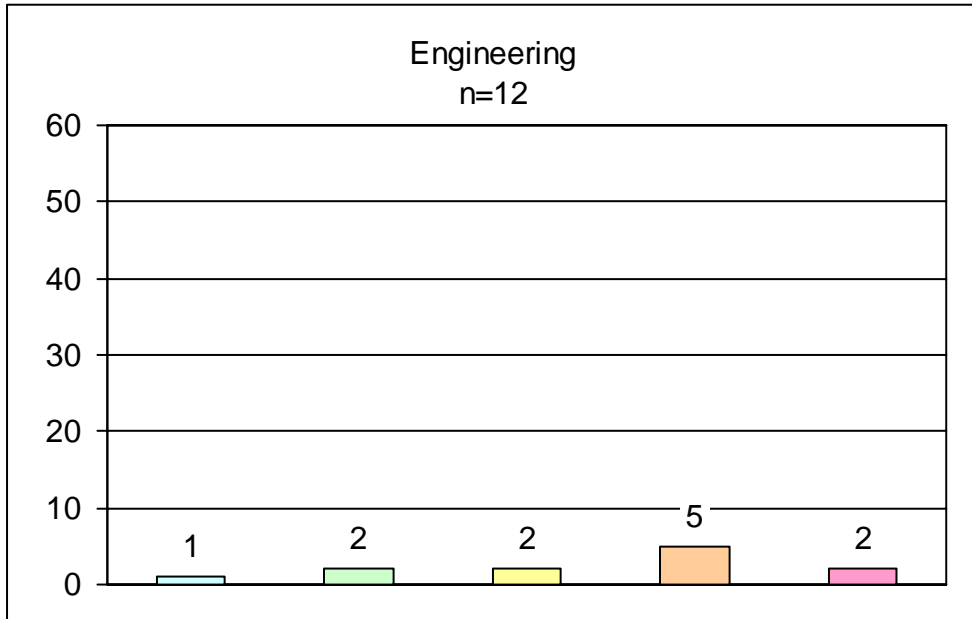


Question 6a – Process Management

n=458 (81%)

Our employees can get everything they need to do their jobs.

I can get everything I need to do my job.



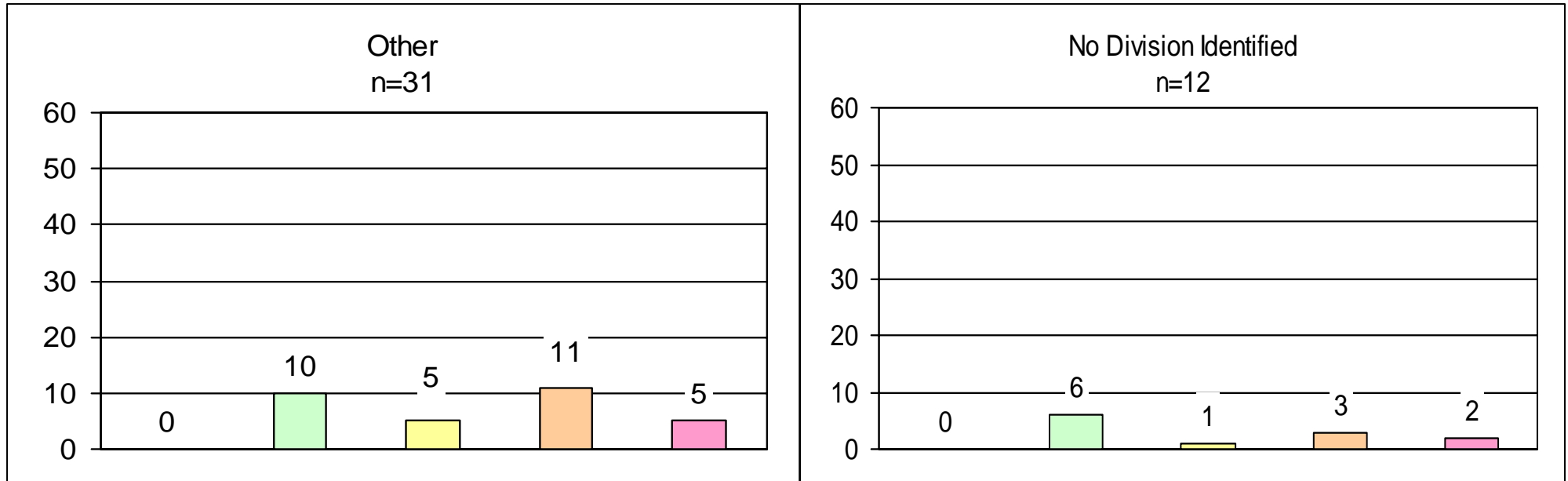
Legend: S. Agree (light blue), Agree (light green), Neutral (light yellow), Disagree (light orange), S. Disagree (light pink)

Question 6a – Process Management

n=458 (81%)

Our employees can get everything they need to do their jobs.

I can get everything I need to do my job.

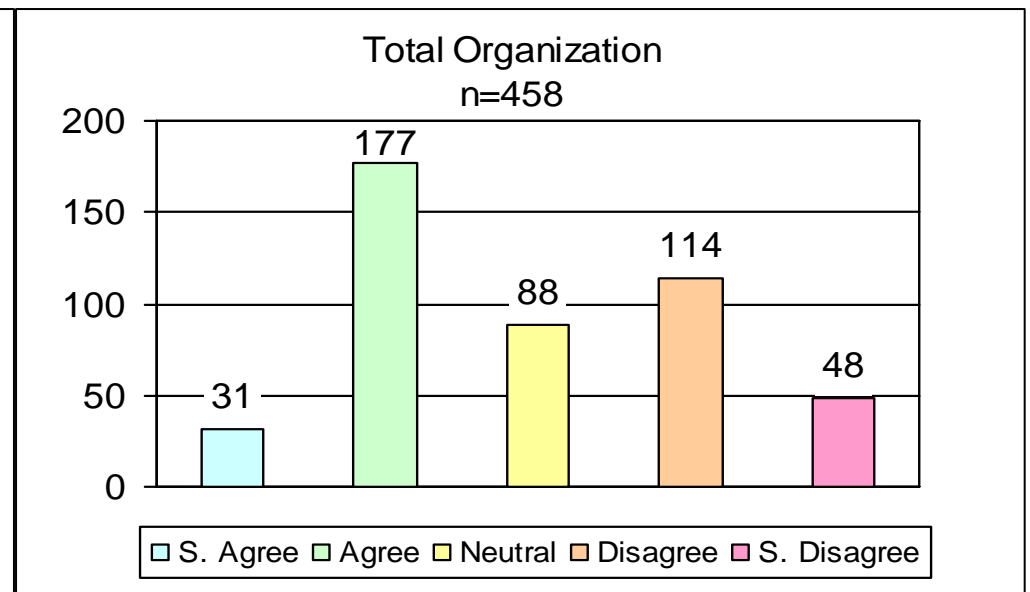
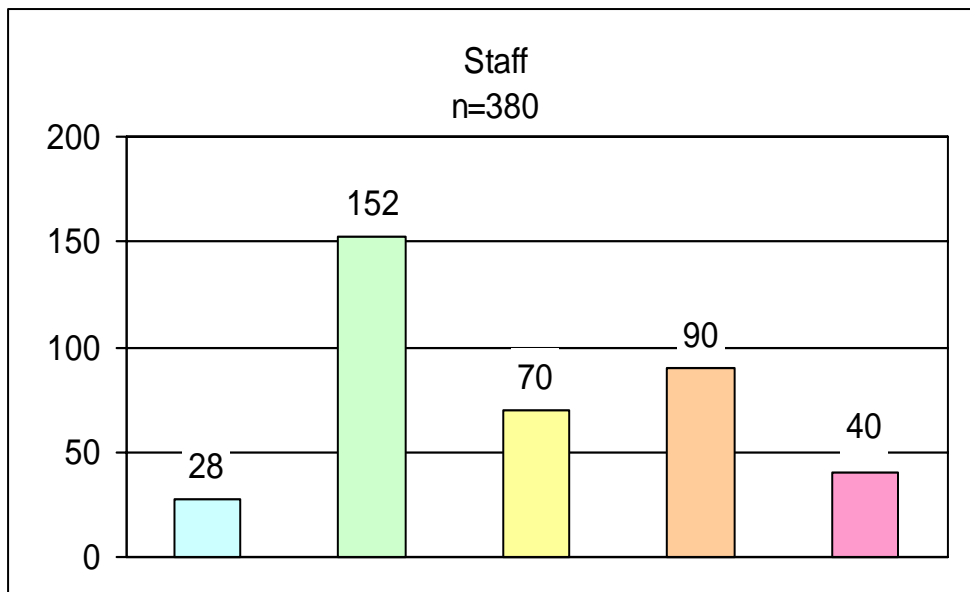
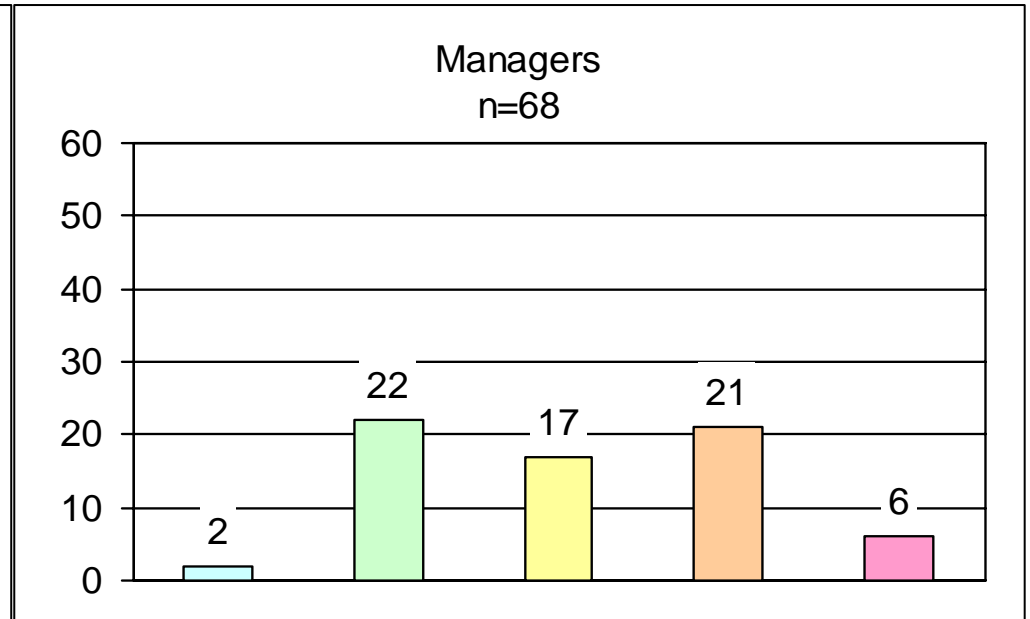
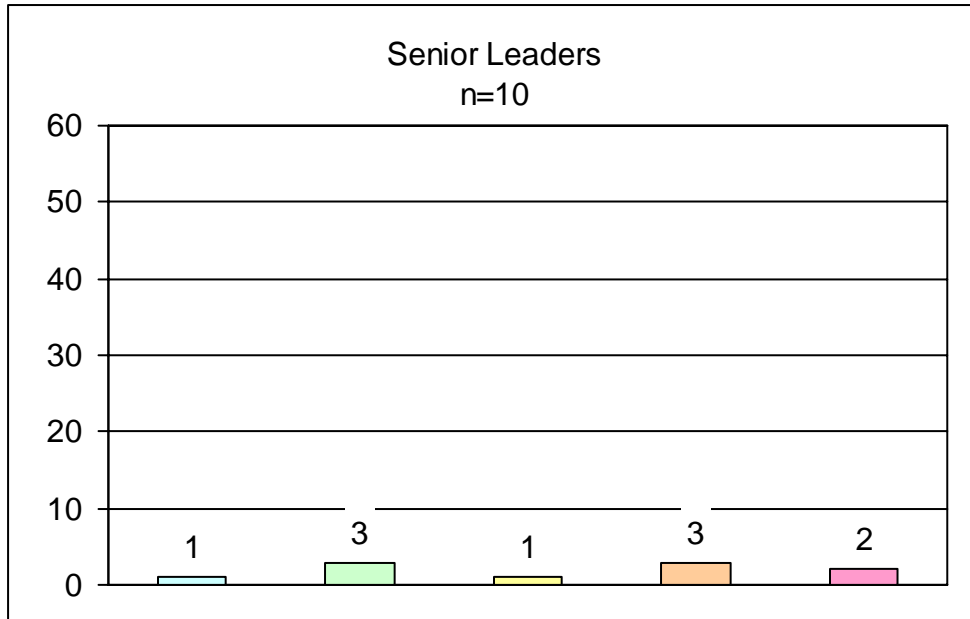


Question 6a – Process Management

n=458 (81%)

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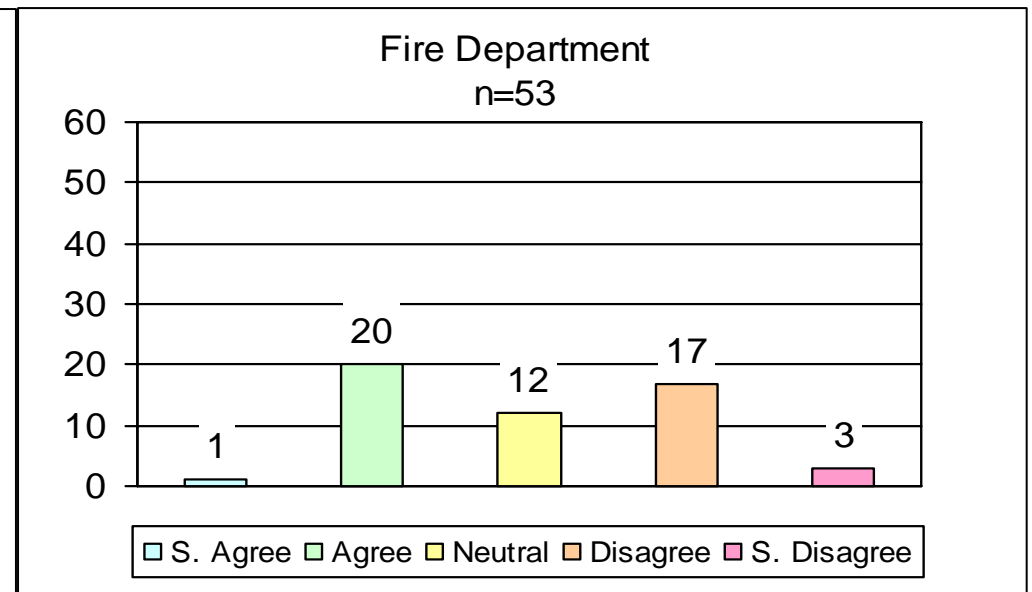
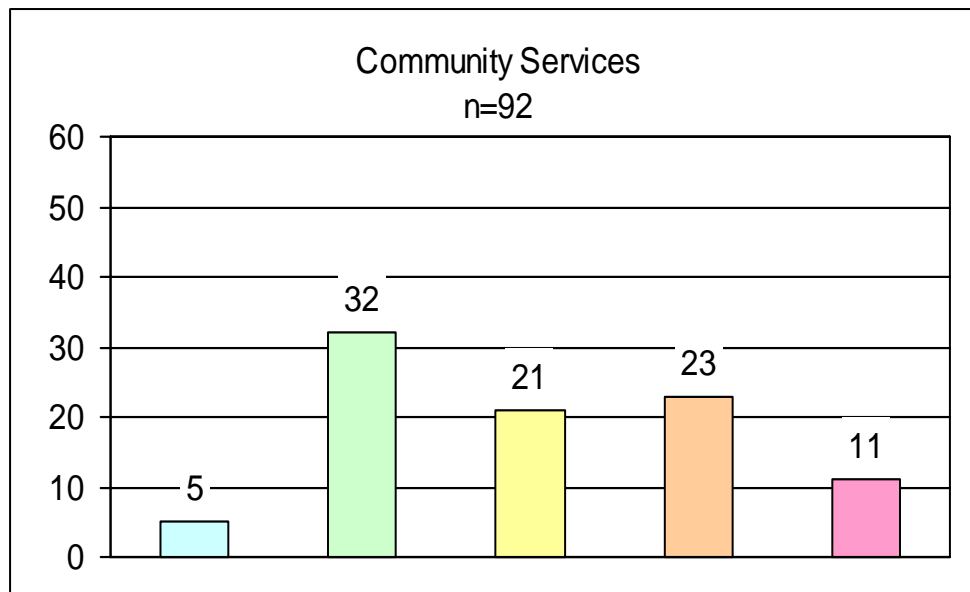
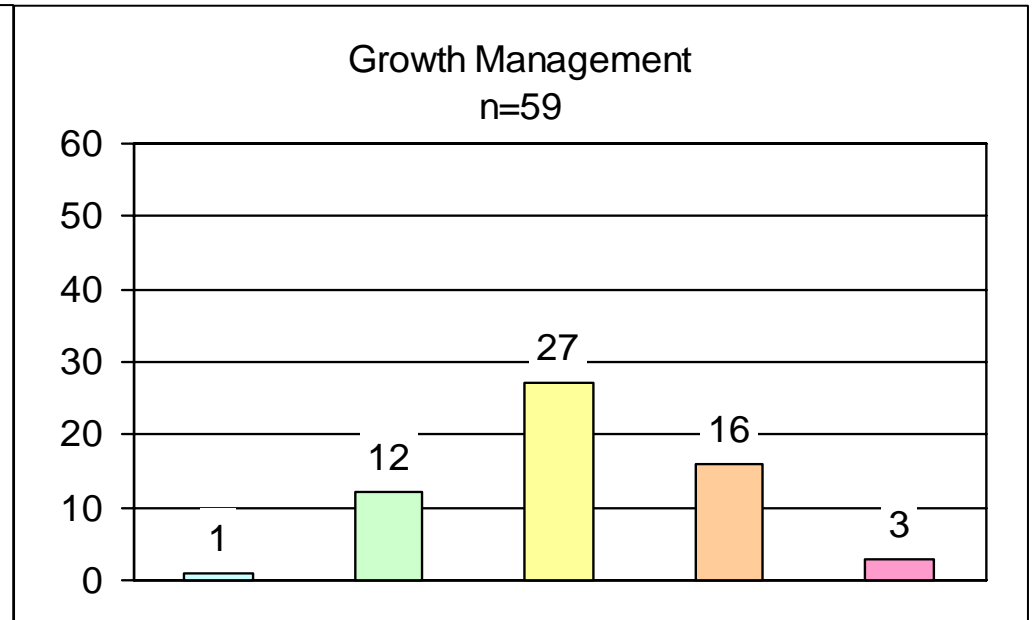
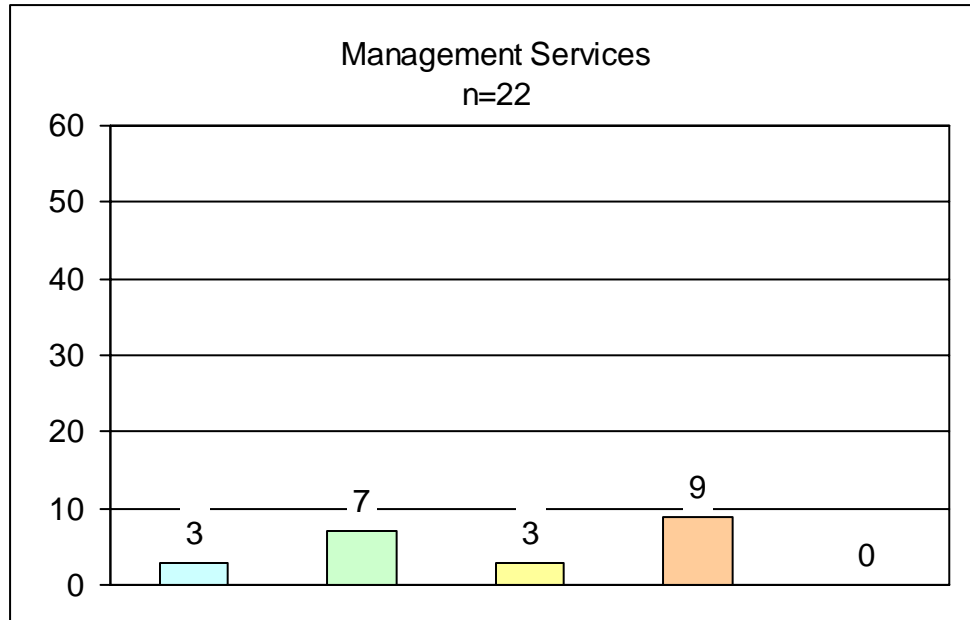


Question 6b - Process Management

n=456 (81%)

Our employees collect information (data) about the quality of their work.

I collect information (data) about the quality of my work.



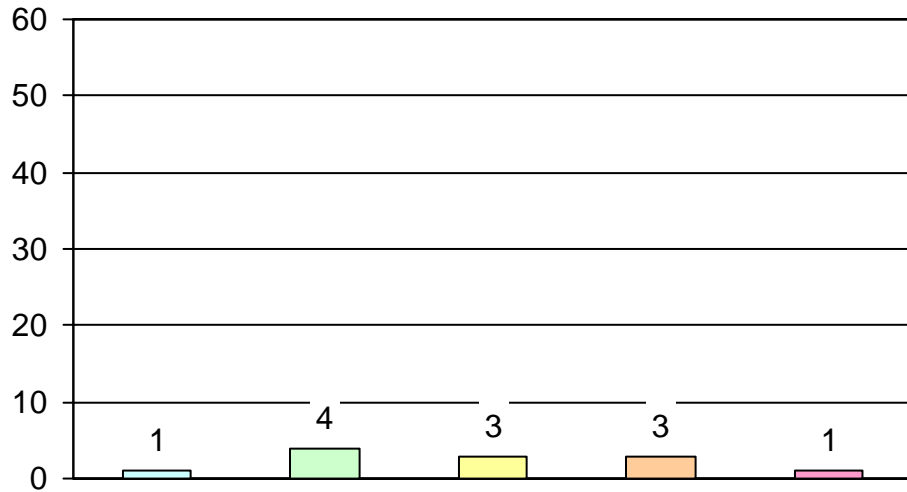
Question 6b - Process Management

n=456 (81%)

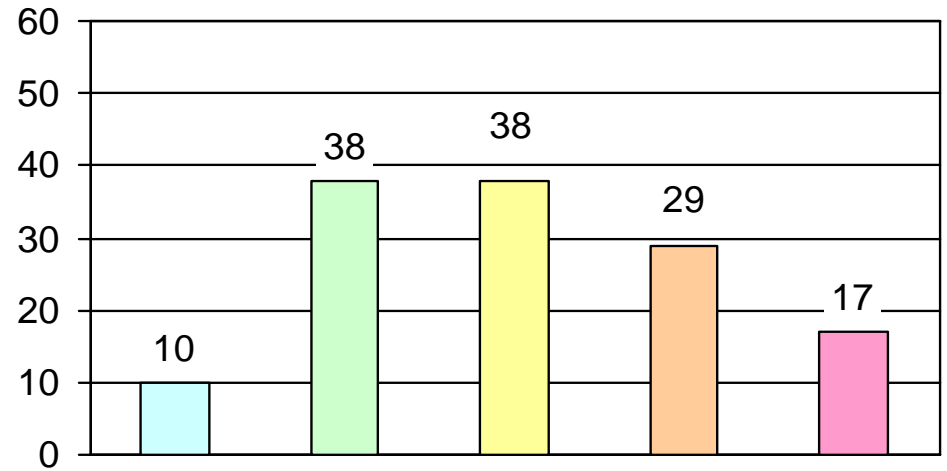
Our employees collect information (data) about the quality of their work.

I collect information (data) about the quality of my work.

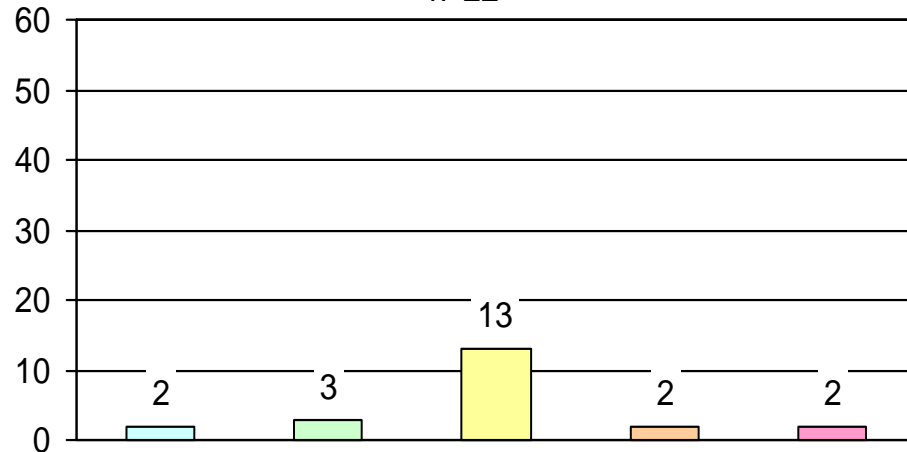
Engineering
n=12



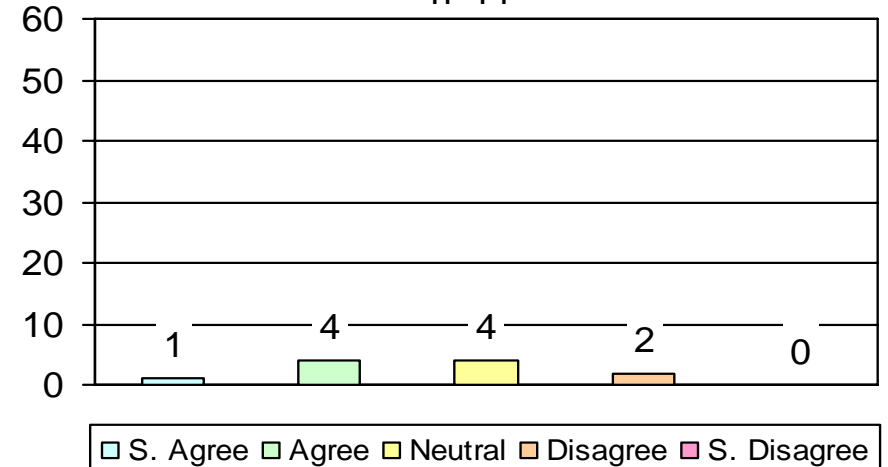
Public Works
n=132



Public Safety
n=22



Administration
n=11



Legend: S. Agree (light blue), Agree (light green), Neutral (yellow), Disagree (orange), S. Disagree (pink)

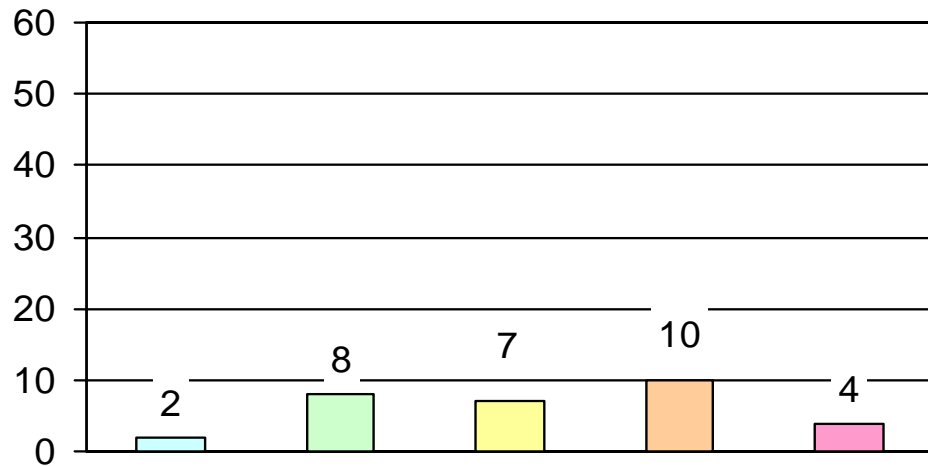
Question 6b - Process Management

n=456 (81%)

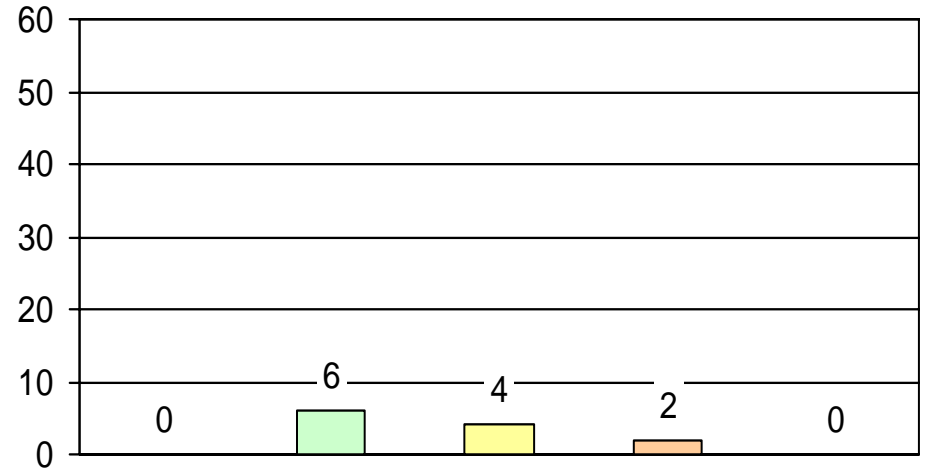
Our employees collect information (data) about the quality of their work.

I collect information (data) about the quality of my work.

Other
n=31



No Division Identified
n=12

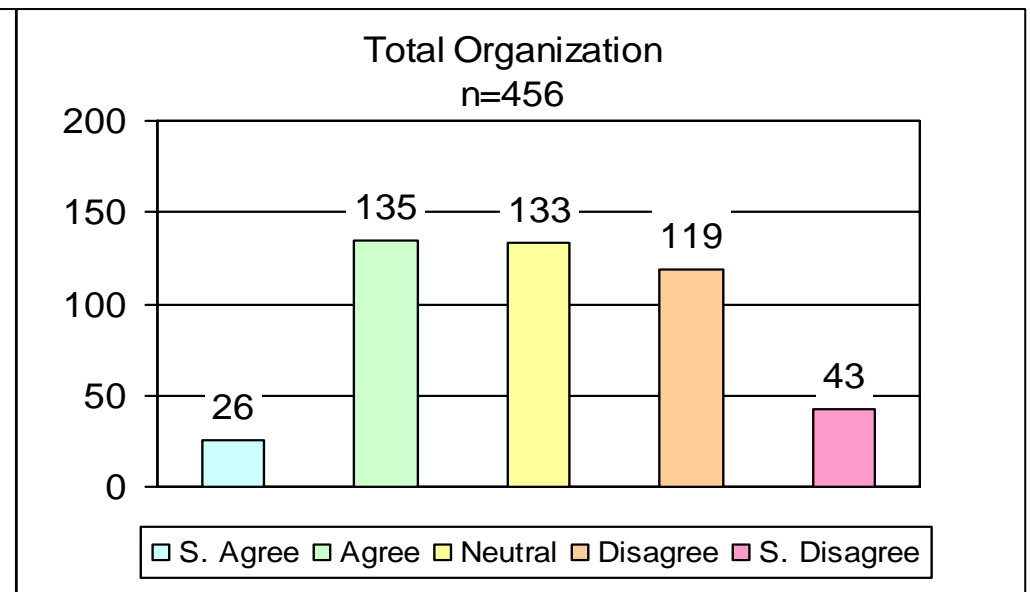
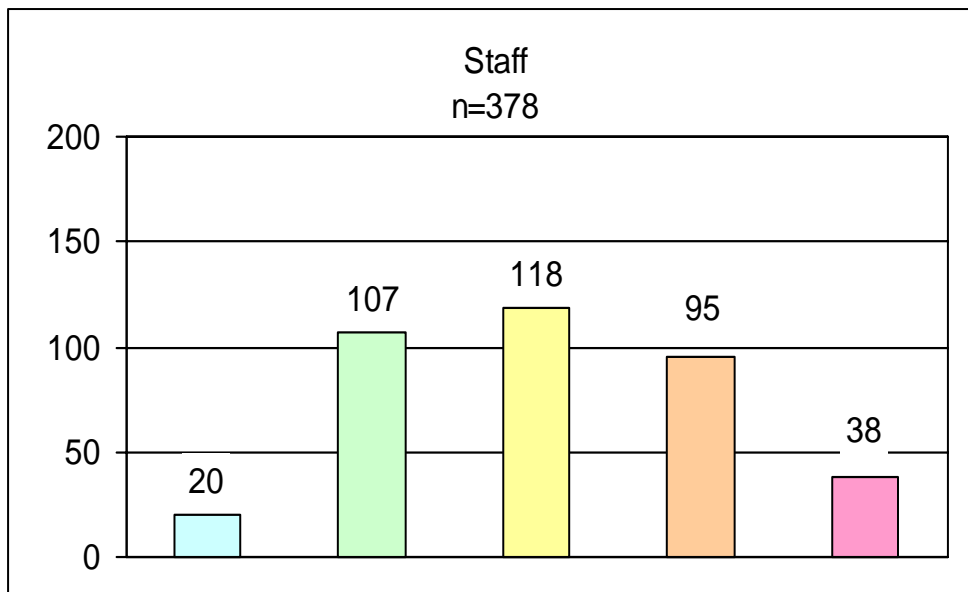
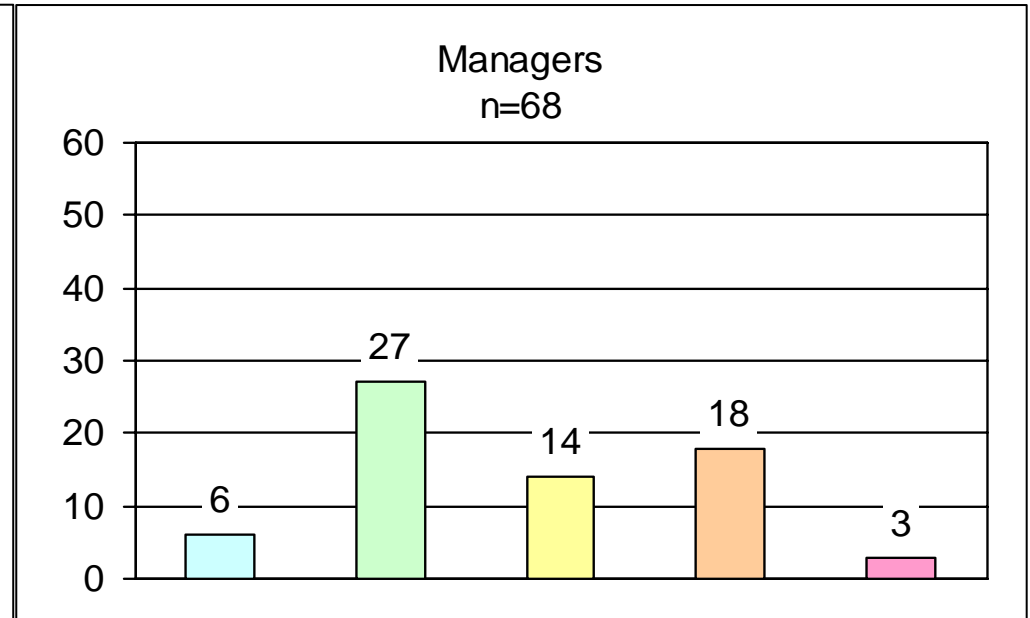
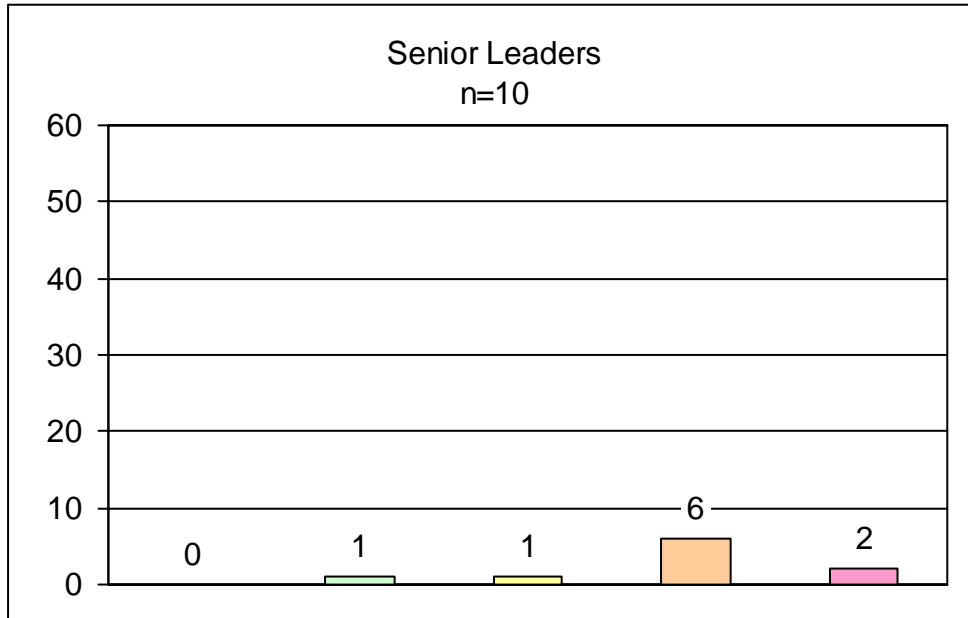


Question 6b - Process Management

n=456 (81%)

Our employees collect information (data) about the quality of their work.

I collect information (data) about the quality of my work.

