

PLEA / PPSLA Employee Survey

May 2013



WG
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RESEARCH
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Methodology

- Method: Web survey
- Interviewing dates: April 1 – 16, 2013
- Notification process:
 - Announcement letter sent interoffice to all sworn employees of the Department with rank of lieutenant and below
 - Survey invitation letters sent to employees' homes by PLEA / PPSLA (2,912 sworn employees)
 - Included cover letter from PLEA / PPSLA
 - Included letter from WestGroup Research with survey URL and PIN
- 1,722 completed surveys – 59% response (margin of error +/- 1.5%)

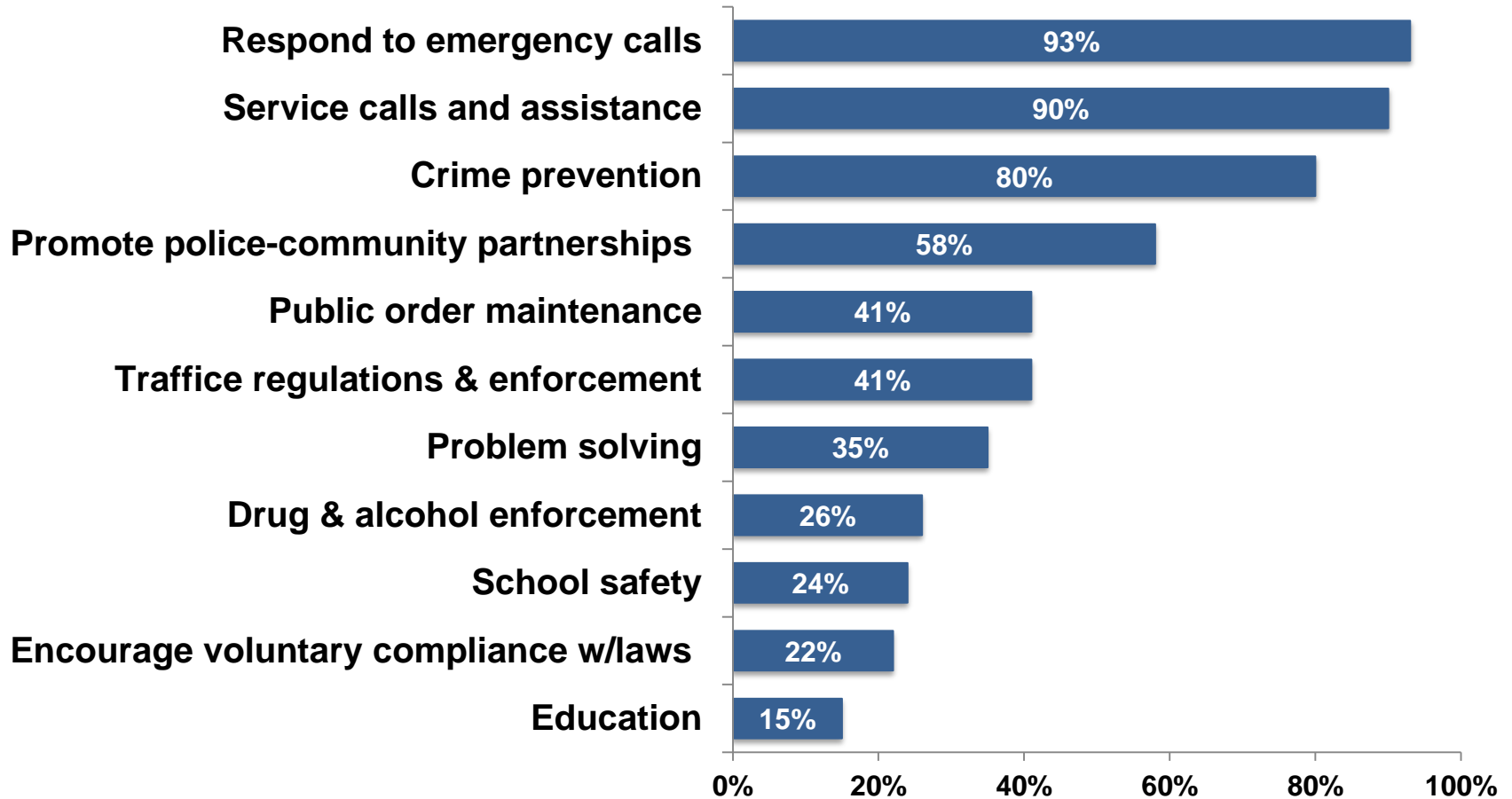
Policing Priorities

What do you think are the top 5 current policing priorities of the City of Phoenix Police Department?

