

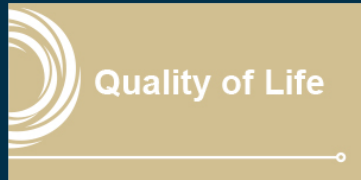
Community and Employee Surveys 2024 Results

Work Study Session
November 19, 2024





Performance Measures



Employee Engagement (2.13)

**Feeling Invited to Participate
in City Decisions (2.15)**

Data-Driven Governance (3.35)



2024 City of Tempe Community Survey Highlights

Presented by ETC Institute



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Agenda

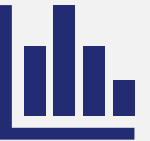
- Community Survey Results
- Employee Survey Results
- Questions

Community Survey Purpose

Objectively assess satisfaction with City services



Gather input from residents to help set community priorities



Assess trends over time



Compare performance to other communities



Methodology

Survey Description

Like previous surveys conducted by ETC Institute. Last survey was conducted in 2023.

Sample Size

1,055 completed surveys from City residents; Goal was 800. The sample was designed to ensure the results would be statistically valid for each of the city's eight-character areas.

Margin of Error

±3.01% at the 95% level of confidence.

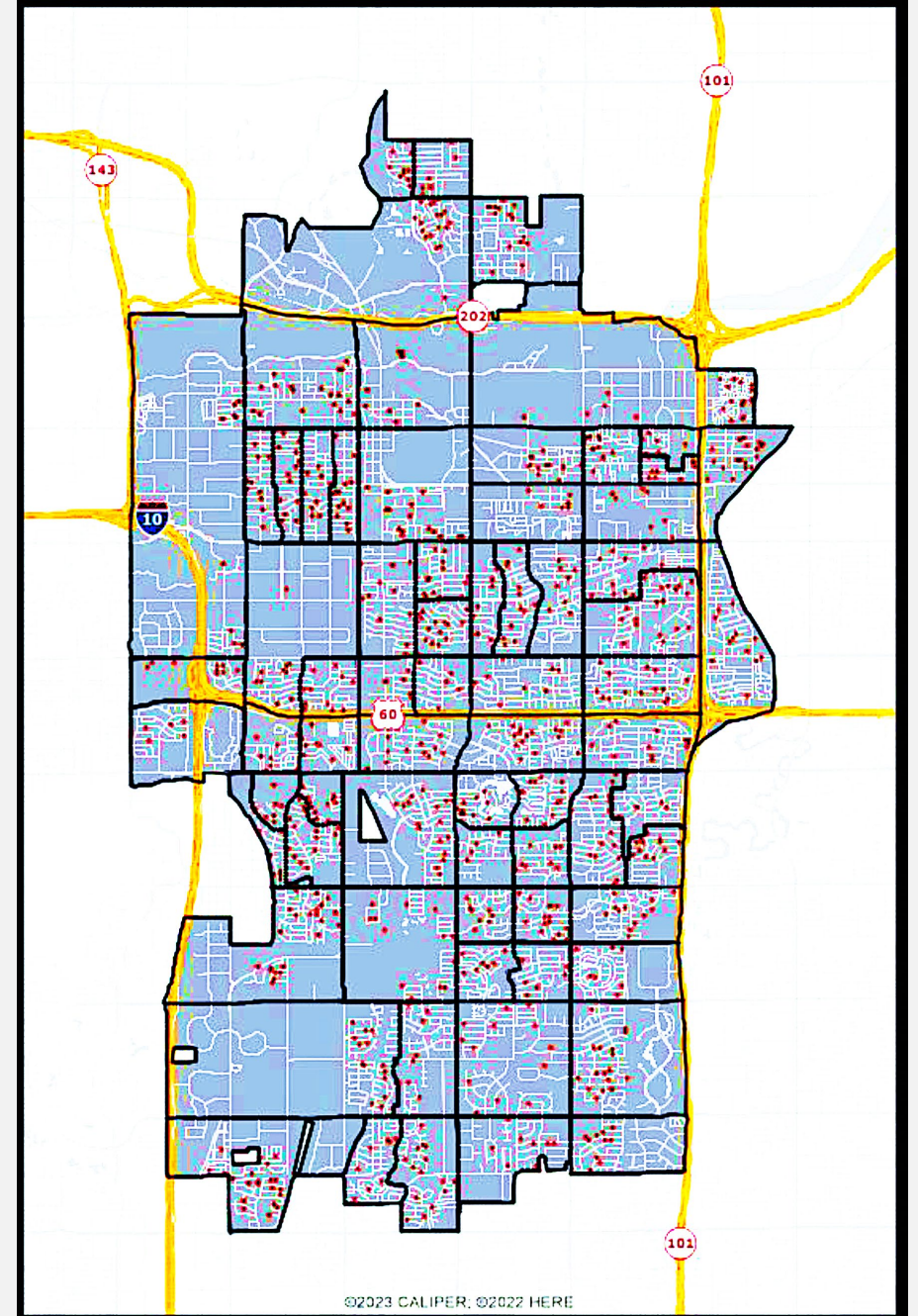
Method of Administration

Hybrid methodology of Mail, Phone, and Online.

ETC Institute encouraged participation with texts, postcards, emails and social media ads.

Location of Respondents

- Good representation of responses throughout the City.
- Home address of all respondents are geocoded to the block level to ensure anonymity of the true respondent address while still ensuring good geographic representation.
- Boundaries displayed are Census Block Groups. (merged as needed)

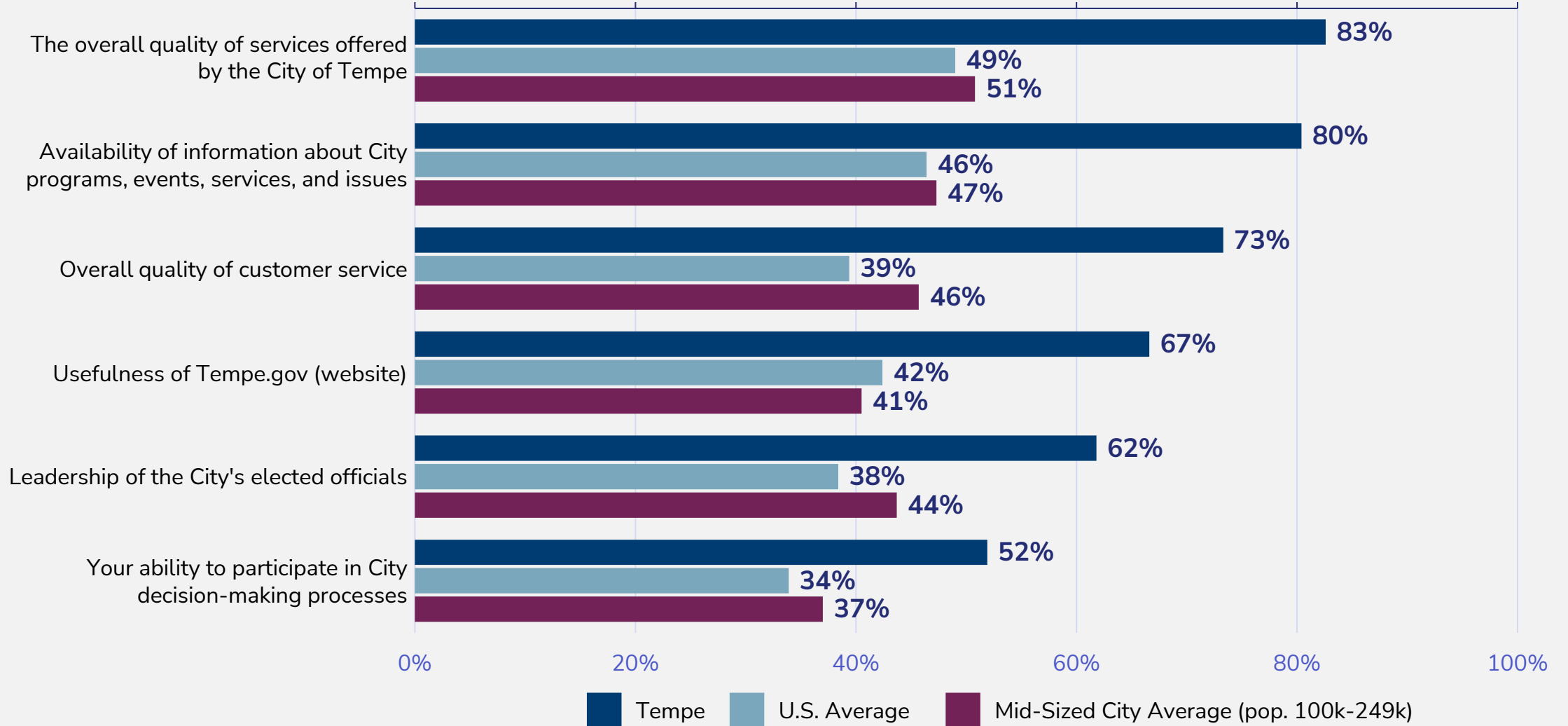


Benchmarking

Tempe continues to set the standard for the delivery of city services in most areas