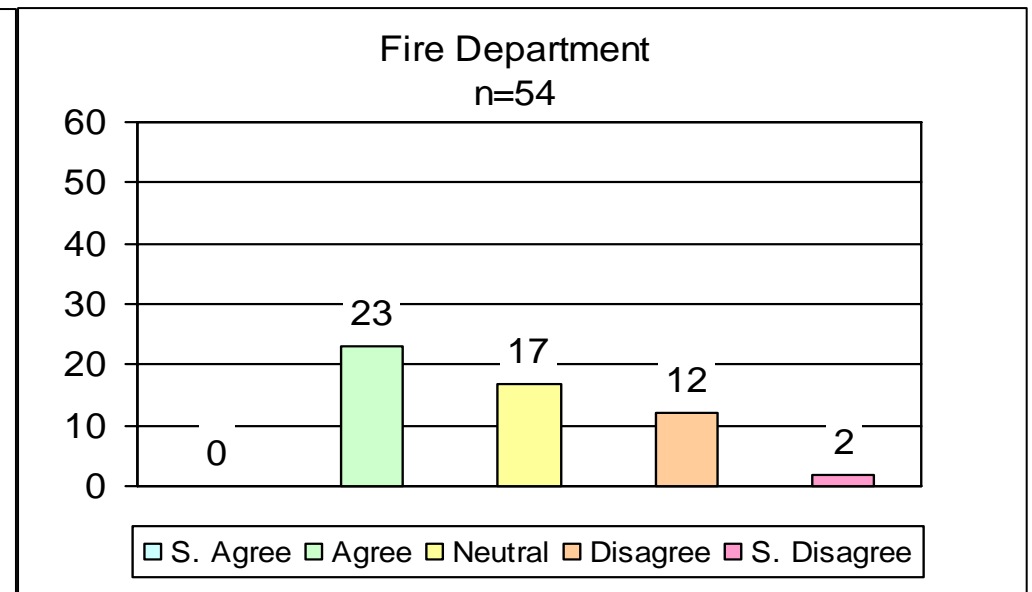
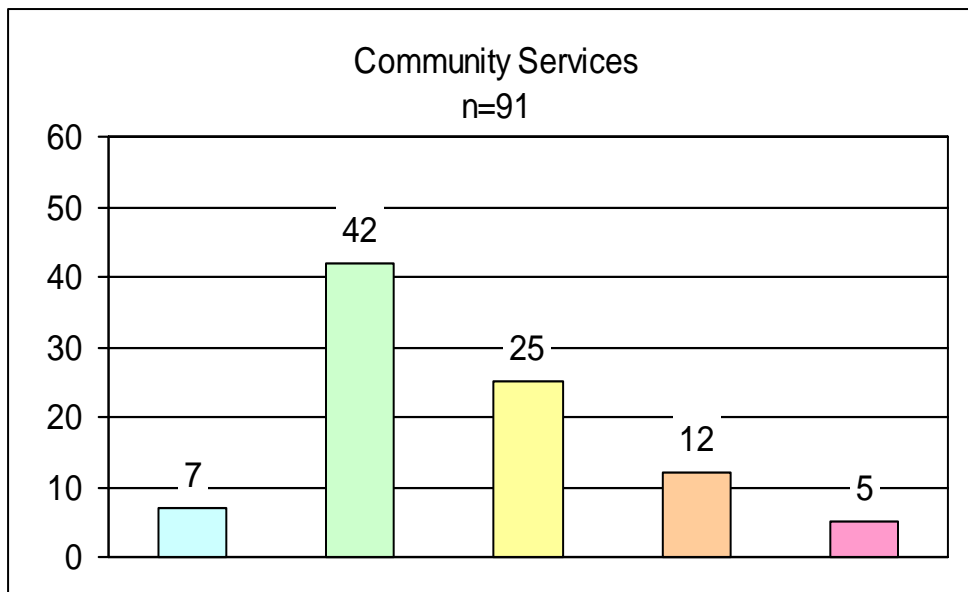
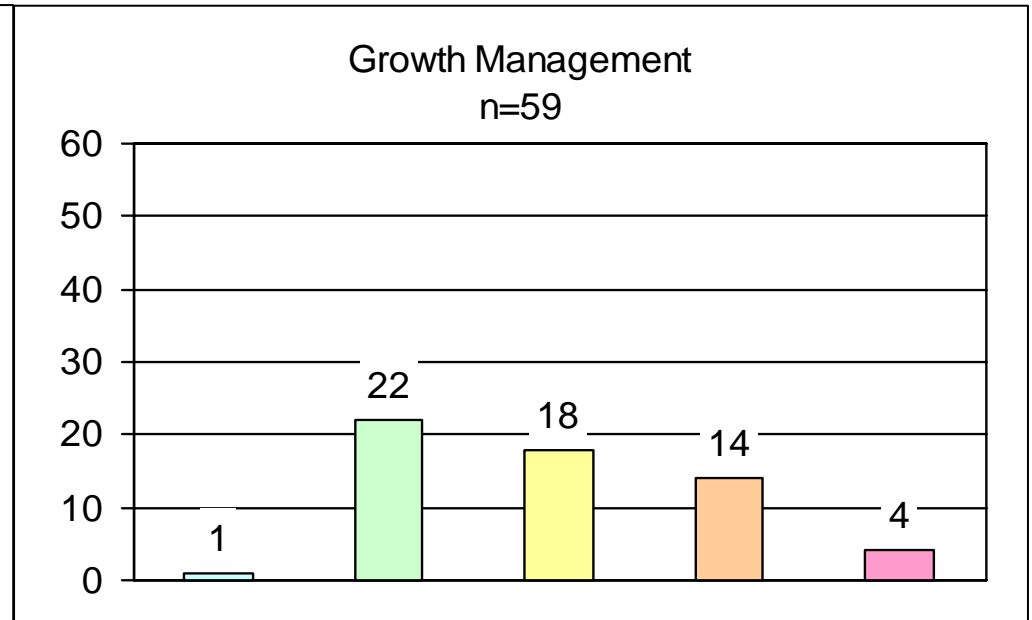
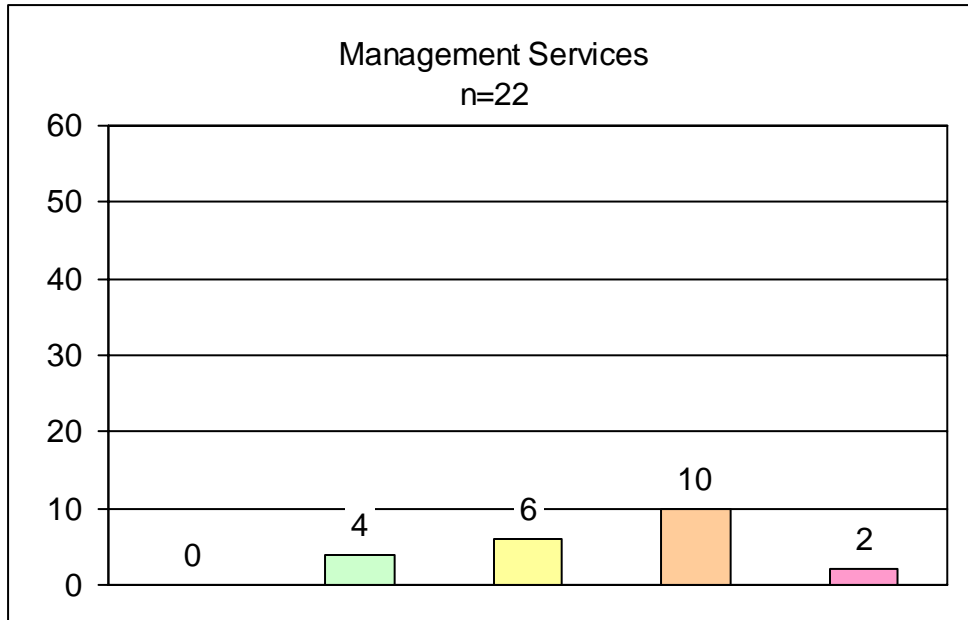


Question 6c - Process Management

n=456 (81%)

Our organization has good processes for doing our work.

We have good processes for doing our work.

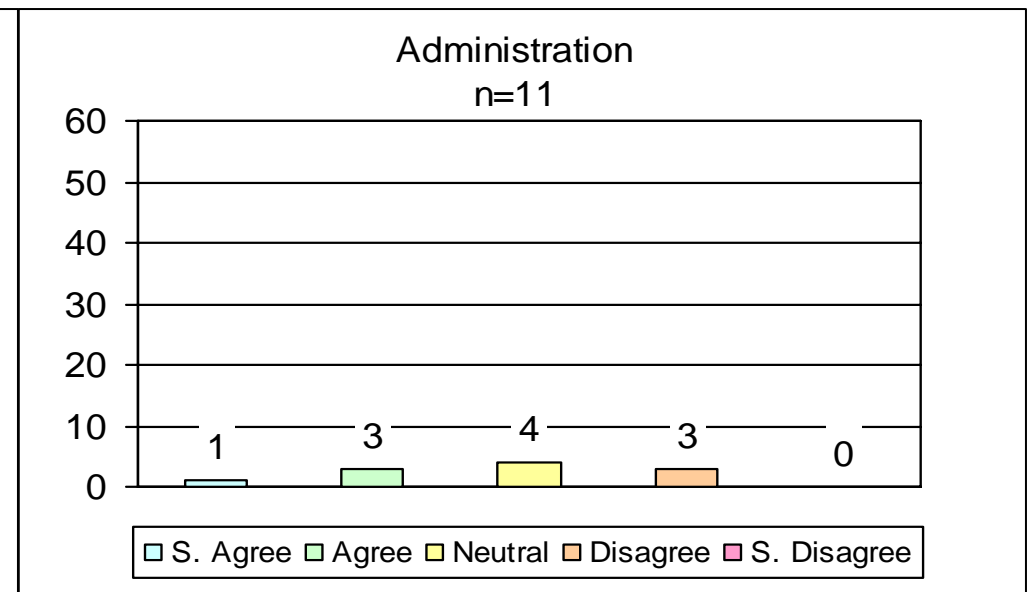
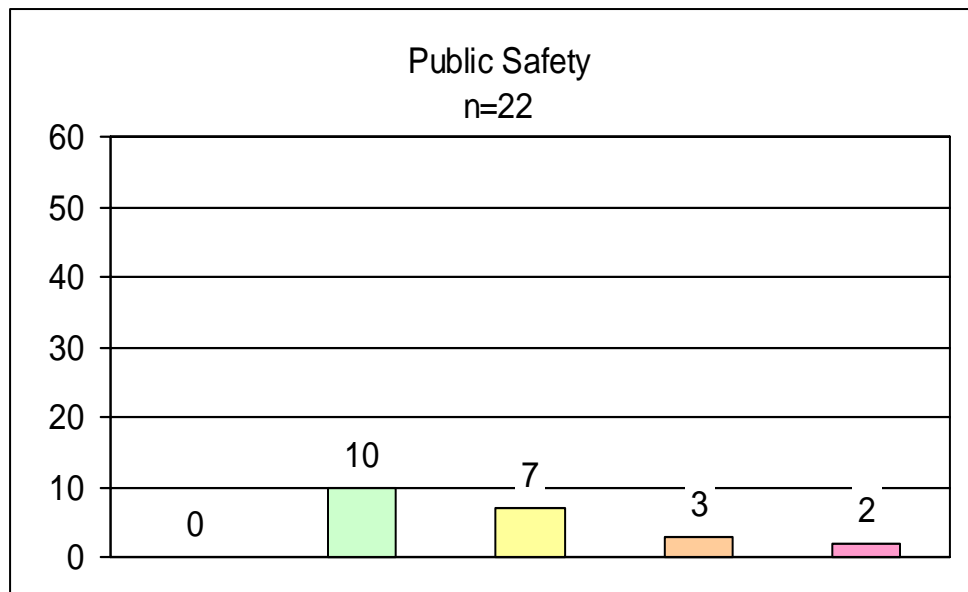
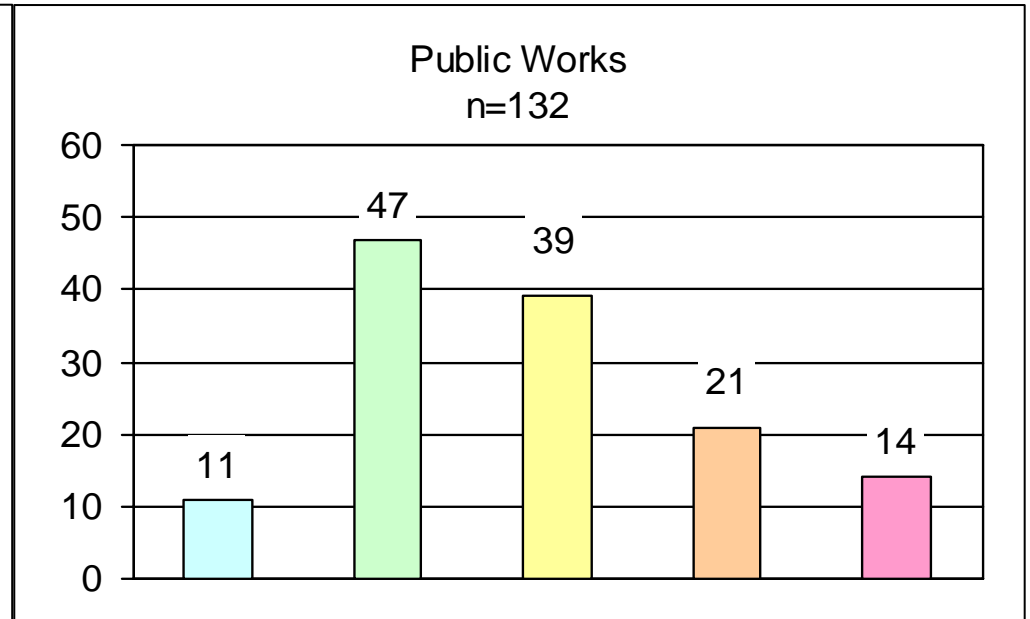
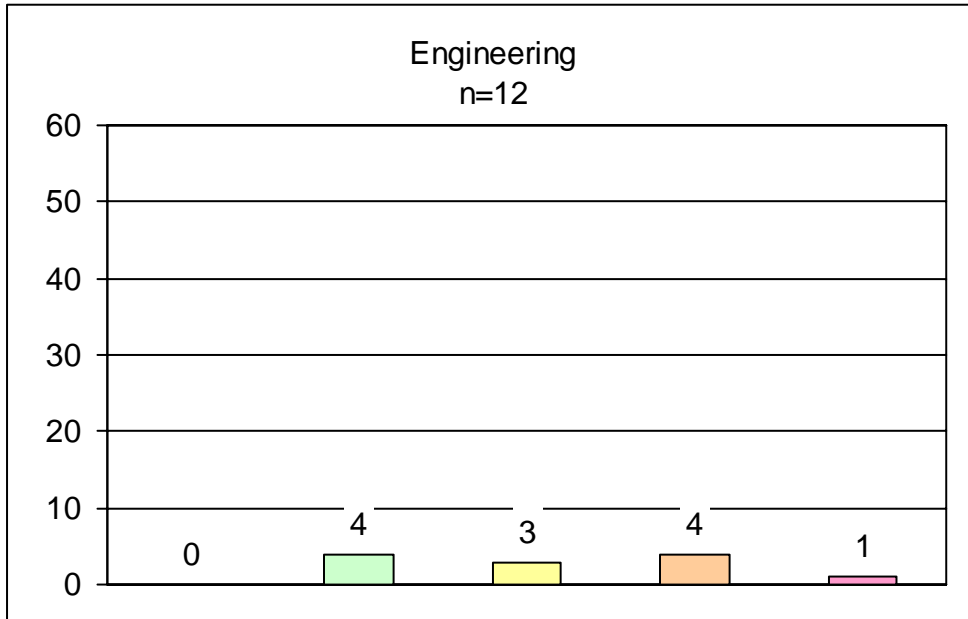


Question 6c - Process Management

n=456 (81%)

Our organization has good processes for doing our work.

We have good processes for doing our work.



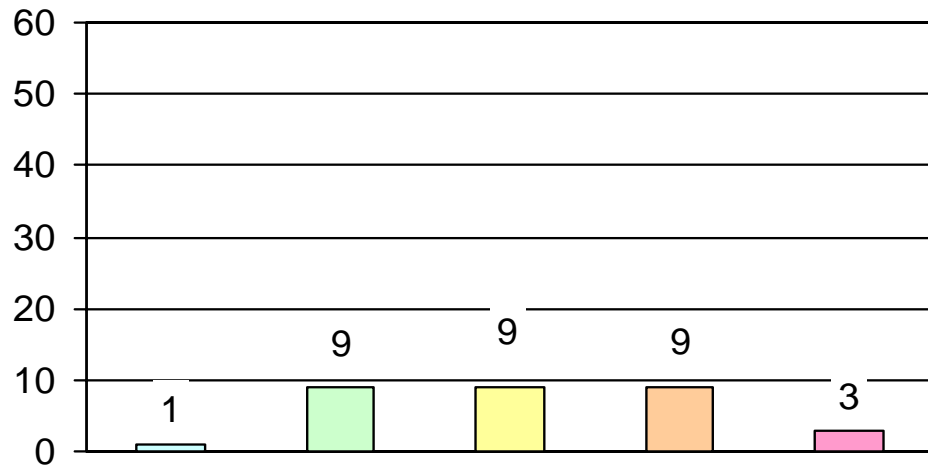
Question 6c - Process Management

n=456 (81%)

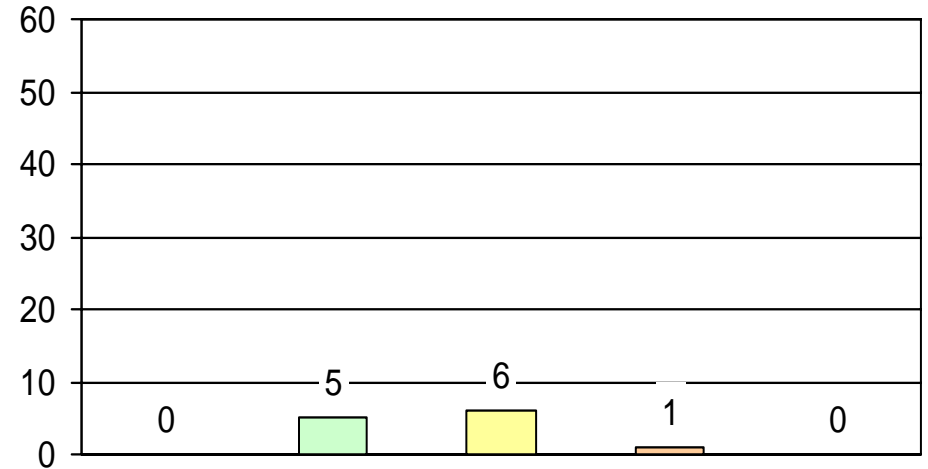
Our organization has good processes for doing our work.

We have good processes for doing our work.

Other
n=31



No Division Identified
n=12

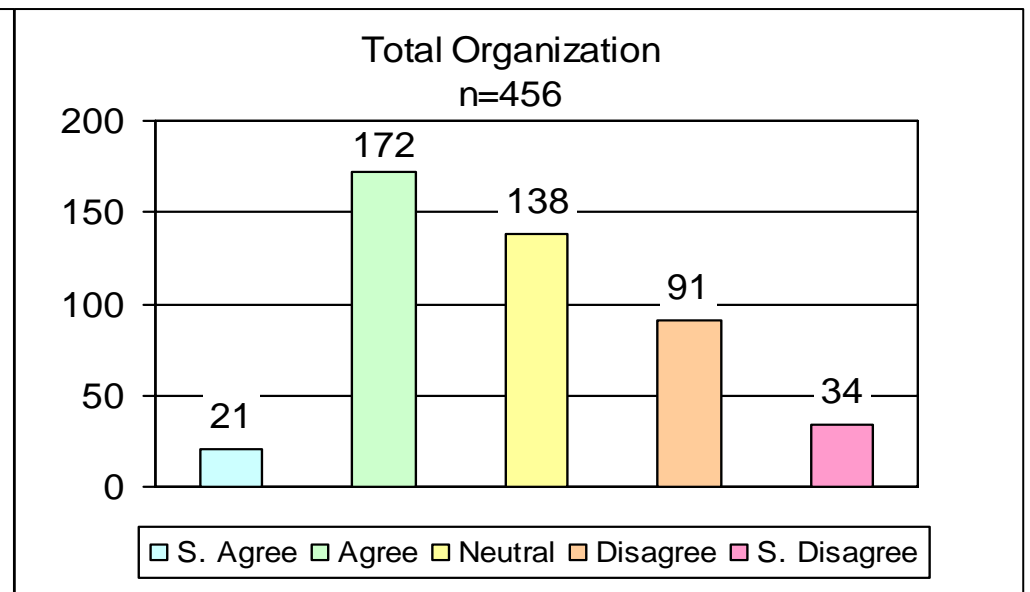
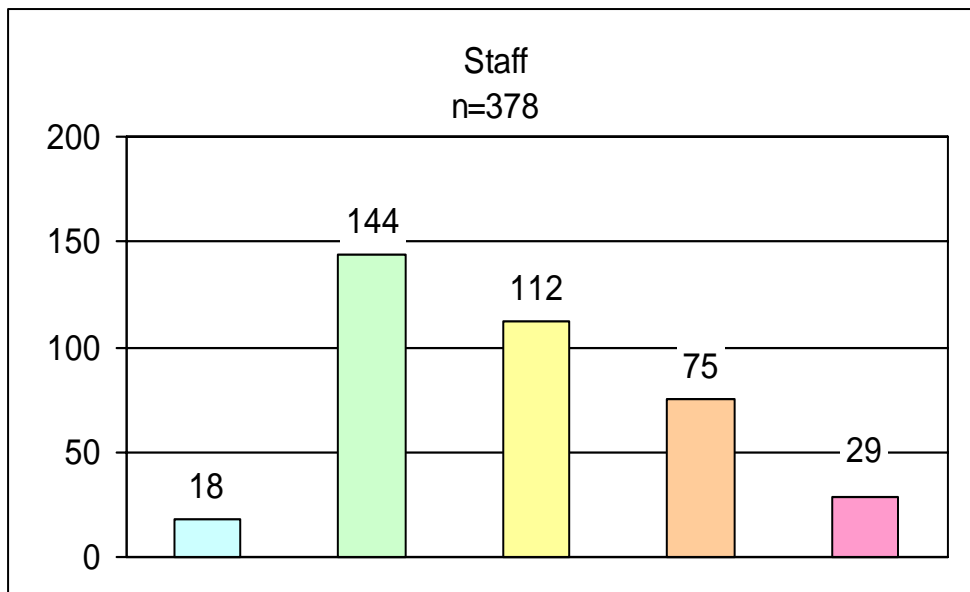
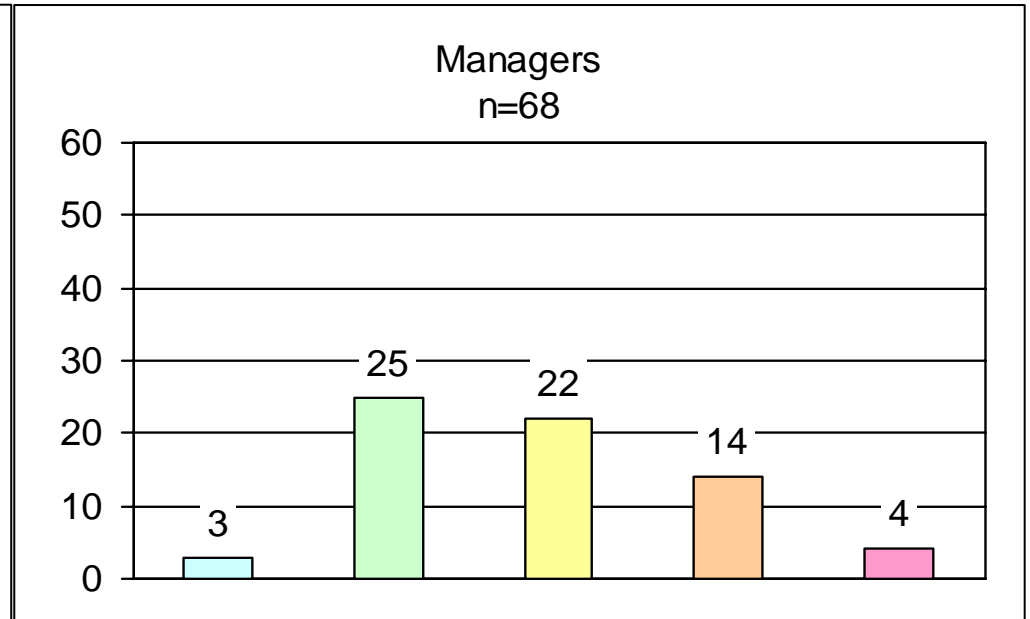
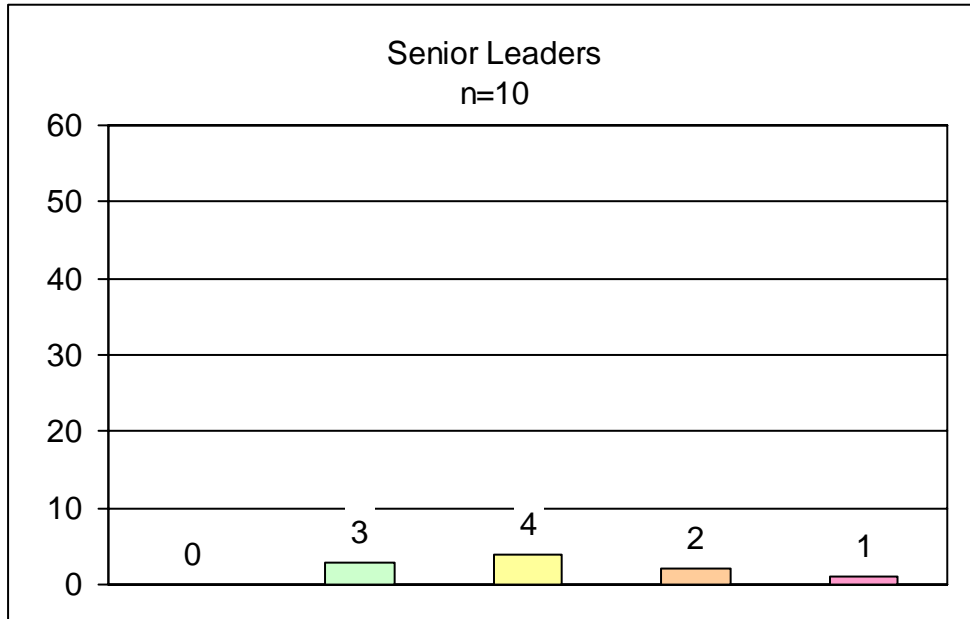


Question 6c - Process Management

n=456 (81%)

Our organization has good processes for doing our work.

We have good processes for doing our work.

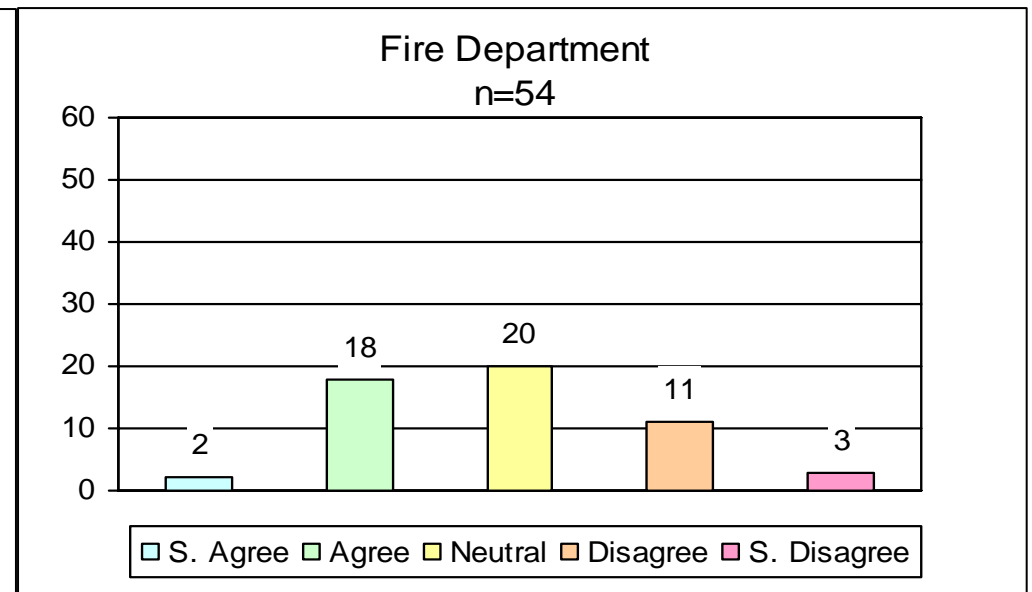
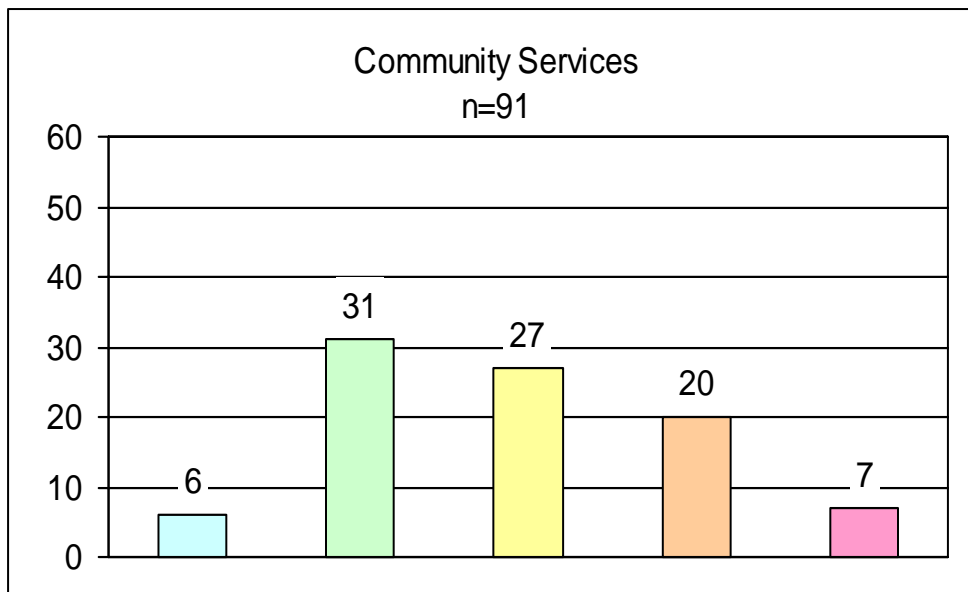
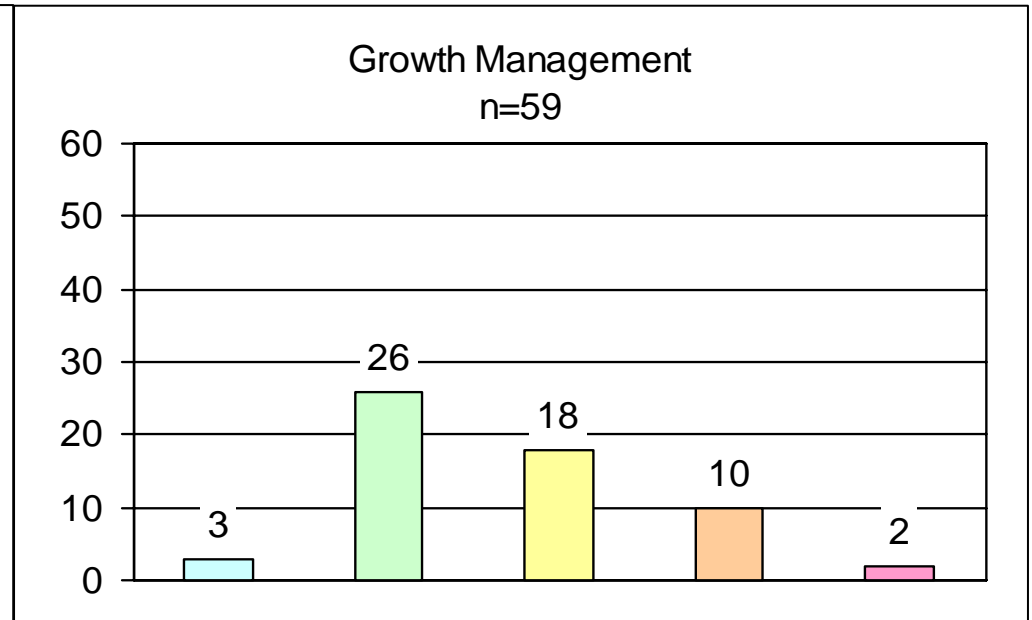
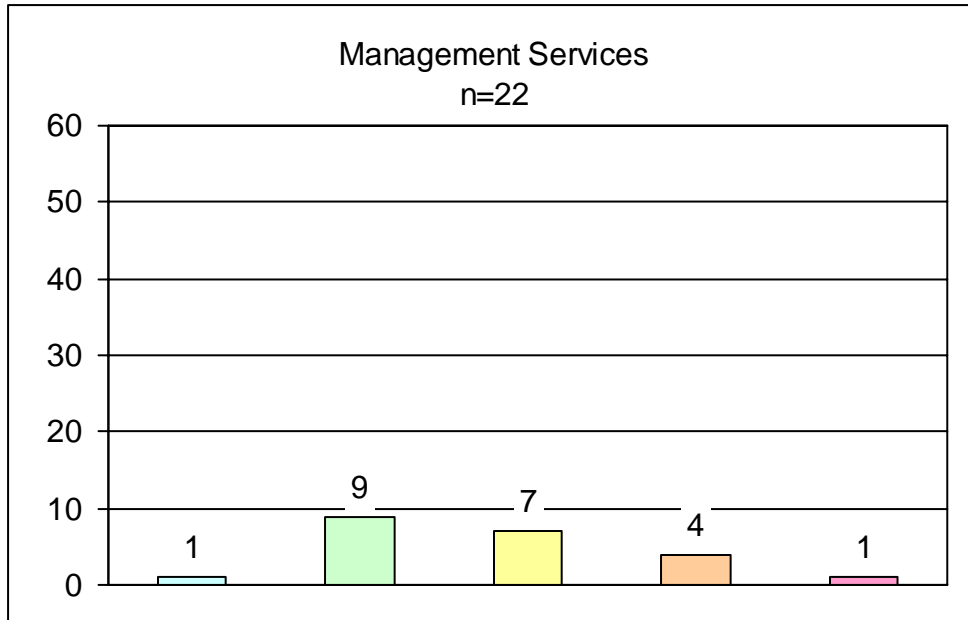


Question 6d - Process Management

n=456 (81%)

Our employees have control over their personal work processes.

I have control over my work processes.