Top Priorities

- Responding to emergency calls (93% agreement)
 - Service calls and assistance (90%)
 - Crime Prevention (80%)
- Rank order is almost identical among all tenure and position segments

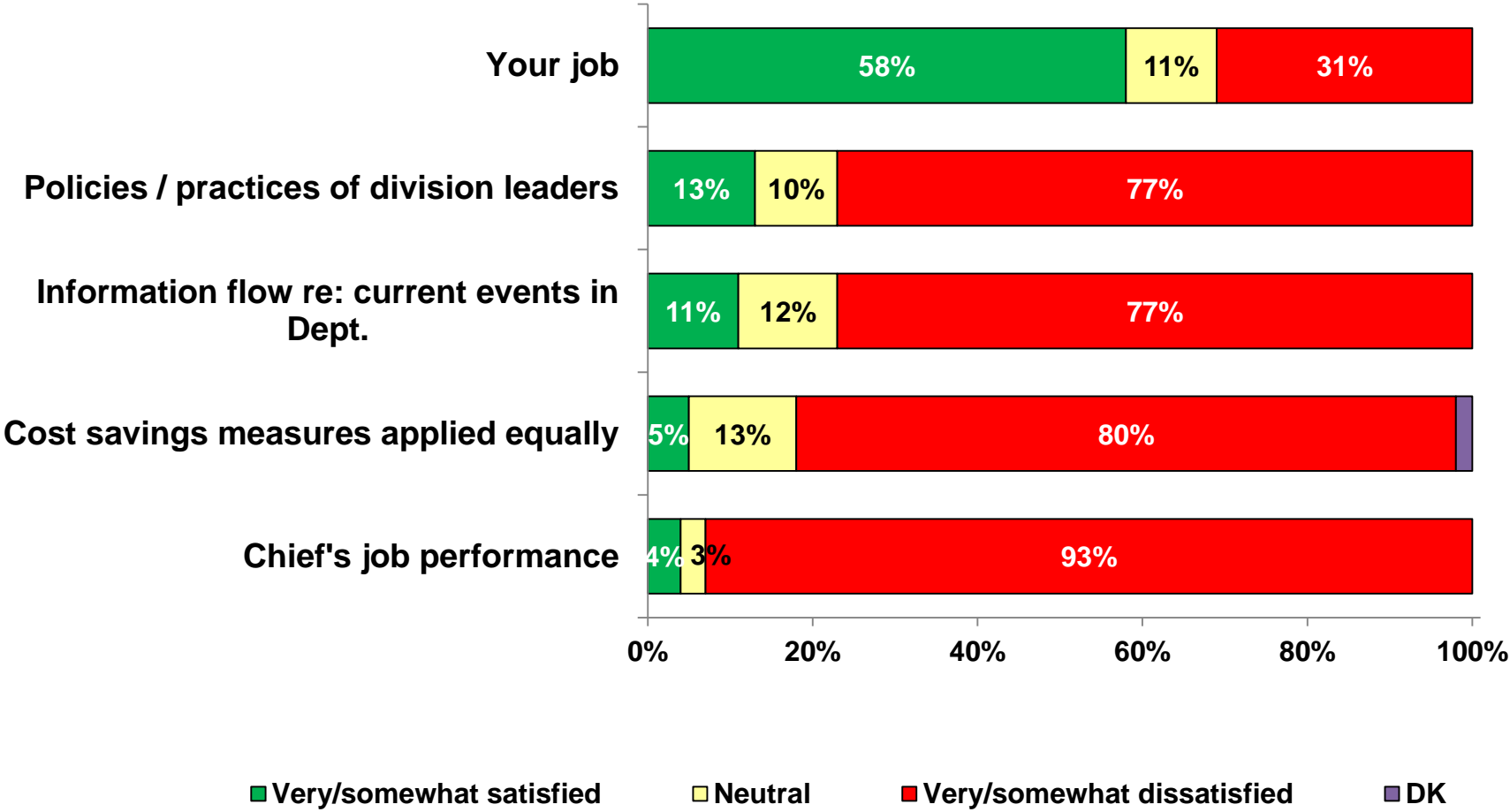
Policing Priorities



Job Satisfaction

- Six in ten satisfied with their job
- Most satisfied:
 - New to the job (under 5 years)
 - Most seasoned (over 20 years tenure)
- Non-uniformed sergeants and lieutenants more satisfied than others.
- Low satisfaction with:
 - Division leader policies & practices
 - Information flow
 - Cost savings measures
 - Chief's performance
- Different perceptions between lieutenants and officers:
 - *Cost savings measures being applied equally across the Department*
 - *Chief's job performance*