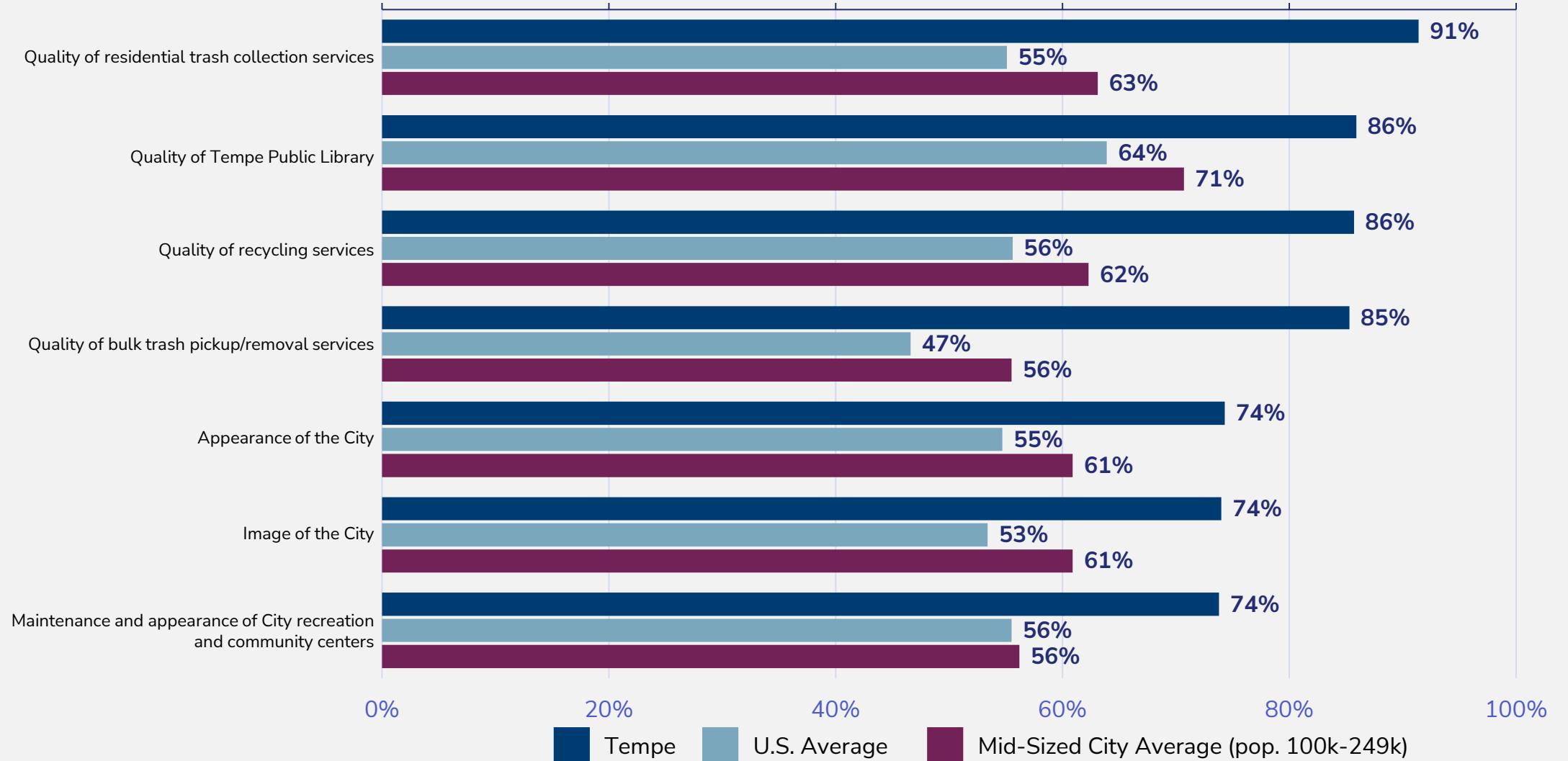
Perceptions Of The City

- Tempe sets the standard compared to other communities.
- Tempe rated higher in all areas that were measured.



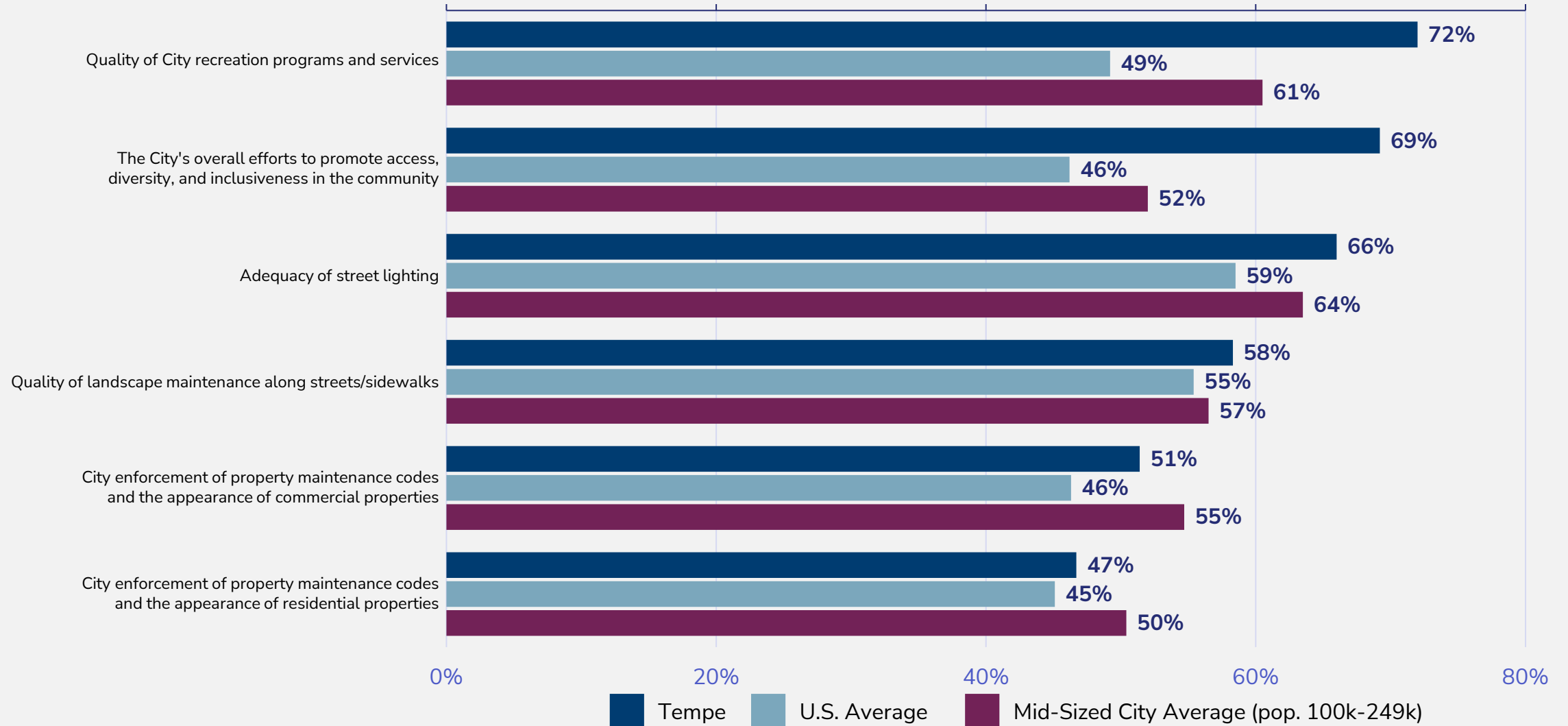
Quality of Life and City Services

- Tempe sets the standard compared to other communities in almost all areas.



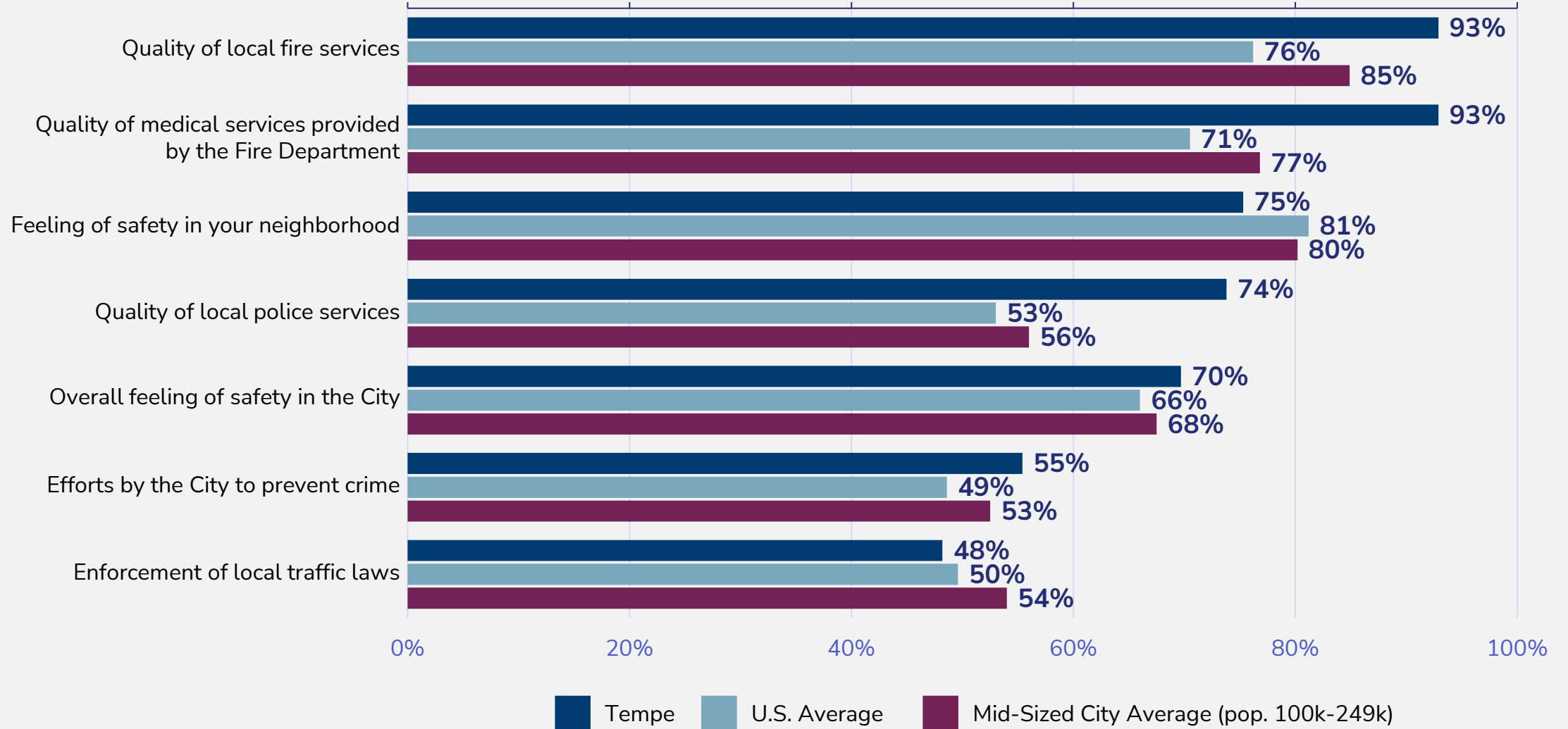
Quality of Life and City Services: Cont.

- Enforcement of property maintenance codes is where Tempe rated lower than other communities.