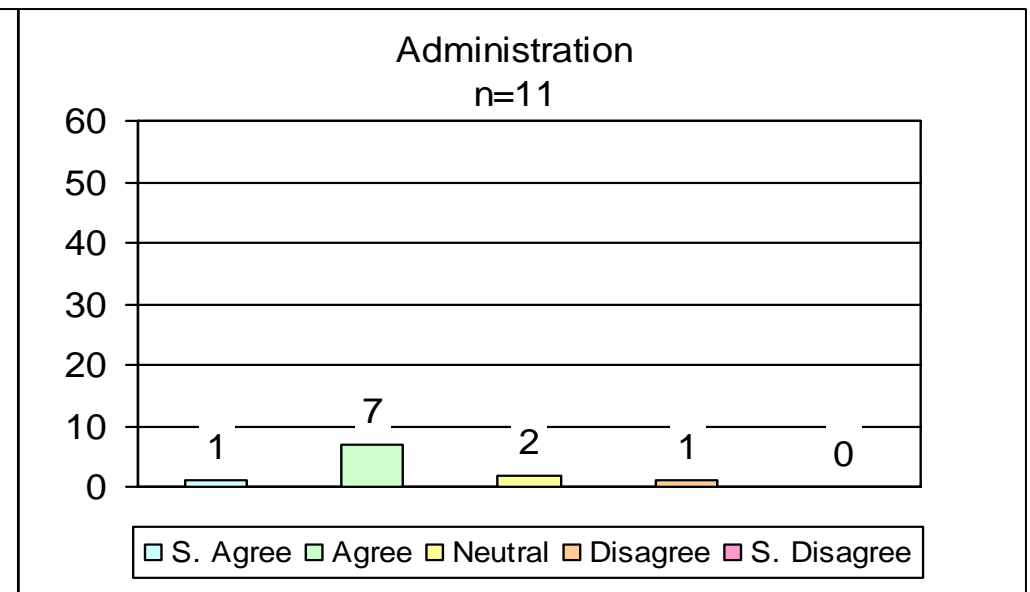
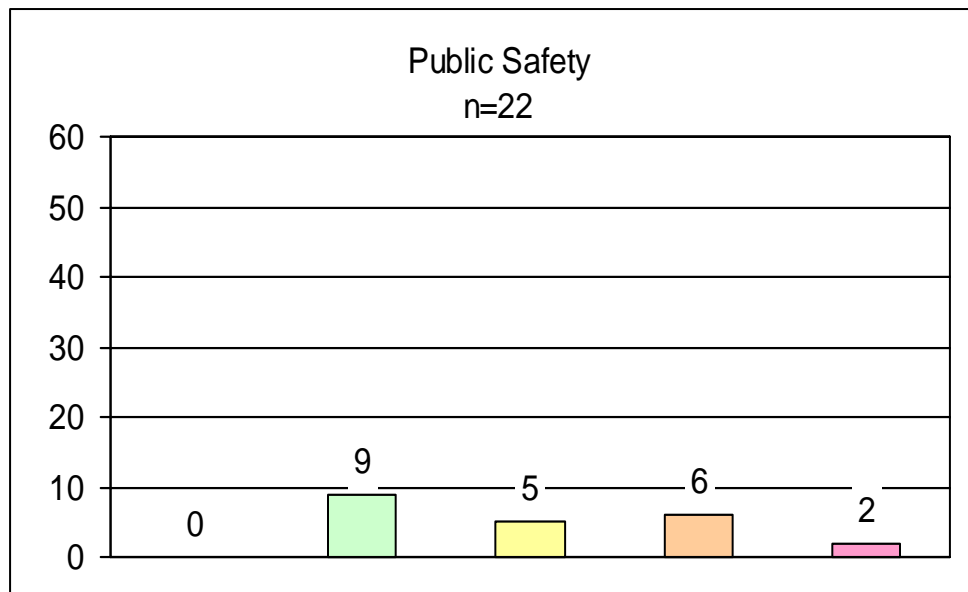
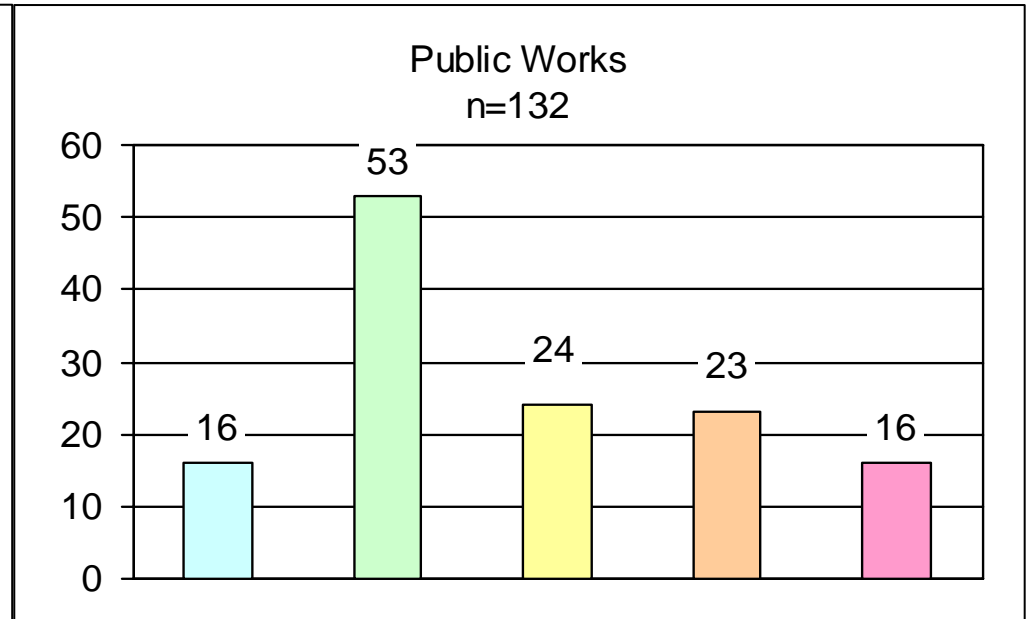
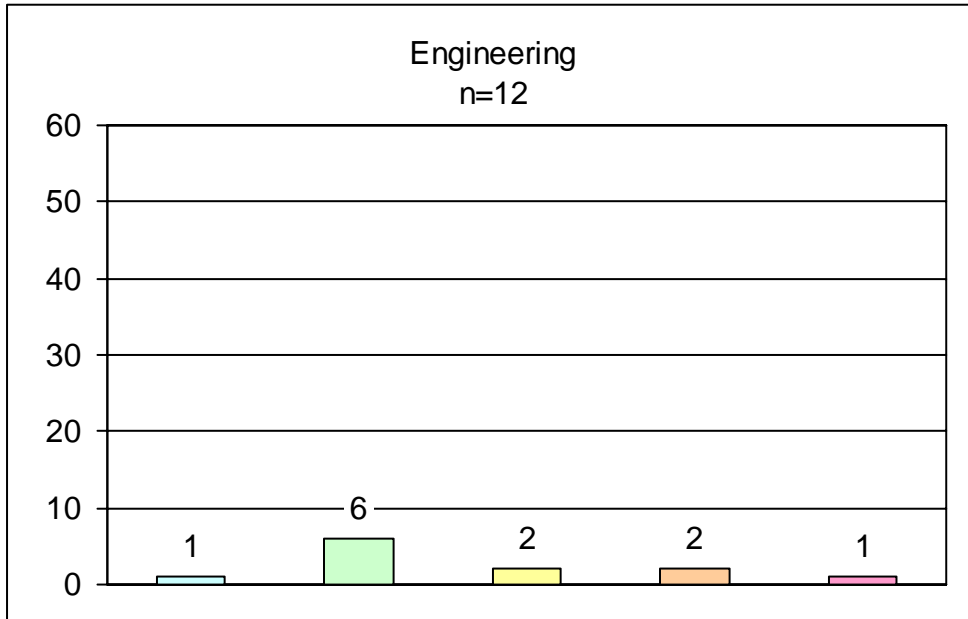


Question 6d - Process Management

n=456 (81%)

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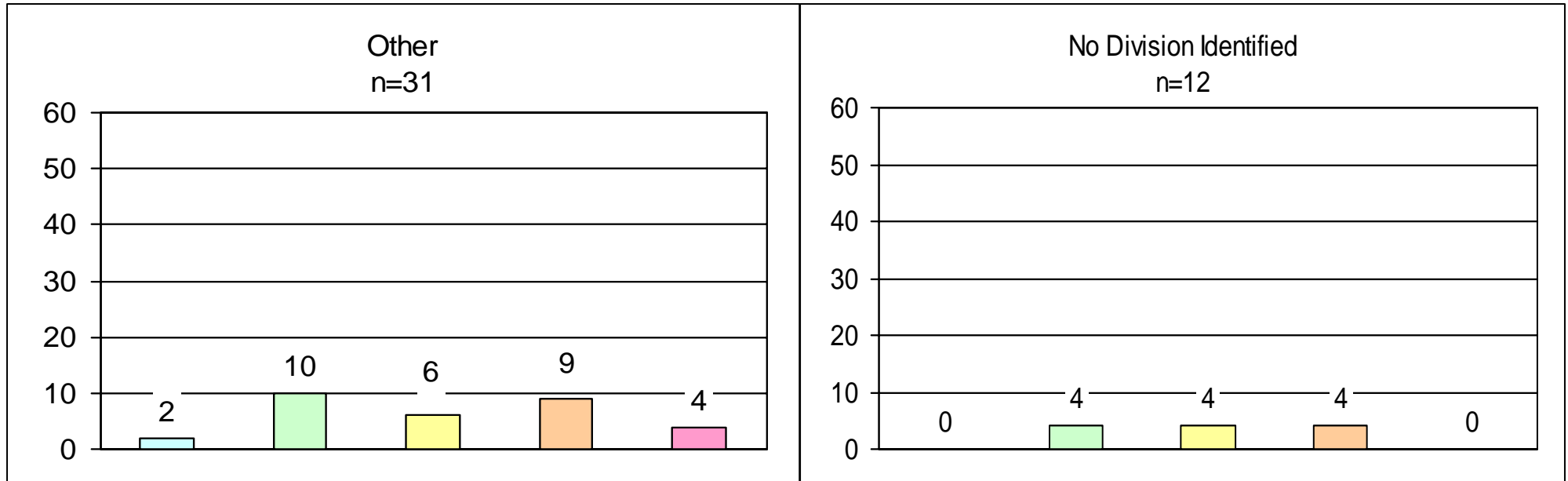


Question 6d - Process Management

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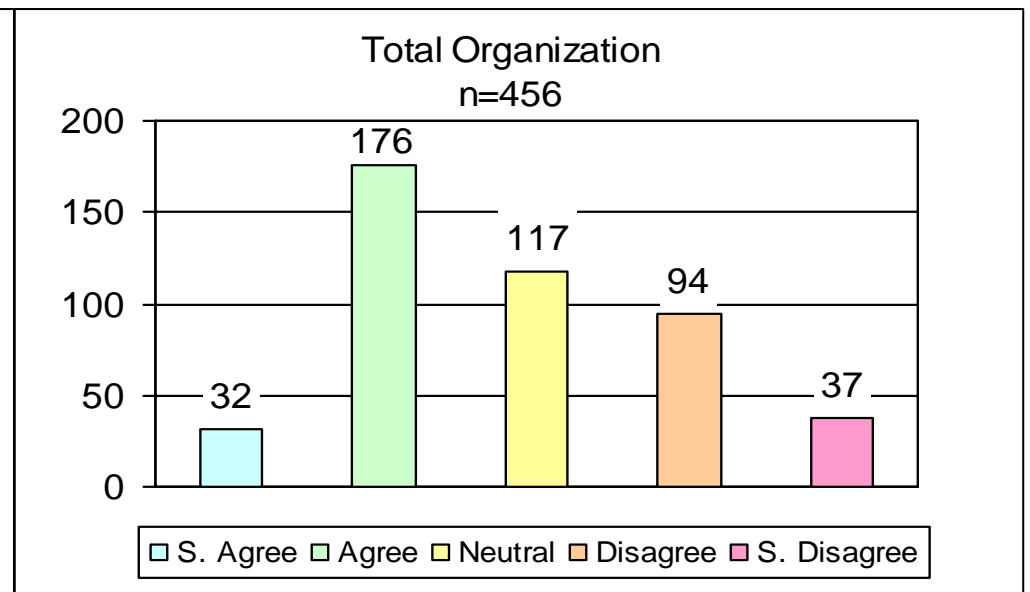
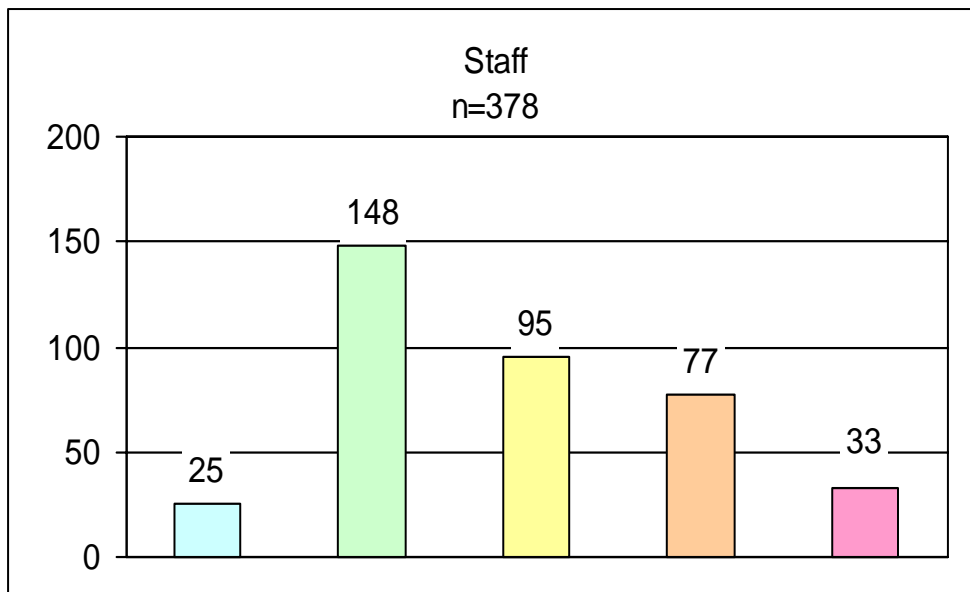
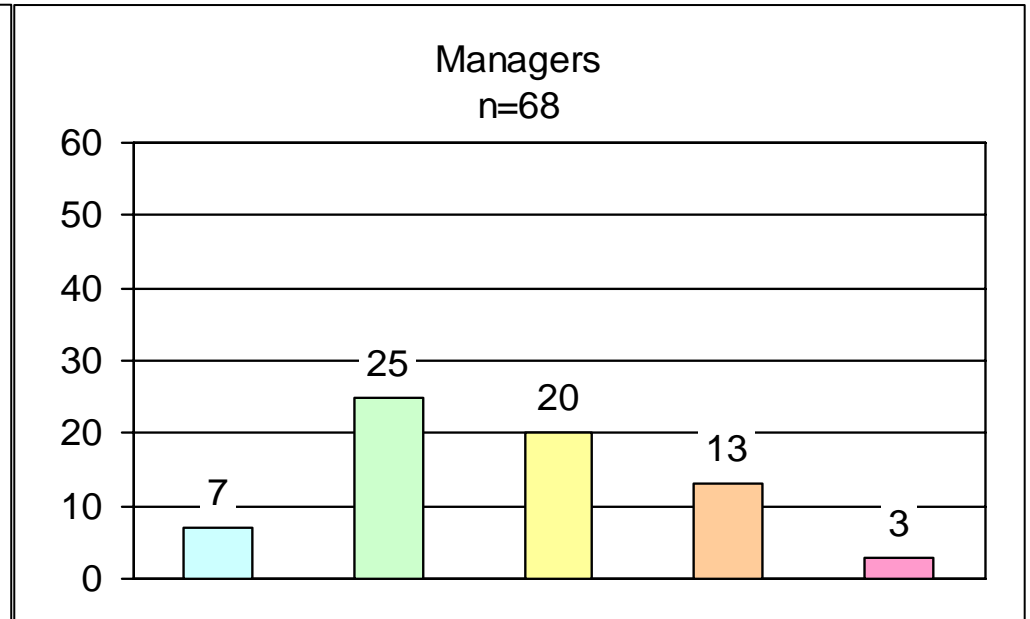
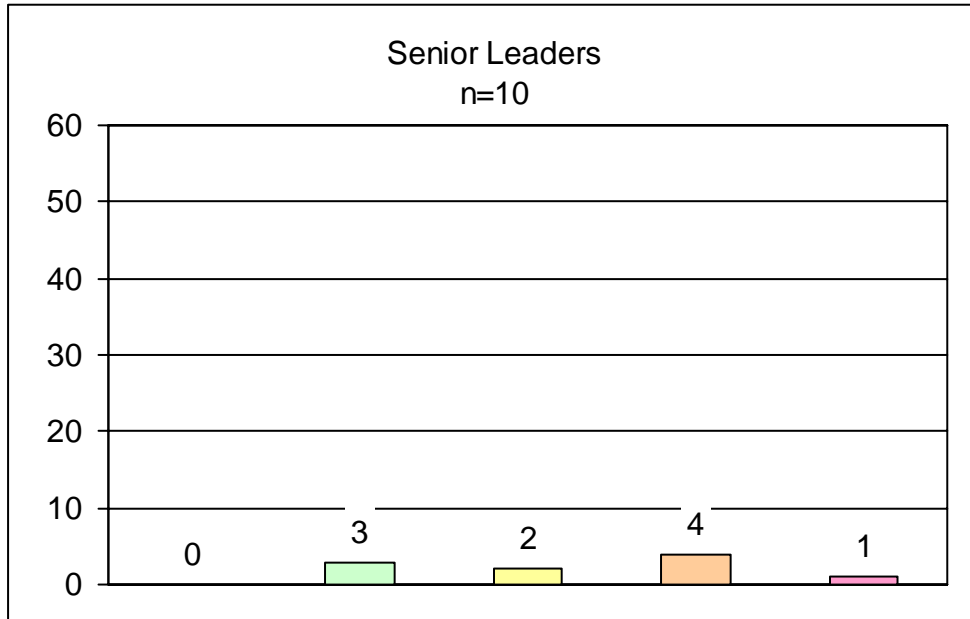


Question 6d - Process Management

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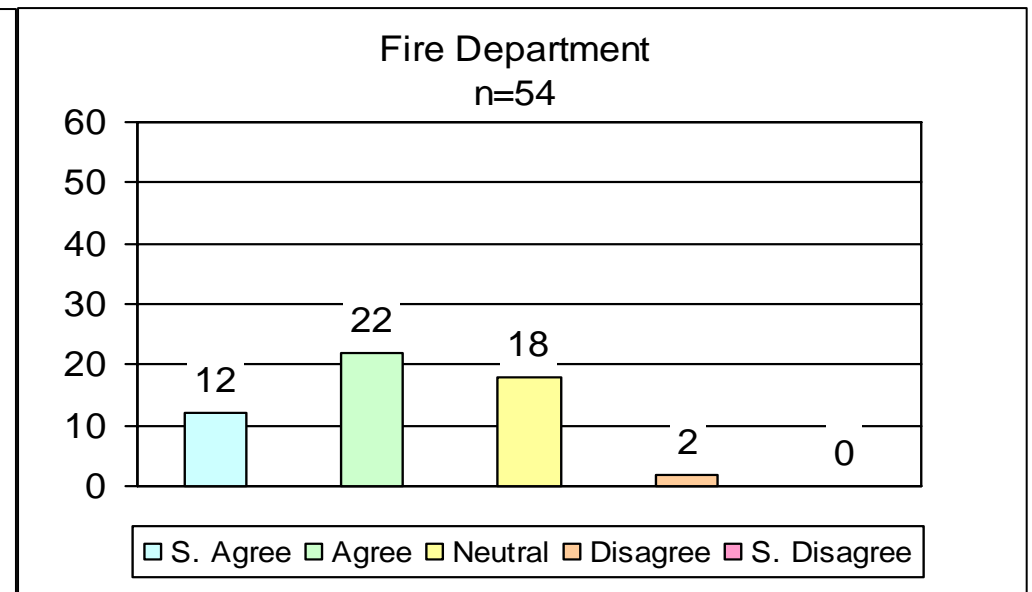
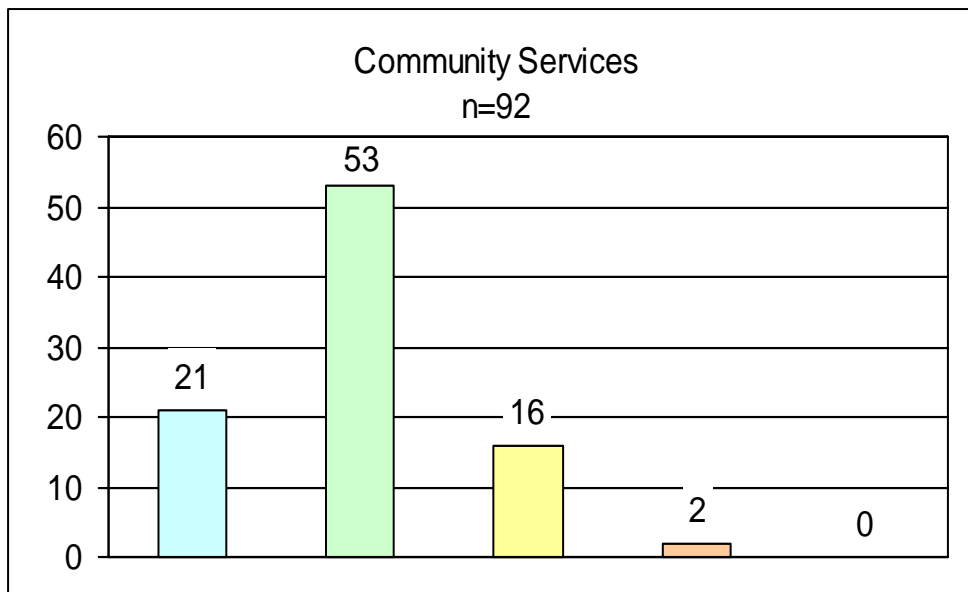
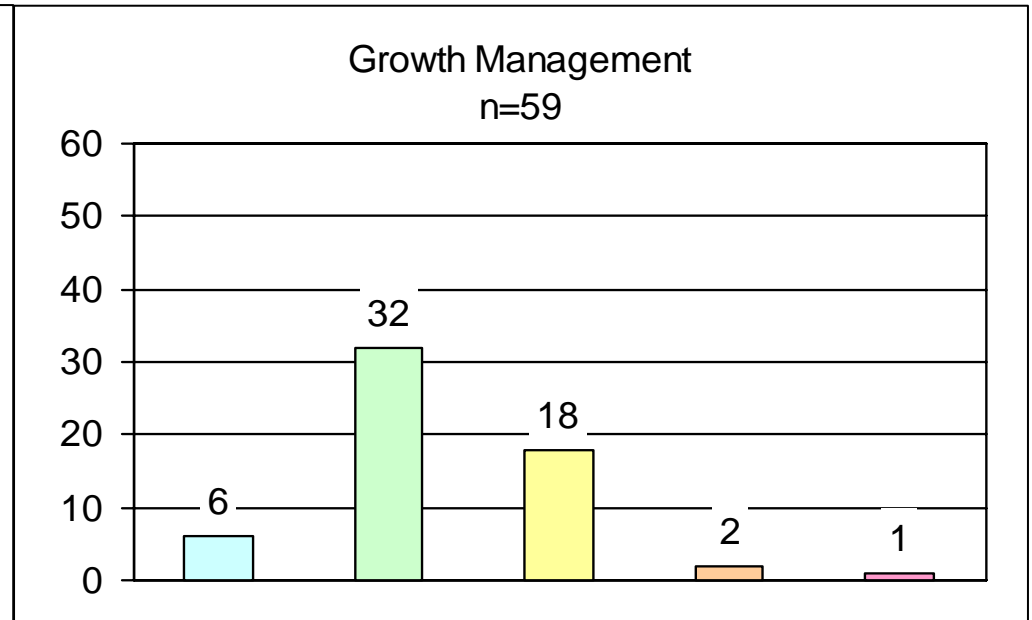
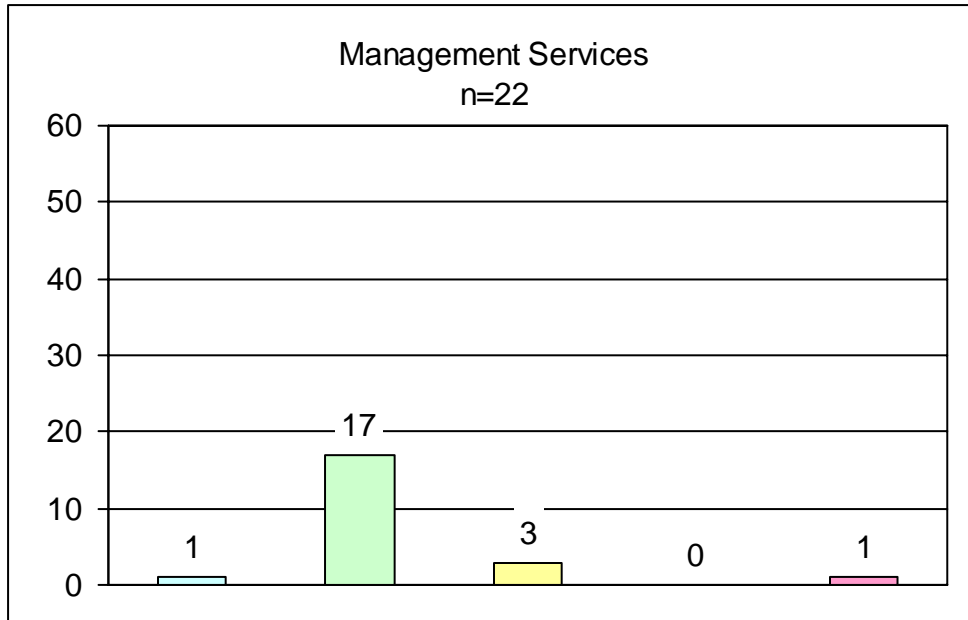


Question 7a – Business Results

n=456 (81%)

Our employees' customers are satisfied with their work.

My customers are satisfied with my work.

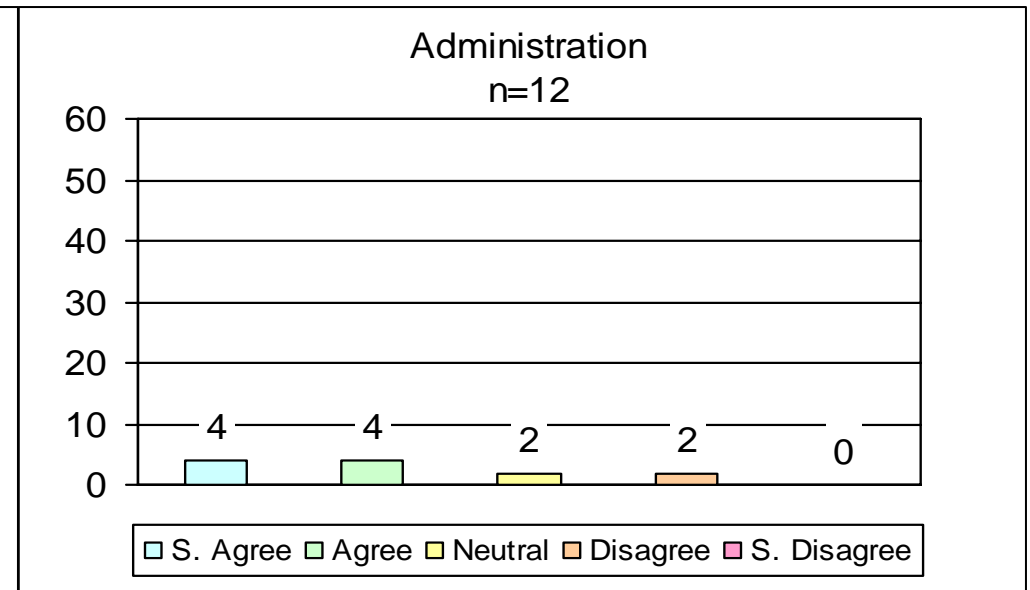
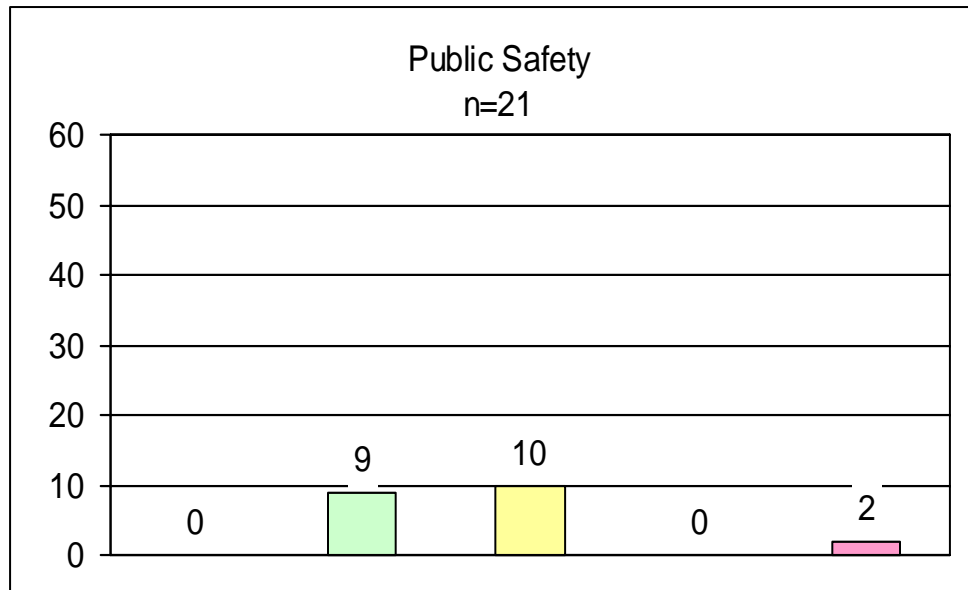
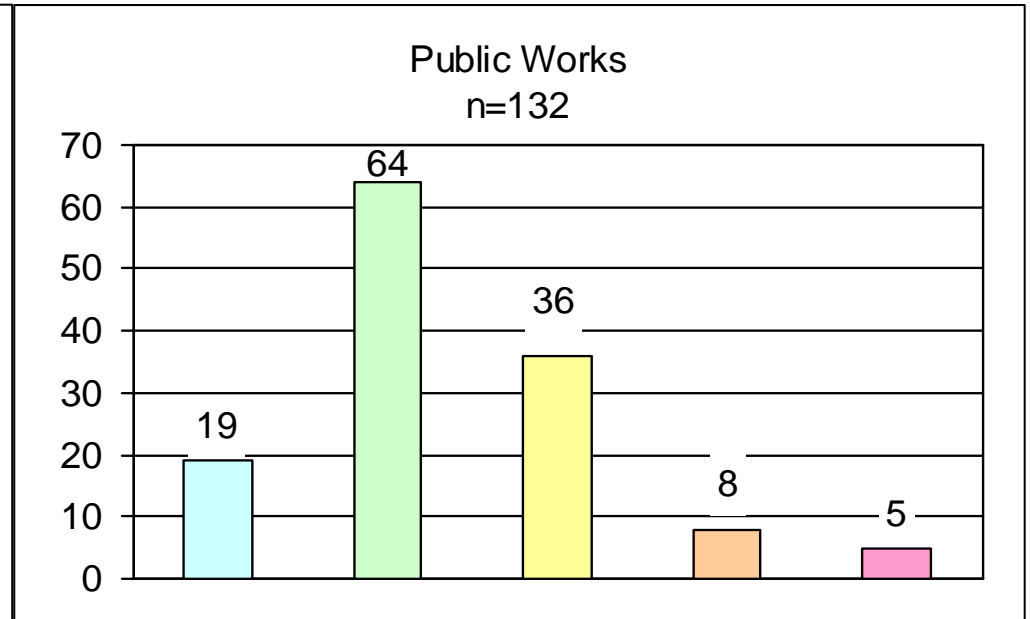
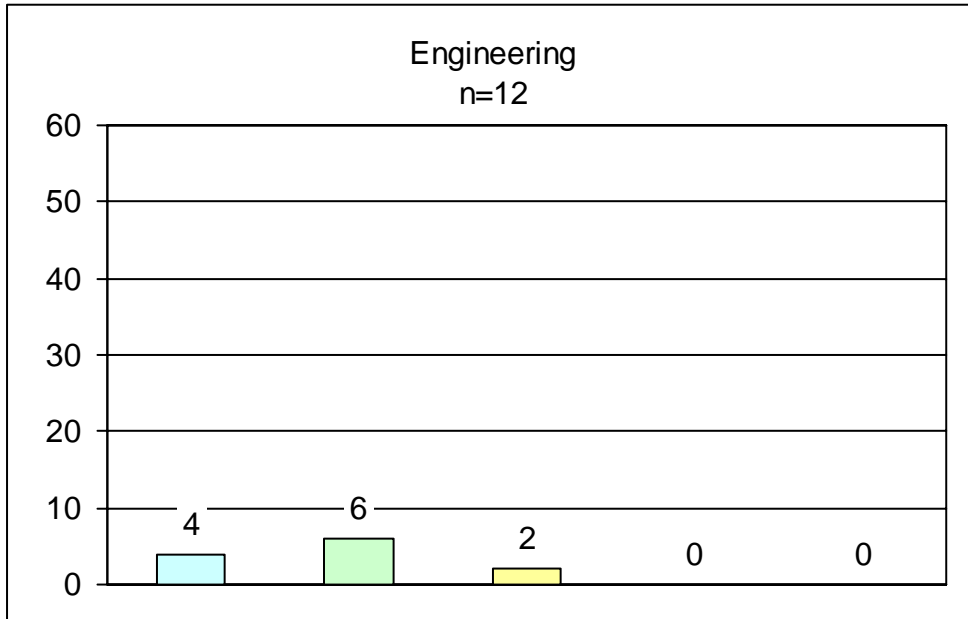


Question 7a – Business Results

n=456 (81%)

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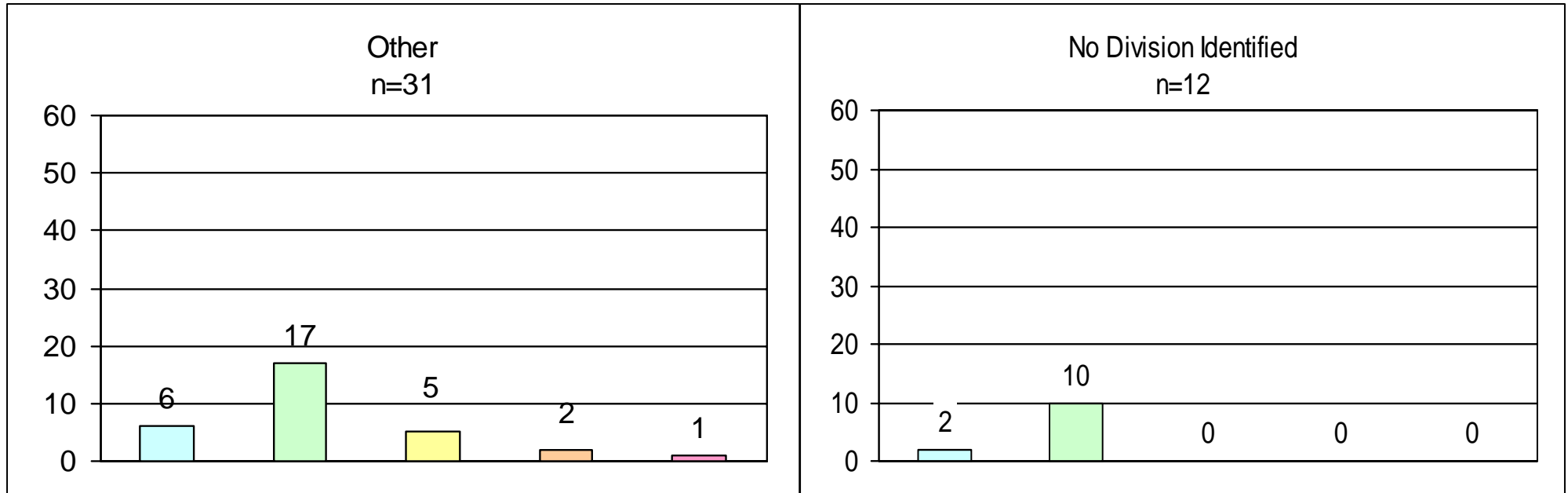


Question 7a – Business Results

n=456 (81%)

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My customers are satisfied with my work.

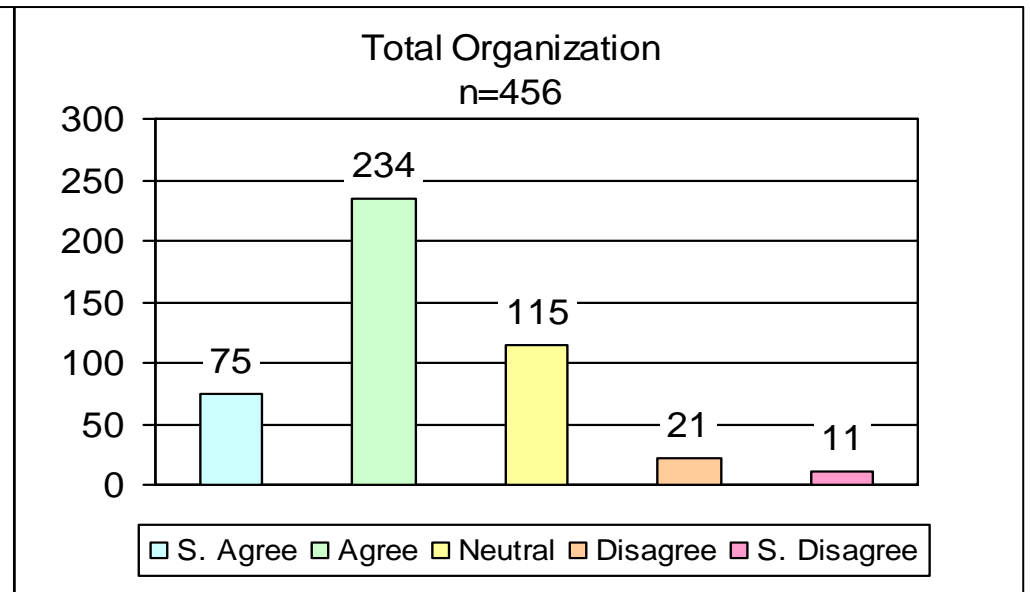
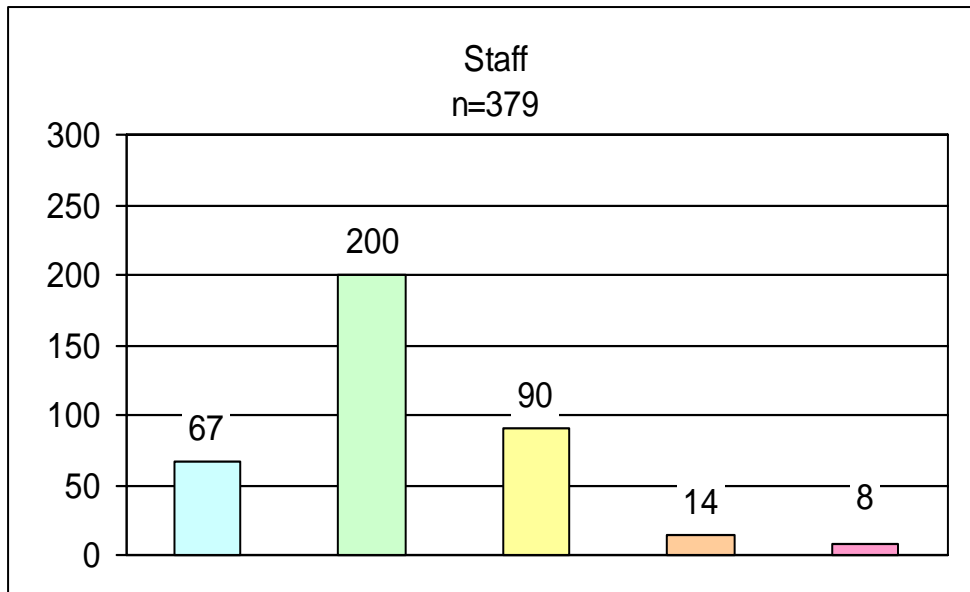
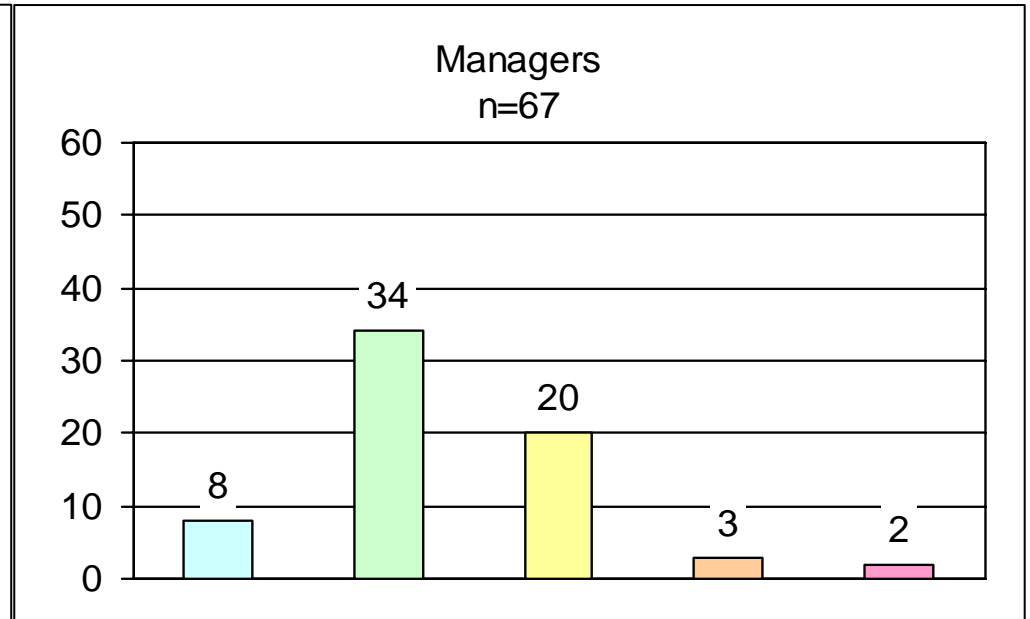
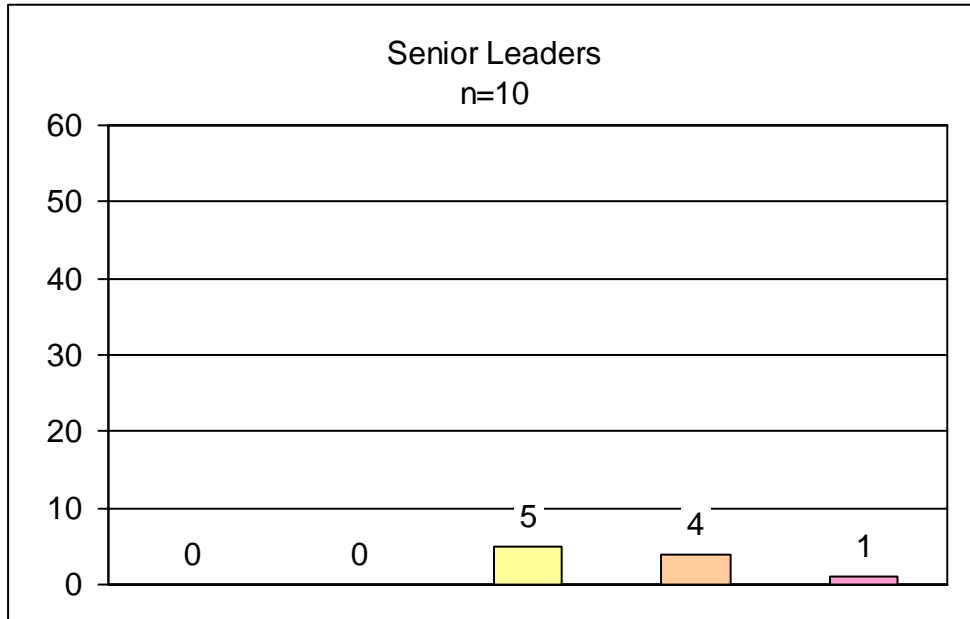


Question 7a – Business Results

n=456 (81%)

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My customers are satisfied with my work.