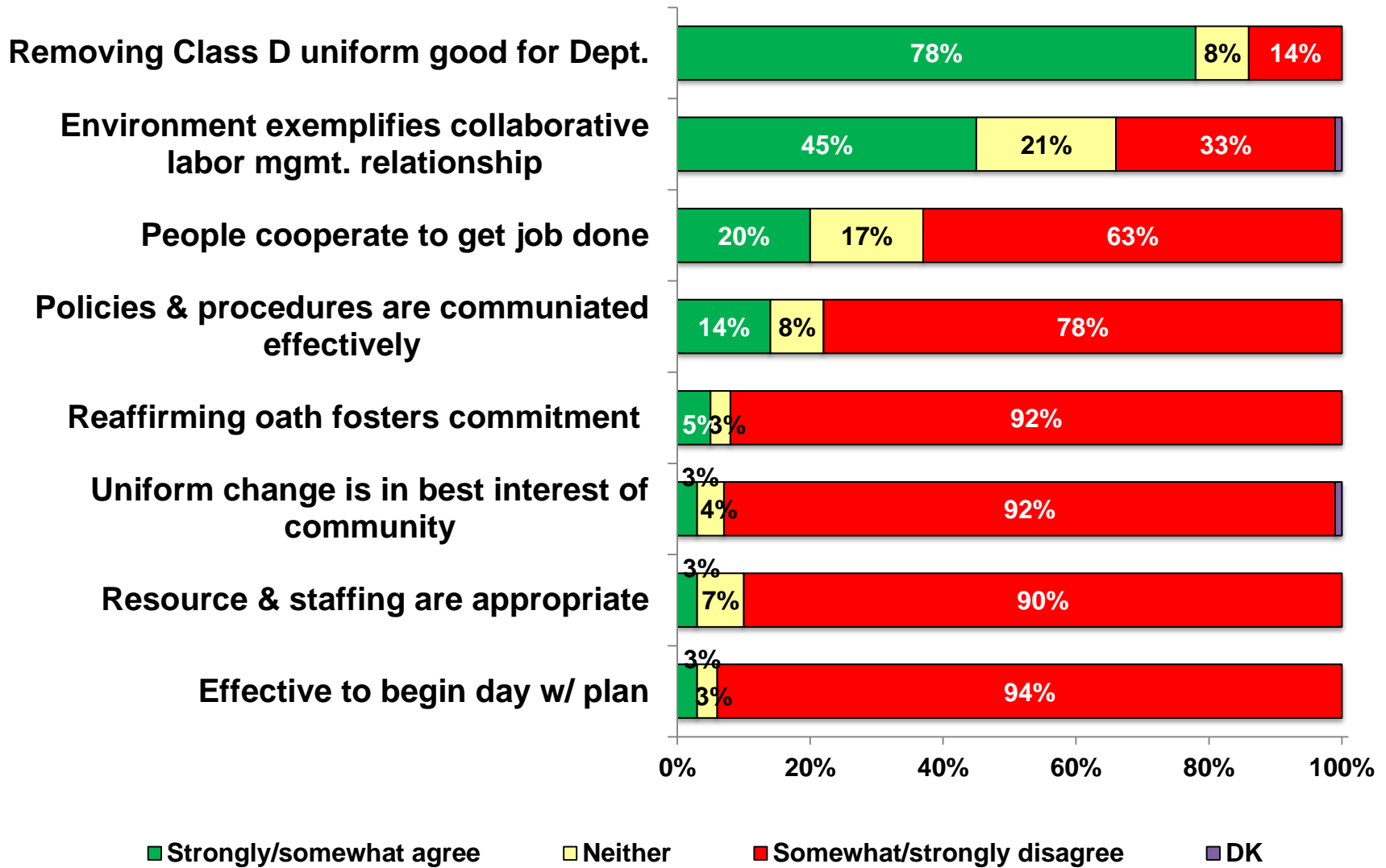
Job Satisfaction



General Department

- *Decision to remove Class D uniform:* agree - good for the Dept.; disagree - in the best interest of the community.
- *Current environment exemplifies a collaborative labor management relationship:* almost half agree, one-third disagree.
 - Agreement higher with non-uniformed officers, sergeants and lieutenants than with their uniformed counterparts.
- 20% agree *people they work with cooperate to get the job done.*
- Low agreement with:
 - *Reaffirming the oath of office fosters commitment* (5%)
 - *Beginning the day with an action plan is an effective policing practice* (3%)

General Department



Leadership

- High level of respect for Police Department leadership: 86% agreement
 - Agreement higher with those under 10 years tenure.
- Strong agreement that *my supervisor leads by example* (74%), but few agree that *their supervisor has an open-door policy* (6%).
- Low agreement that the Chief:
 - *Ensures discipline is applied equally regardless of rank* (11%)
 - *Leads by example* (10%)
 - *Encourages officers to work with members of the community* (9%)
- Low agreement that:
 - *Police management treats everyone with dignity and respect* (13%)
 - *Department listens and responds to employee ideas/suggestions* (4%)
 - *Complaints, disputes and grievances are handled fairly* (4%)
- Different perceptions between lieutenants and officers:
 - *Department listens and responds to employee ideas/suggestions*
 - *Chief ensures discipline is applied equally regardless of rank*
 - *Complaints, disputes and grievances are handled fairly*

Leadership



Benefits & Morale

- Strong agreement:
 - Feel like valued employees (80%)
 - Competitive benefits package (71%)