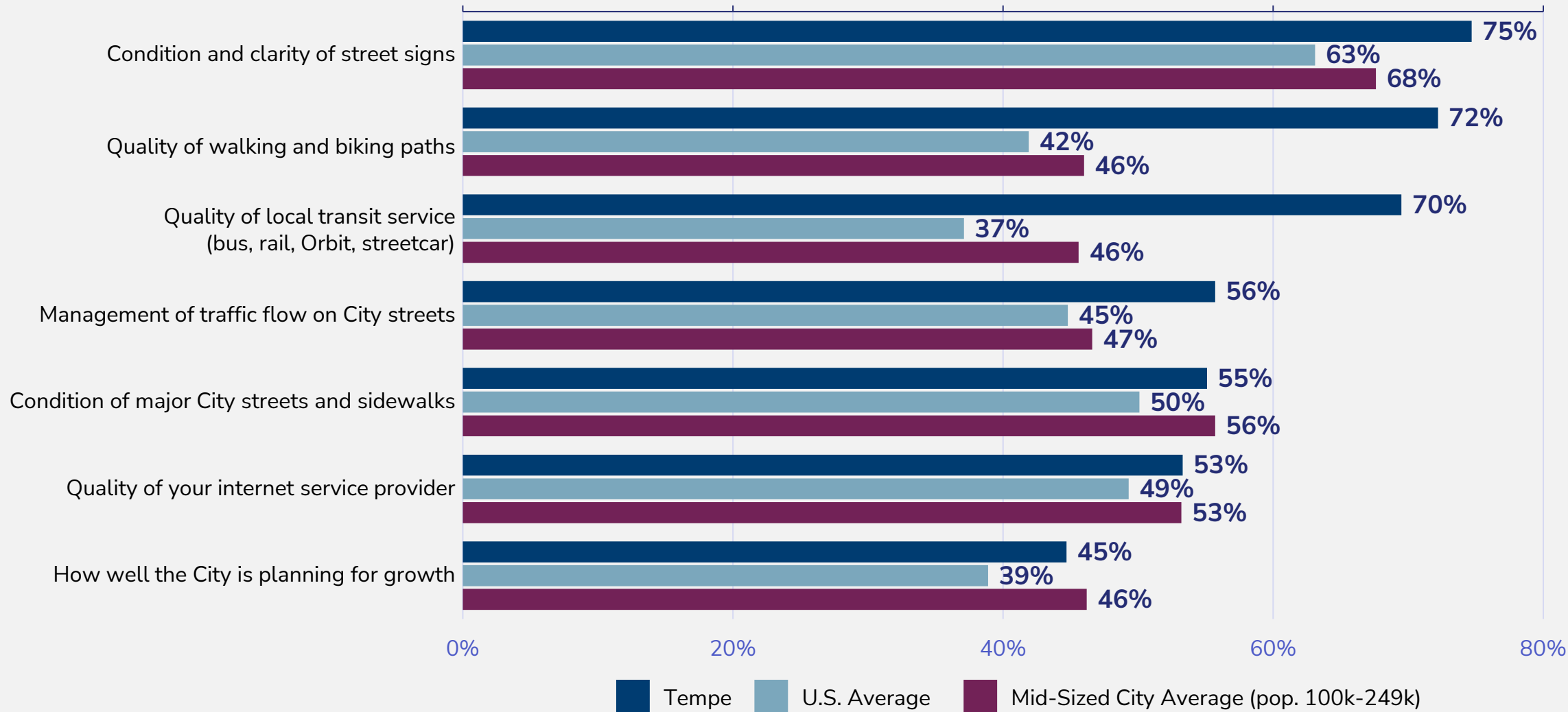
Public Safety

- Tempe is setting the standard for most areas measured.
- Efforts to prevent crime and enforcement of local traffic laws is where Tempe rated lower.



Sustainable Growth and Development

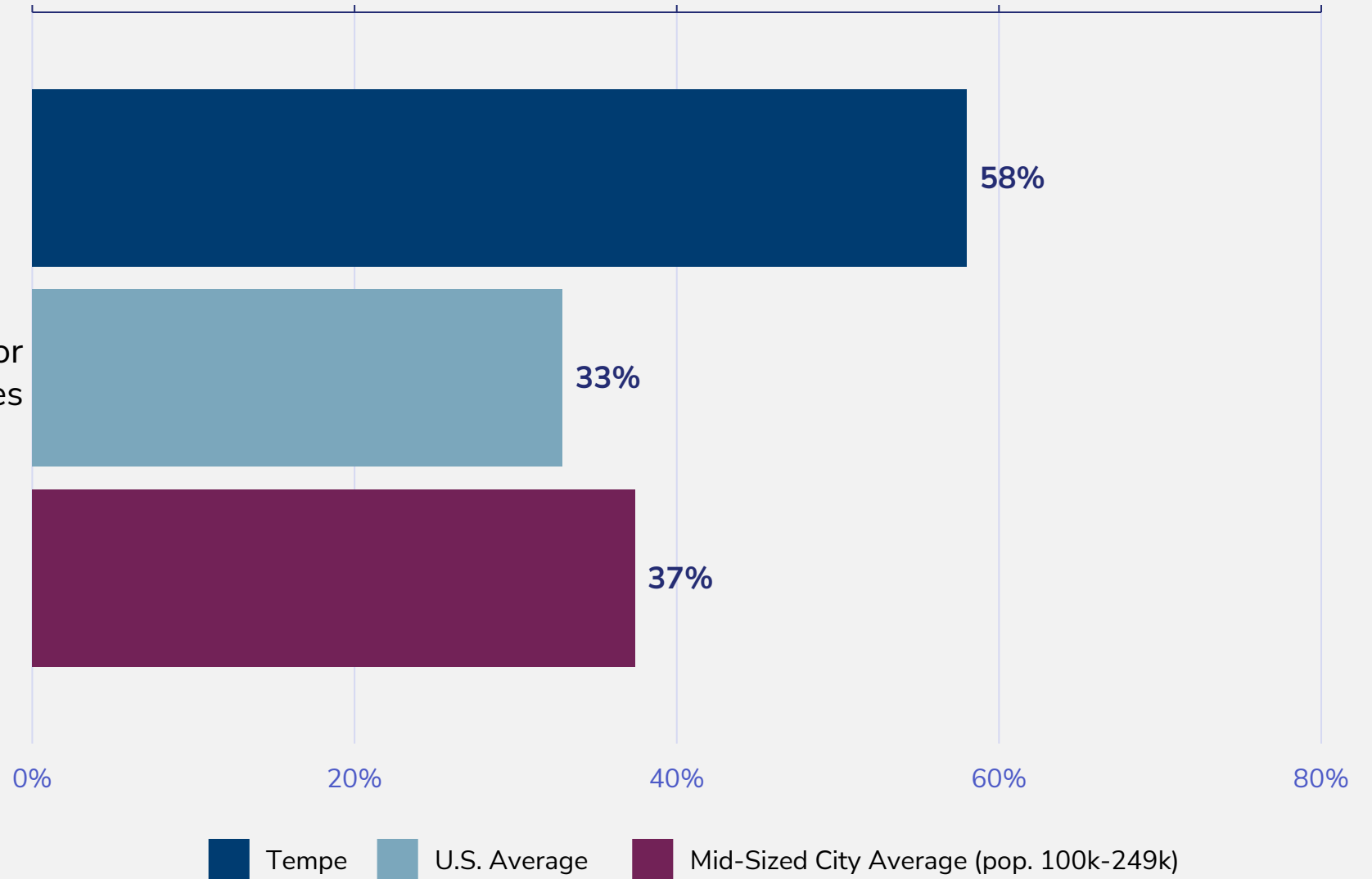
- Tempe is setting the standard for most areas measured.
- Tempe is not the only community nationally struggling with planning for growth.



Financial Stability and Vitality

- Tempe is +20 points higher than both the national and mid-sized city average.

The overall value that you receive for your City tax dollars and fees



Trends

This City of Tempe is Moving in the Right Direction

Trends

- The City has continued to see positive trends since 2022.
- The last three years were compared, 2024, 2023, and 2022.
- 155 areas were assessed.
 - 106 areas were statistically unchanged from 2023.
 - 25 areas increased from 2023.
 - 24 areas decreased from 2023.

Trends: Areas With the Biggest Increases

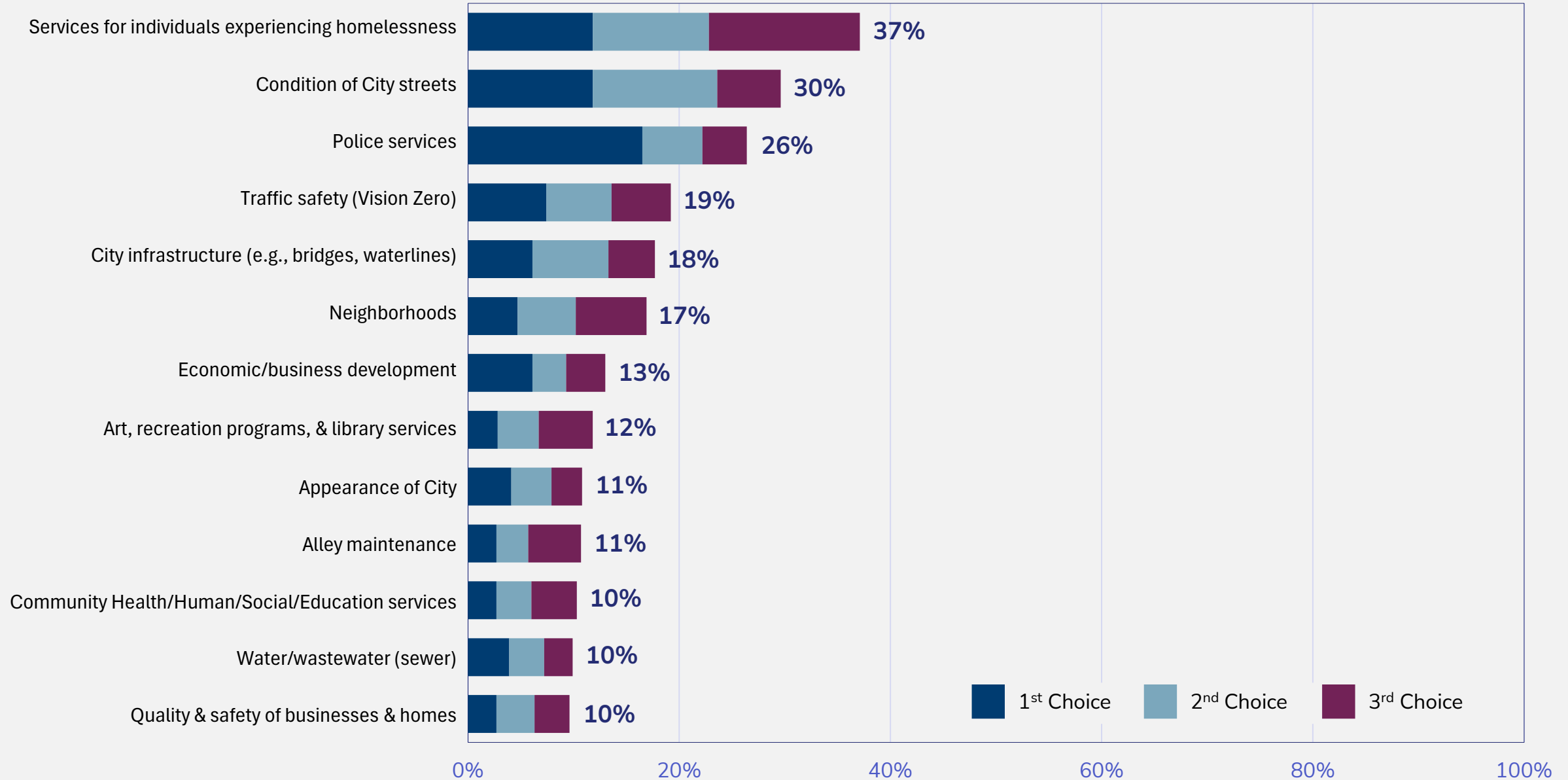
• The hours and days of service (Mon- Sun 7am-6pm) that 311 is available	+14.5%
• Solid waste (trash), recycling, & green organics	+9.4%
• Quality of local transit service (bus, rail, Orbit, streetcar)	+8.3%
• Feelings of safety at night in neighborhood parks	+7.8%
• Leadership of the City's elected officials	+6.8%
• Overall condition of your neighborhood	+6.4%
• Overall quality of new commercial development in the City, including architecture and design	+6.0%
• Quality of water conservation programs	+5.9%
• Adequacy of street lighting	+5.8%
• Feeling of safety in your neighborhood	+5.5%