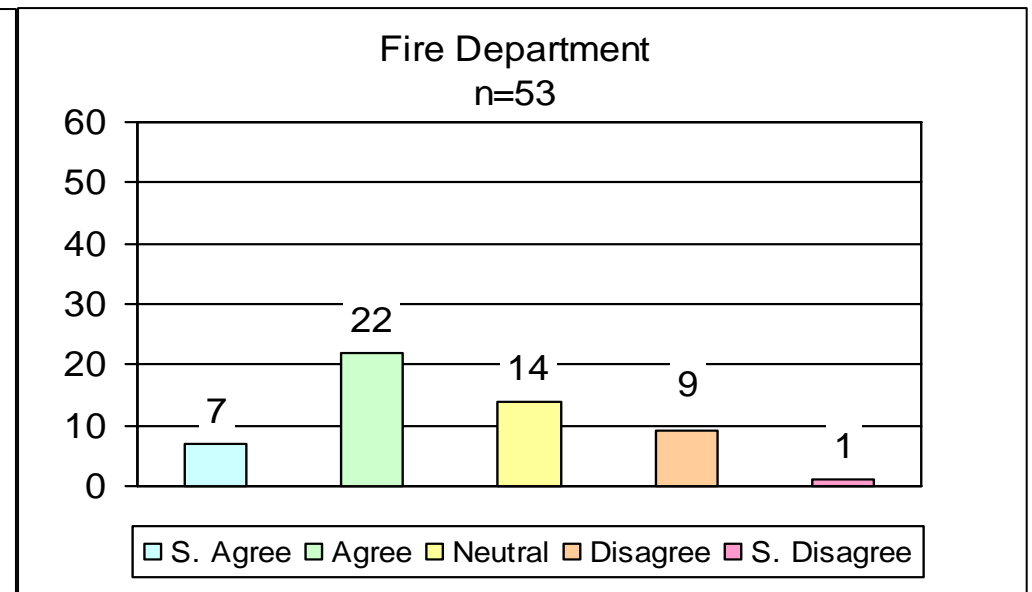
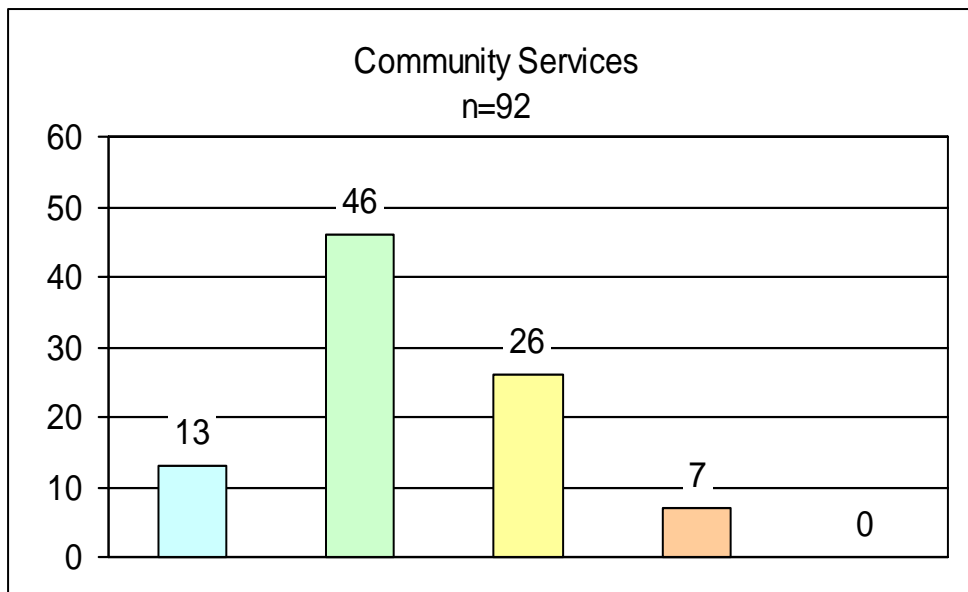
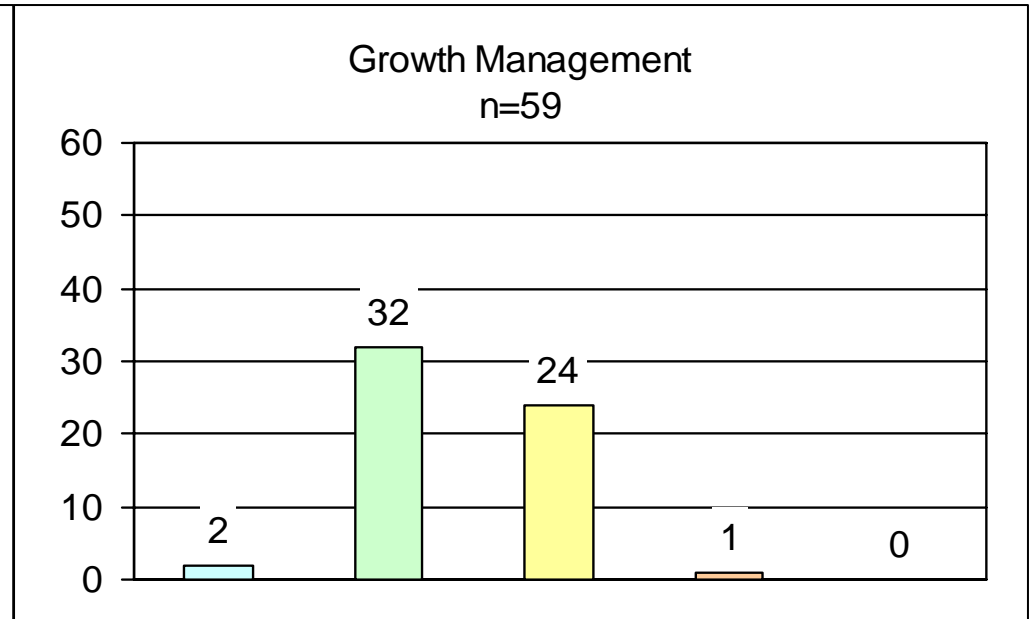
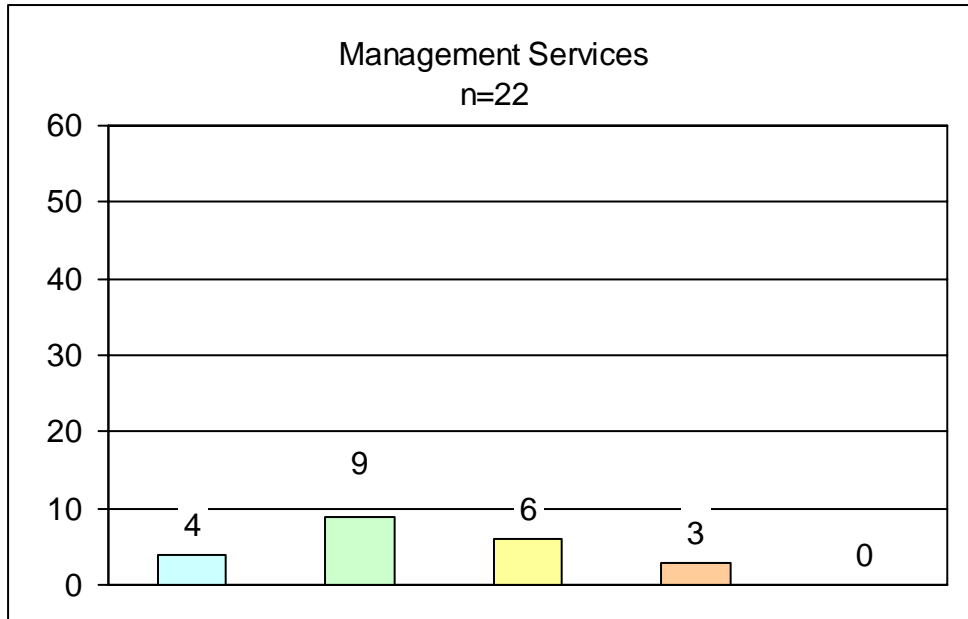


Question 7b – Business Results

n=455 (81%)

Our employees' work products meet all requirements.

My work products meet all requirements.

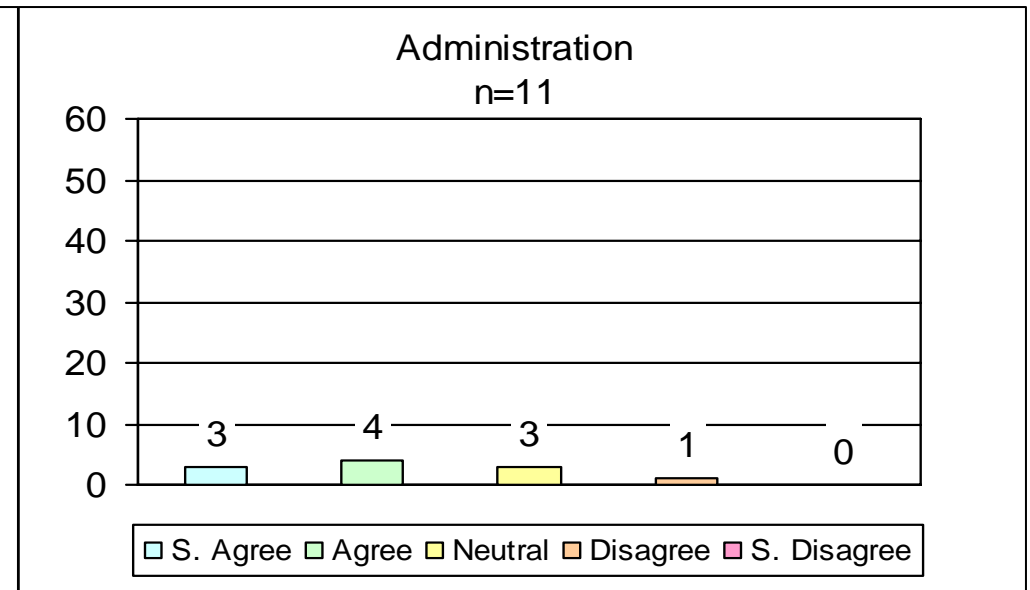
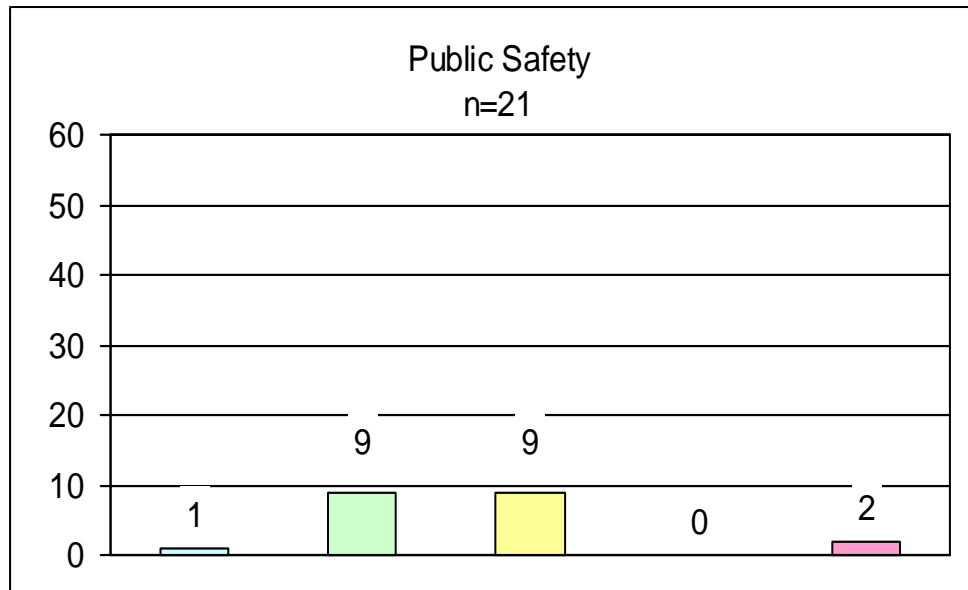
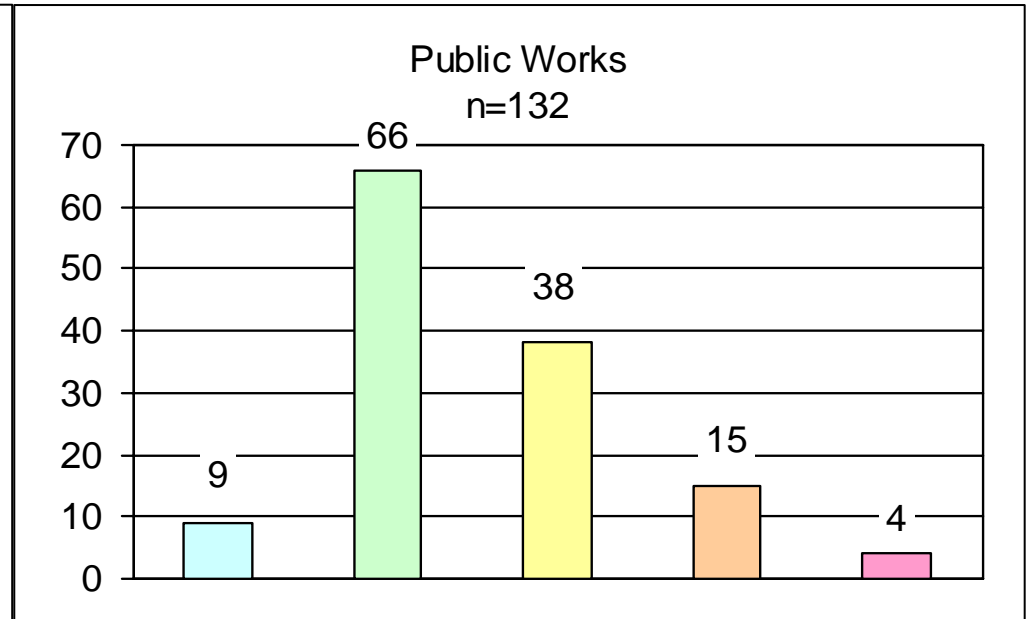
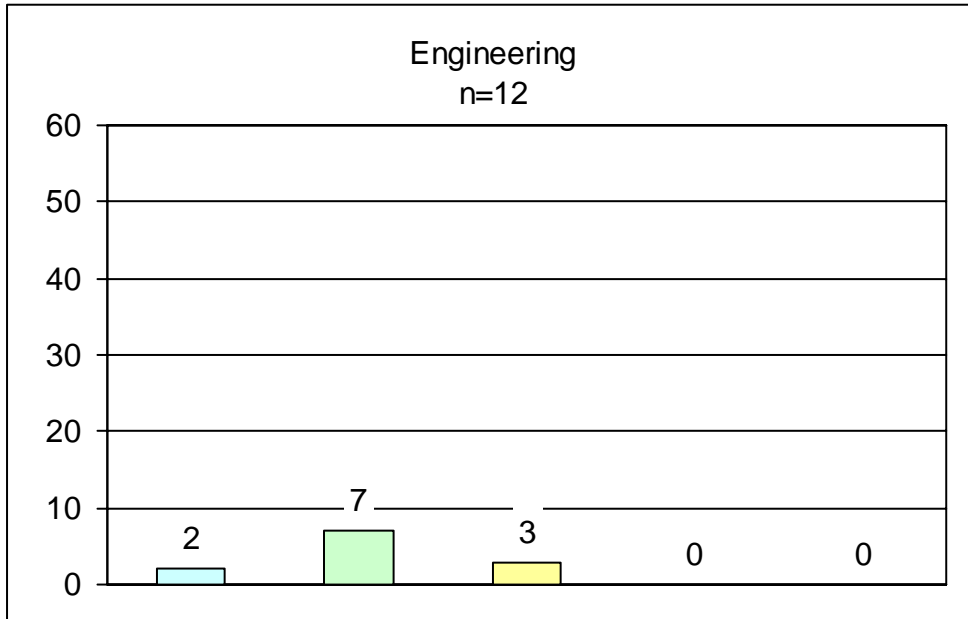


Question 7b – Business Results

n=455 (81%)

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My work products meet all requirements.

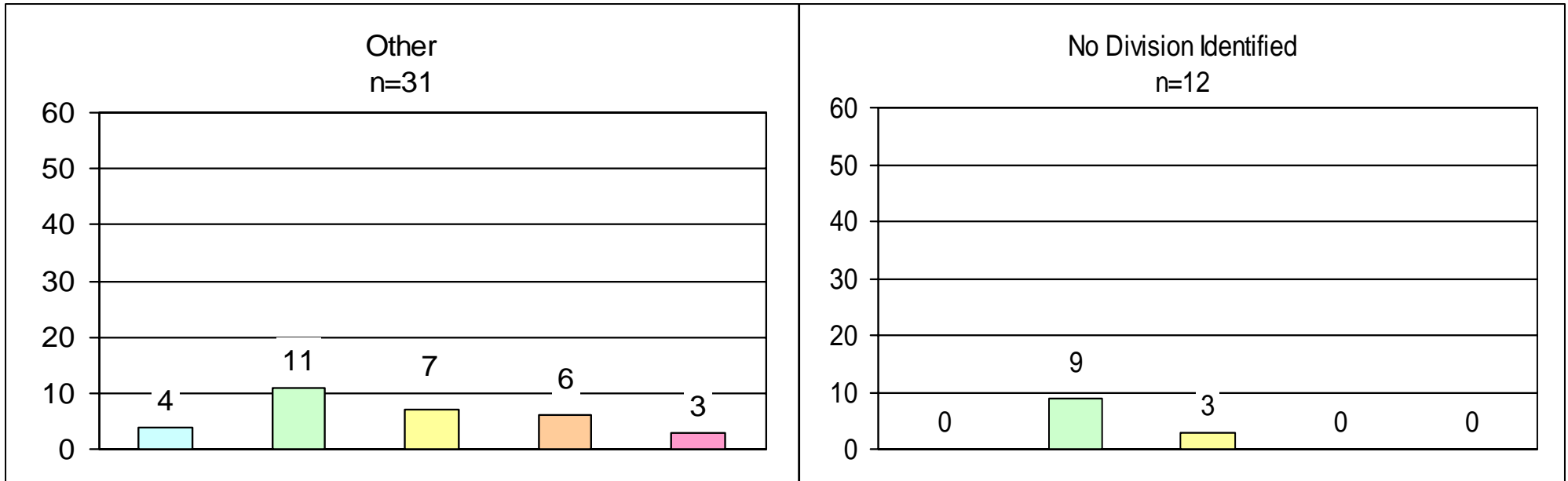


Question 7b – Business Results

n=455 (81%)

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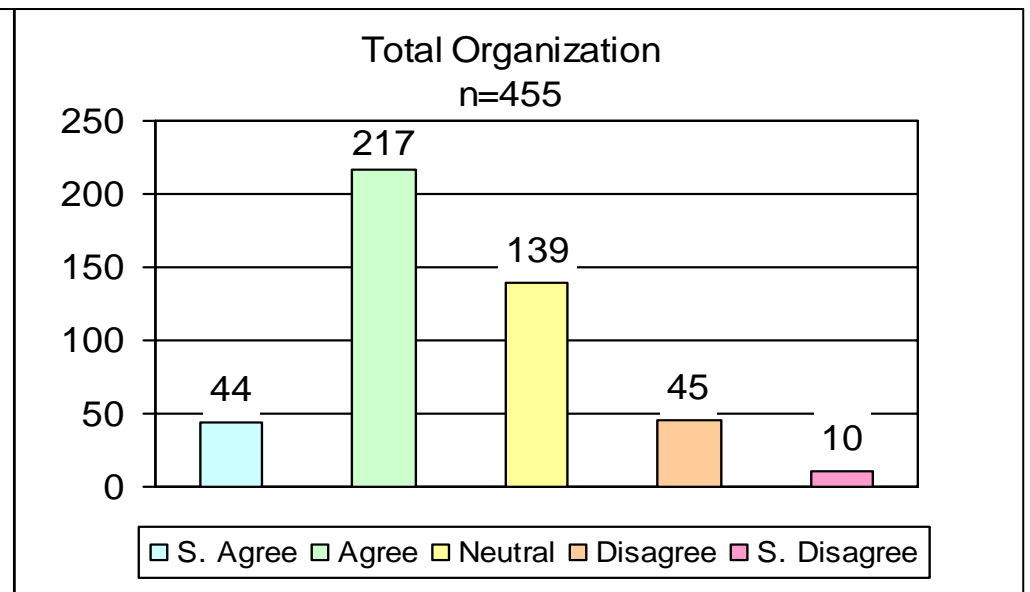
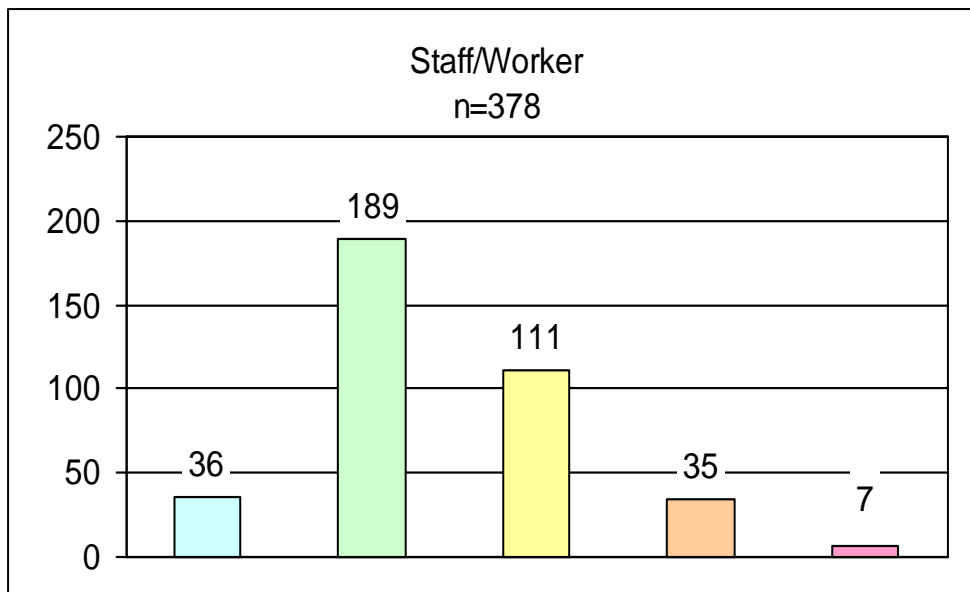
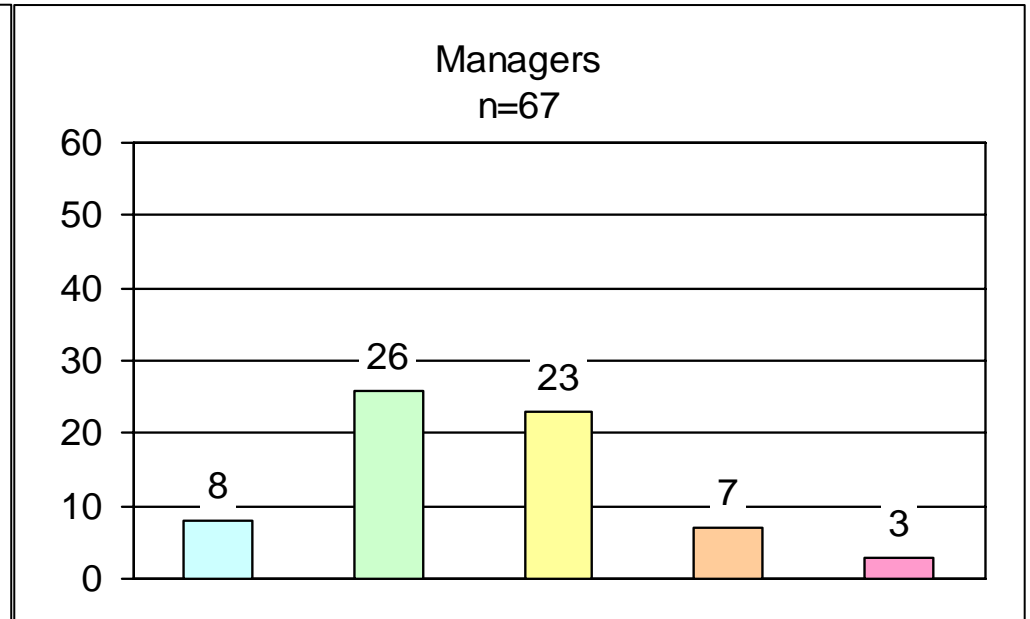
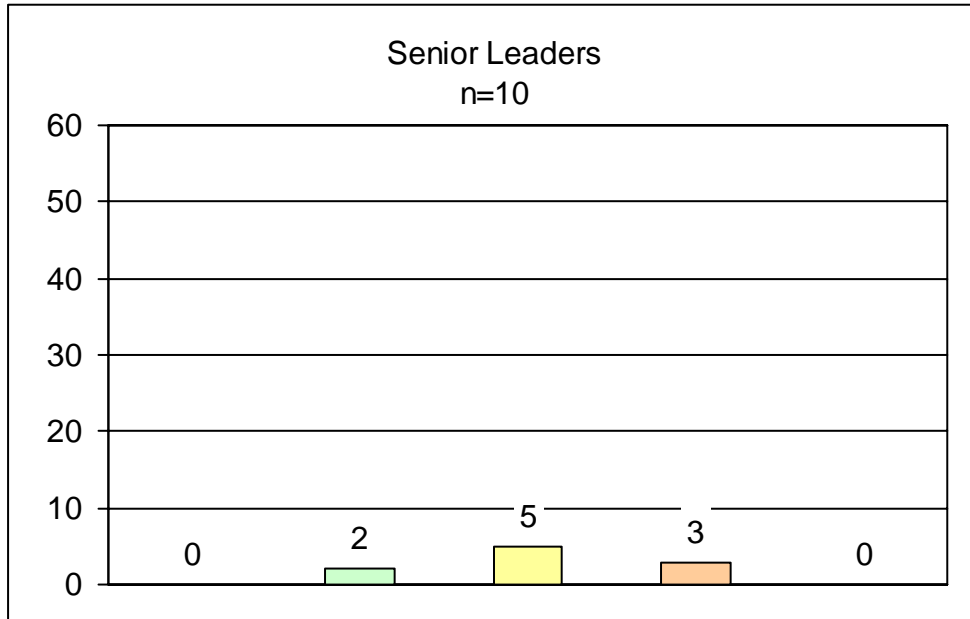


Question 7b – Business Results

n=455 (81%)

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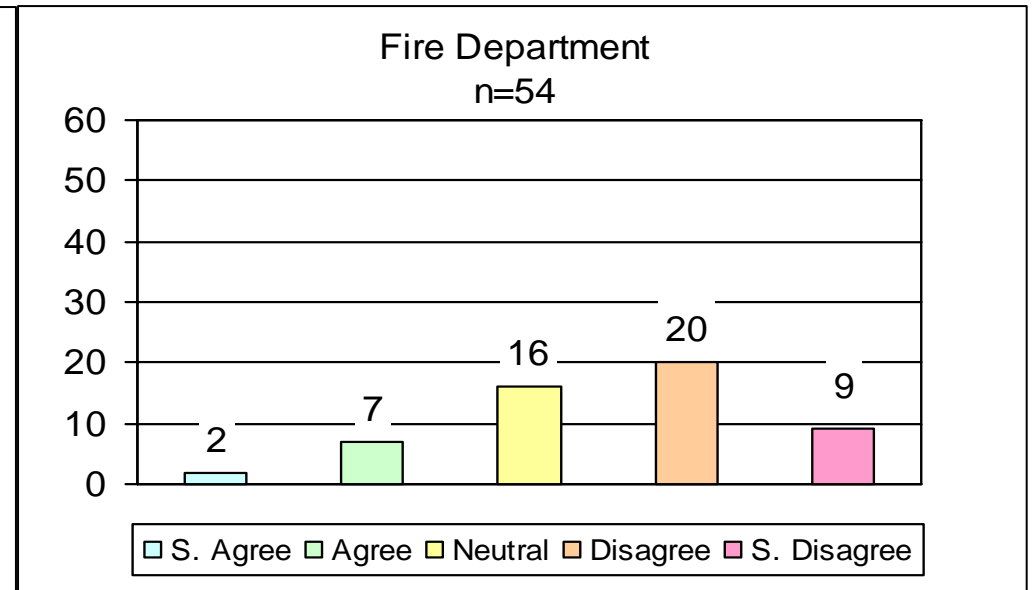
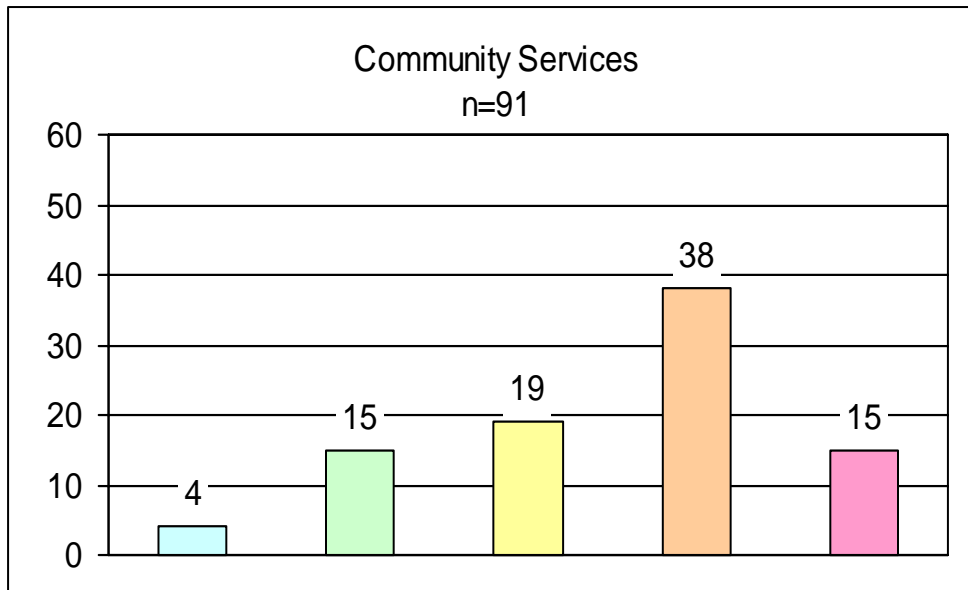
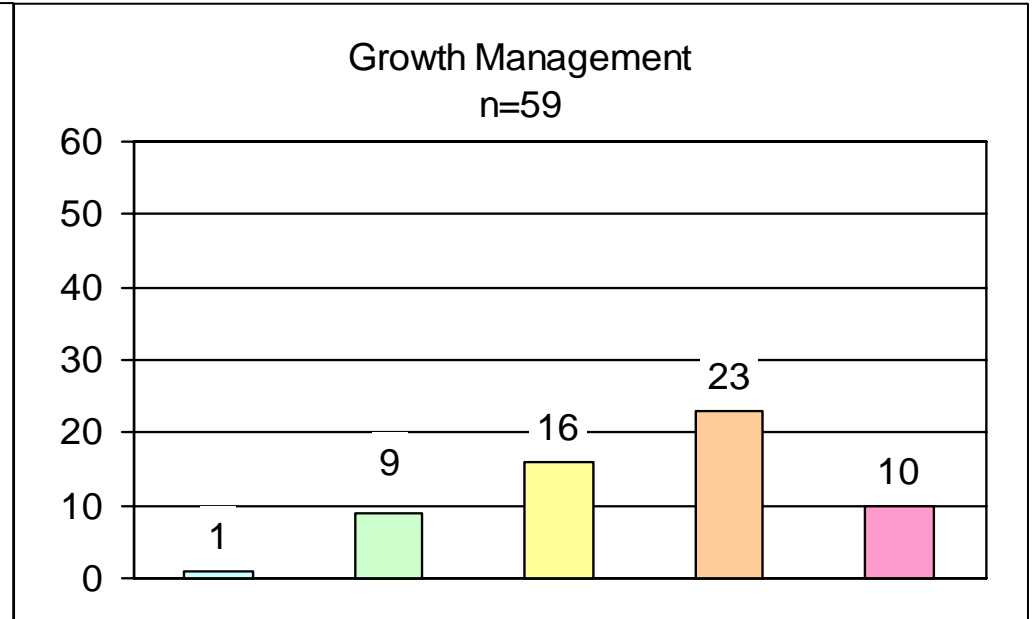
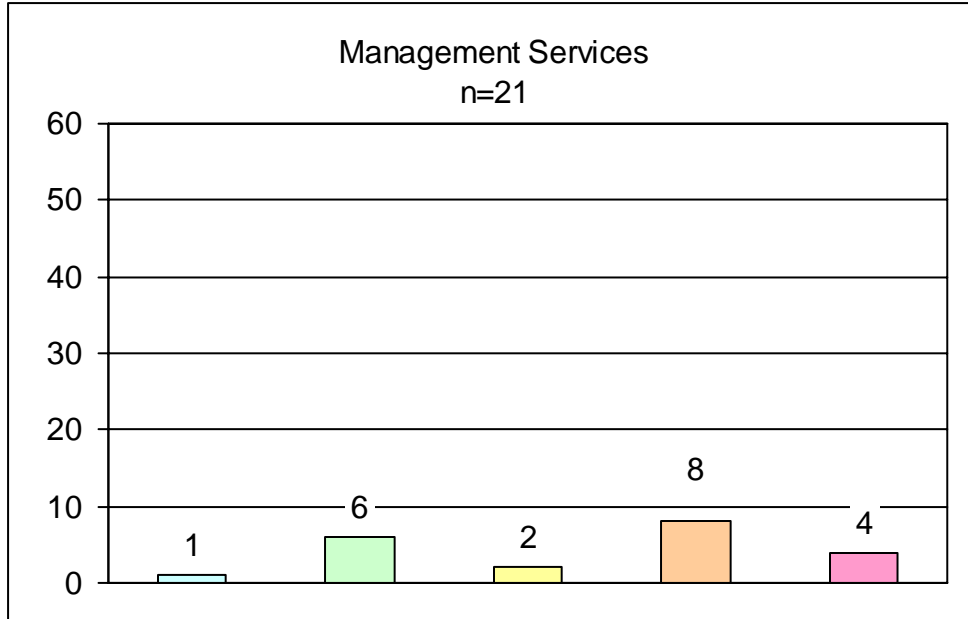


Question 7c – Business Results

n=454 (80%)

Our employees know how well our organization is doing financially.

I know how well my organization is doing financially.



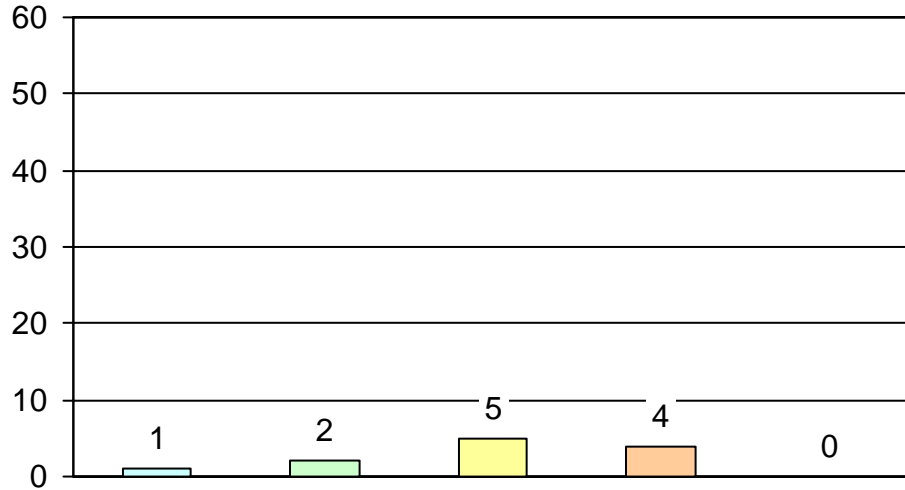
Question 7c – Business Results

n=454 (80%)

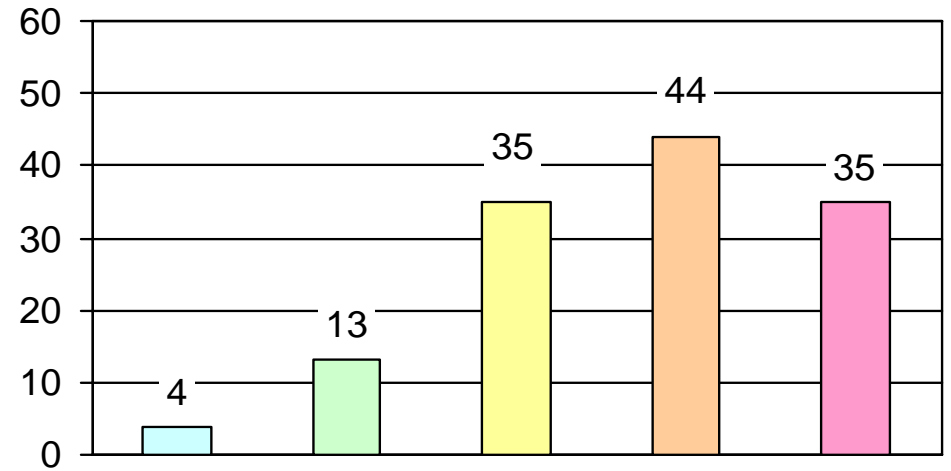
Our employees know how well our organization is doing financially.

I know how well my organization is doing financially.