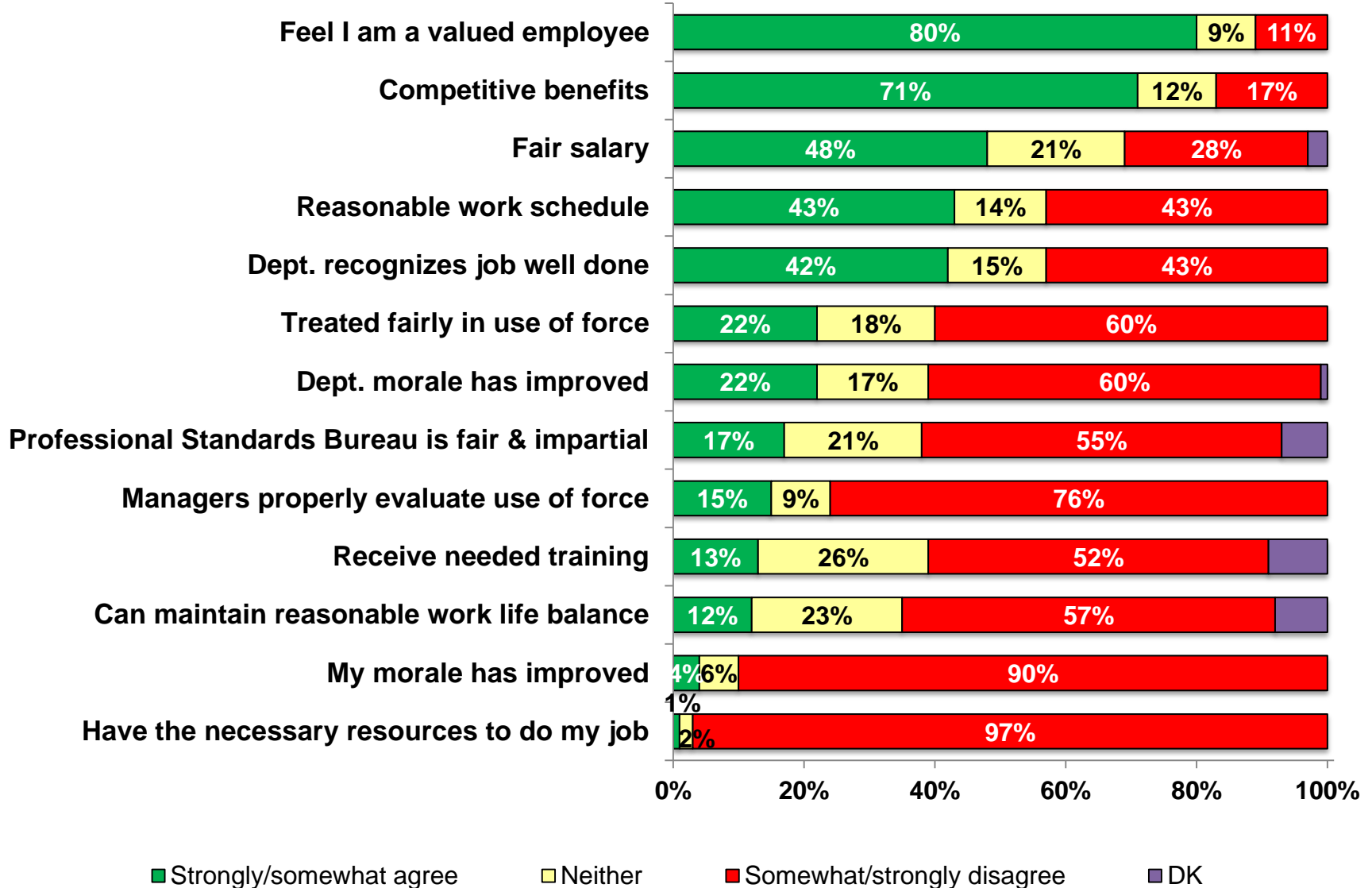
- Moderate agreement: fair salary (48%)

- Morale low overall: perception of improved Department morale (22%) higher than improved personal morale (4%)

- Other areas rated low:
 - Fairness/proper evaluation of use of force incidents (22%/15% agreement)
 - Adequate training (13%)
 - Have necessary job resources (1%)

- Different perceptions between lieutenants and officers:
 - *I know I will be treated fairly if I am involved in a use of force incident*
 - *Department's Professional Standards Bureau conducts internal investigations in a fair and impartial manner.*