Trends: Areas With the Biggest Decreases

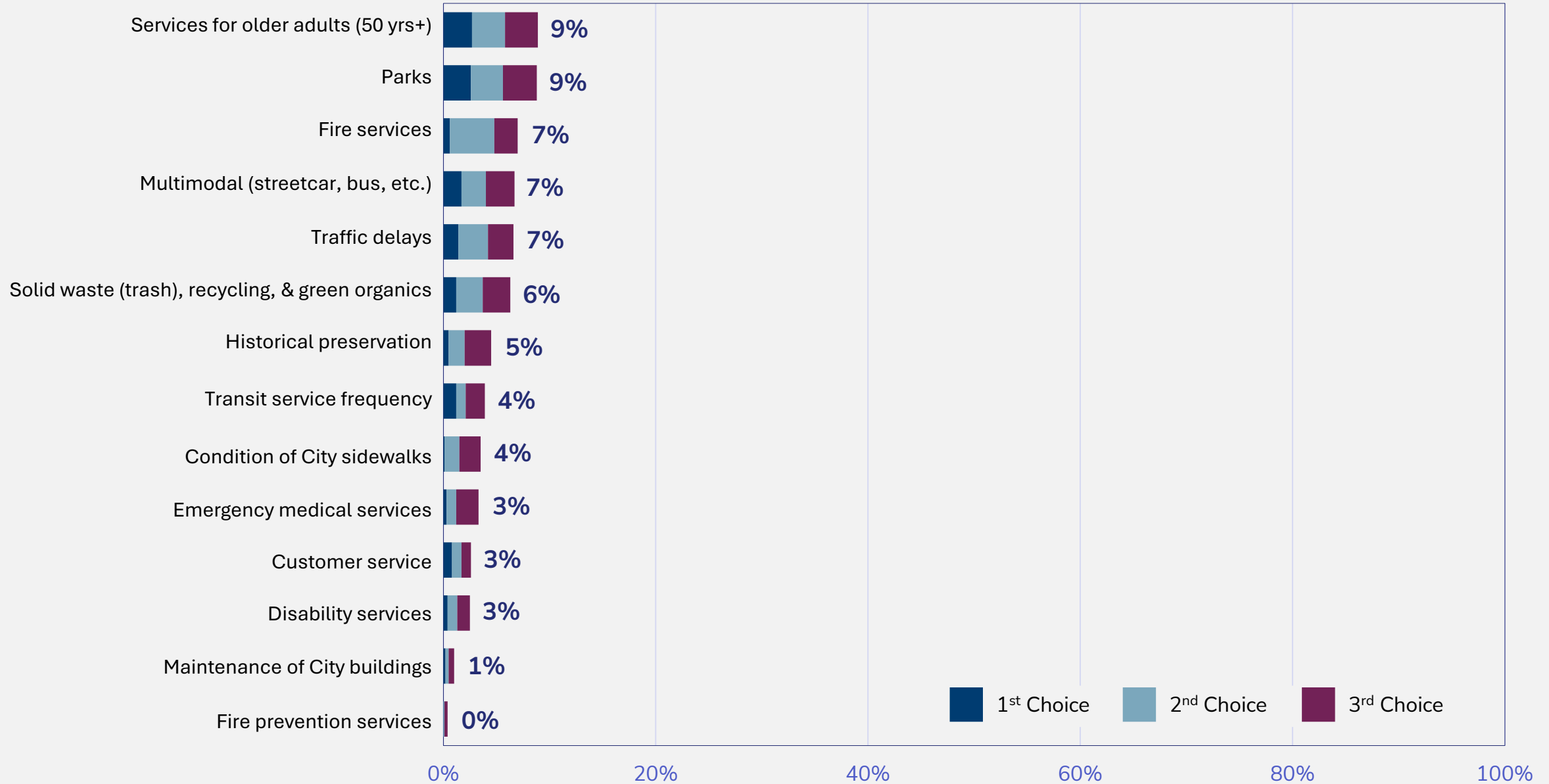
• Quality of arts programs (e.g., Arts in the Parks, Edna Arts classes, Free Art Friday)	-10.5%
• Ease of access to City Public Meetings	-8.0%
• Quality of Before and After School (Kid Zone) programs	-7.6%
• Quality of Tempe History Museum exhibits and programs	-7.2%
• How residents get information: City social media (Twitter/X, Facebook, Instagram, Nextdoor)	-6.6%
• Usefulness of TempePublicLibrary.org (website)	-6.3%
• Usefulness of TempeCenterfortheArts.com (website)	-6.3%
• Ease of access to Boards and Commission Meetings (schedules, agendas, minutes)	-6.3%

Priorities For The Community

Priorities for Improvement



Priorities for Improvement: Cont.



ETC's Importance-Satisfaction Analysis

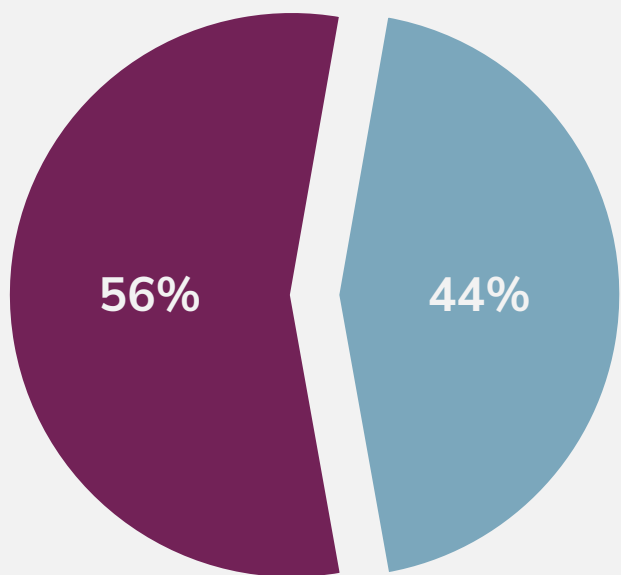
2024 Importance-Satisfaction Rating Tempe, Arizona Community Survey



Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
High Priority (IS .10-.20)						
Condition of City streets	30%	1	55%	14	0.1329	1
Medium Priority (IS <.10)						
Traffic safety (Vision Zero)	19%	3	56%	13	0.0851	2
Police services	26%	2	74%	6	0.0692	3
Alley maintenance	11%	8	41%	17	0.0637	4
Economic/business development	13%	5	52%	15	0.0620	5
Neighborhoods	17%	4	68%	10	0.0549	6
Community Health/Human/Social/Education services	10%	9	61%	12	0.0398	7
Traffic delays	7%	13	45%	16	0.0365	8
Art, recreation programs, & library services	12%	6	74%	7	0.0311	9
Appearance of City	11%	7	74%	5	0.0278	10
Parks	9%	10	75%	4	0.0224	11
Multimodal (streetcar, bus, etc.)	7%	12	70%	9	0.0204	12
Disability services	3%	17	64%	11	0.0090	13
Solid waste (trash), recycling, & green organics	6%	14	87%	3	0.0079	14
Customer service	3%	16	73%	8	0.0069	15
Fire services	7%	11	93%	1	0.0050	16
Emergency medical services	3%	15	93%	2	0.0023	17