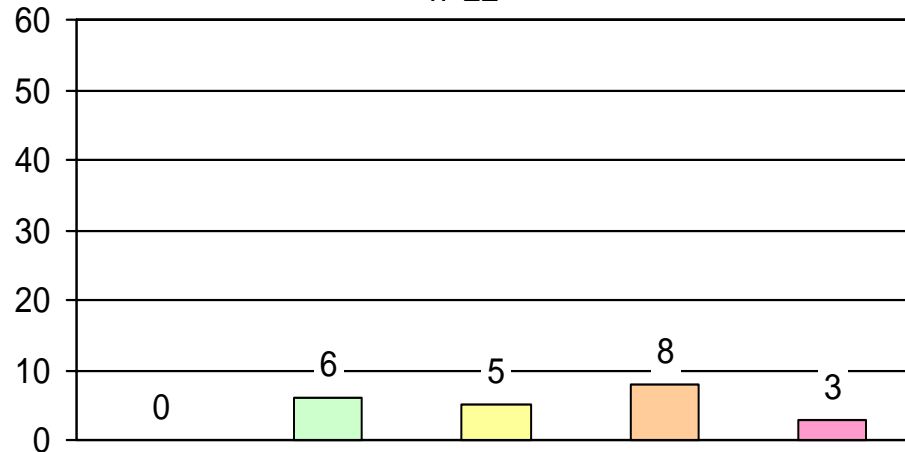
Engineering
n=12



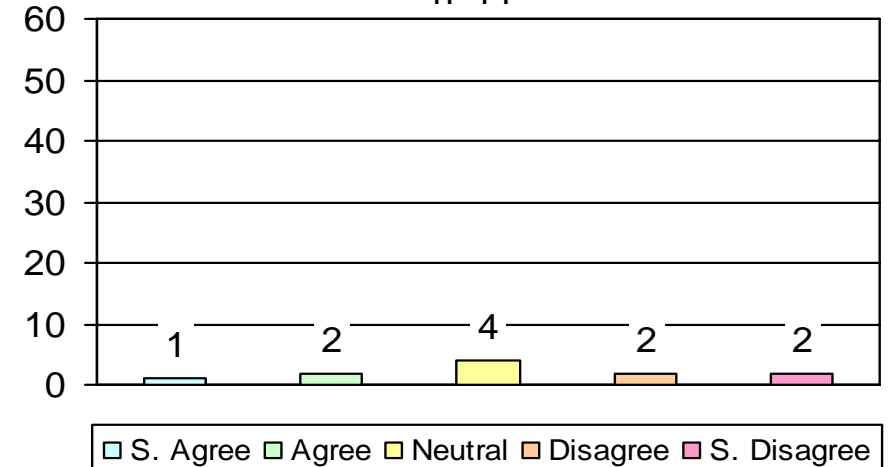
Public Works
n=131



Public Safety
n=22



Administration
n=11



■ S. Agree
 ■ Agree
 ■ Neutral
 ■ Disagree
 ■ S. Disagree

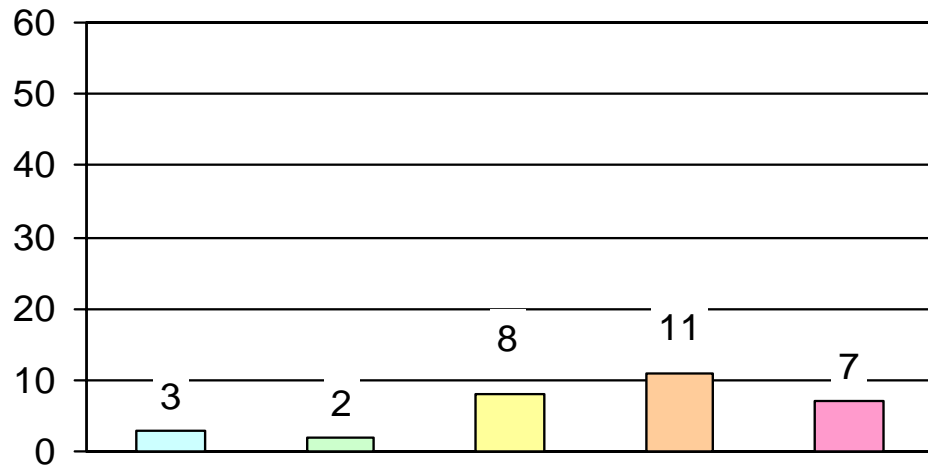
Question 7c – Business Results

n=454 (80%)

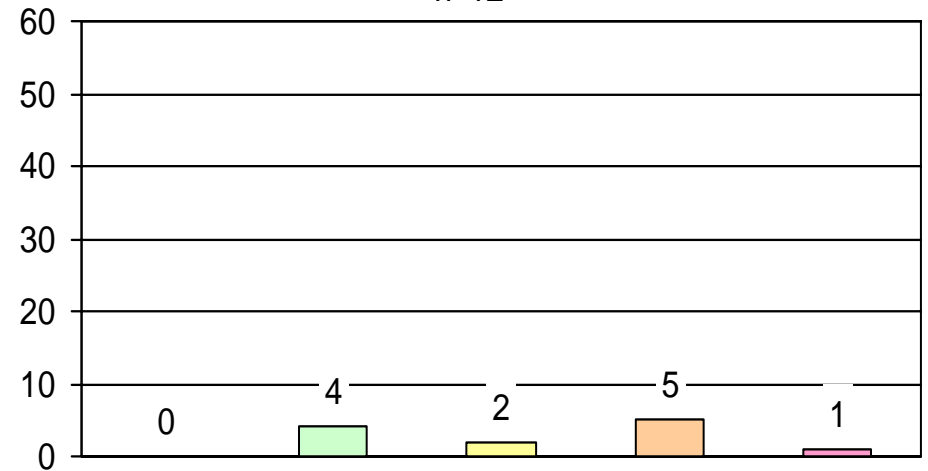
Our employees know how well our organization is doing financially.

I know how well my organization is doing financially.

Other
n=31



No Division Identified
n=12

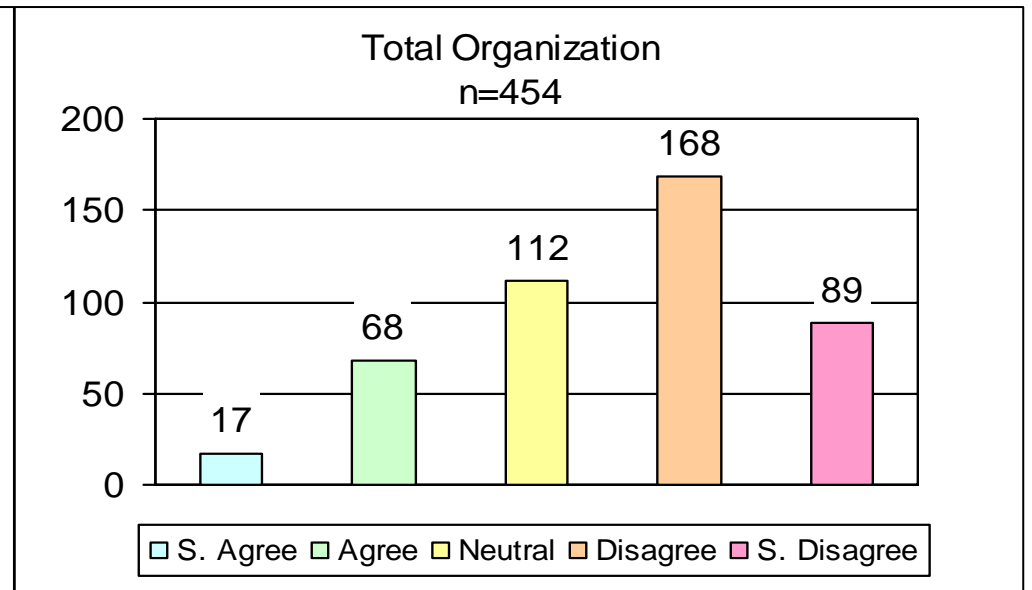
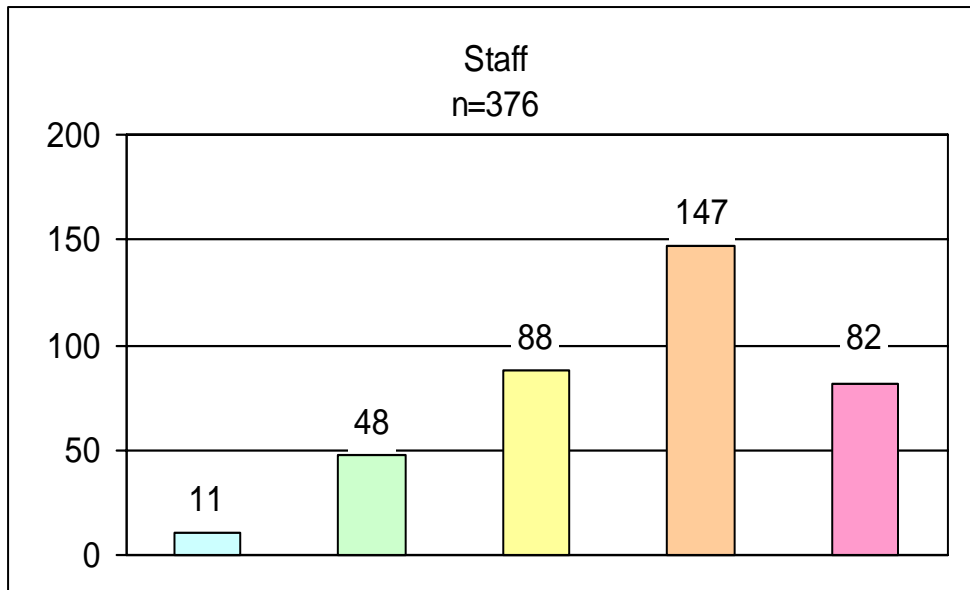
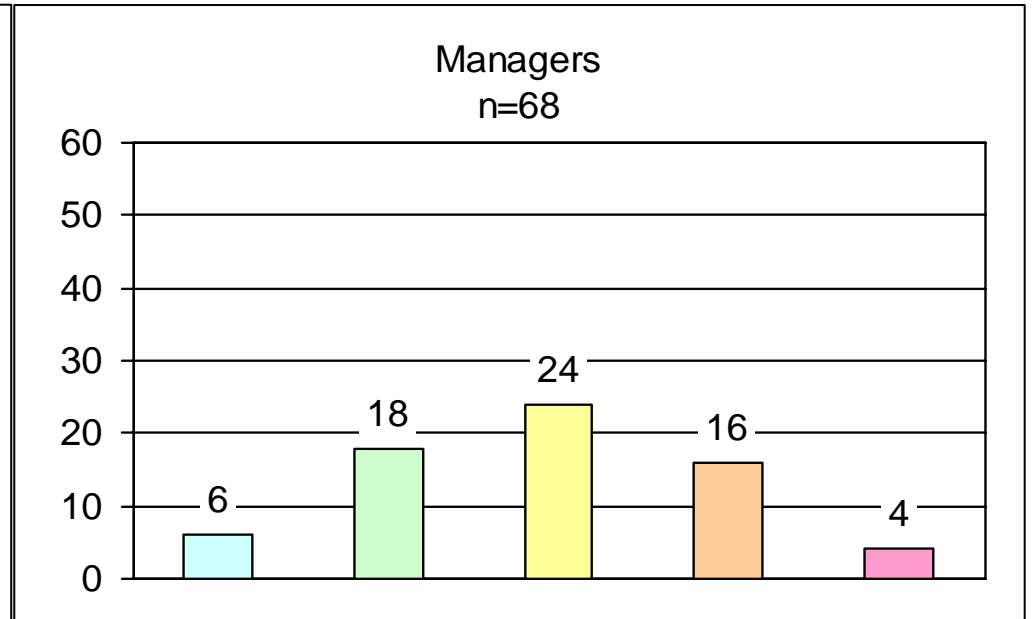
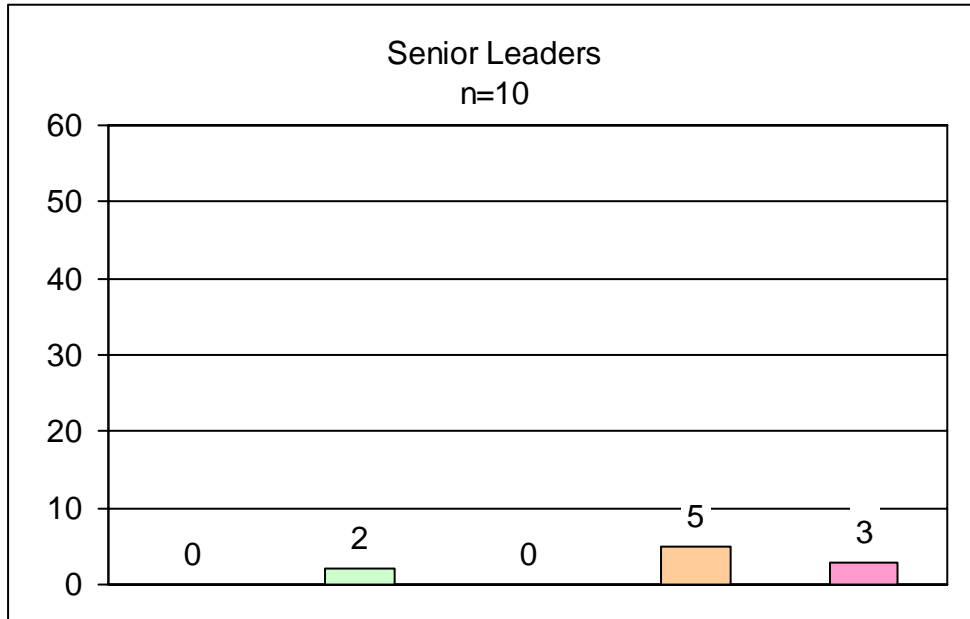


Question 7c – Business Results

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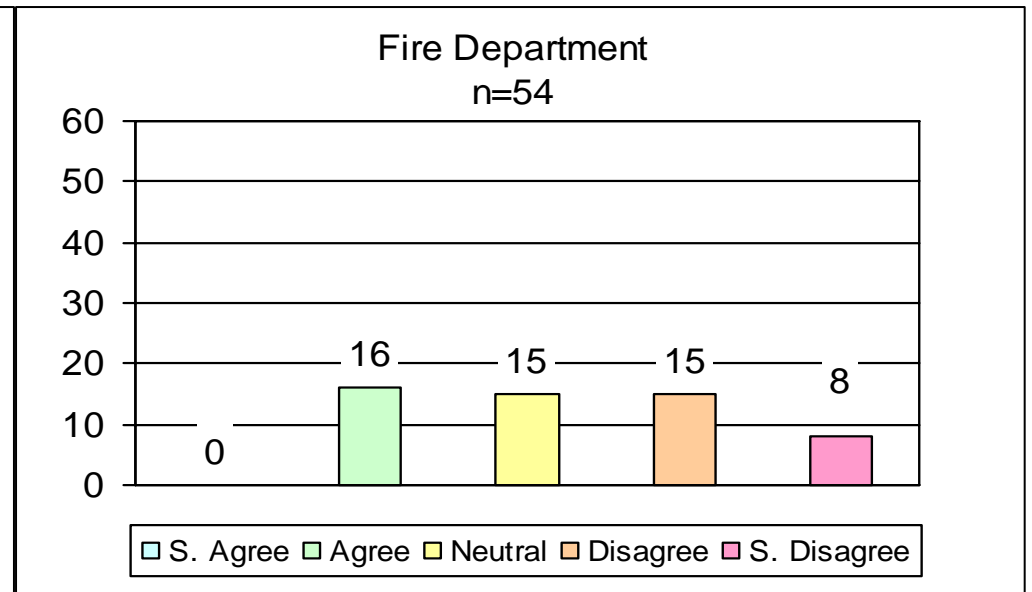
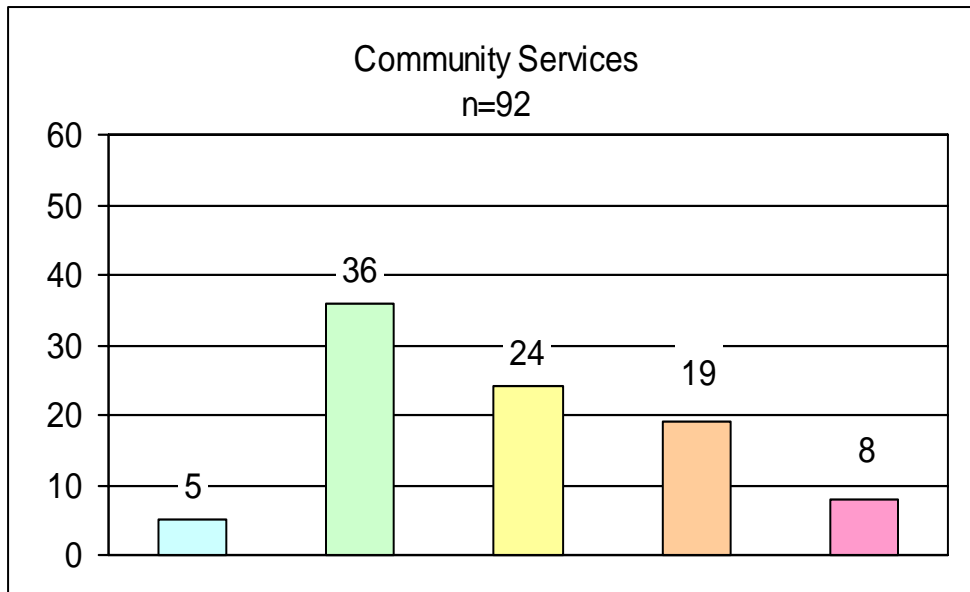
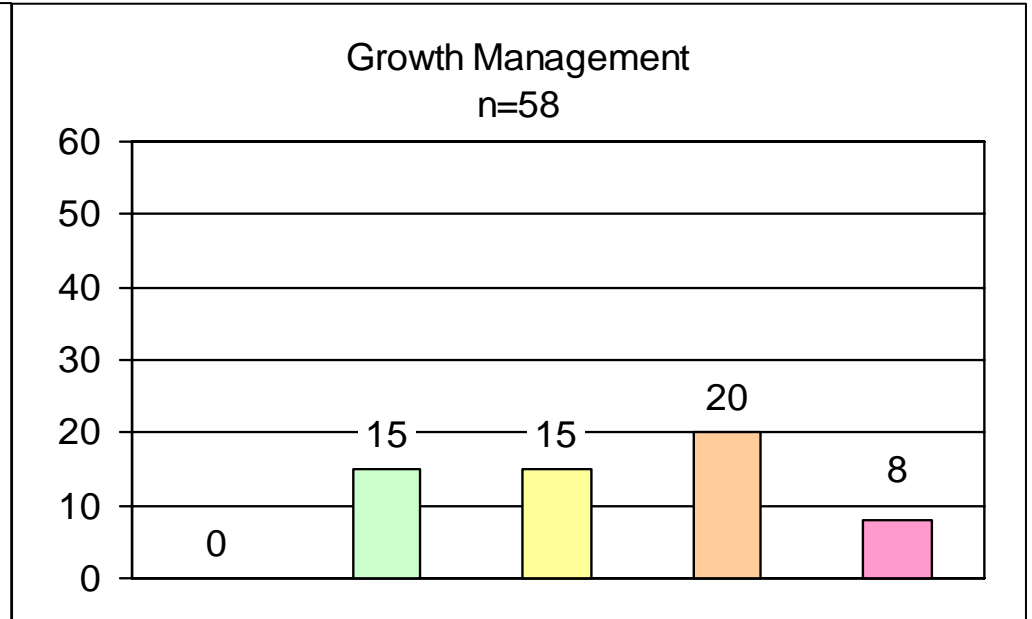
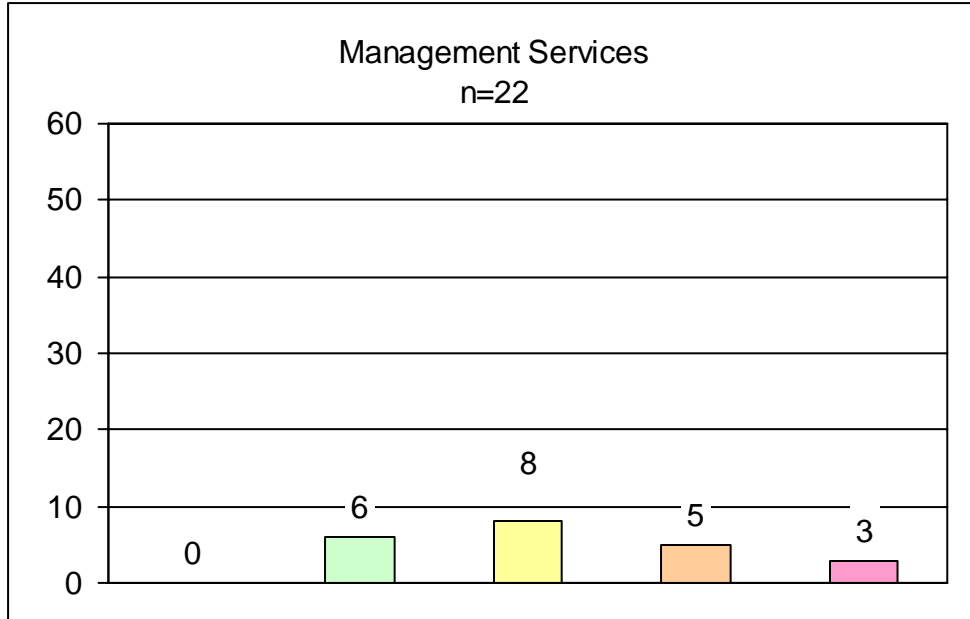


Question 7d – Business Results

n=453 (80%)

Our organization uses our employees' time and talents well.

My organization uses my time and talents well.

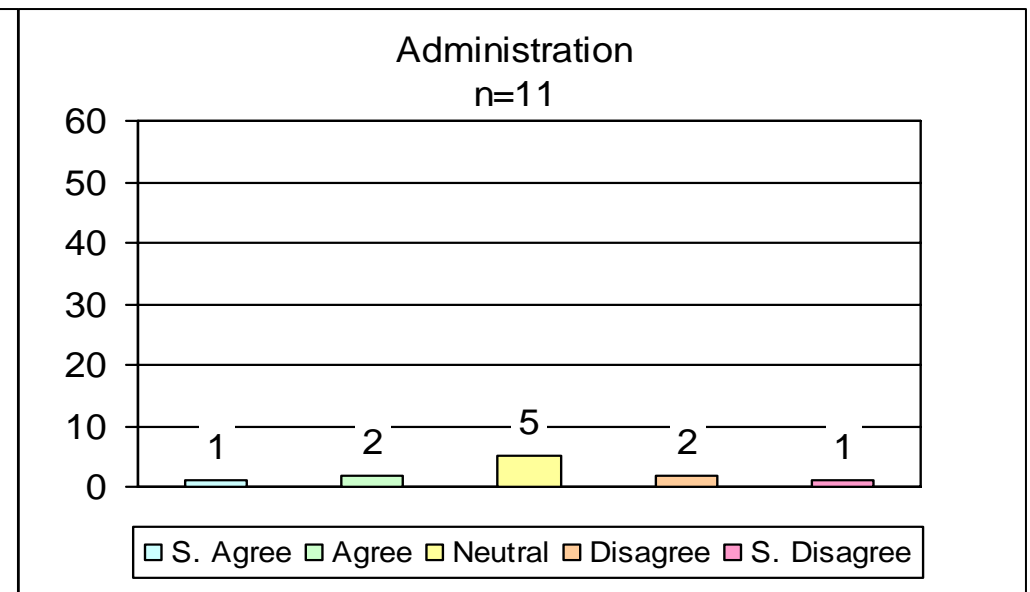
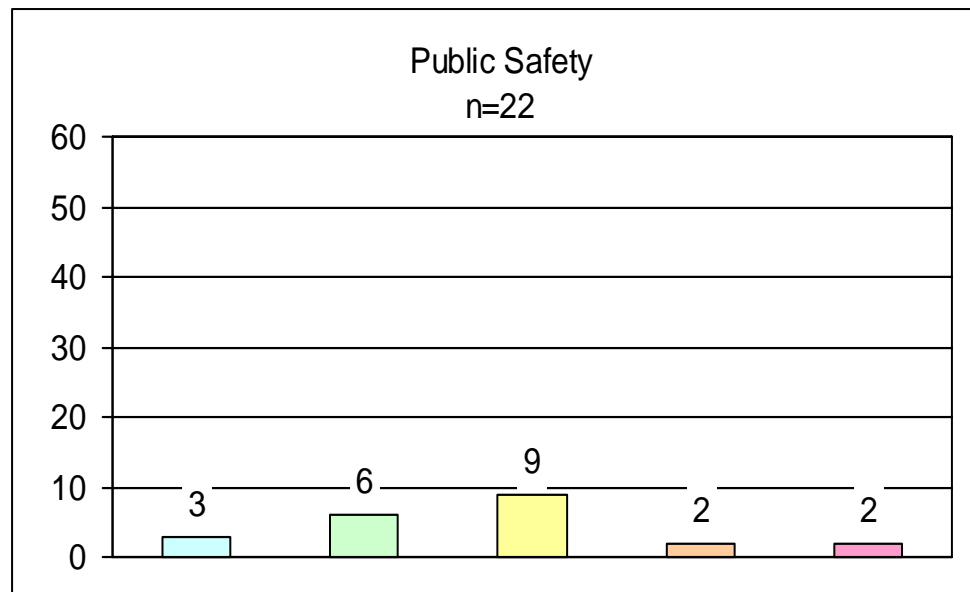
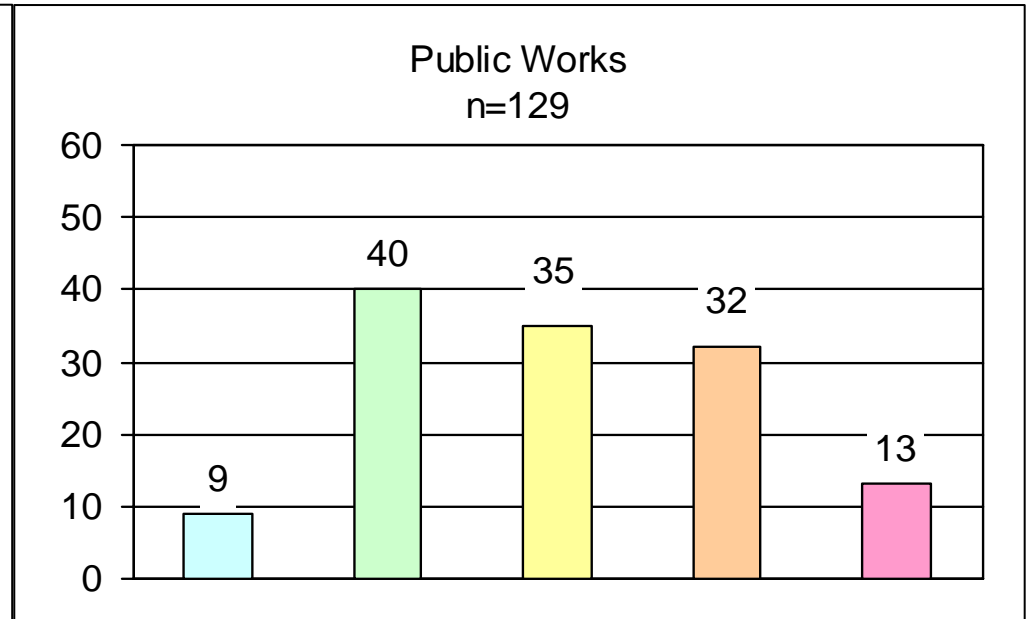
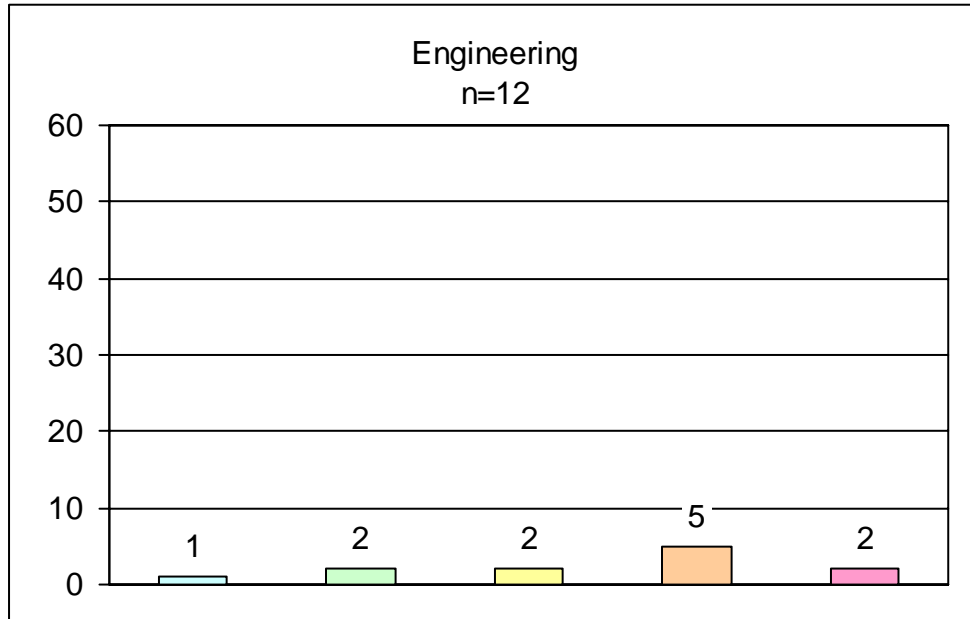


Question 7d – Business Results

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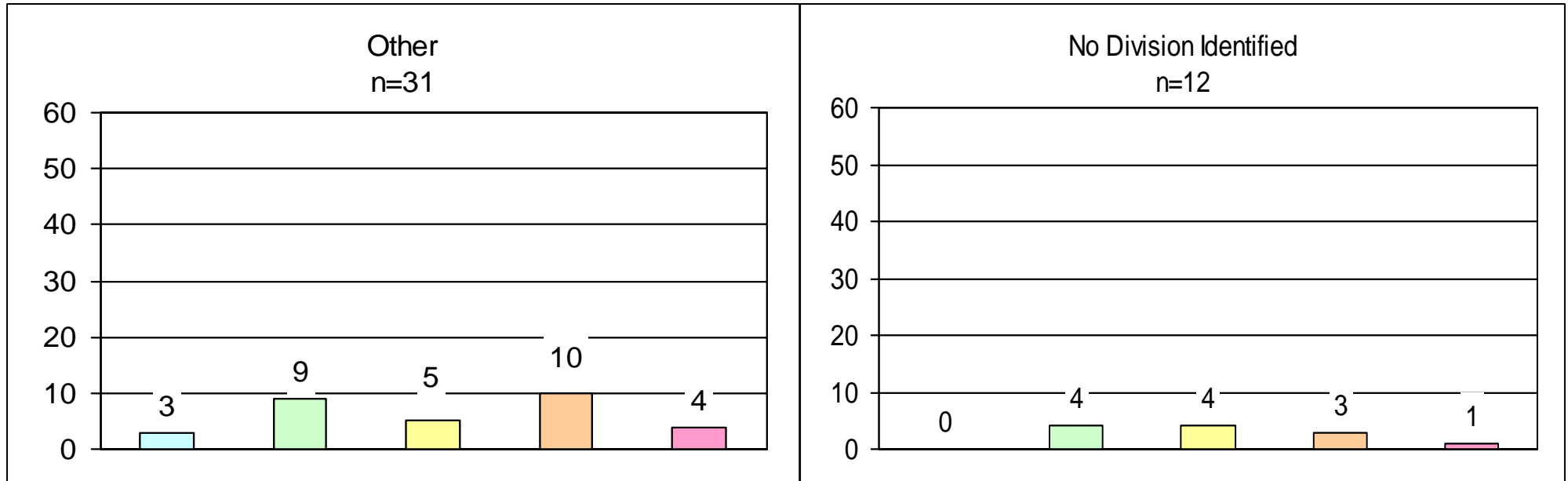


Question 7d – Business Results

n=453 (80%)

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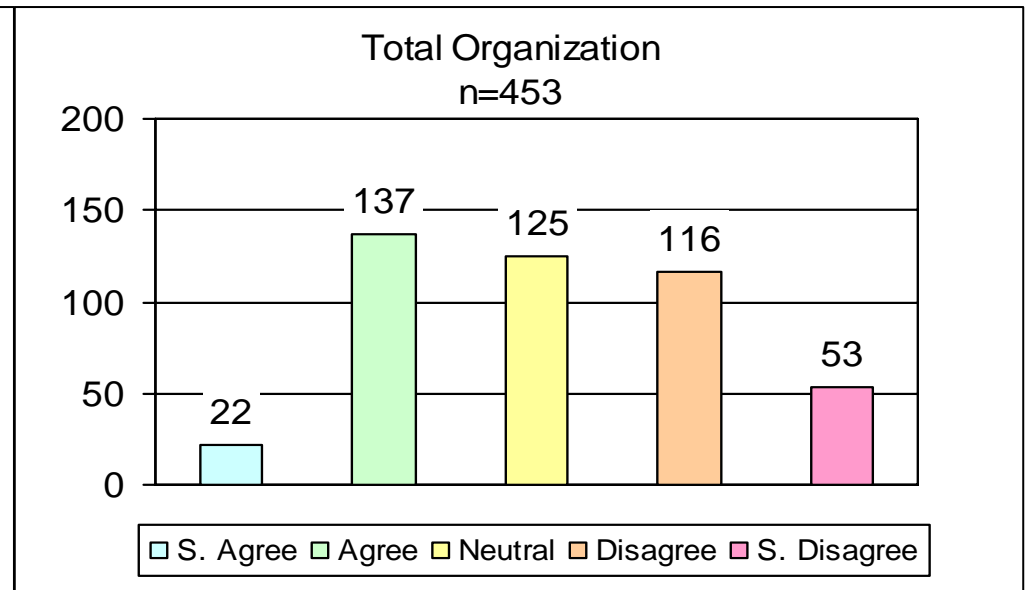
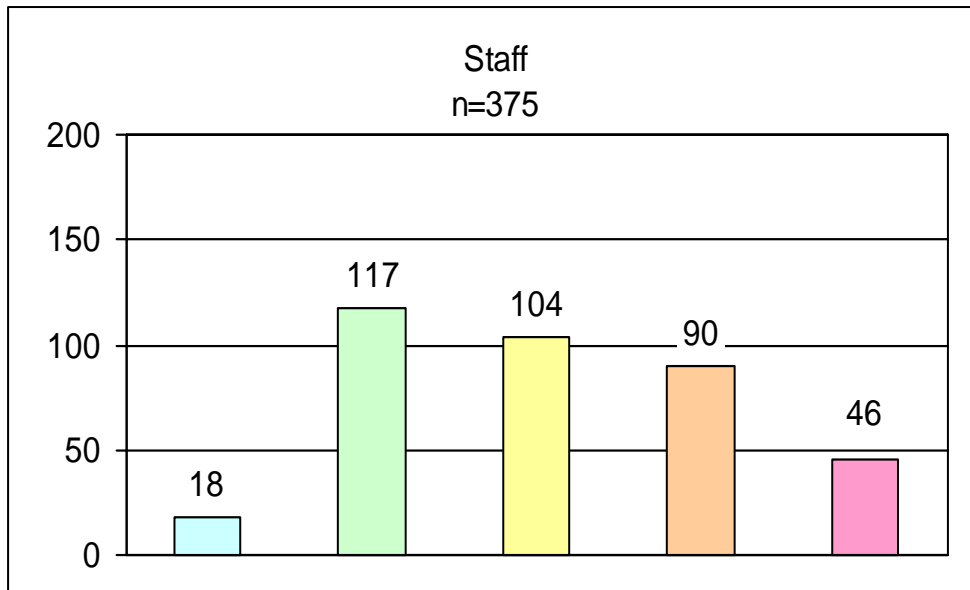
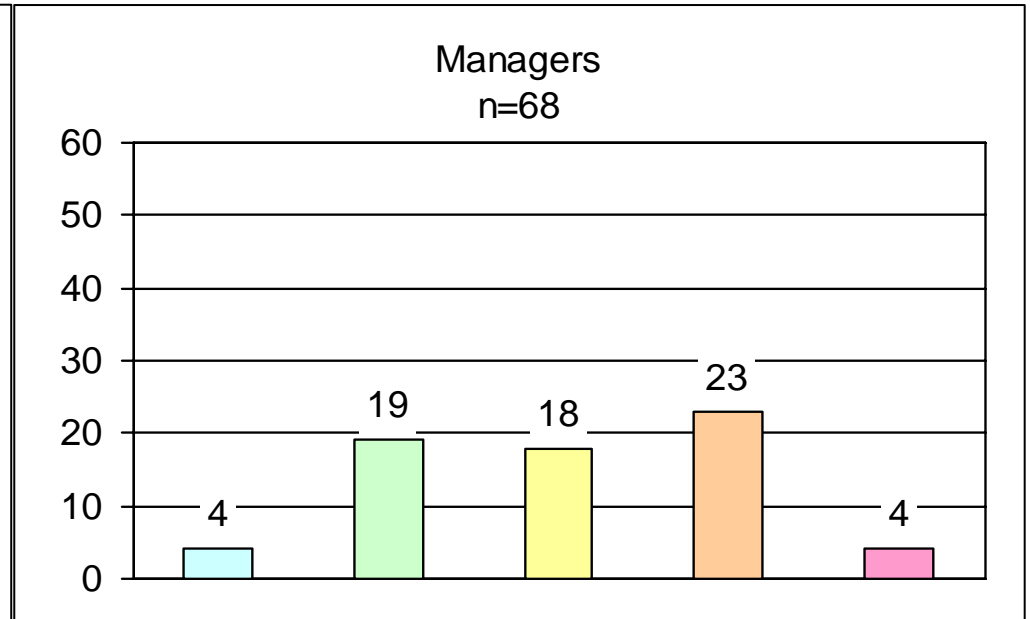
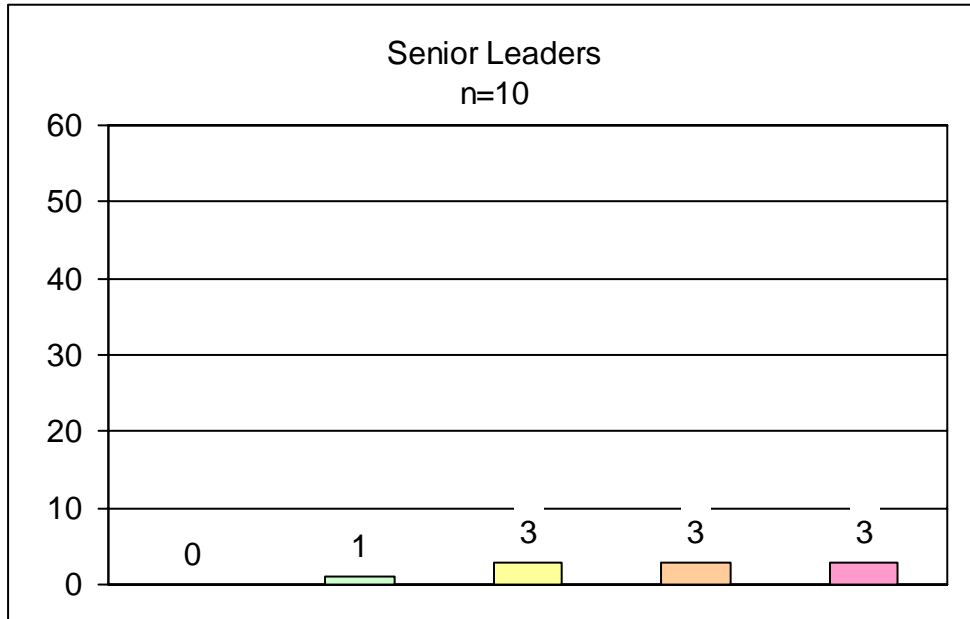


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Our organization uses our employees' time and talents well.