Benefits & Morale



Assignments & Scheduling

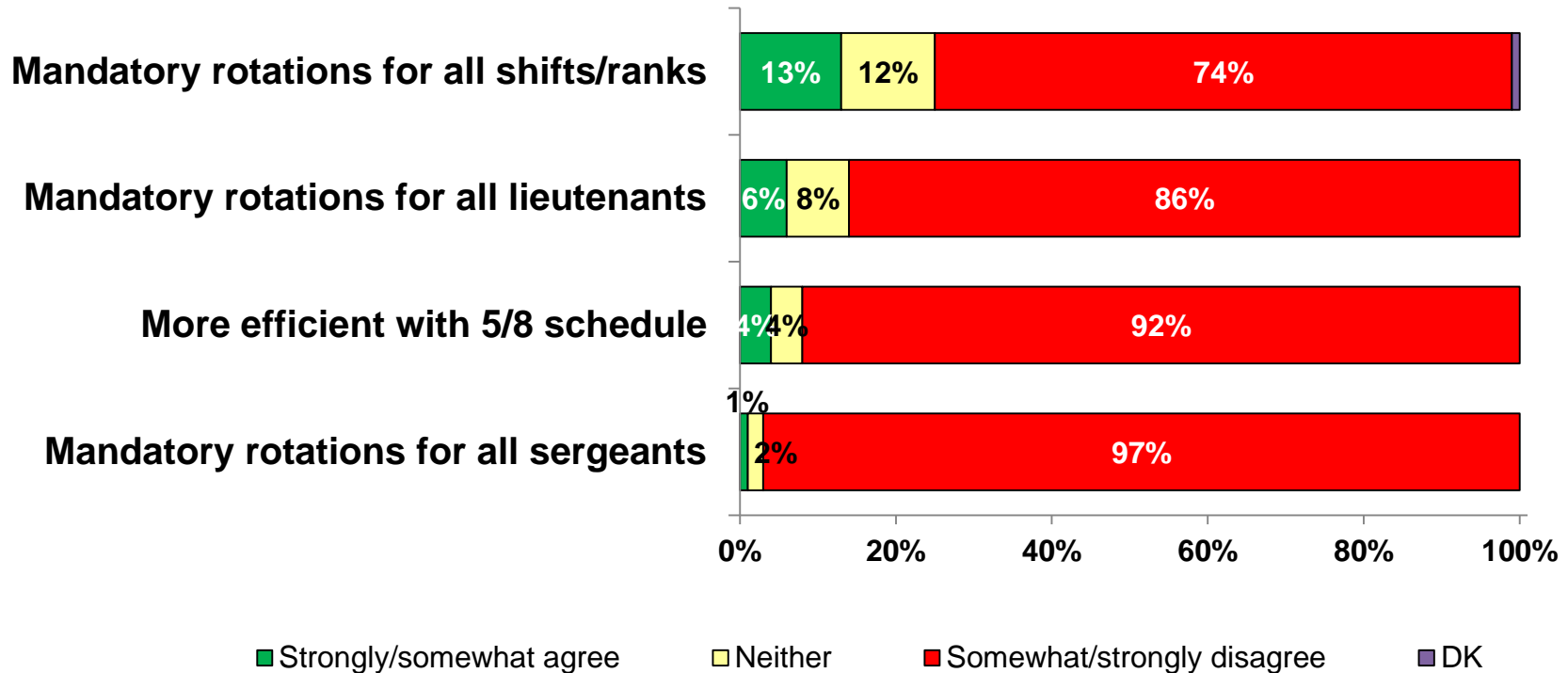
- Majority oppose mandatory rotations for any group:
 - All shifts/ranks (13% agreement)
 - All lieutenants (6%)
 - All sergeants (1%)

- Some support of mandatory rotations for all shifts/ranks among lieutenants
 - (36% agreement)

- Majority disagree that a 5/8 schedule leads to an efficient operation
 - 4% agree, 92% disagree

- Different perceptions between lieutenants and officers:
 - *There should be mandatory rotations for all shifts and all ranks.*

Assignments & Scheduling



Strengths

- Fairly high job satisfaction
- Employees feel they're valued employees of the Phoenix Police Dept.
- Agreement about Department's policing priorities
- High level of respect for Police Department's leadership
- Agreement that their supervisor leads by example
- Agreement that decision to remove the Class D uniform is good for the Department.
- Employees feel the Department's benefits package is competitive

Weaknesses

- Lack of support for some new policies: starting the day with action plans, annual reaffirmation of the oath
- Rank and file have low level of satisfaction with Chief's job performance
- Employees don't feel Chief leads by example or is an effective leader
- Perception of unfair treatment. Few agree:
 - Cost savings applied equally
 - Complaints, disputes and grievances are handled fairly
 - Upper level police managers properly evaluate police use of force
- Few feel their morale has improved in the past year
- Across the board, most agree they don't have the resources needed to do the job
- Different perceptions between lieutenants and officers