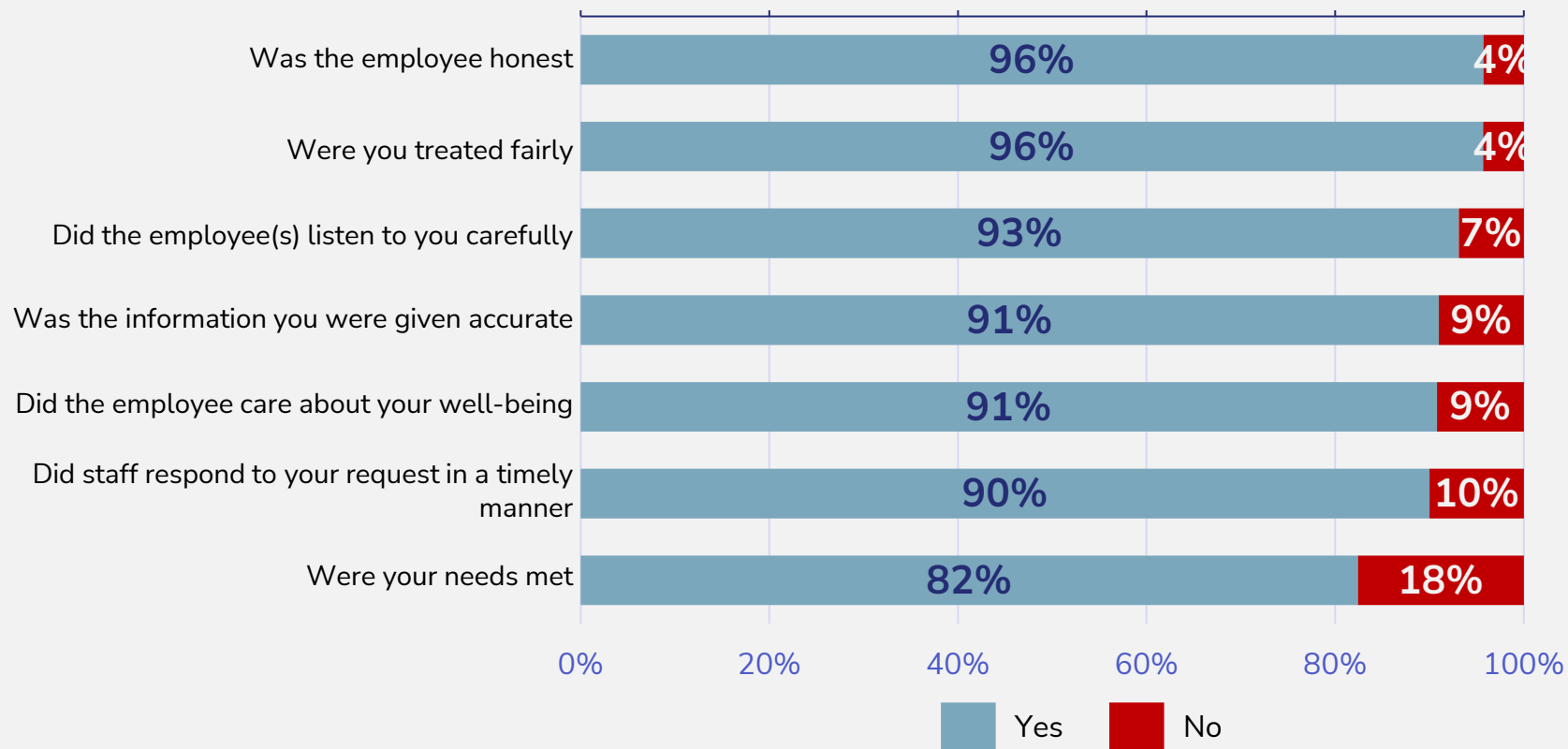
Additional Findings

Have You Contacted The City In The Past Year?

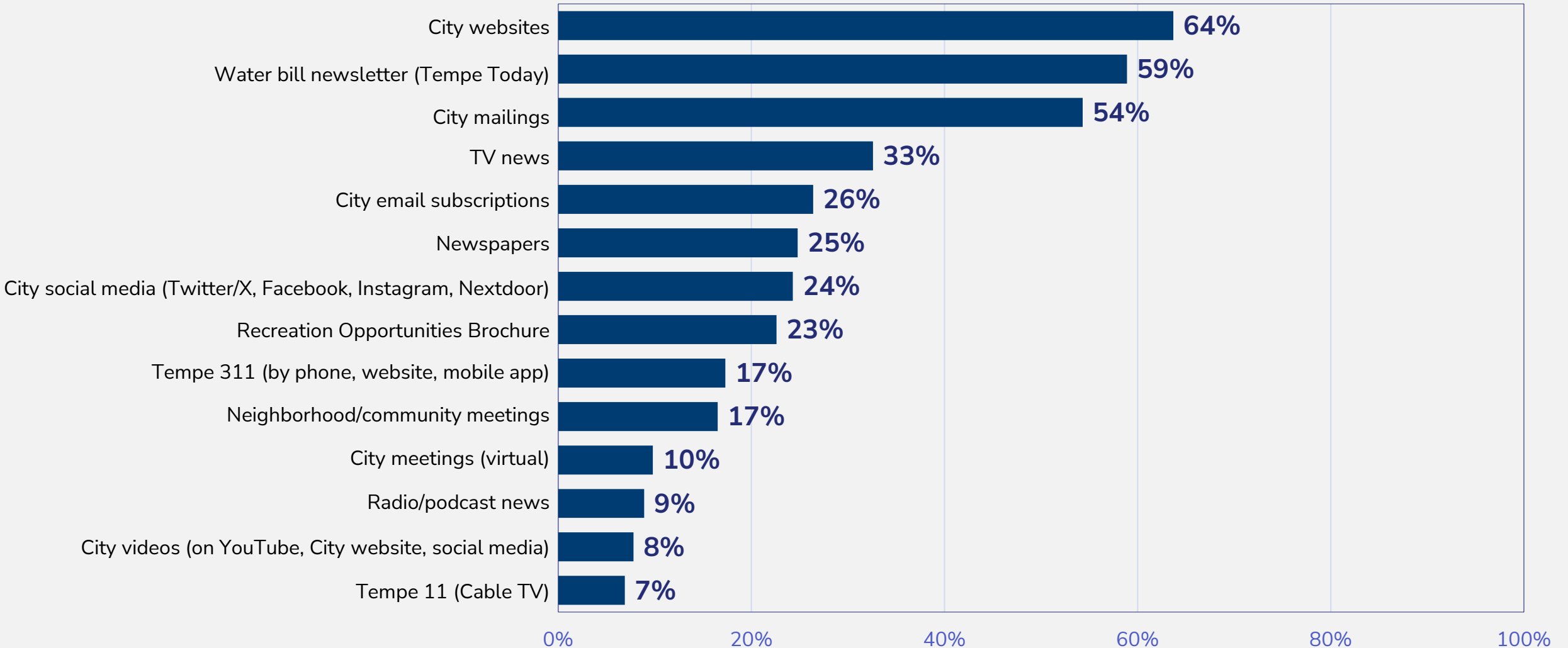


Yes No

Q13a. Overall Experience



Which of the following do you use to get information about the City of Tempe?



Tools to Help City Leaders Use the Results of the Survey More Effectively

Online Dashboard

tempe.gov/surveys



City of Tempe Arizona Community Survey

01

CITY PERFORMANCE

Find out how citizens rated services



02

WHO RESPONDED

Access your demographic questions here



03

MAPPING

Access city maps showing overall results



04

INVESTMENT PRIORITIES

Find out the recommended priorities for services



05

BENCHMARKS

Access comparisons to National, Regional, Population, and Age Benchmarks



DirectionFinder 2.0

Legend for "Age of Data"

- Data is up-to-date
- Prepare for next survey
- Data needs updating

Age of Data

1

Month(s) Old



Home Page	# of Records	# of Records	# of Records	# of Records	# of Records	# of Records	# of Records	# of Records
	882	1009	1087	1153	1105	934	1032	1055
	2017	2018	2019	2020	2021	2022	2023	2024

Select a survey topic from the drop down menu below to begin:

Survey Topic [Trends Page]

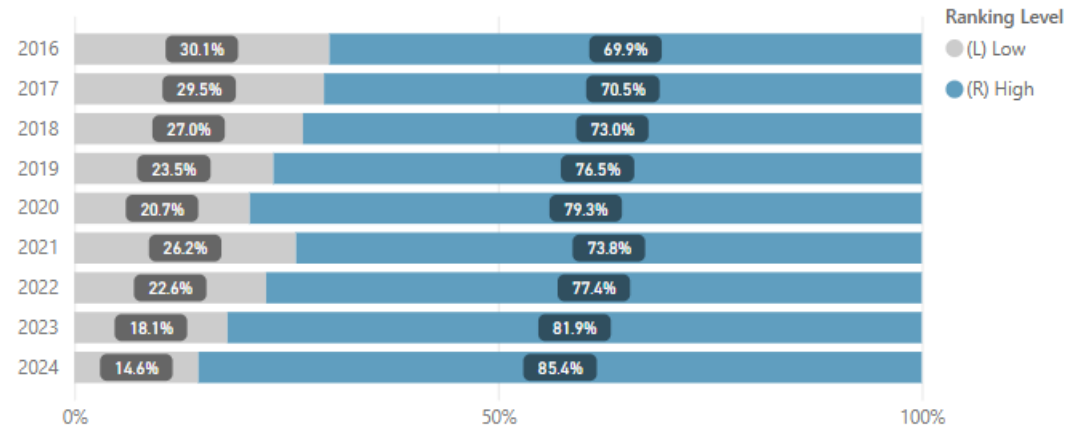
3.43
 % Difference from Last Survey
 ▲ Changed in Value

15.46
 % Difference from Base Survey
 ▲ Changed in Value

CITY PERFORMANCE

- Results
- Results by Key Demographics
- Trend data

How Satisfied/Dissatisfied are you with the following aspects of Quality of Life



Year:	(1) Very Dissatisfied	(2) Dissatisfied	(3) Neutral	(4) Satisfied	(5) Very Satisfied
2016	3.7%	10.7%	15.6%	43.7%	26.2%
2017	4.3%	9.4%	15.8%	41.2%	29.3%
2018	2.9%	11.4%	12.6%	39.4%	33.6%
2019	2.4%	7.4%	13.7%	45.1%	31.4%
2020	1.9%	7.3%	11.5%	43.7%	35.6%
2021	4.5%	9.2%	12.5%	44.0%	29.9%

- Select a Question [Trends Page]
- Access to Human services/Social services
 - Adequacy of street lighting
 - Appearance of residential property
 - Appearance of the City
 - Bulk trash pickup/removal services
 - City efforts to enforce deteriorated landscape maintenance on residential private...
 - City efforts to enforce the clean-up of junk, debris, and trash on residential priva...
 - City efforts to enforce the mowing and cutting of weeds/grass on residential priv...
 - City enforcement of alley maintenance codes
 - City enforcement of allowable construction work hours (Summer 6am-7pm, Wint...
 - City enforcement of property maintenance codes and the appearance of commu...
 - City enforcement of property maintenance codes and the appearance of residen...
 - Condition of alley near your home (if applicable)
 - Image of the City
 - Maintenance and appearance of City recreation and community centers
 - Maintenance of City parks
 - Maintenance of private property
 - Overall condition of your neighborhood
 - Overall enforcement of City property maintenance codes
 - Quality of access to City facilities for persons with disabilities
 - Quality of access to City parks for persons with disabilities
 - Quality of arts programs