My organization uses my time and talents well.

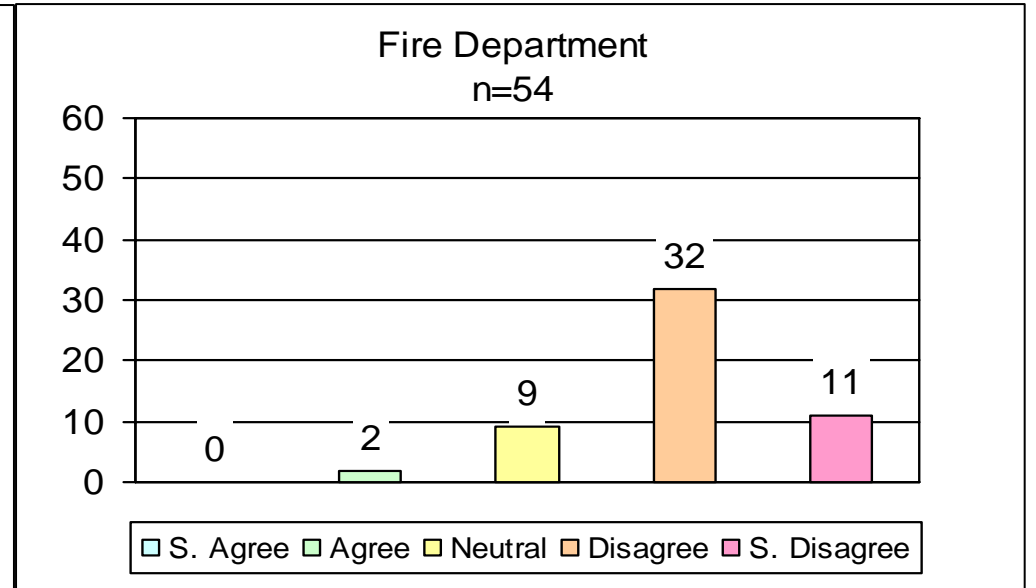
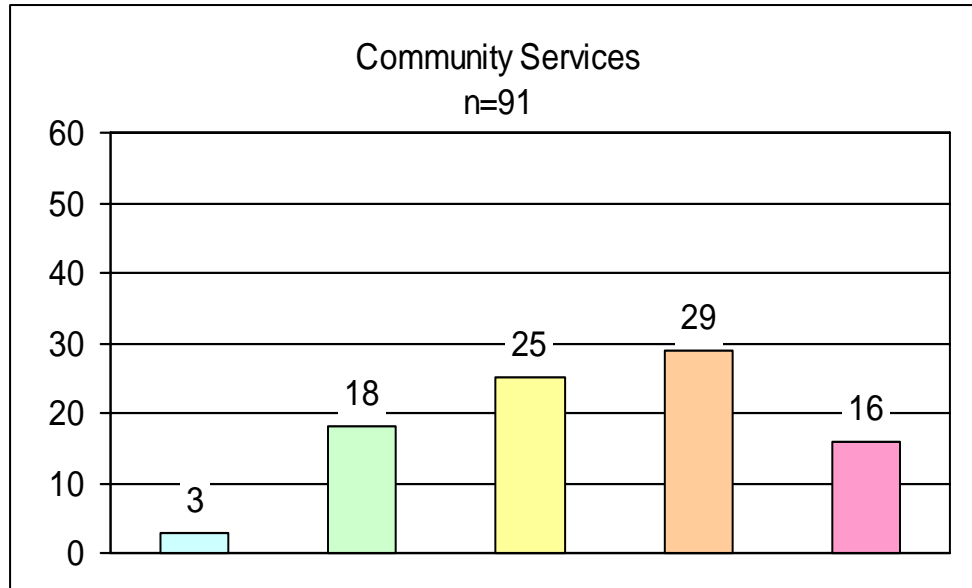
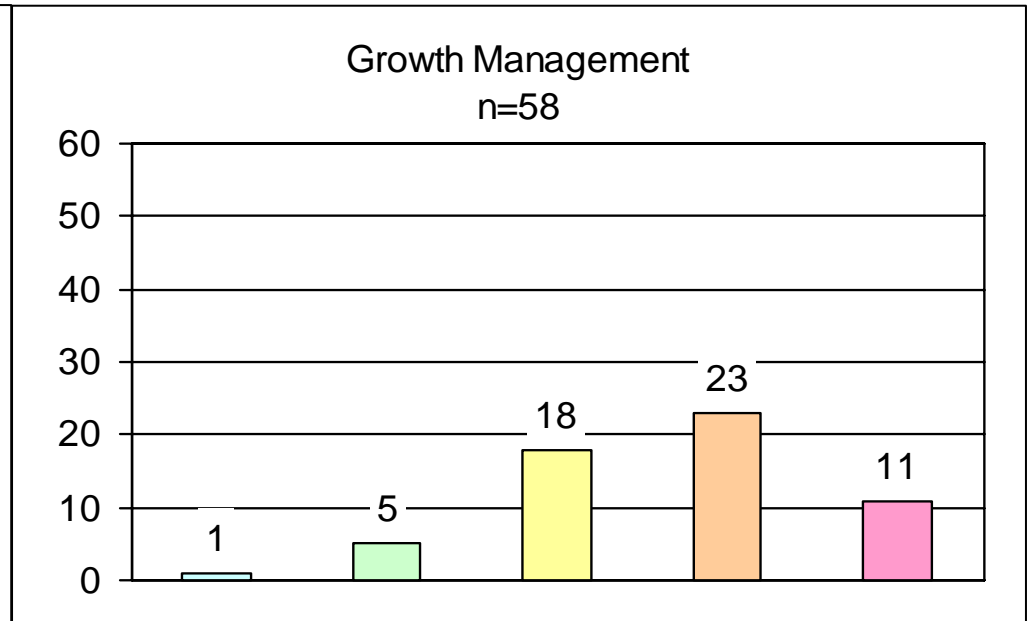
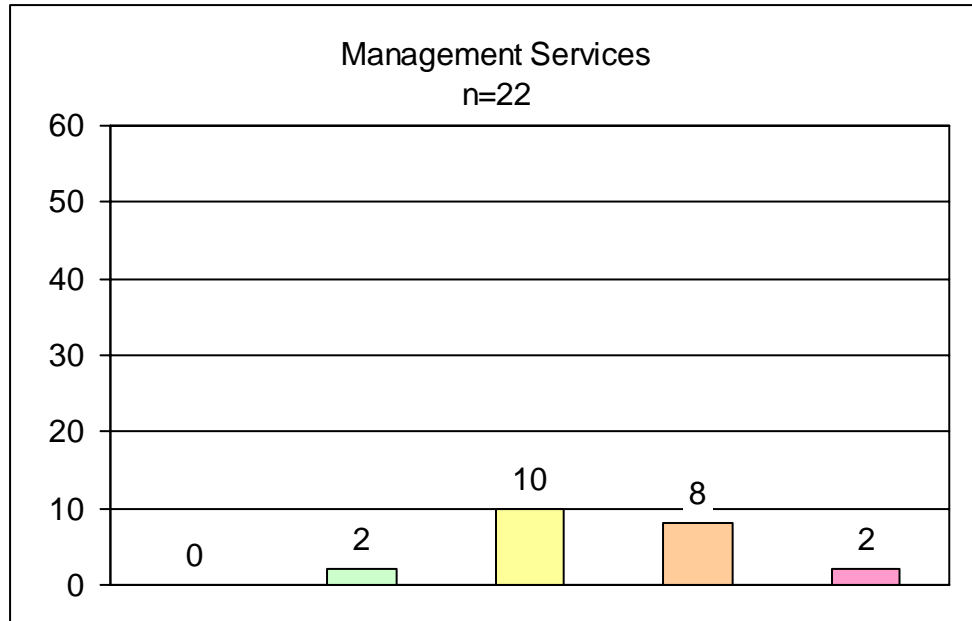


Question 7e – Business Results

n=452 (80%)

Our organization removes things that get in the way of progress.

My organization removes things that get in the way of progress.

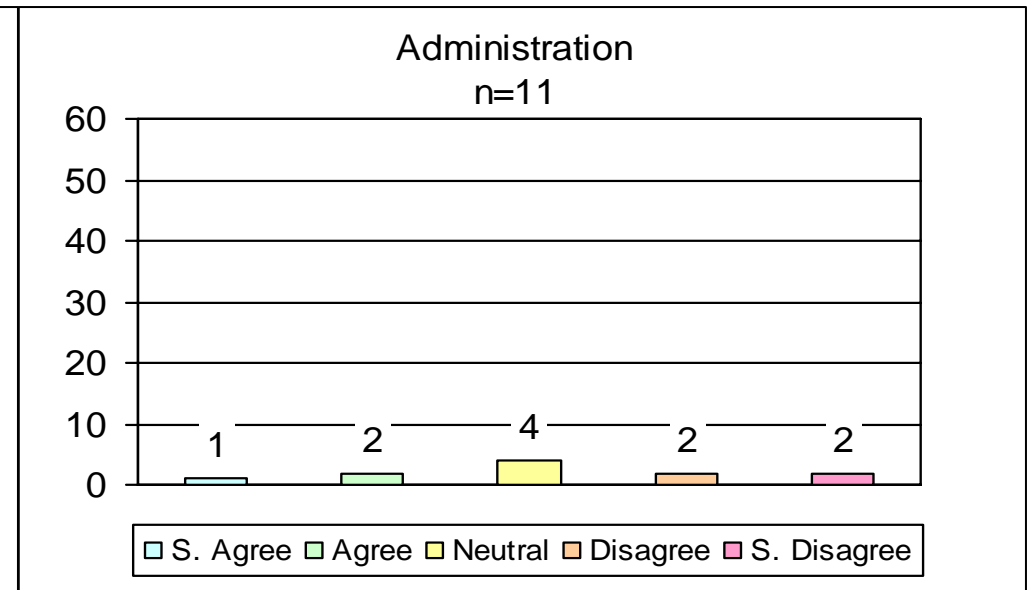
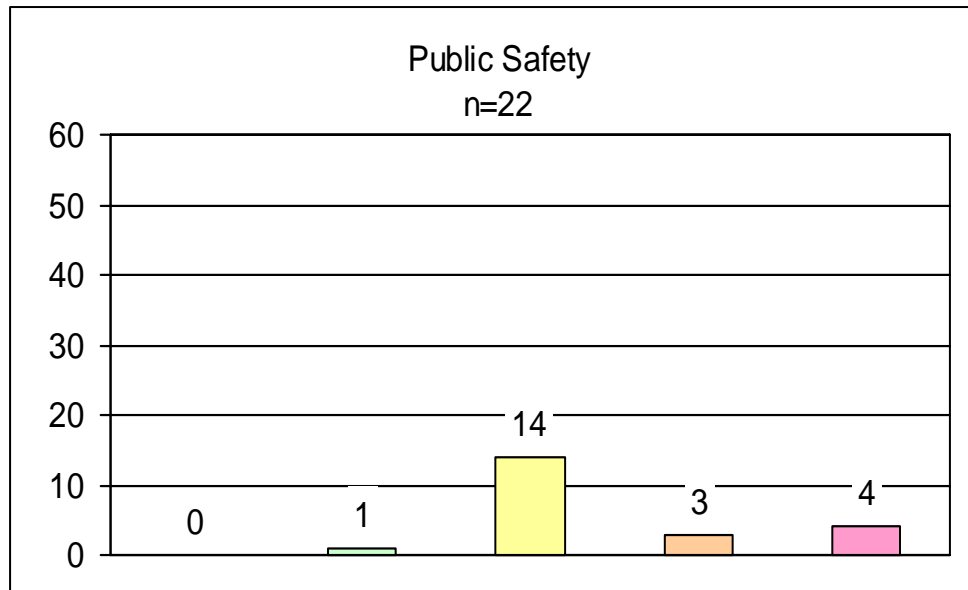
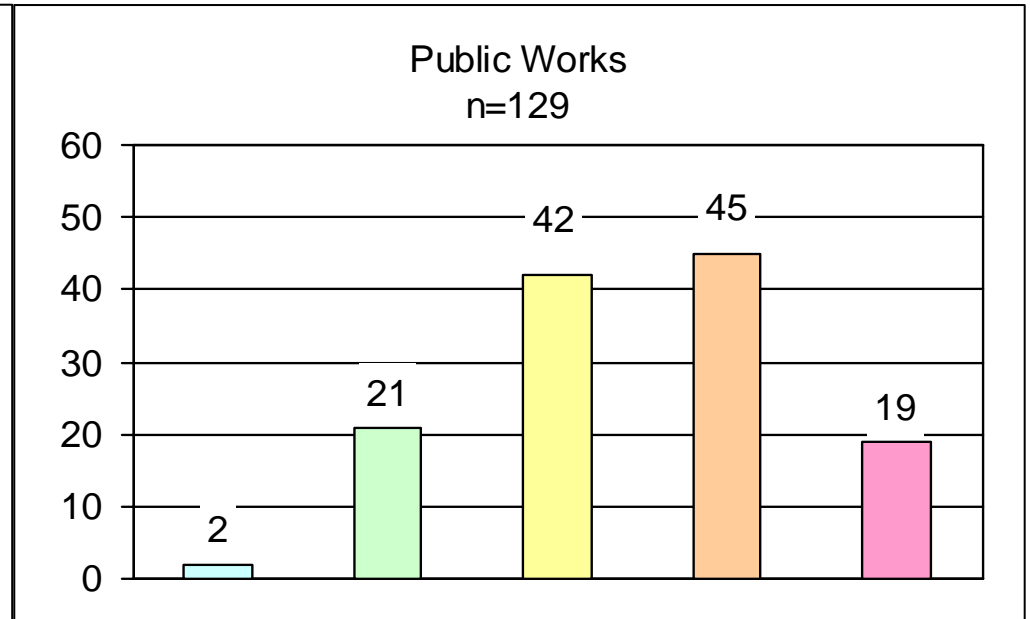
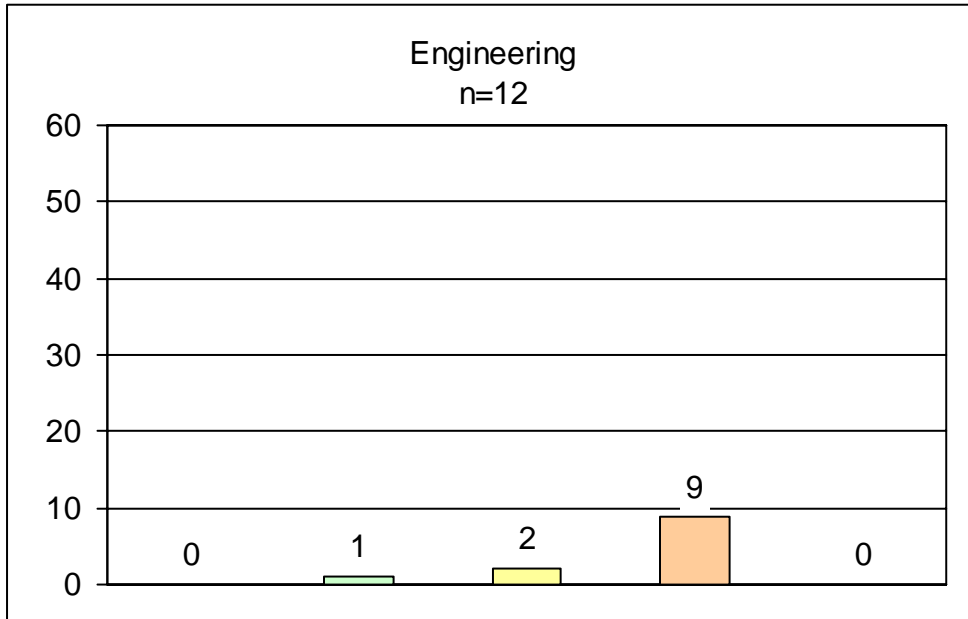


Question 7e – Business Results

n=452 (80%)

Our organization removes things that get in the way of progress.

My organization removes things that get in the way of progress.

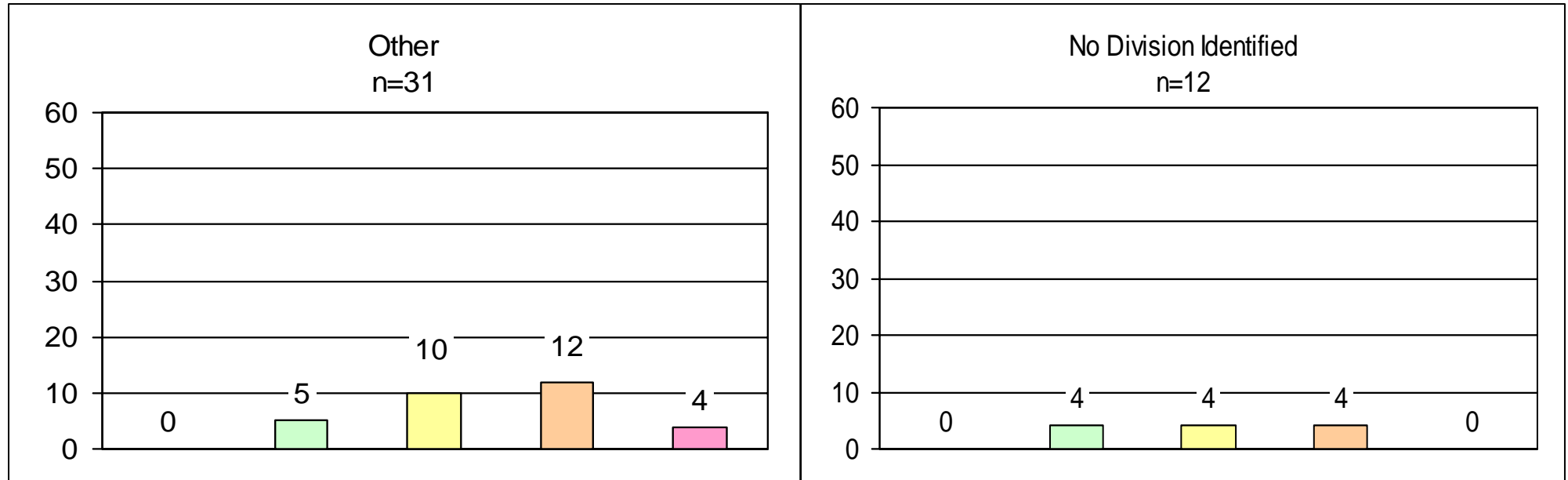


Question 7e – Business Results

n=452 (80%)

Our organization removes things that get in the way of progress.

My organization removes things that get in the way of progress.

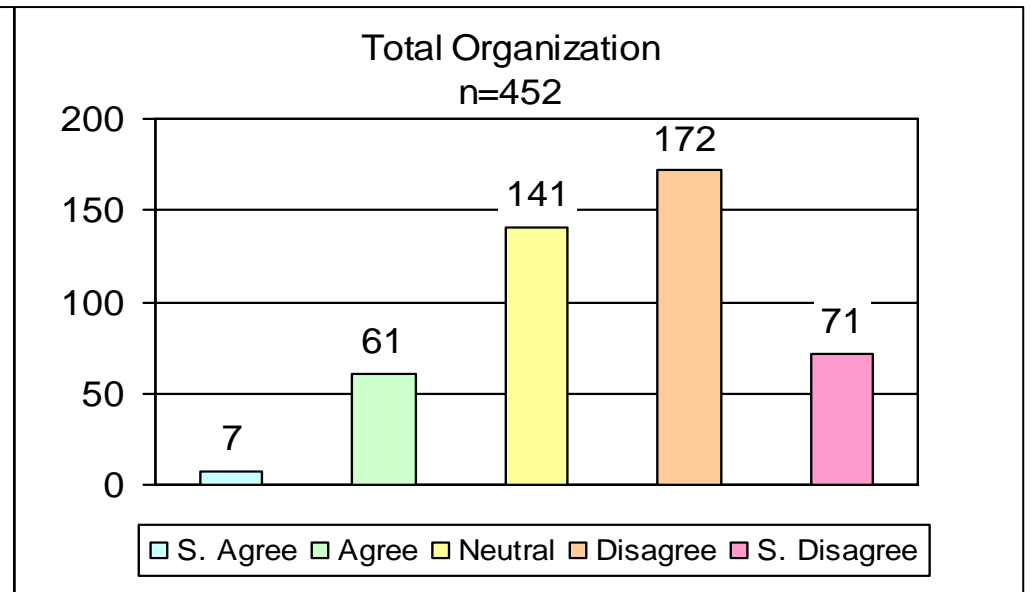
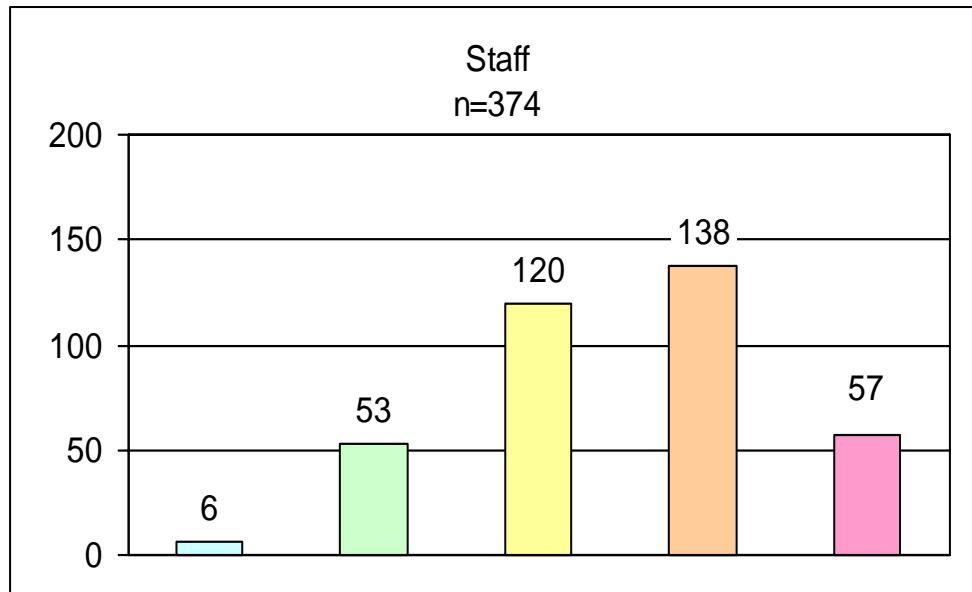
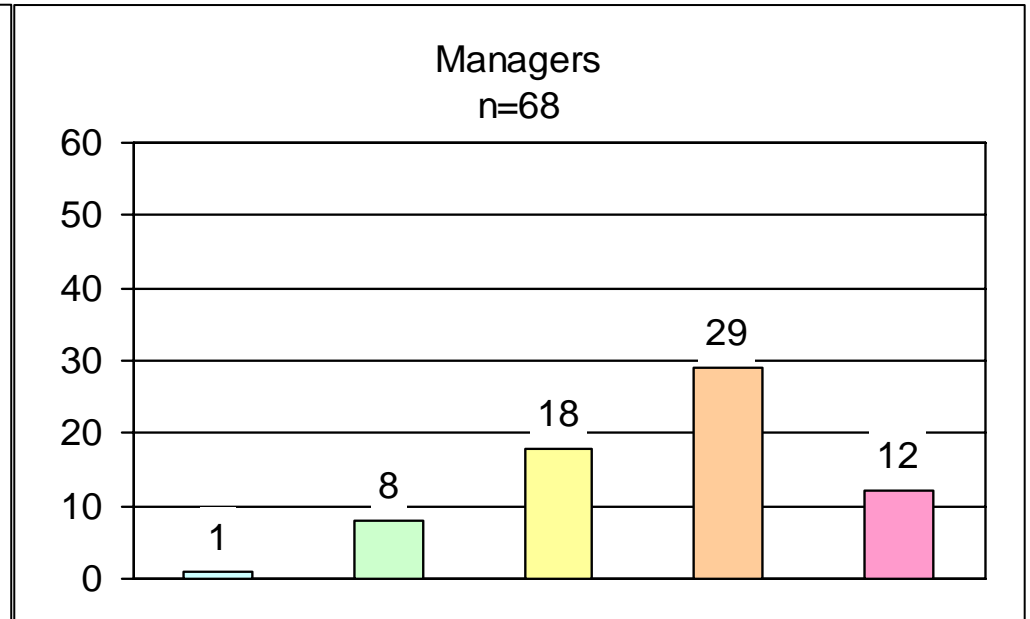
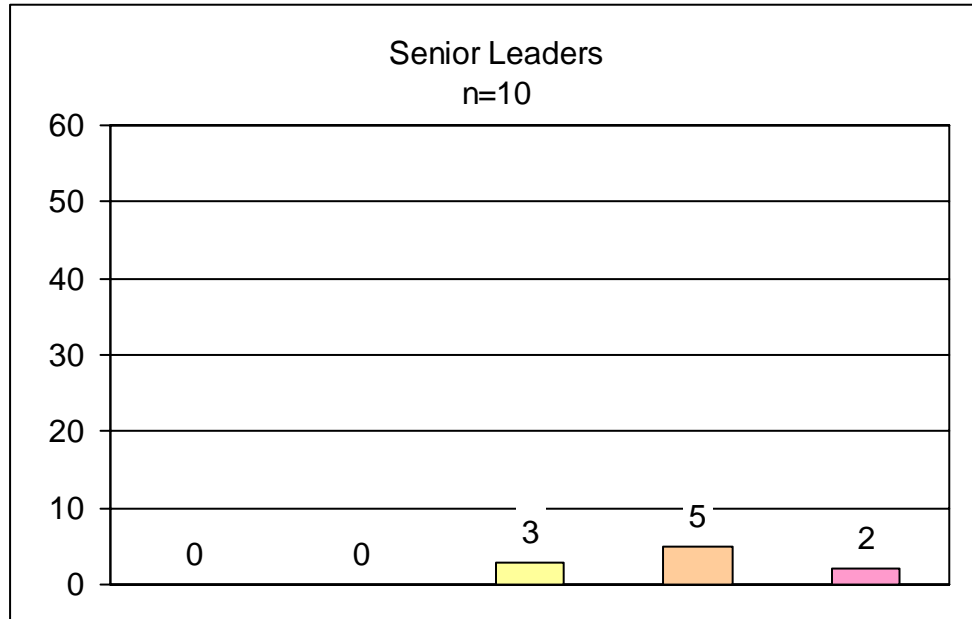


Question 7e – Business Results

n=452 (80%)

Our organization removes things that get in the way of progress.

My organization removes things that get in the way of progress.

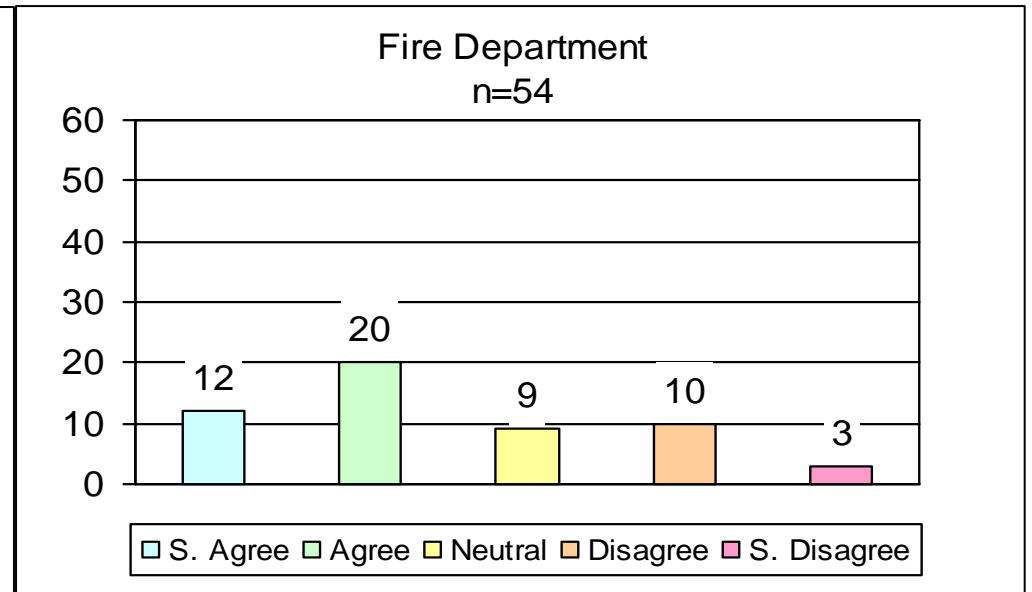
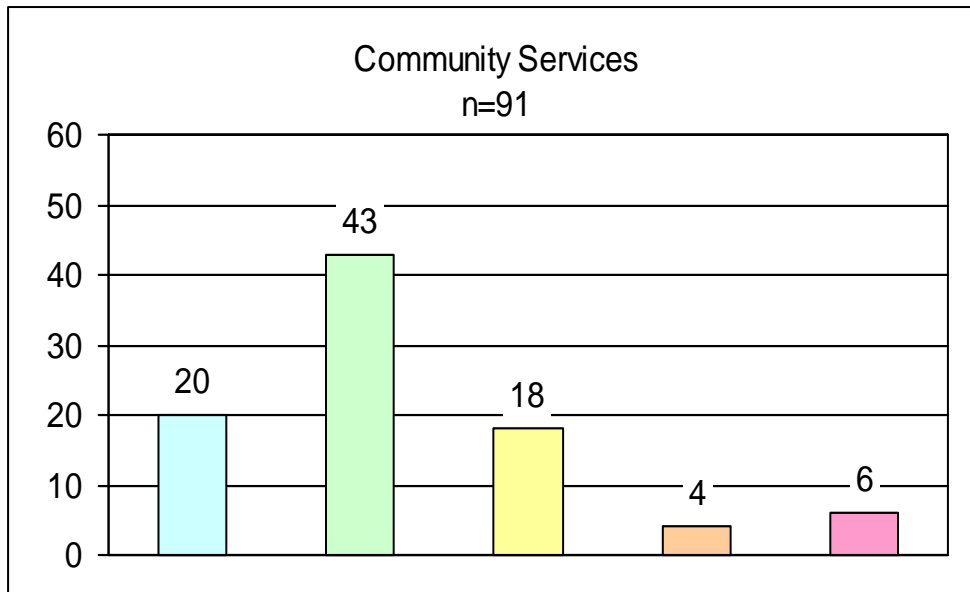
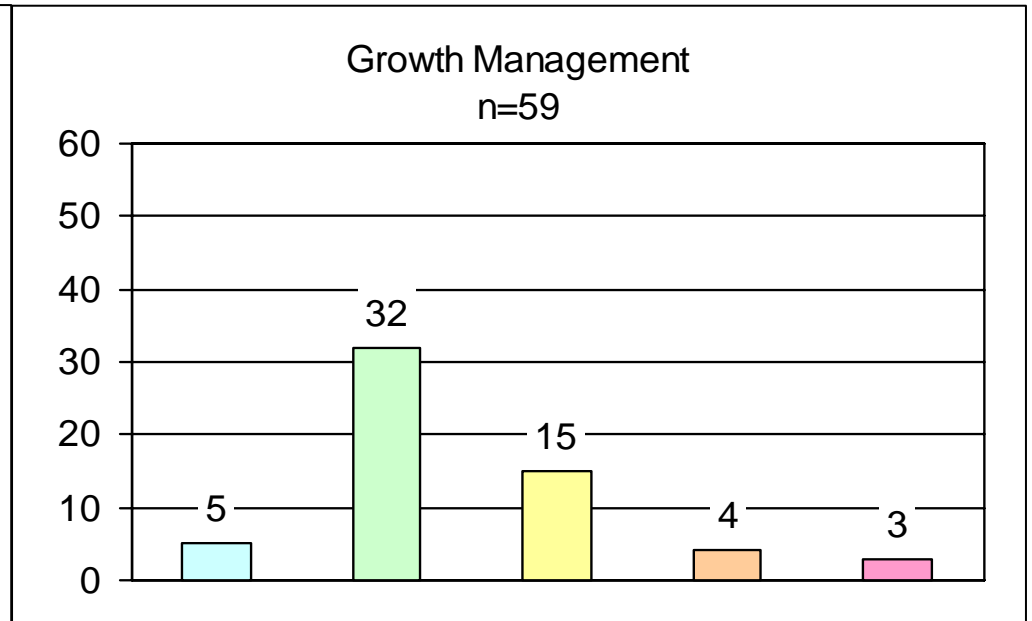
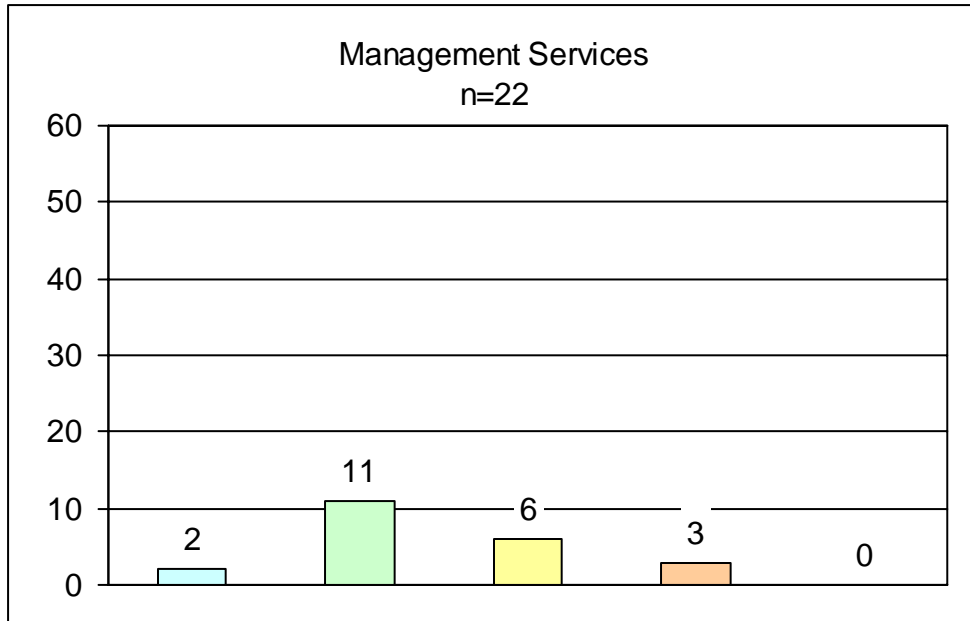


Question 7f – Business Results

n=453 (80%)

Our organization obeys laws and regulations.

My organization obeys laws and regulations.



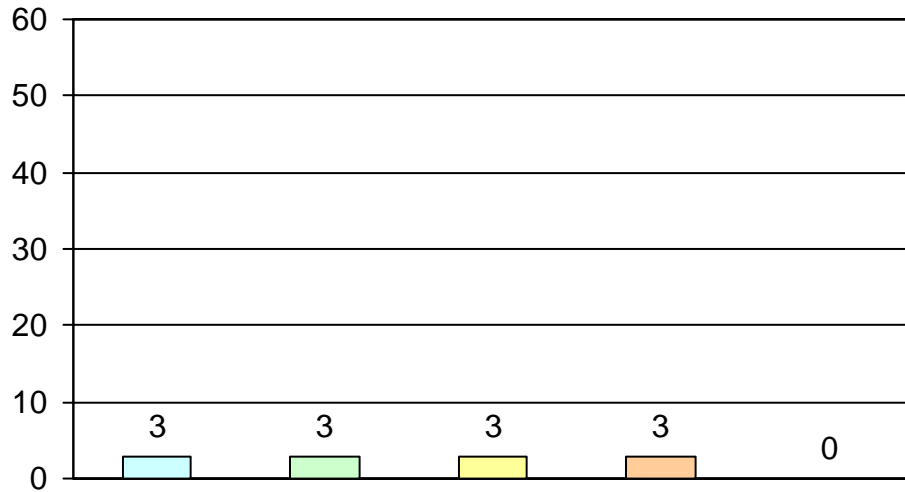
Question 7f – Business Results

n=453 (80%)

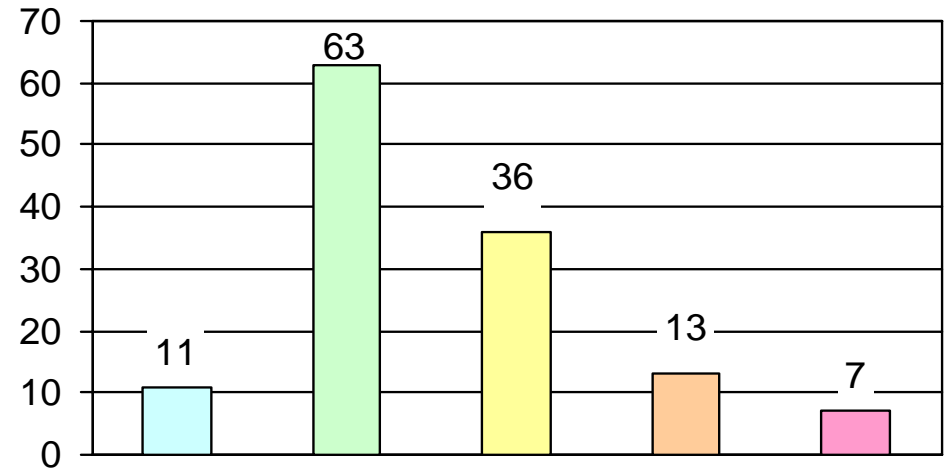
Our organization obeys laws and regulations.

My organization obeys laws and regulations.