WHO RESPONDED

MAPPING

INVESTMENT PRIORITIES

BENCHMARKS





Home Page



of Records

1032

2023

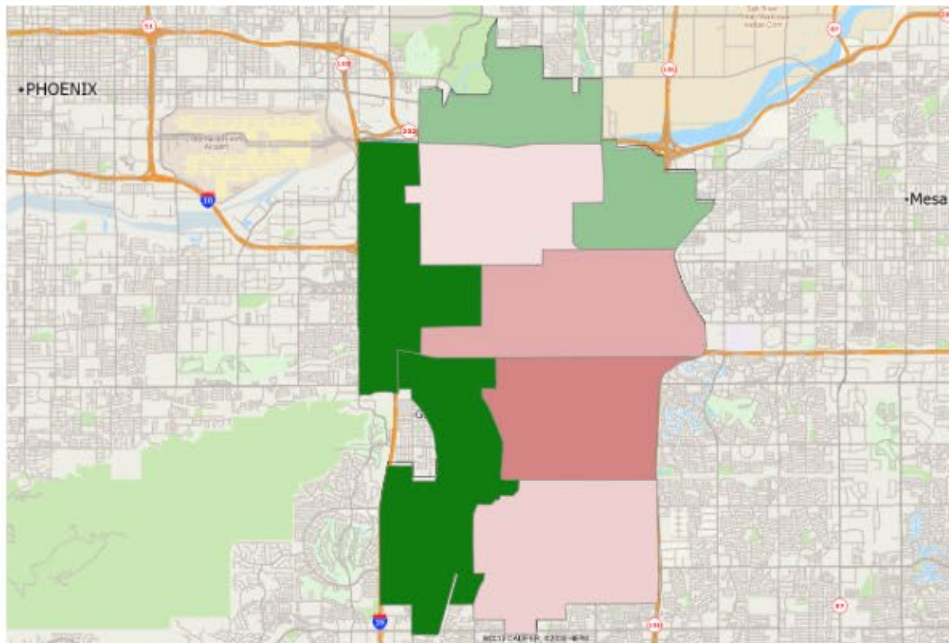
of Records

1055

2024

How Satisfied/Dissatisfied are you with the following aspects of Feeling of Safety

Nighttime: Mill Avenue



■ Large Positive % Change
 ■ Minor Change in %
 ■ Large Negative % Change

The maps on this page represents citizen satisfaction percentage change from previous results by geographic characteristics.

Select a survey topic from the menu below to begin:

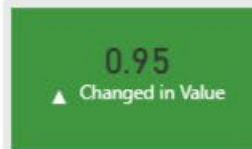
Survey Topic [Mapping Page]

Q2.2. Feeling of Safety at Night

...or select a survey question

Questions [Mapping Page]

Nighttime: Mill Avenue



Previous Year

2023

49.64

Satisfaction %:

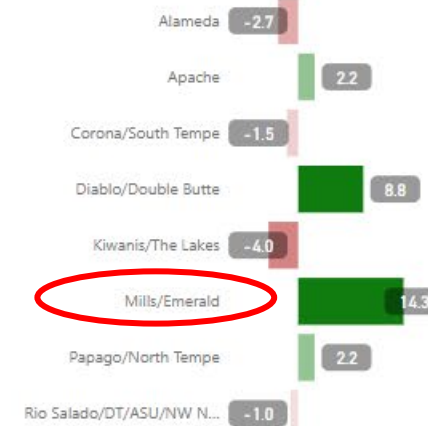
Current Year

2024

50.59

Satisfaction %:

Results by Zone



Answer Option:	2023	2024
(5) Very Satisfied	11.9%	15.7%
(4) Satisfied	37.7%	34.9%
(3) Neutral	25.3%	31.0%
(2) Dissatisfied	16.2%	12.5%
(1) Very Dissatisfied	8.8%	5.9%

Results by Zone



% Change by Zone



CITY PERFORMANCE



Who Responded



Mapping

Investment Priorities



Benchmarks



2024 City of Tempe Employee Survey Highlights

Presented by ETC Institute



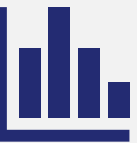
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Employee Survey Purpose

To objectively assess job satisfaction and engagement of City employees



To identify opportunities to improve the working environment for City employees



Assess trends over time



Compare performance to other communities



Methodology

Survey Description

Like previous surveys conducted by ETC Institute. Last survey was conducted in 2022. Available in both English and Spanish.

Sample Size

1,321 completed surveys from employees. **69% of employees!!!**
Good representation from all departments.

Margin of Error

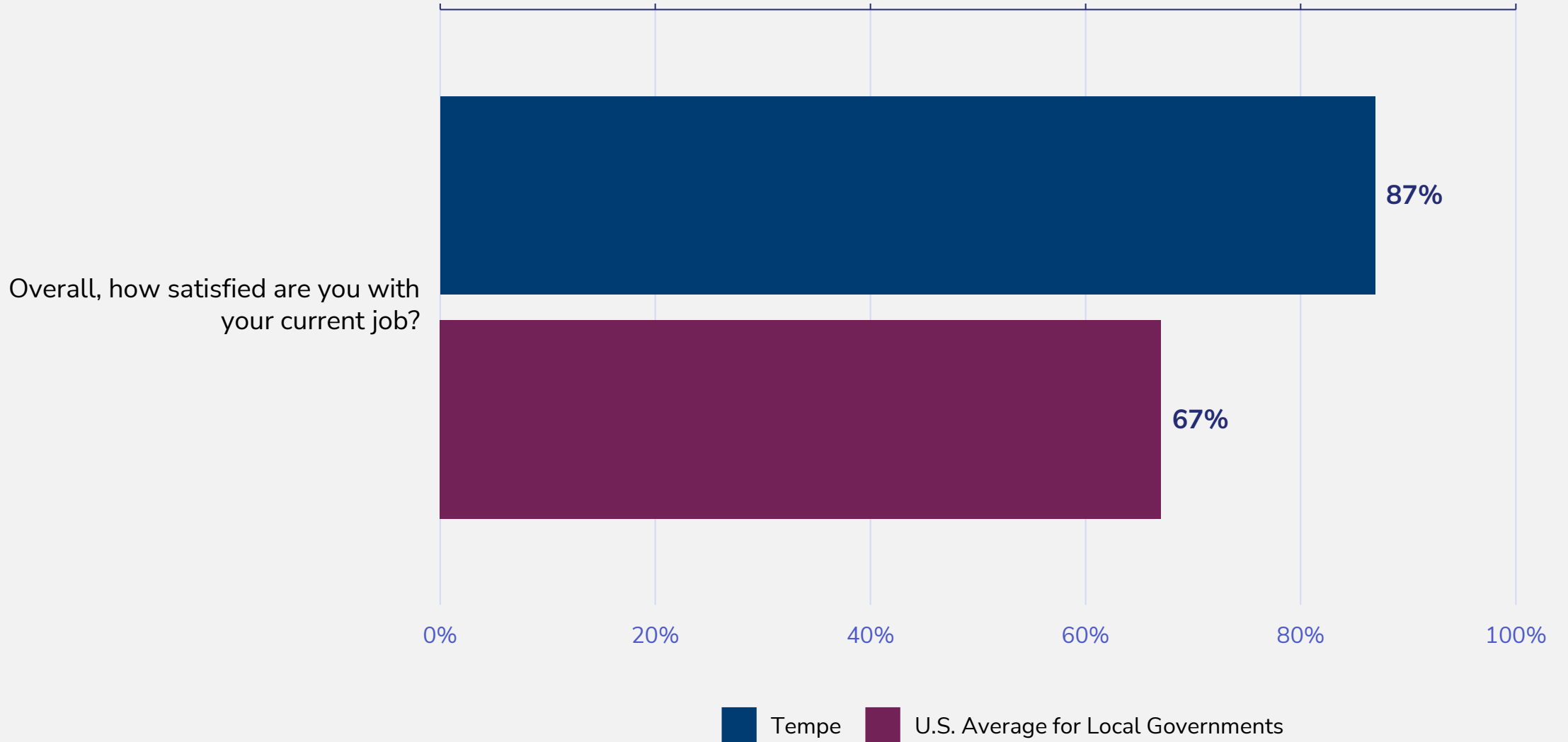
±1.51% at the 95% level of confidence.

Method of Administration

Hybrid methodology of Online, Mail, and Phone Employees were encouraged to complete the survey online but were given the option of returning the survey by mail or completing it by phone.

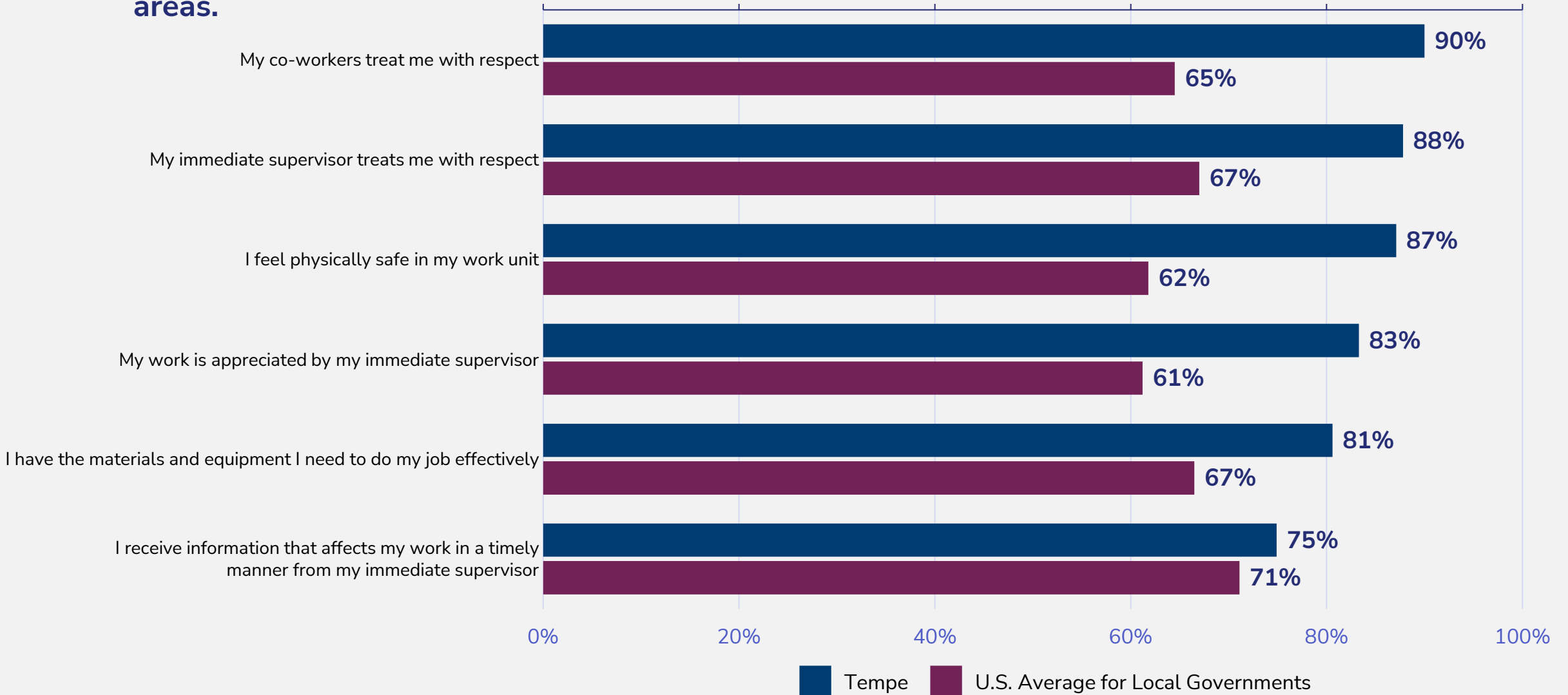
Overall Satisfaction

Overall Satisfaction Among Tempe Employees Is Significantly Higher than the National Average