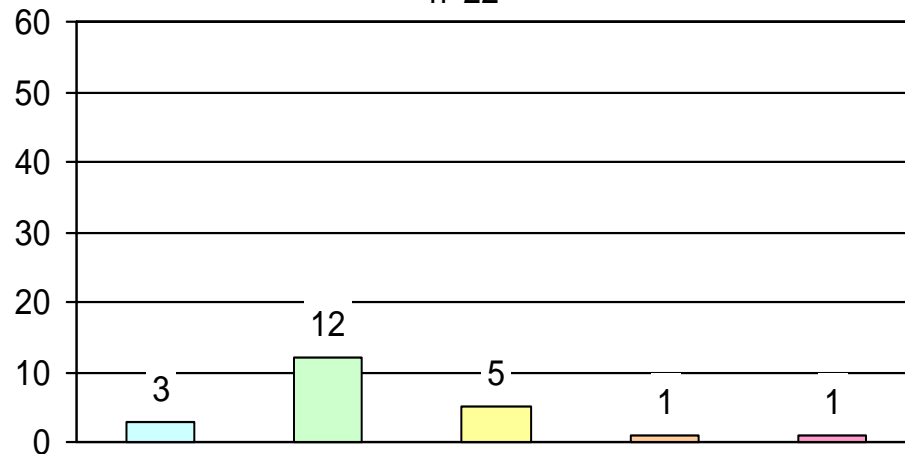
Engineering
n=12



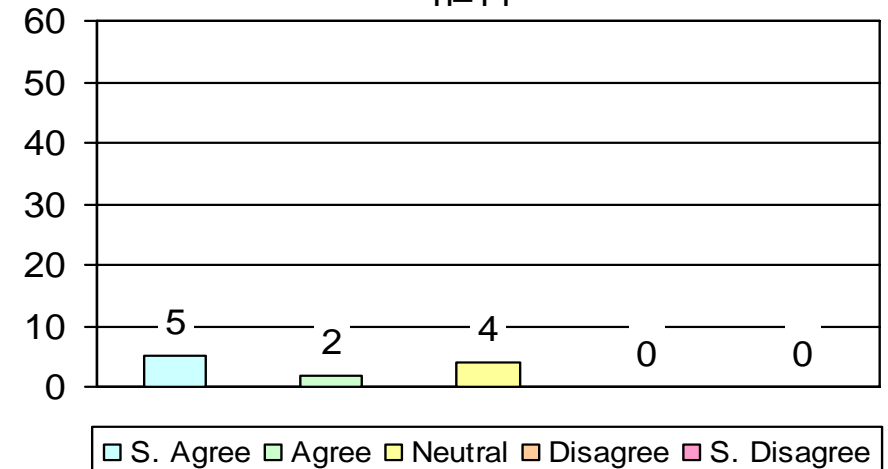
Public Works
n=130



Public Safety
n=22



Administration
n=11



Legend: S. Agree (Cyan), Agree (Green), Neutral (Yellow), Disagree (Orange), S. Disagree (Pink)

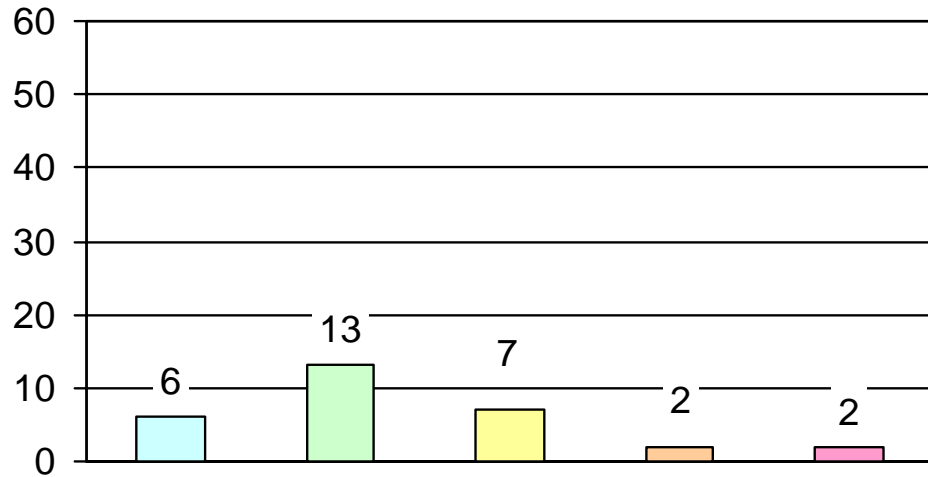
Question 7f – Business Results

n=453 (80%)

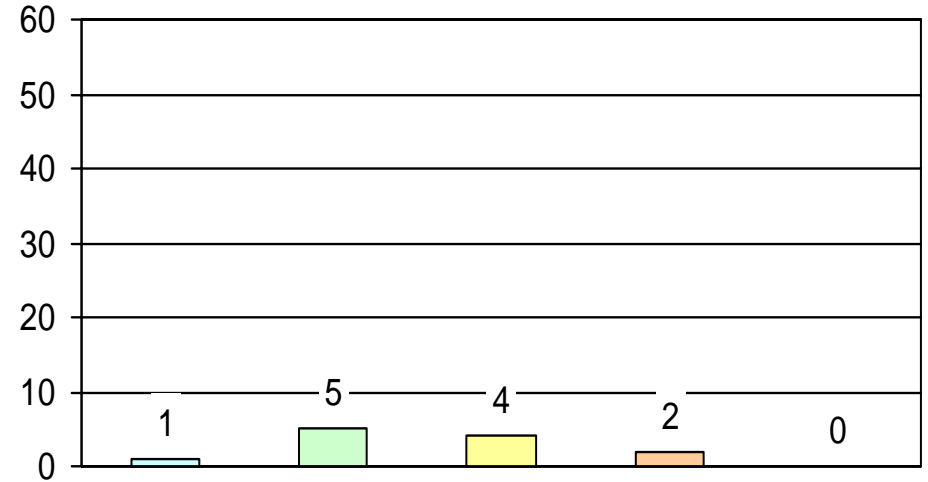
Our organization obeys laws and regulations.

My organization obeys laws and regulations.

Other
n=30



No Division Identified
n=12



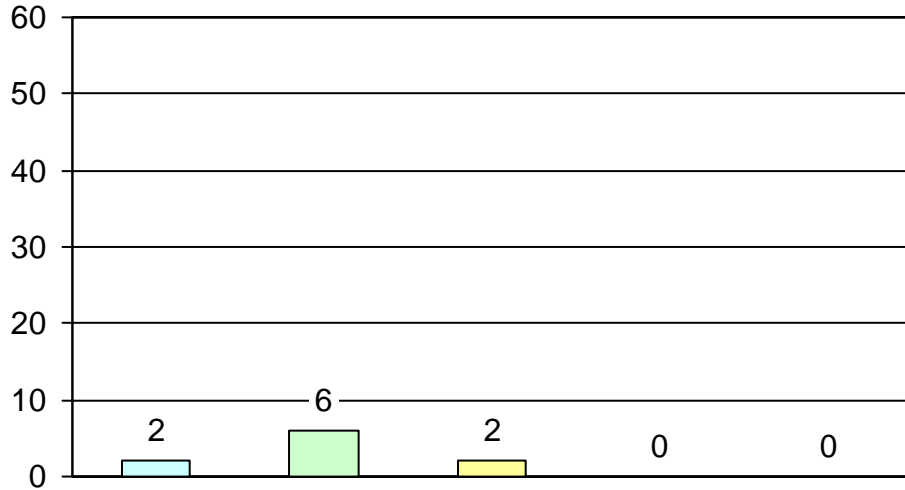
Question 7f – Business Results

n=453 (80%)

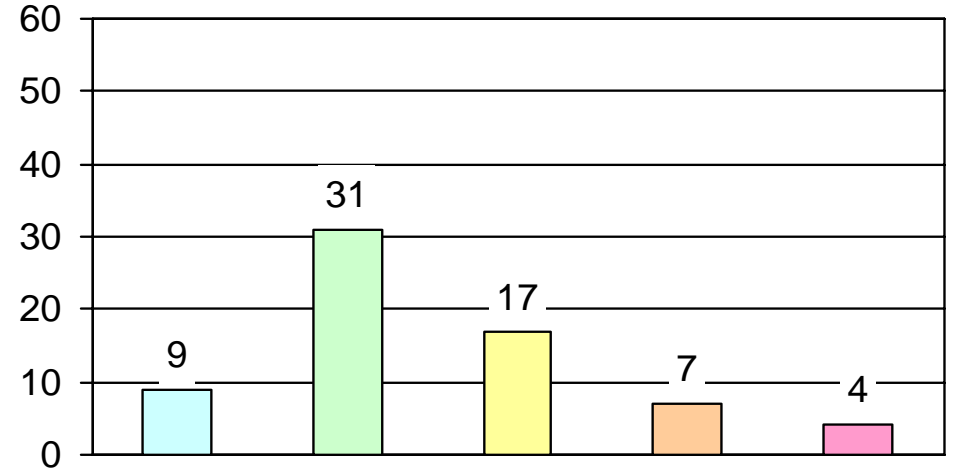
Our organization obeys laws and regulations.

My organization obeys laws and regulations.

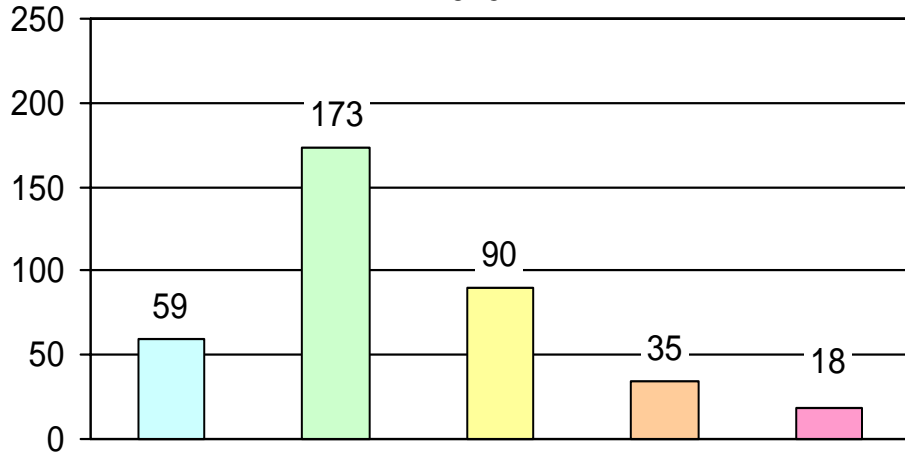
Senior Leaders
n=10



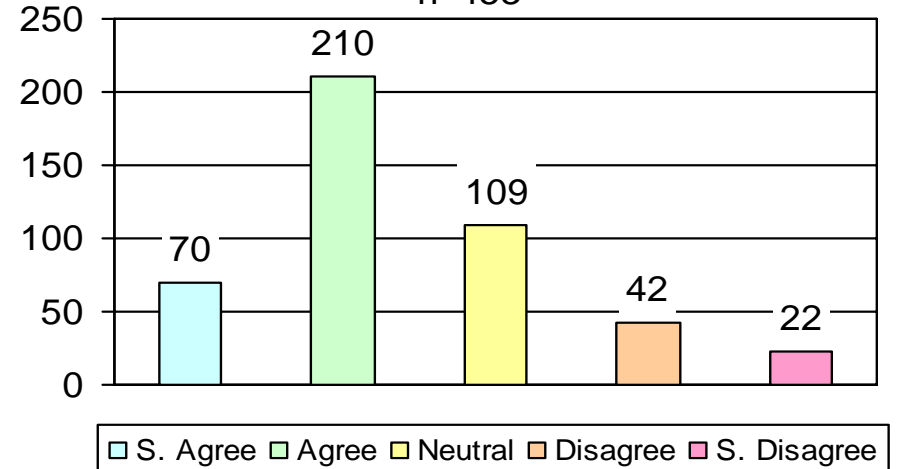
Managers
n=68



Staff
n=375



Total Organization
n=453

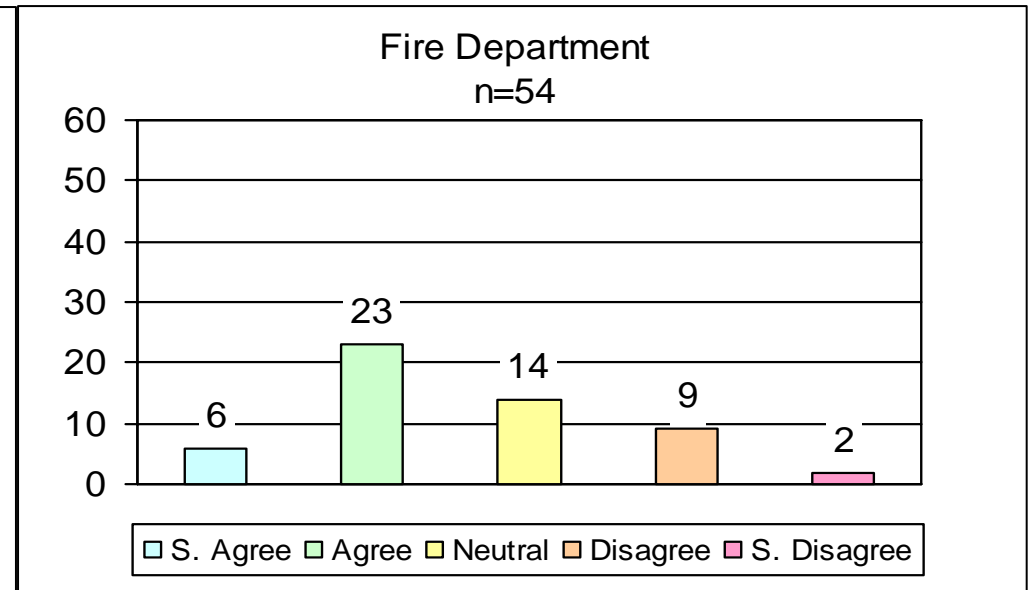
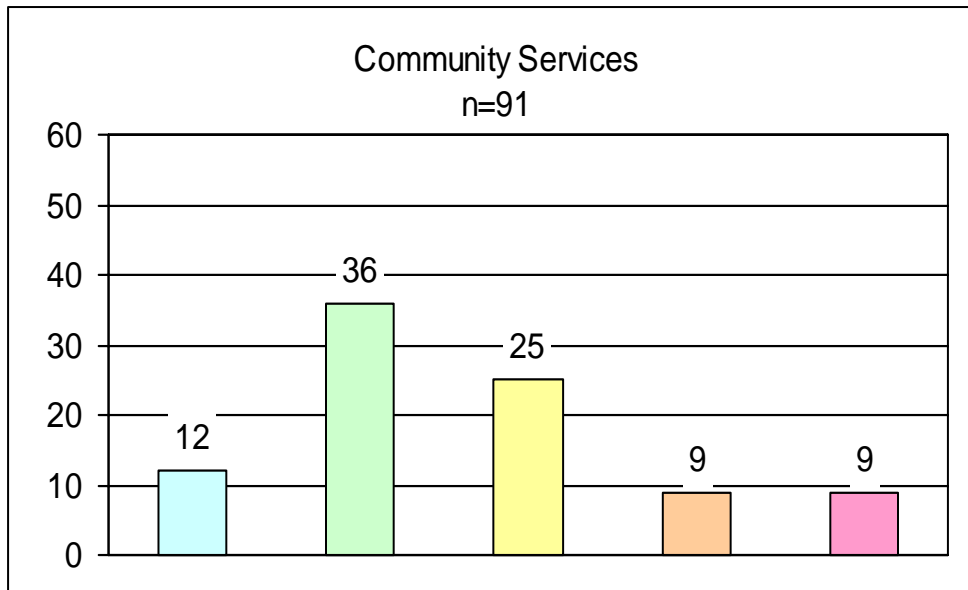
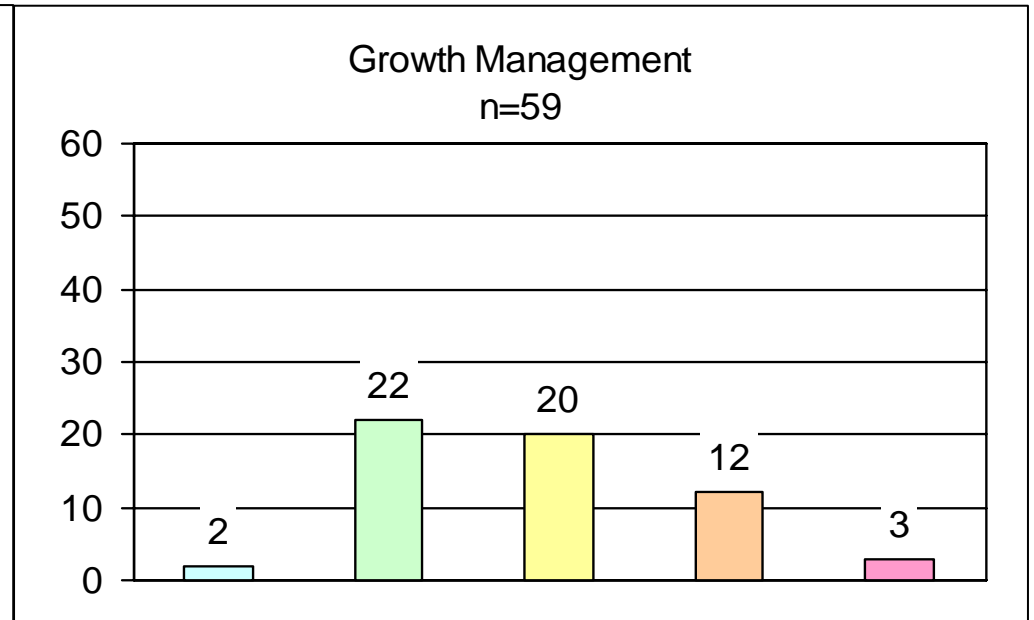
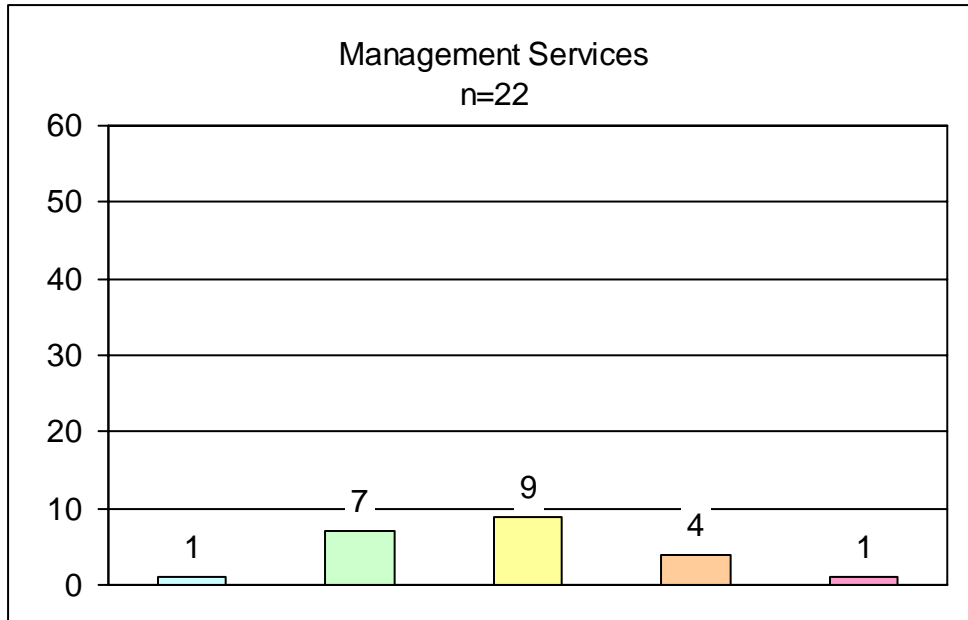


Question 7g – Business Results

n=453 (80%)

Our organization has high standards and ethics.

My organization has high standards and ethics.

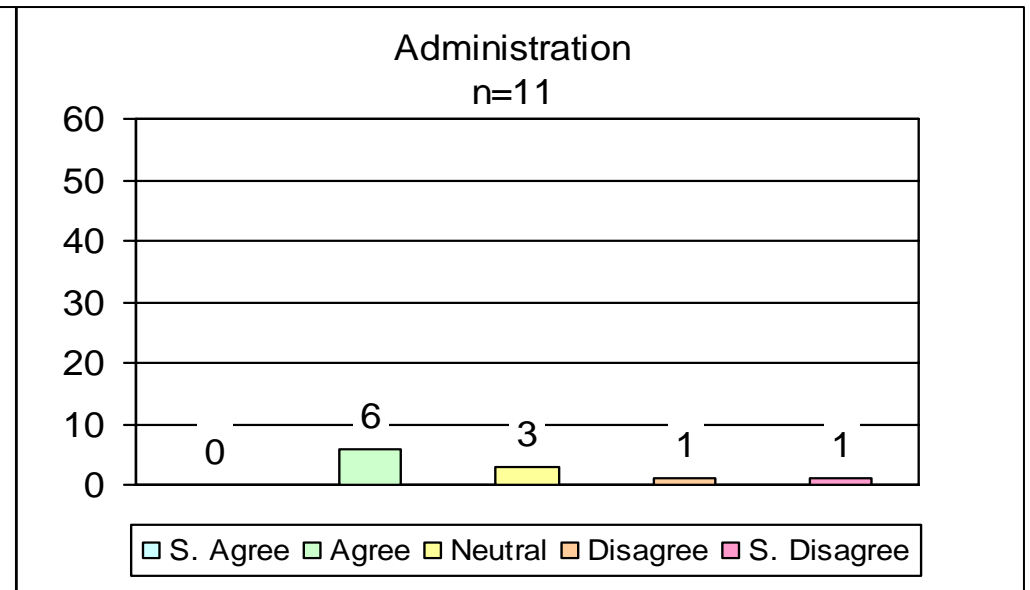
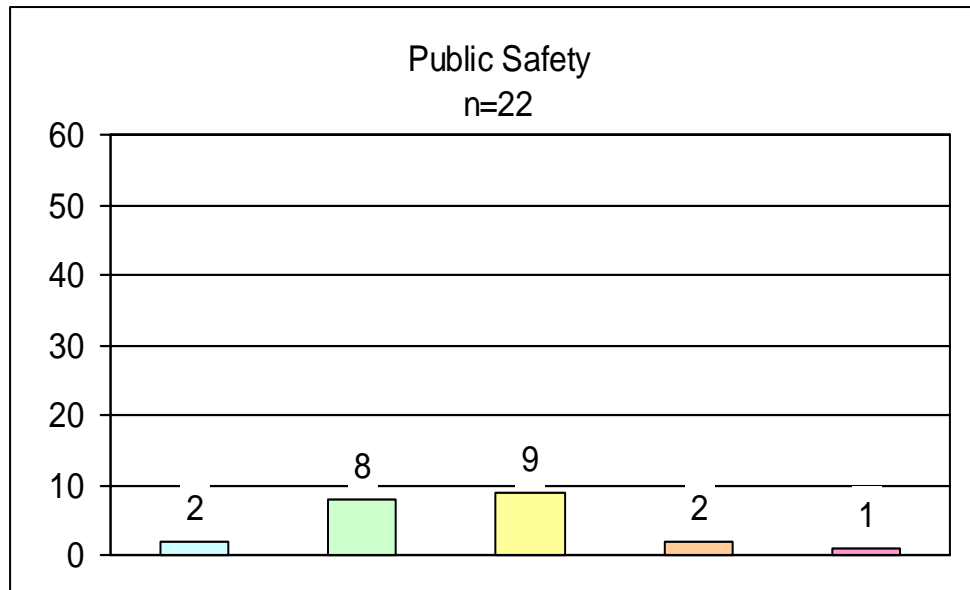
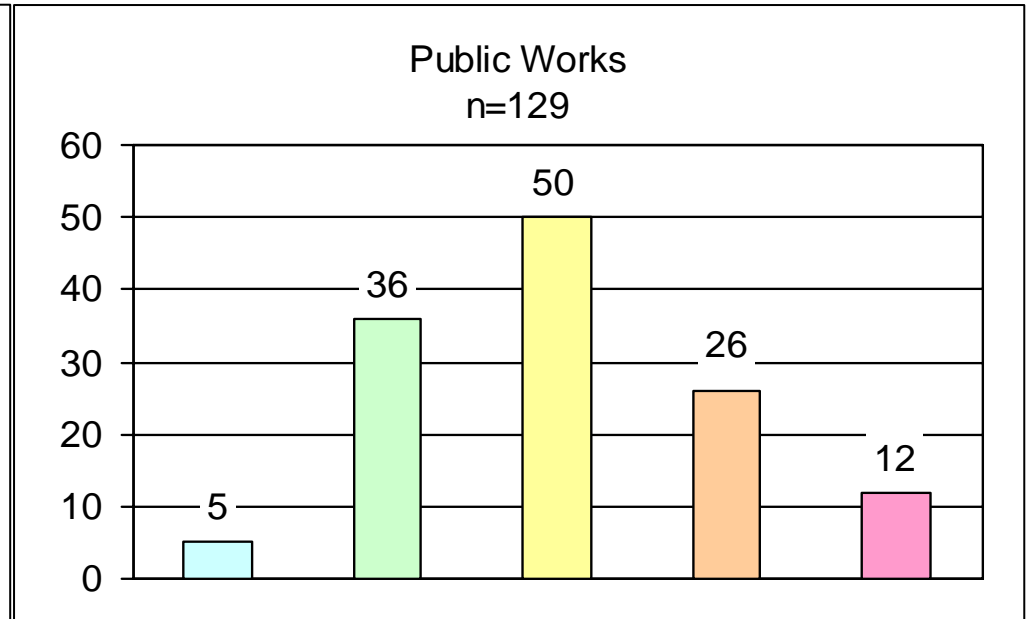
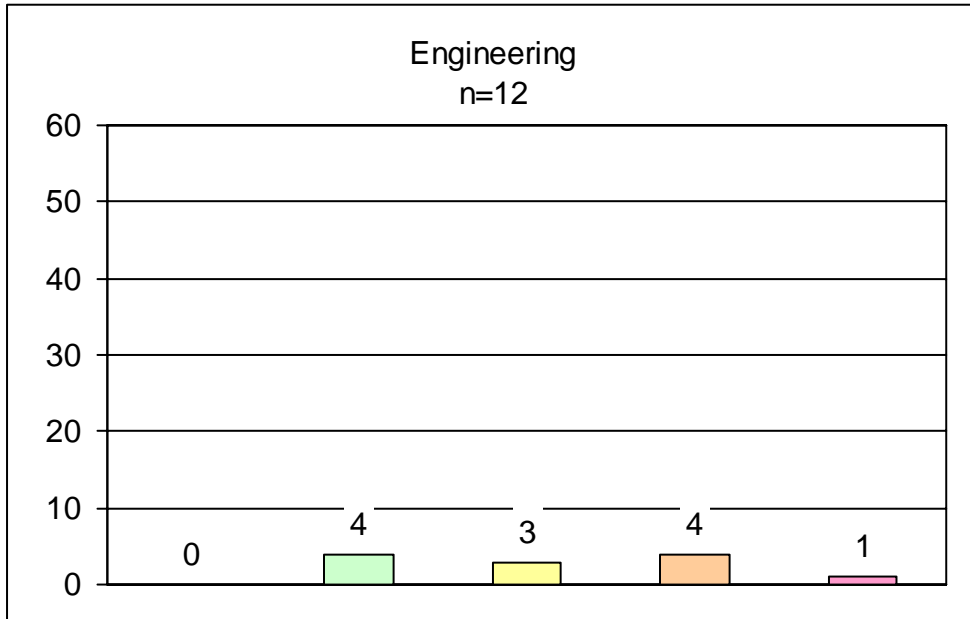


Question 7g – Business Results

n=453 (80%)

Our organization has high standards and ethics.

My organization has high standards and ethics.



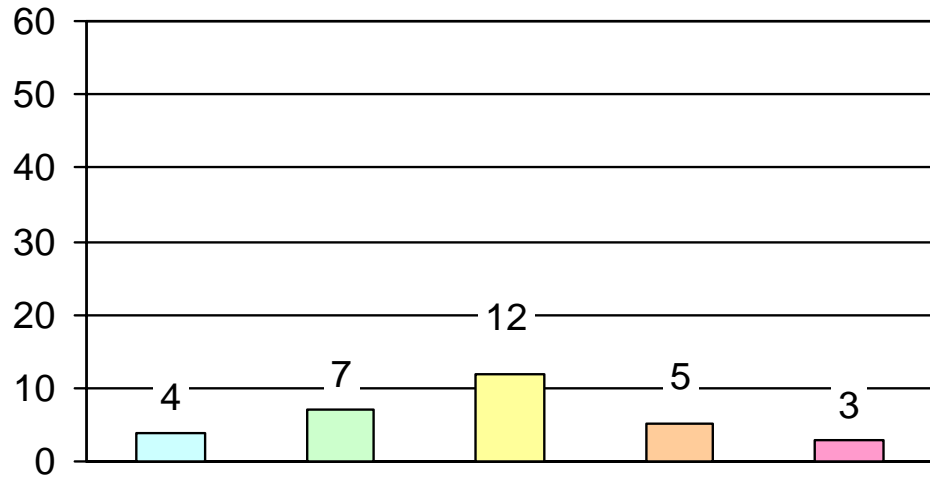
Question 7g – Business Results

n=453 (80%)

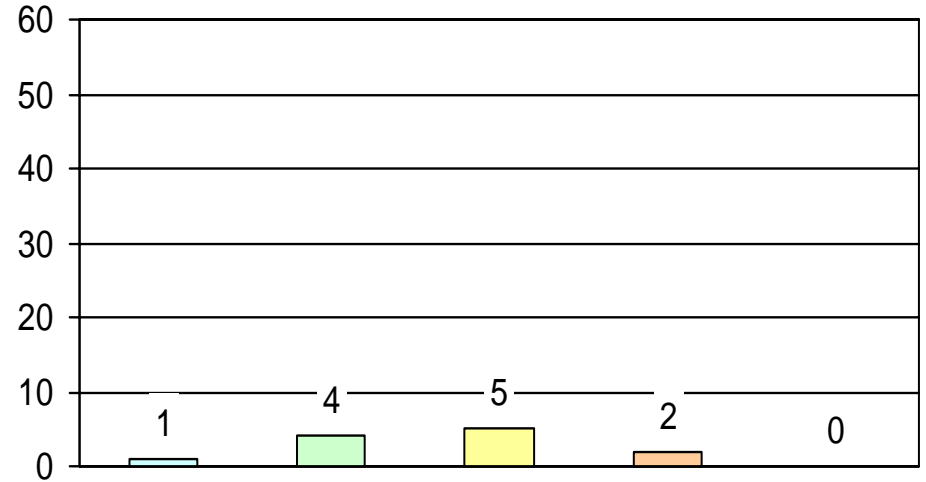
Our organization has high standards and ethics.

My organization has high standards and ethics.

Other
n=31



No Division Identified
n=12

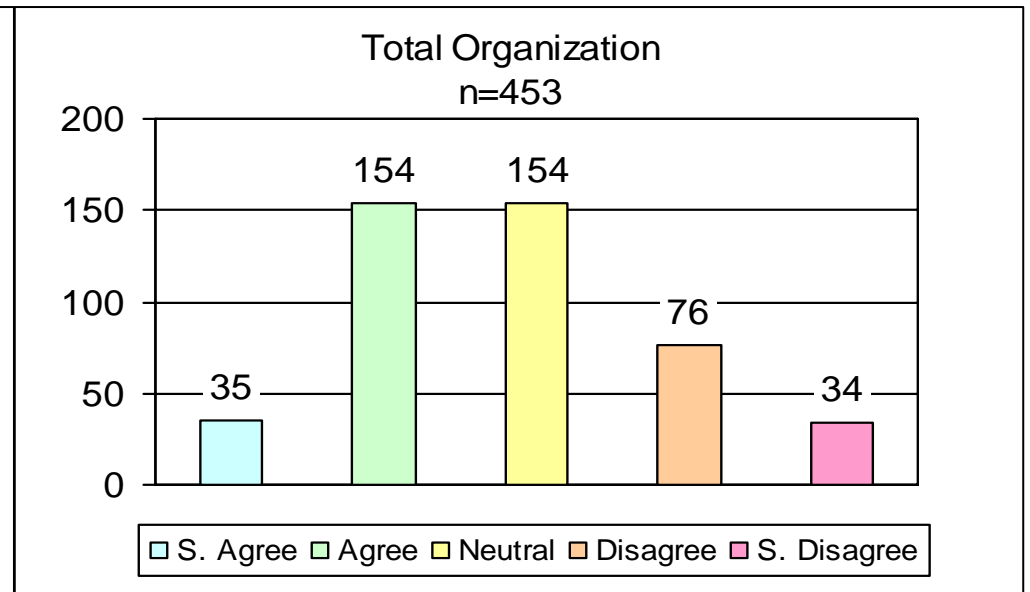
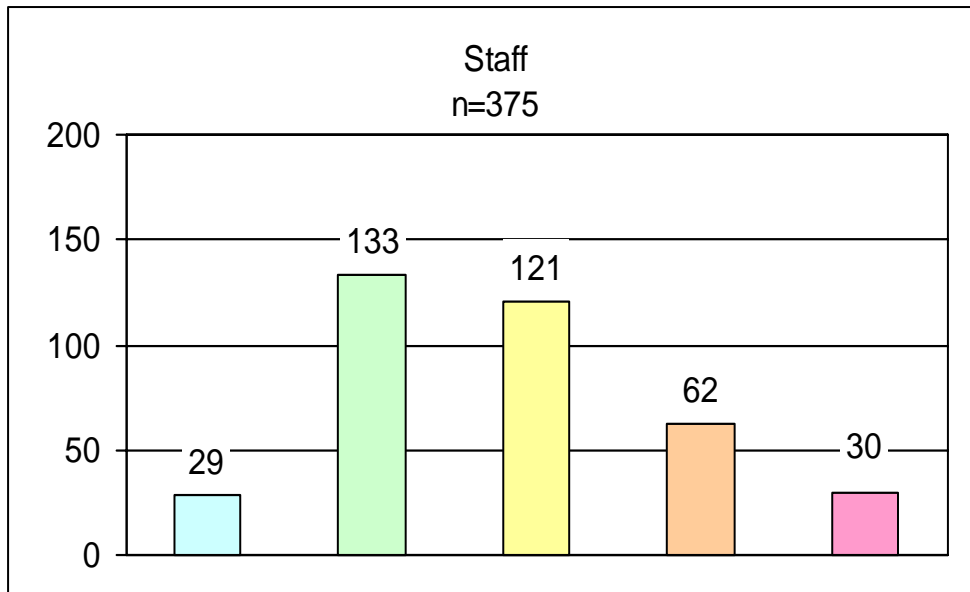
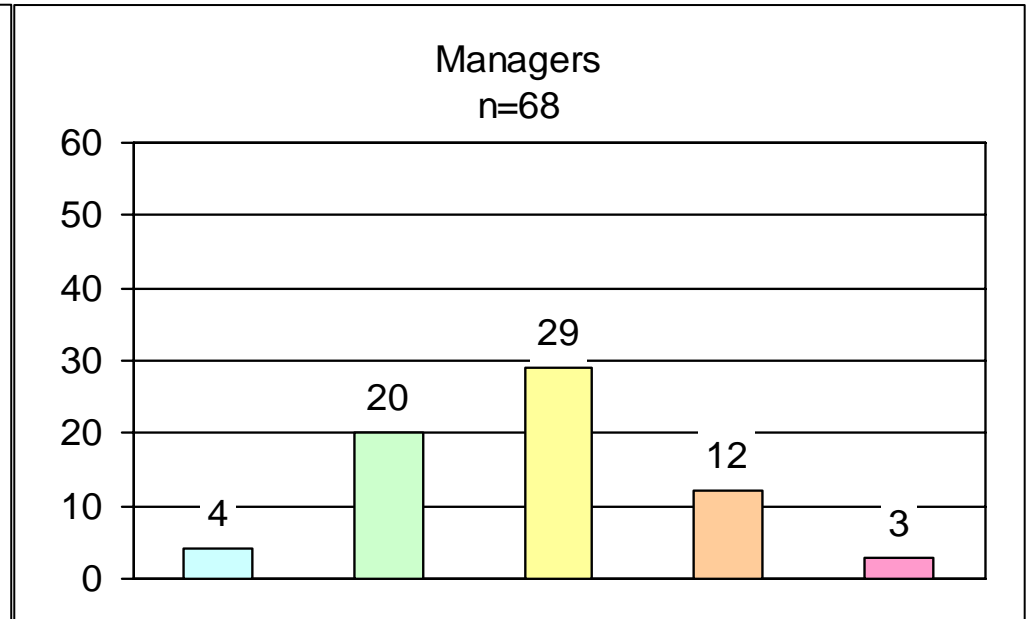
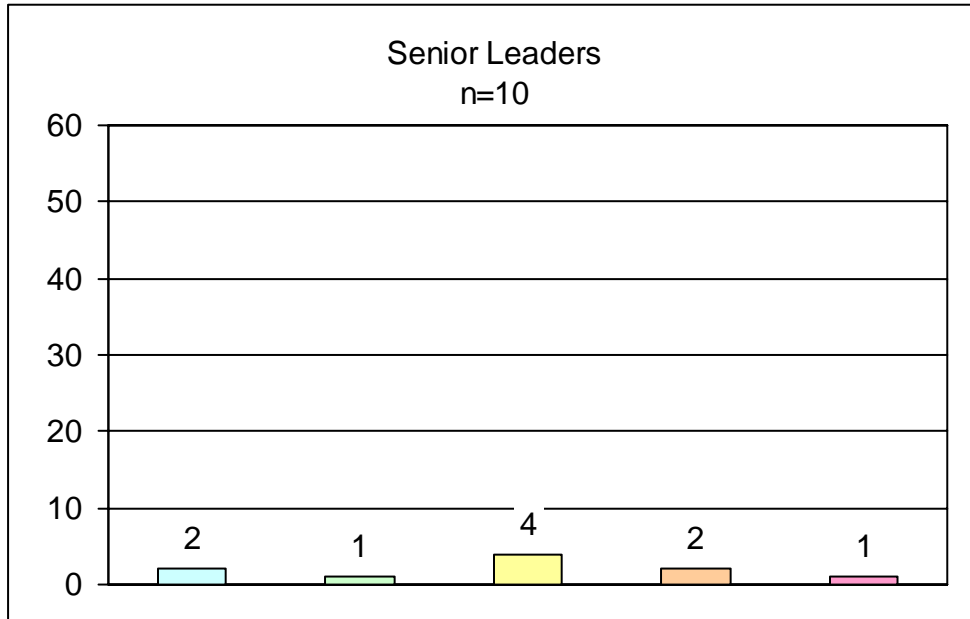


Question 7g – Business Results

n=453 (80%)

Our organization has high standards and ethics.

My organization has high standards and ethics.

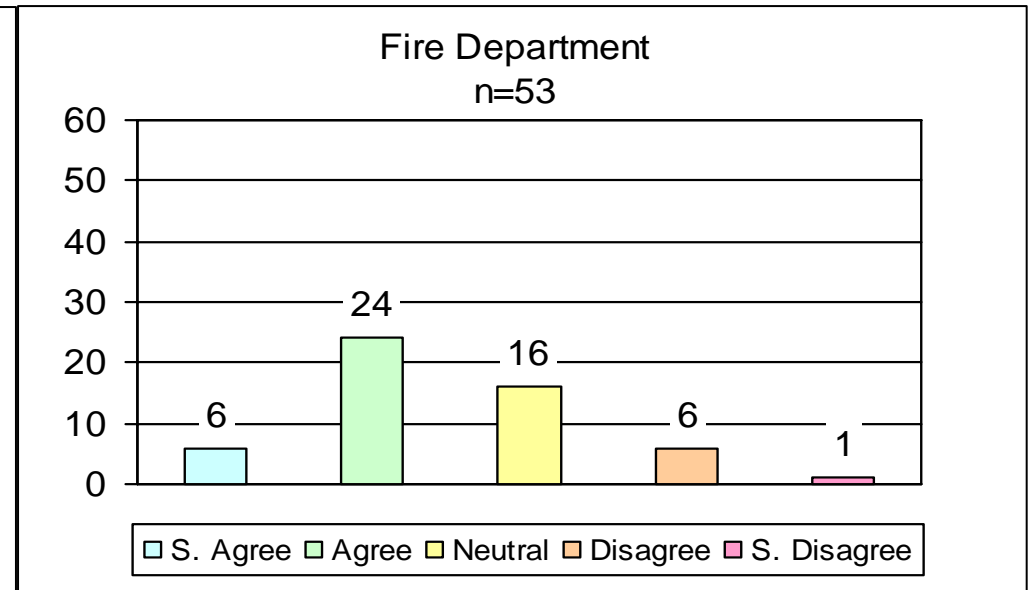
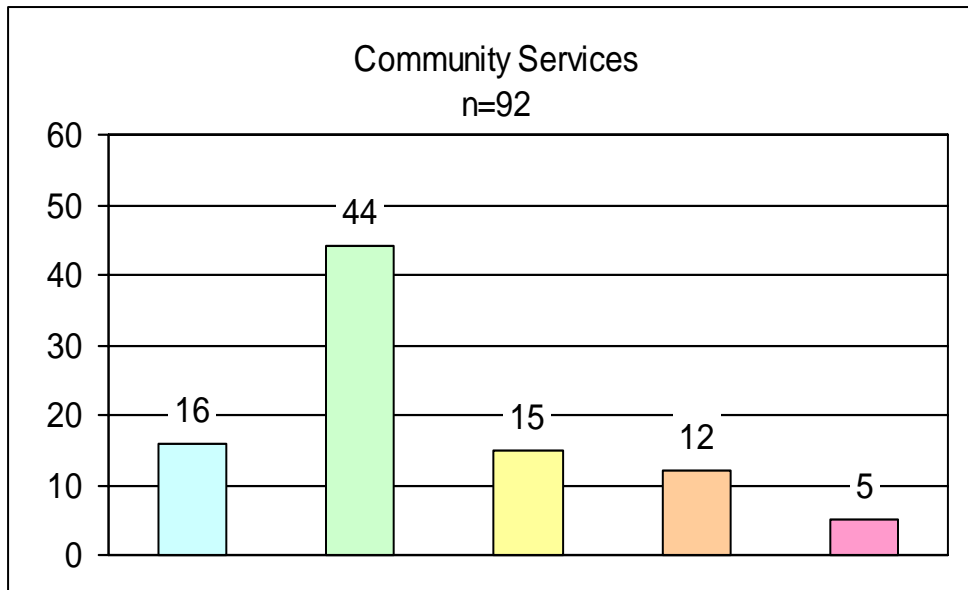
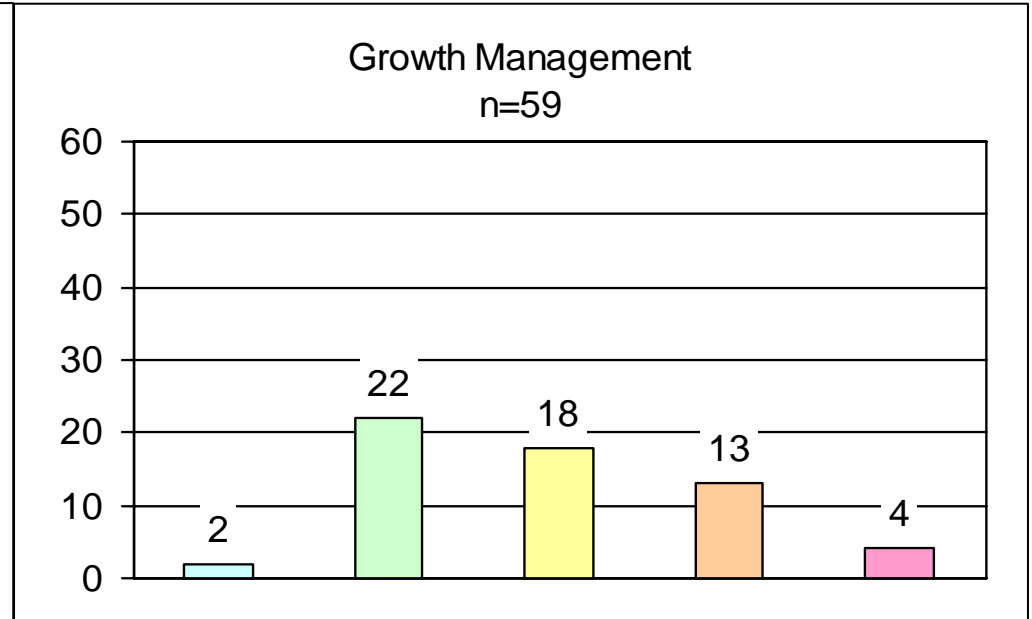
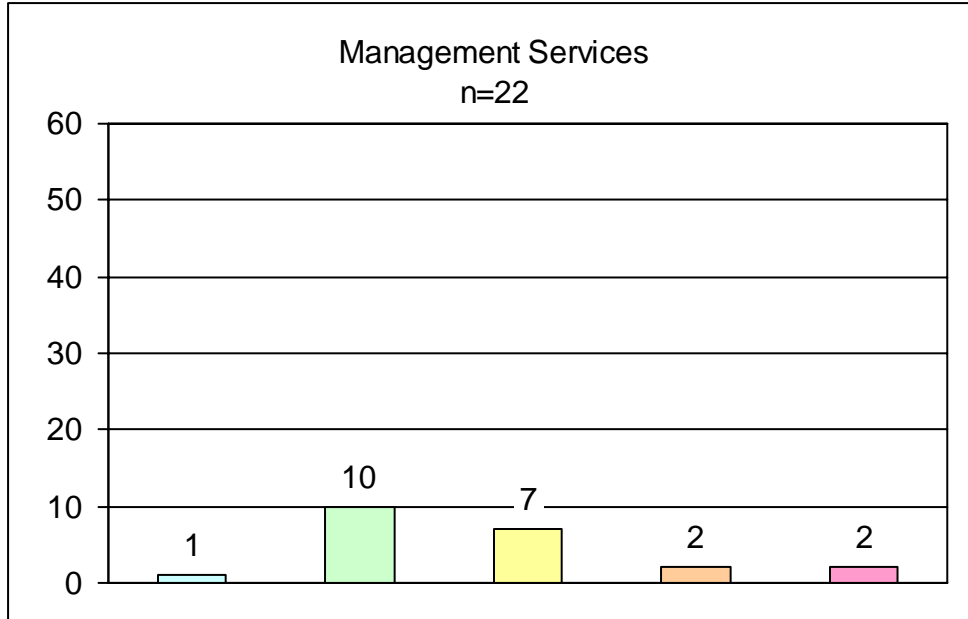


Question 7h – Business Results

n=453 (80%)

Our organization helps our employees help their community.

My organization helps me help my community.



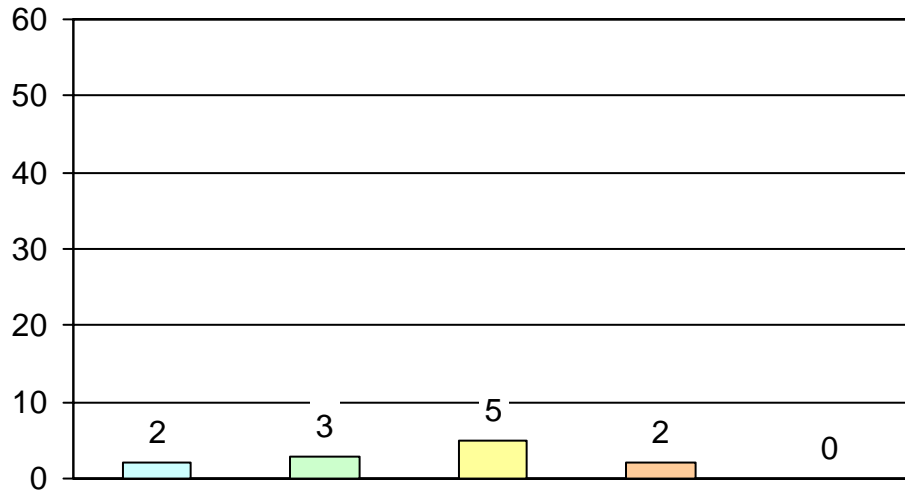
Question 7h – Business Results

n=453 (80%)

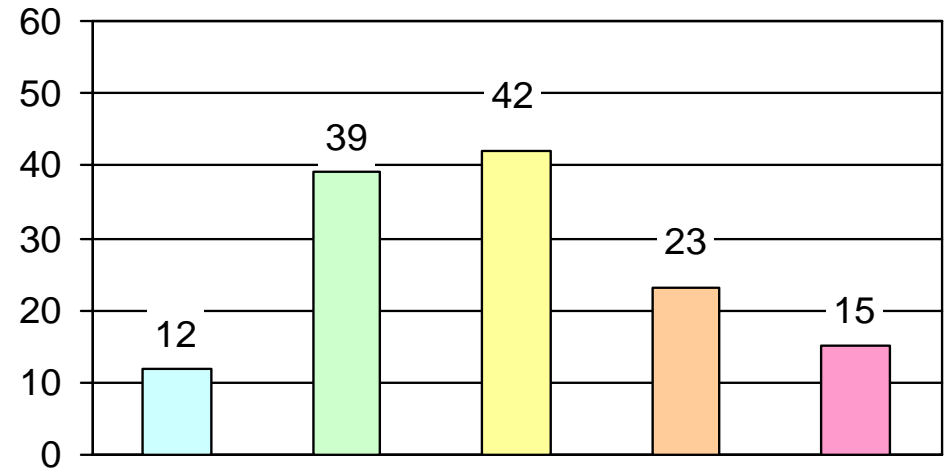
Our organization helps our employees help their community.

My organization helps me help my community.

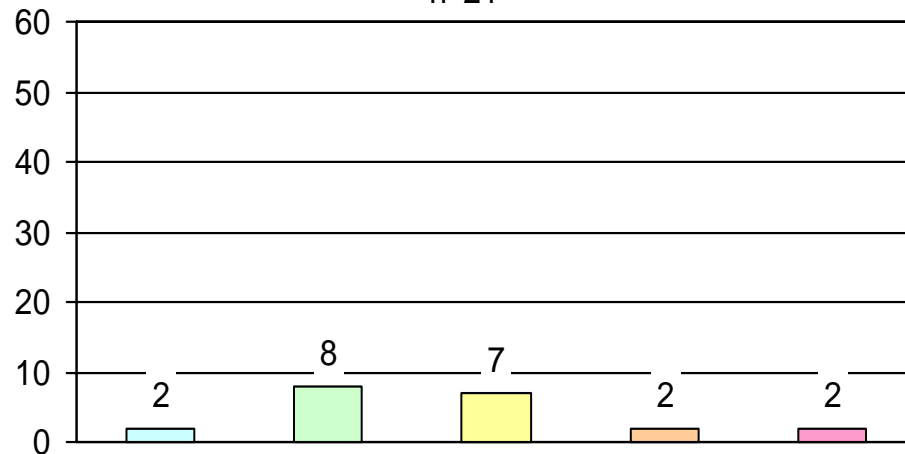
Engineering
n=12



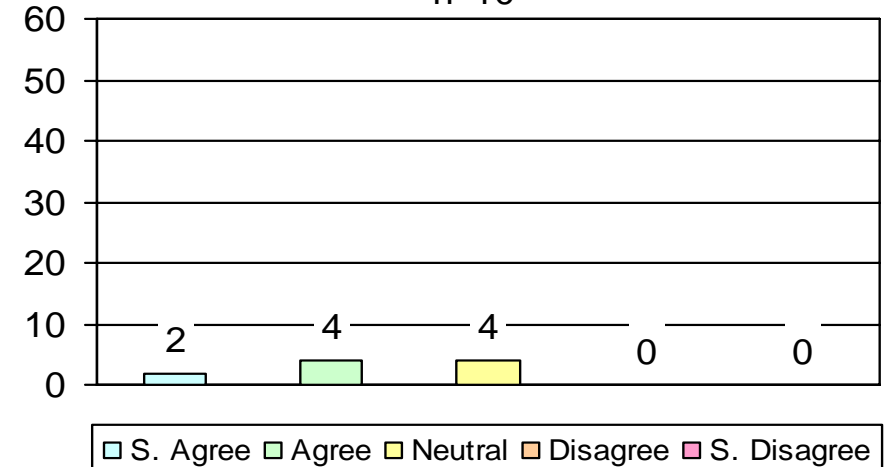
Public Works
n=131



Public Safety
n=21



Administration
n=10



Legend: S. Agree (light blue), Agree (light green), Neutral (yellow), Disagree (orange), S. Disagree (pink)

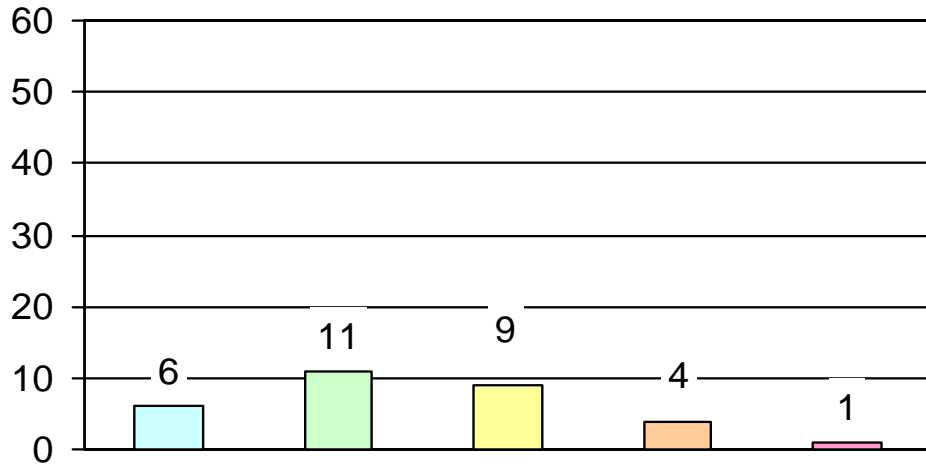
Question 7h – Business Results

n=453 (80%)

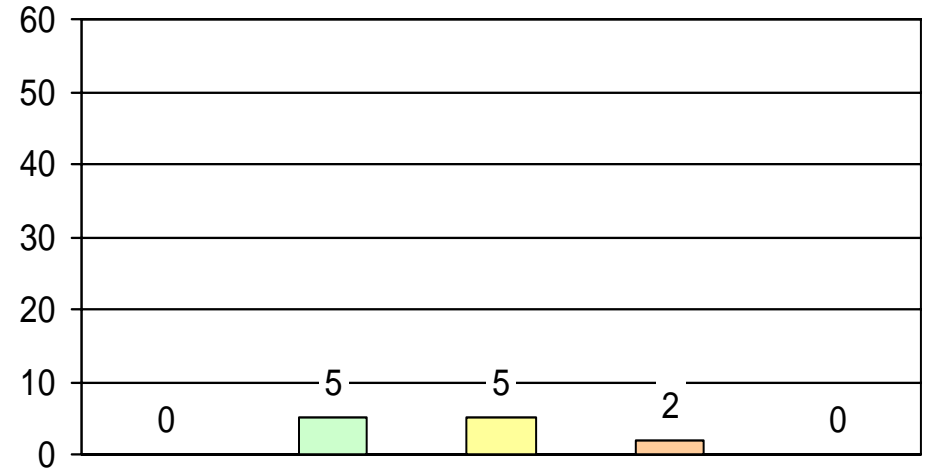
Our organization helps our employees help their community.

My organization helps me help my community.

Other
n=31



No Division Identified
n=12



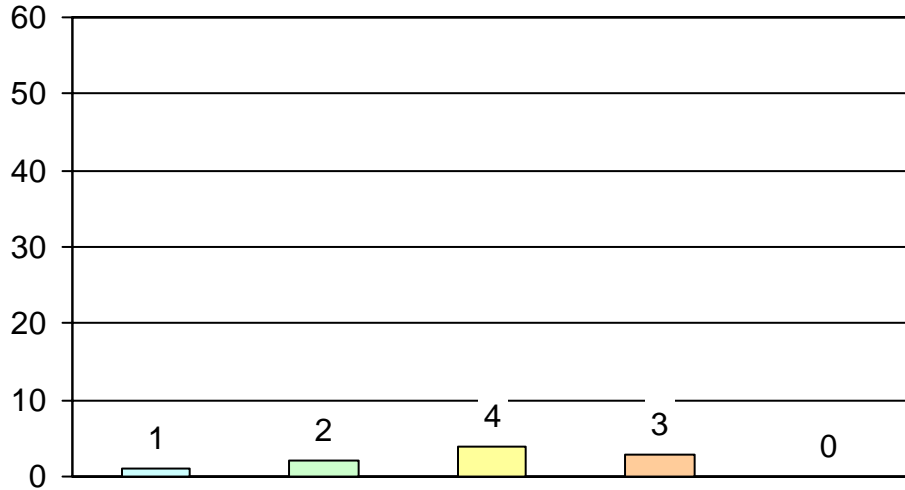
Question 7h – Business Results

n=453 (80%)

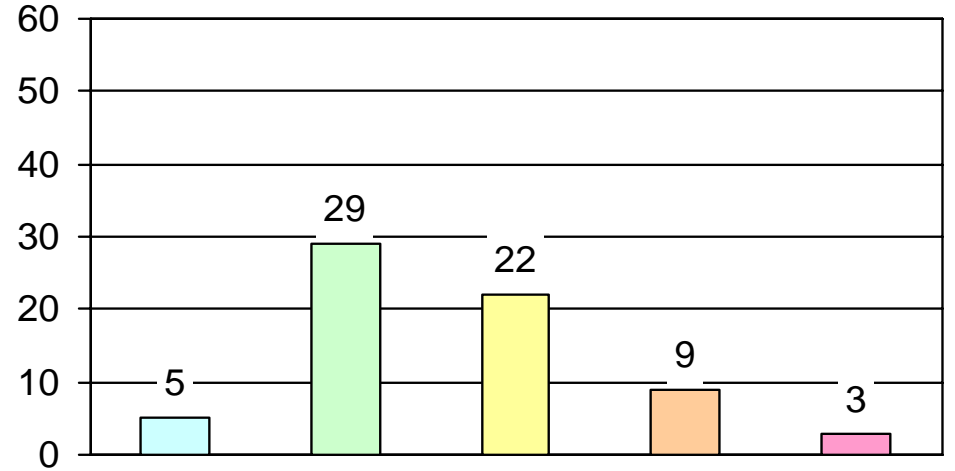
Our organization helps our employees help their community.

My organization helps me help my community.

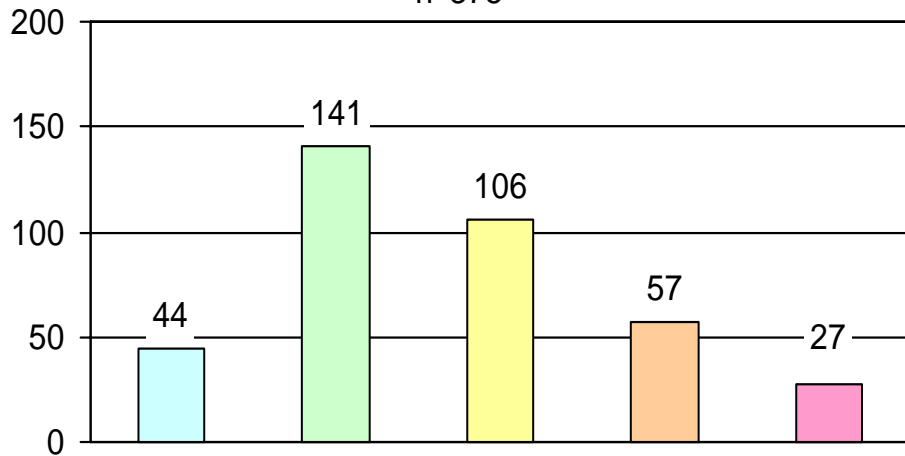
Senior Leaders
n=10



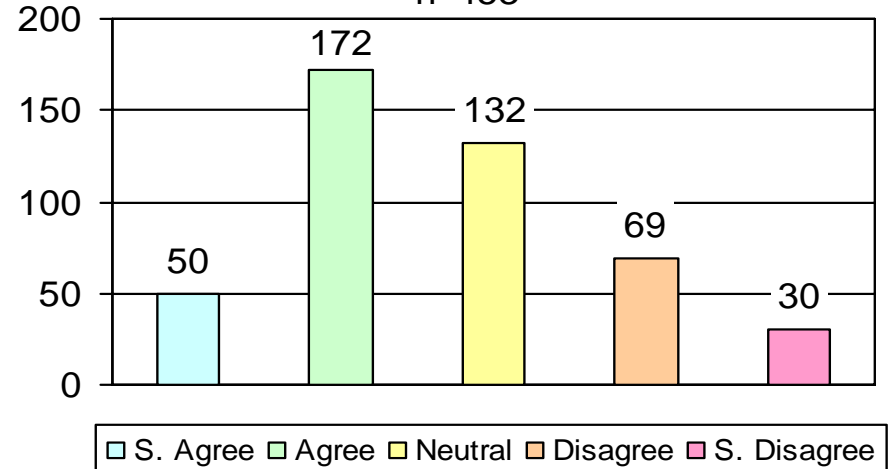
Managers
n=68



Staff
n=375



Total Organization
n=453



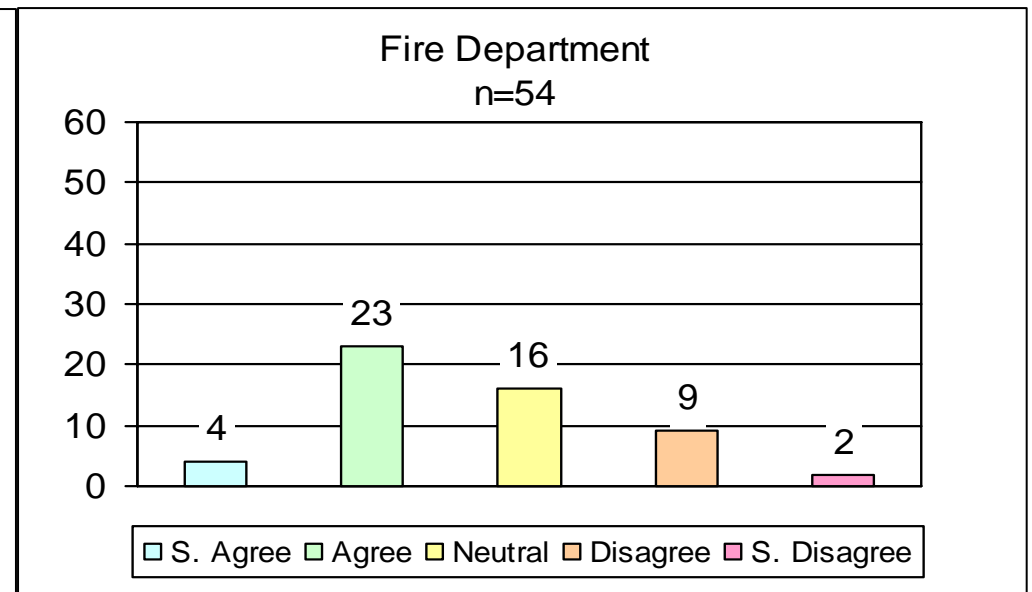
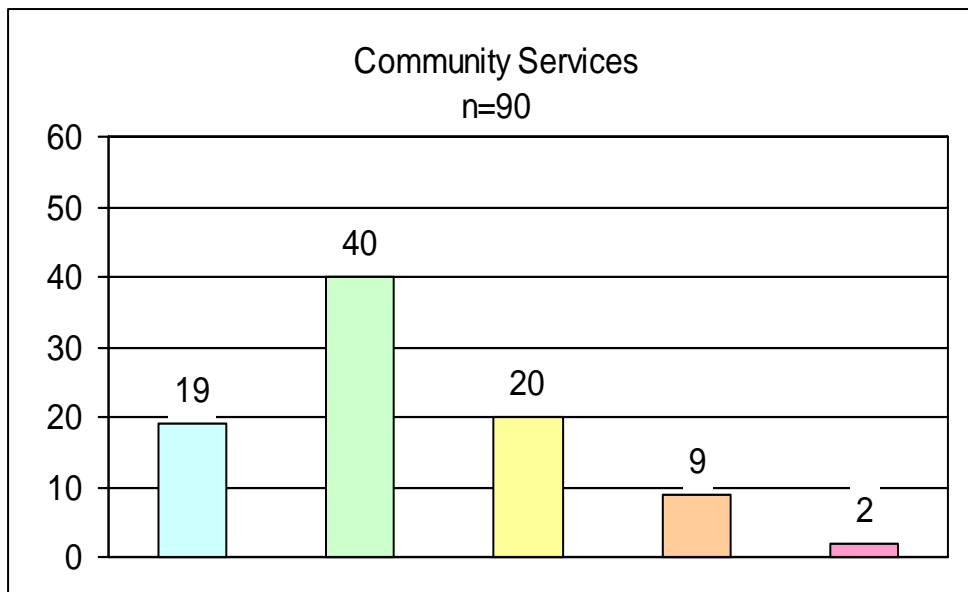
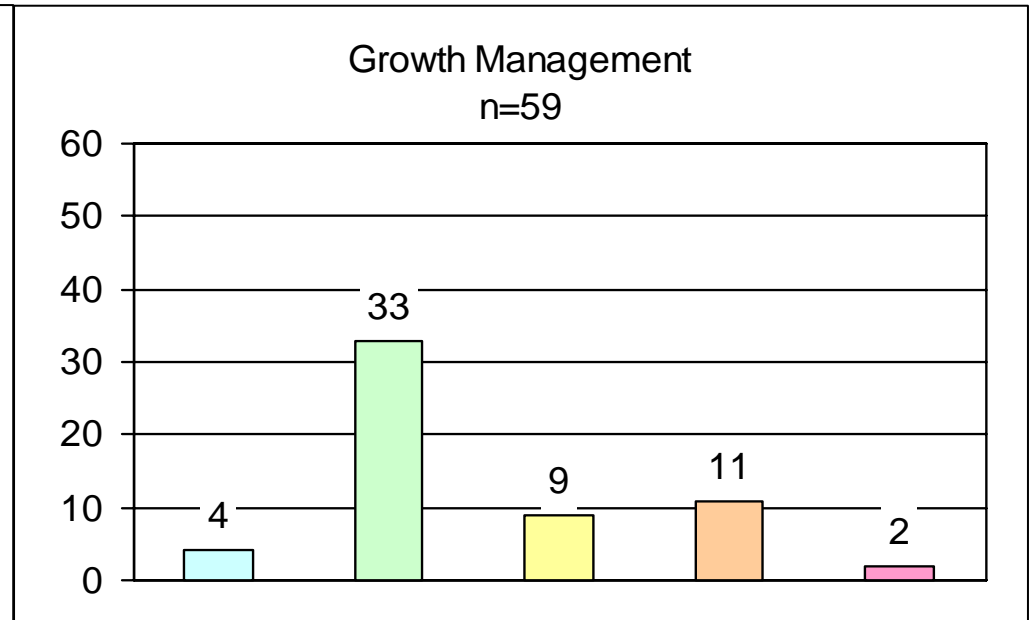
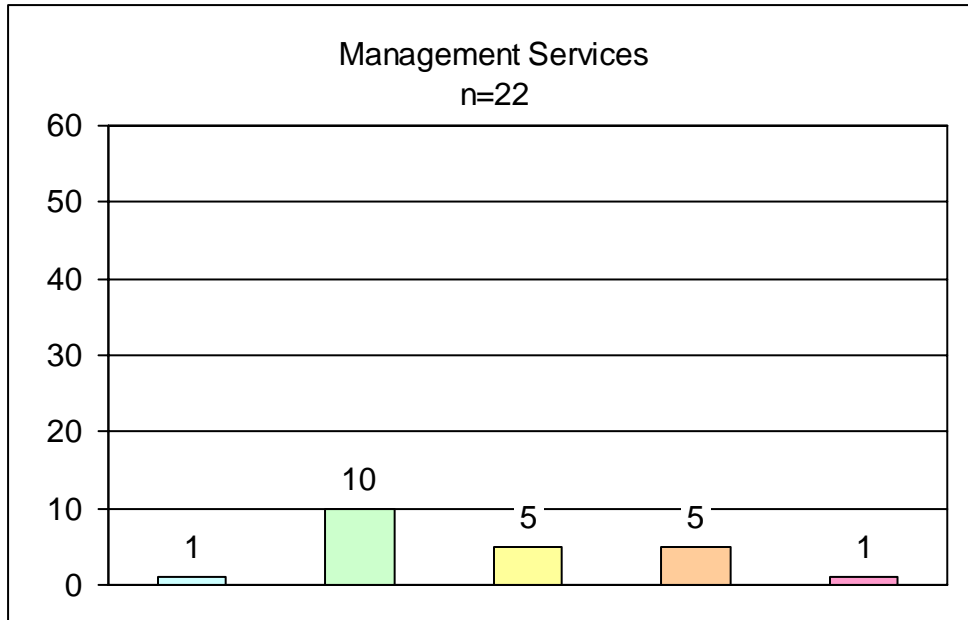
Legend: S. Agree (light blue), Agree (light green), Neutral (light yellow), Disagree (light orange), S. Disagree (pink)

Question 7i – Business Results

n=450 (80%)

Our employees are satisfied with their jobs.

I am satisfied with my job.



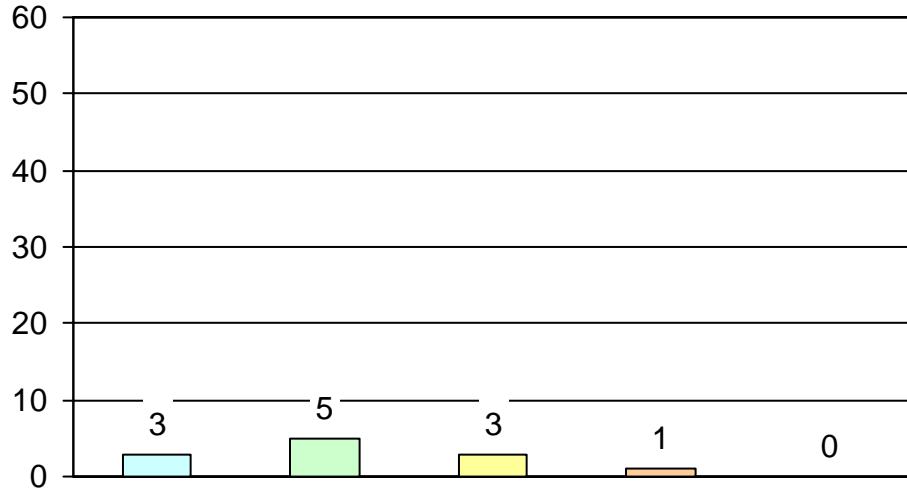
Question 7i – Business Results

n=450 (80%)

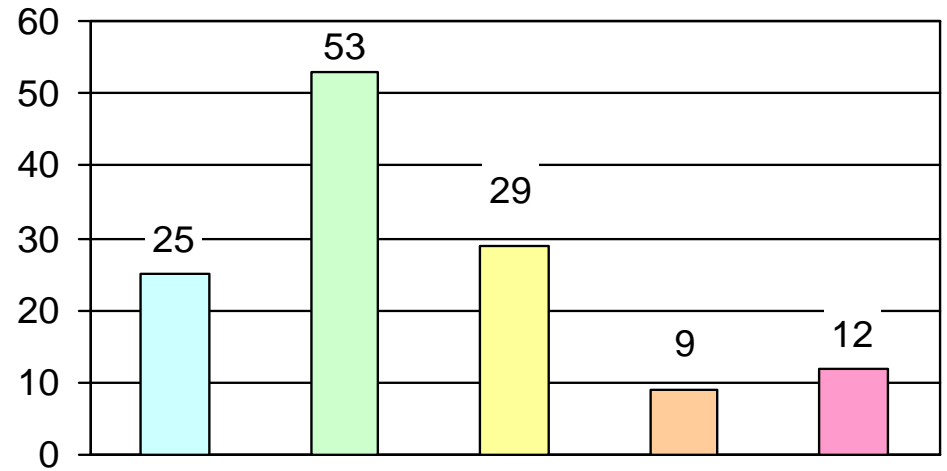
Our employees are satisfied with their jobs.

I am satisfied with my job.

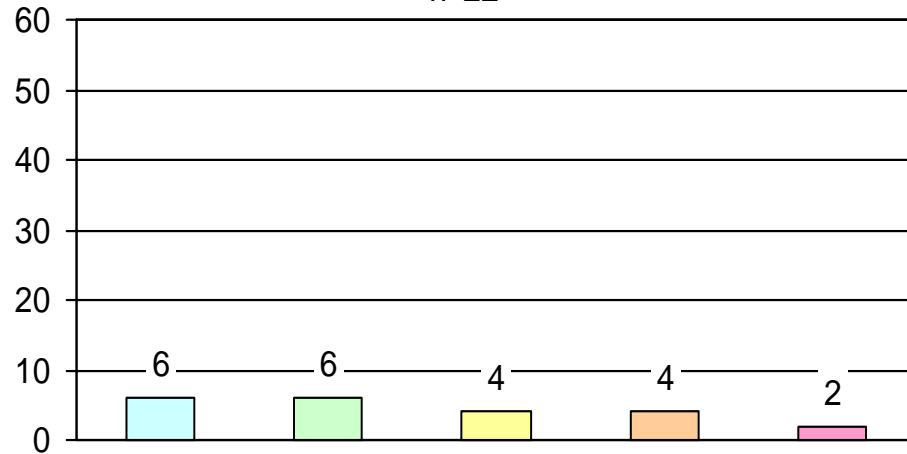
Engineering
n=12



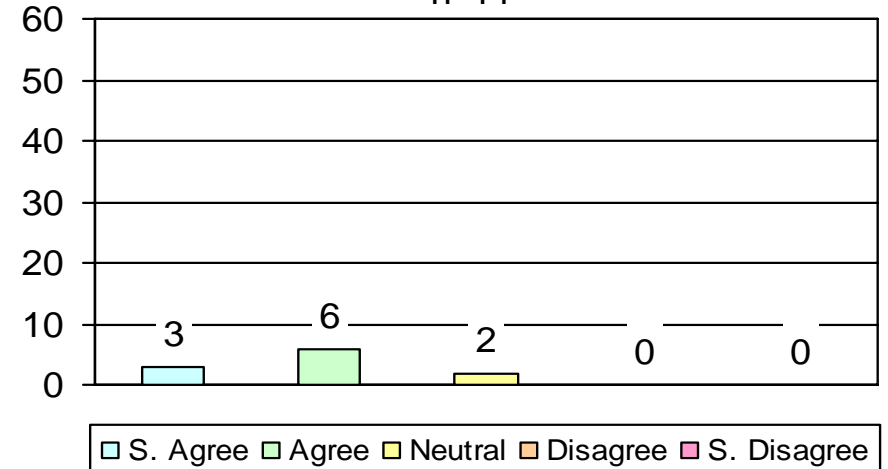
Public Works
n=128



Public Safety
n=22



Administration
n=11



Legend: S. Agree (light blue), Agree (light green), Neutral (light yellow), Disagree (light orange), S. Disagree (light pink)

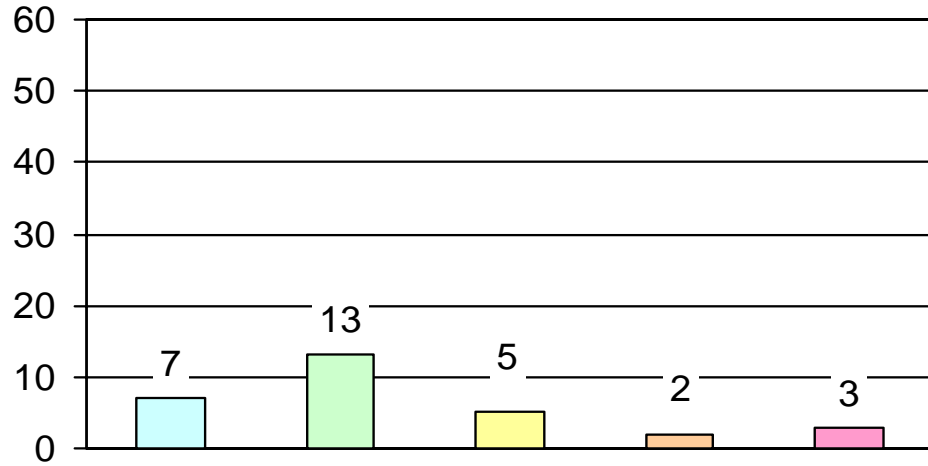
Question 7i – Business Results

n=450 (80%)

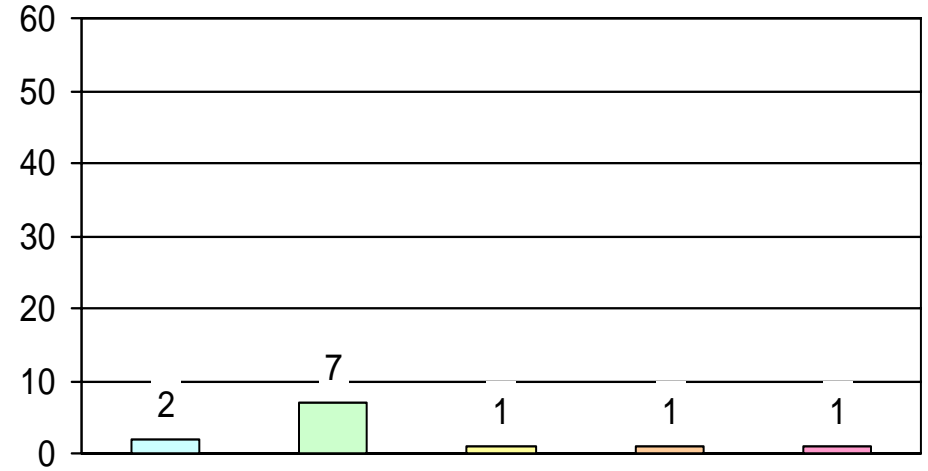
Our employees are satisfied with their jobs.

I am satisfied with my job.

Other
n=30



No Division Identified
n=12



Question 7i – Business Results

n=450 (80%)

Our employees are satisfied with their jobs.

I am satisfied with my job.