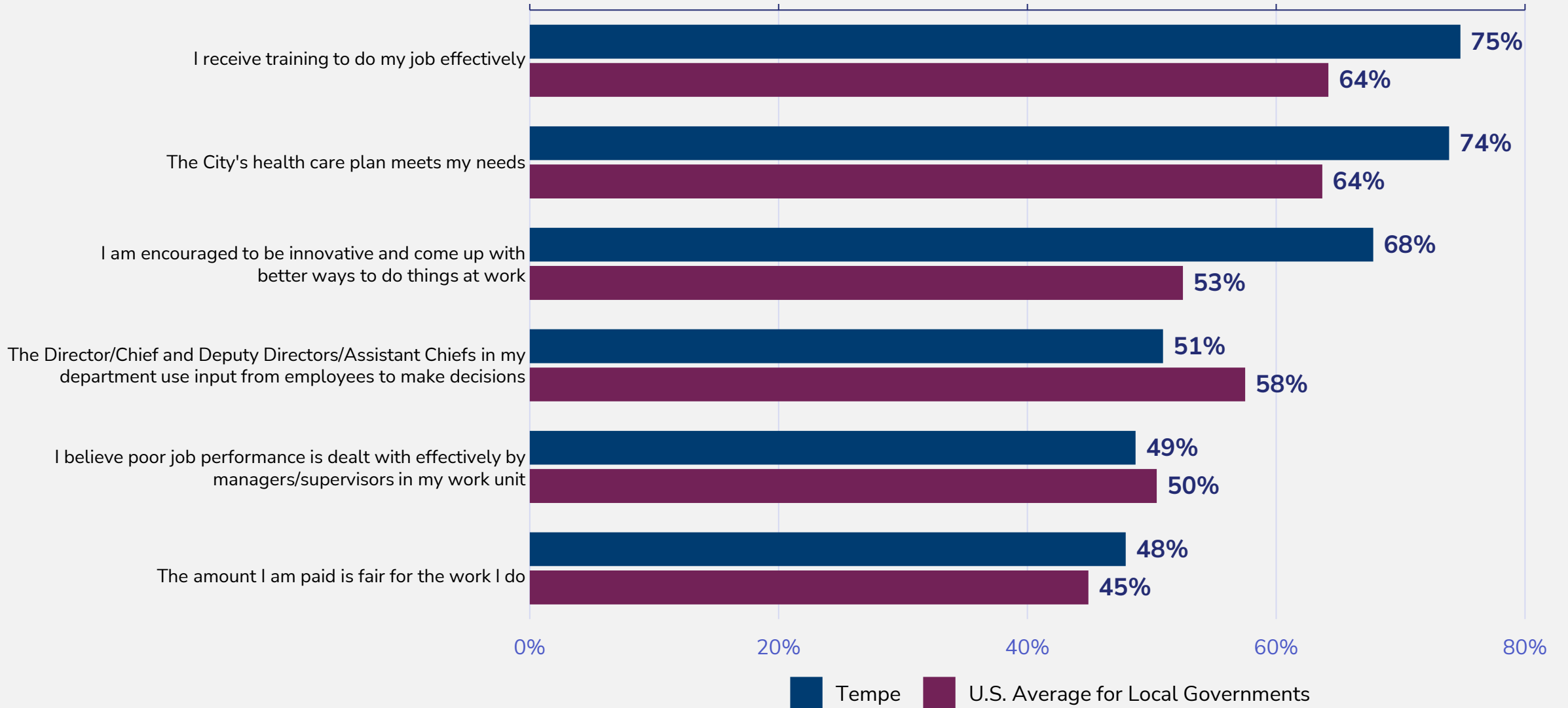


Level of Agreement with Statements

- Tempe is setting the standard for most areas measured. Only below the National Average in 3 areas.



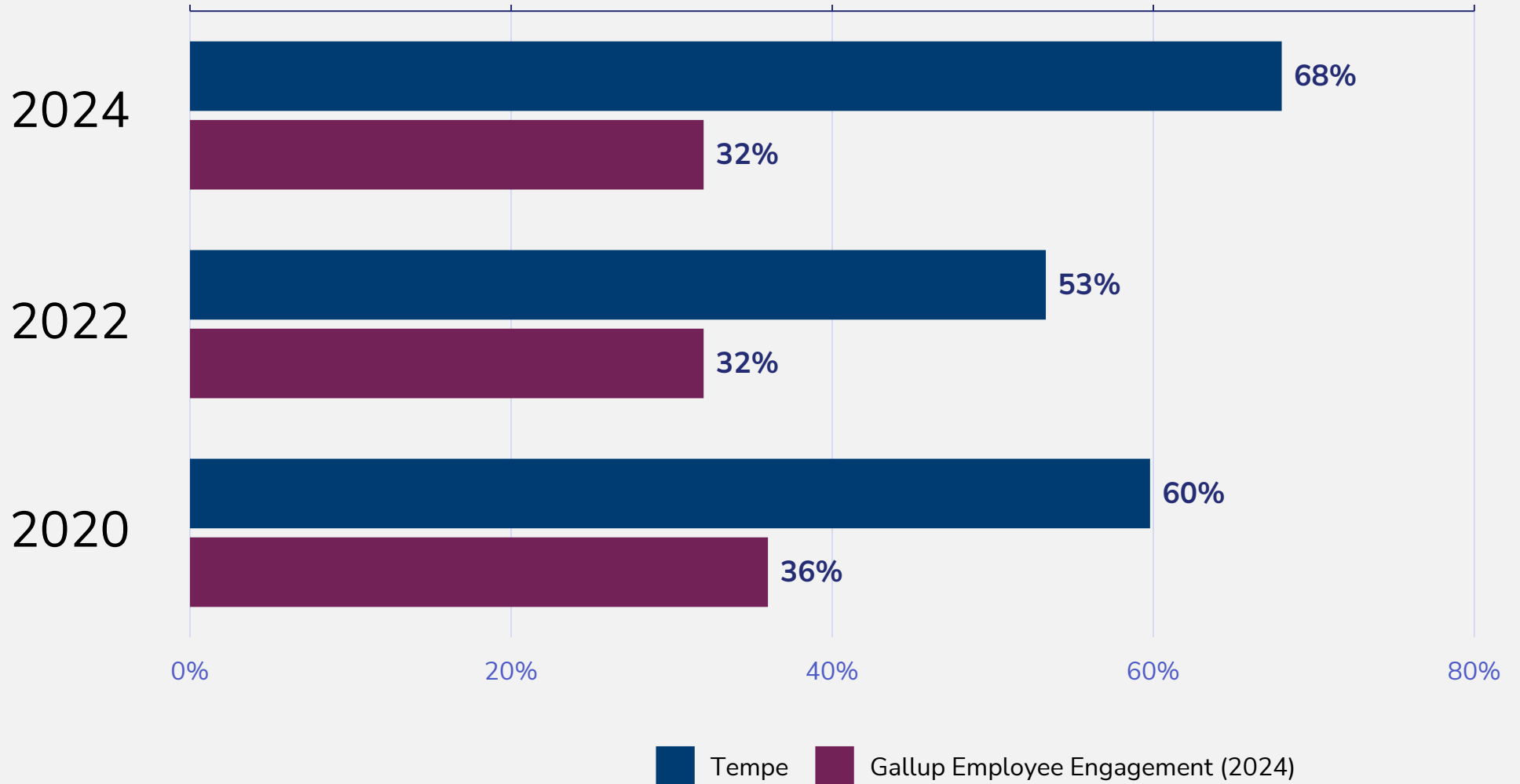
Level of Agreement with Statements: Cont.



Employee Engagement

Gallup Employee Engagement

After a decline in 2022, Tempe has seen an improvement, beating the high mark set in 2020.



Trends: Areas With the Biggest Increases Since 2022

59 of 64 areas improved

• Overall, I am satisfied with the level of employee engagement in my department	+14.7%
• The City's programs related to professional development and career mobility, such as educational partnerships, Tempe Professional Development Network, etc., are useful to me	+14.4%
• I believe poor job performance is dealt with effectively by managers/supervisors in my work unit	+14.0%
• Overall, I am satisfied with the professional development opportunities that are available to me at the City	+12.7%
• I believe exceptional job performance is recognized appropriately by managers/supervisors in my work unit	+12.6%
• Employees in my department are highly motivated about accomplishing our goals	+12.2%
• There is someone at work who encourages my career development	+11.3%
• I have been mentored at work	+11.0%
• I am encouraged to be innovative and come up with better ways to do things at work	+10.9%

Trends: Areas With the Biggest Decreases Since 2022

Just 5 of 64 areas decreased

• The amount of leave that I receive each year meets my needs	-6.7%
• The amount that I pay for health care benefits is reasonable	-3.4%
• Overall, I am reasonably compensated in pay and benefits for the work I do	-1.8%
• The City's health care plan meets my needs	-1.6%
• The amount I am paid is fair for the work I do	-1.1%

Tools to Help City Leaders Use the Results of the Survey More Effectively

Online Dashboard

tempe.gov/surveys



Employee Survey

01

OVERALL RESULTS

Find out how employees rated services



02

OVERALL RESULTS BY KEY DEMOGRAPHICS

Find out how employees rated services by key demographics



03

WHO RESPONDED

Access your demographic questions here



04

OPPORTUNITIES FOR IMPROVEMENT

Find out the recommended Priorities for services



05

COMPARISONS TO OVERALL AVERAGES

Access Department comparisons to how the Overall Department rated services



DirectionFinder 2.0

Legend for "Age of Data"

- Data is up-to-date
- Prepare for next survey
- Data needs updating

Age of Data

1

Month(s) Old



City of Tempe Employee Survey

Results by Key Demographics

Home Page	# of Records
	1321
	2024

Select a Survey Topic from the drop down menu below to begin:

...or select a survey question

Survey Topic [Key Demographic Page]

Questions [Key Demographic Page]

Overall, how satisfied are you with your current job? ▾

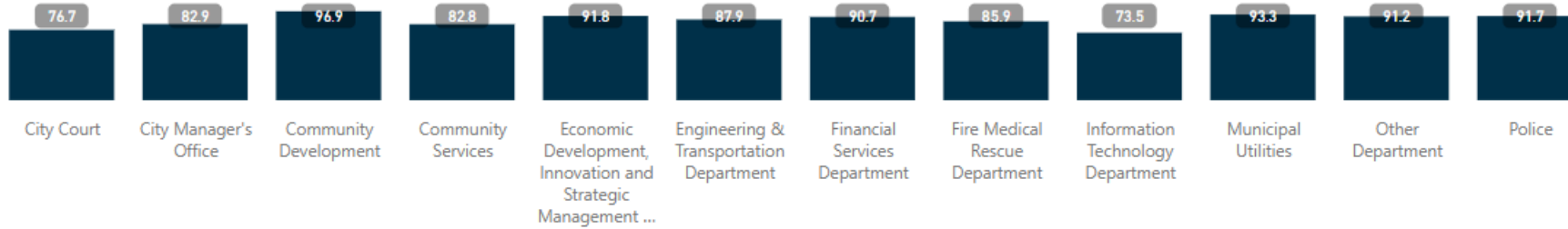
Overall, how satisfied are you with your current job? ▾

86.9

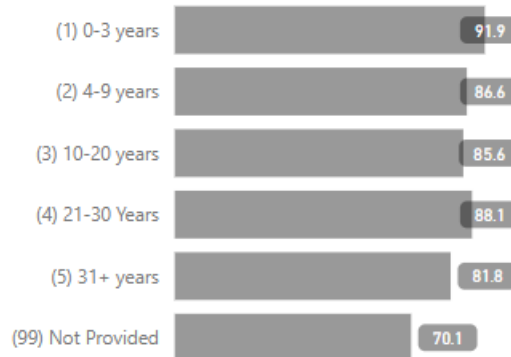
Satisfaction %

Overall, how satisfied are you with your current job?

Satisfaction [Survey Results] by City Department



Satisfaction [Survey Results] by Years Worked



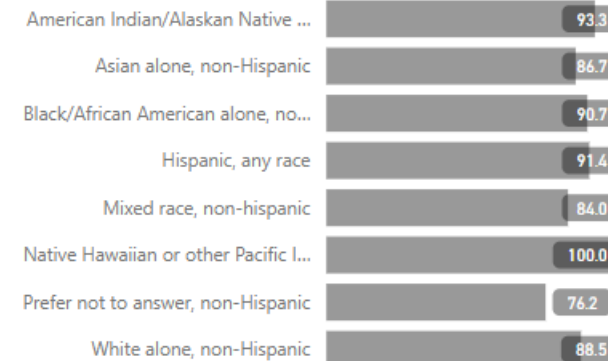
Satisfaction [Survey Results] by Gender



Satisfaction [Survey Results] by Position Type



Satisfaction [Survey Results] by Race/Ethnicity



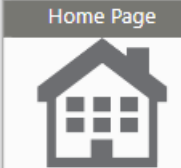
- OVERALL RESULTS
- OVERALL RESULTS BY KEY DEMOGRAPHICS
- WHO RESPONDED
- OPPORTUNITIES FOR IMPROVEMENTS
- COMPARISONS TO OVERALL AVERAGES

- TREND PAGE
- CROSS TABULATION



Select Survey Time Frame:

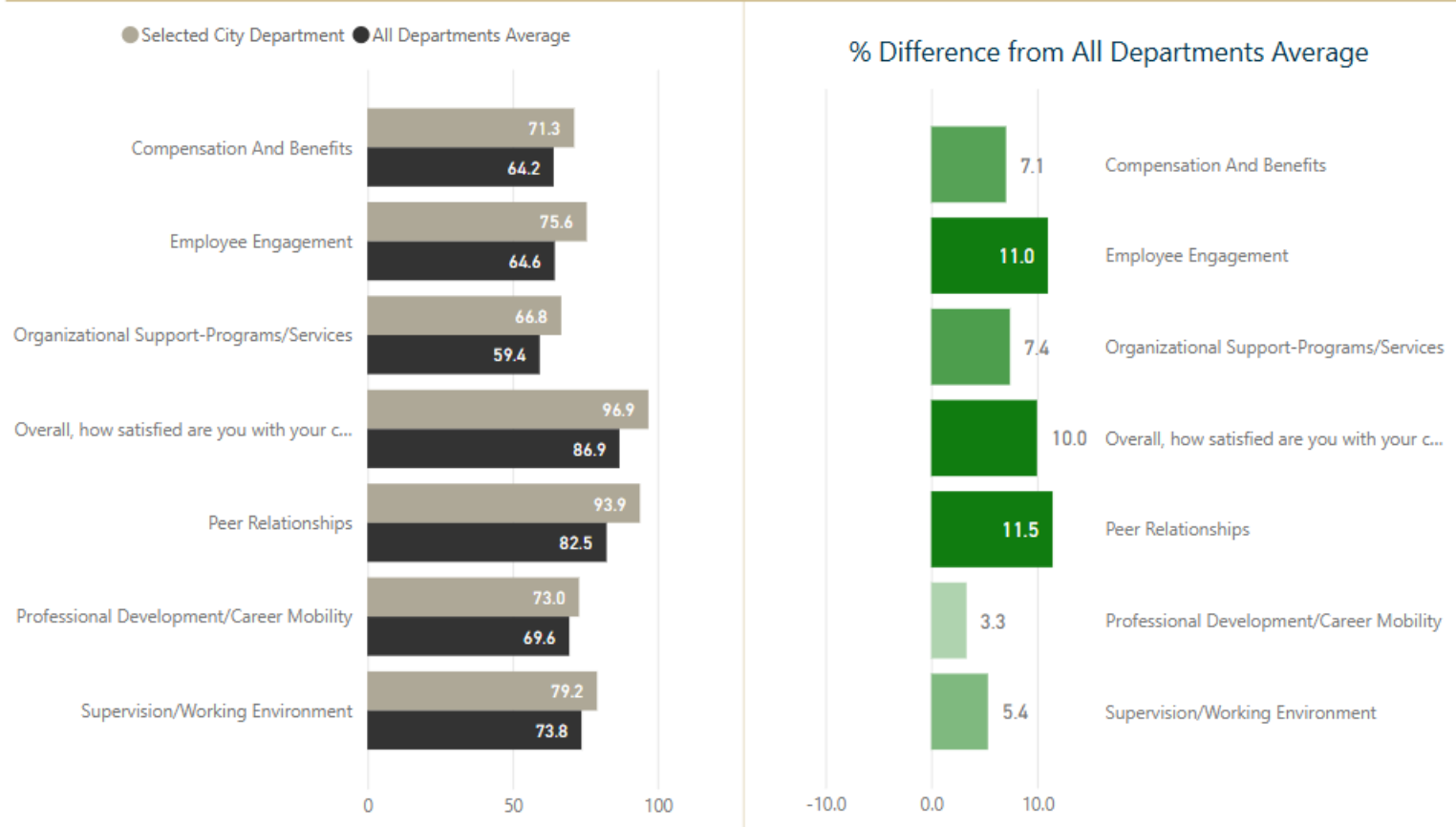
2024 ▾



of Records
33
Filter Applied
2024

- City Department
- City Court
 - City Manager's Office
 - Community Development**
 - Community Services
 - Economic Development, Innovation and
 - Engineering & Transportation Departme
 - Financial Services Department
 - Fire Medical Rescue Department
 - Information Technology Department
 - Municipal Utilities
 - Other Department
 - Police

COMPARE BY TOPIC - OVERALL AGREEMENT LEVELS



- OVERALL RESULTS
- OVERALL RESULTS BY KEY DEMOGRAPHICS
- WHO RESPONDED
- OPPORTUNITIES FOR IMPROVEMENTS
- COMPARISONS TO OVERALL AVERAGES

- COMPARE BY TOPIC
- COMPARE BY QUESTION



Select Survey Time Frame: 2024

% shown of "Agree/Satisfied" & "Strongly Agree/Very Satisfied" for all questions under specified topic



Summary of Findings

In Summary: Community

- The City of Tempe continues to set the standard for the delivery of City services.
- Overall satisfaction among residents has stayed consistent since 2023.
- Continue addressing issues related to individuals experiencing homelessness and the condition of City streets.

In Summary: Employee

- Overall Satisfaction Among Tempe Employees Is 20% Higher than the National Average.
- Employee Engagement has increased 14.7% since 2022.
 - Tempe Engagement is Now 36% Above the National Average (68% vs. 32%).
- Satisfaction improved in 59 of 64 areas that were assessed in both 2022 and 2024.
- Areas related to compensation and benefits are the only items that decreased since 2022.

Questions?



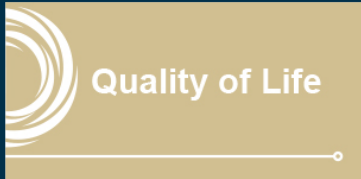
Performance Measures



Employee Engagement (2.13)



Employee Vertical Diversity (2.20)



Municipal Equality Index (3.12)



Data-Driven Governance (3.35)



Employee Turnover (5.07)





★ DEPARTMENT SPECIFIC ANALYSIS AND STRATEGIES

★ CITYWIDE ACTION PLAN

Facilitated Planning

Citywide Team - Inclusive of all levels of the organization

Union & Employee Groups – CON,UAEA,TSA ,TOA, IAFF, SMT, TBEA, Tempe PRIDE



2024 Employee Survey Raffle Winner!

Officer Joe Guajardo

Police Department, Bike Squad

One-night Stay

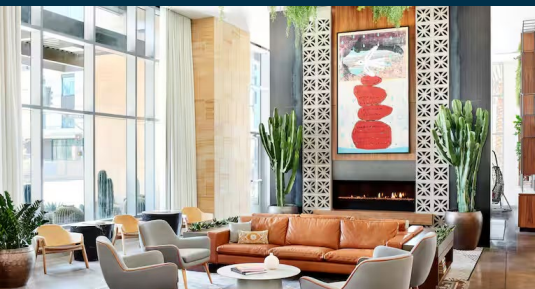
compliments of

Canopy by Hilton

\$25 Gift Certificate

compliments of

Perfect Pear Bistro



canopy
by Hilton™

108 E. University Drive
Tempe, Arizona, 85281



**PERFECT
PEAR
BISTRO**



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Director

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