

City of Carlsbad Employee Survey

October 2020 Summary Report

Between Oct. 22 and Nov. 5 City of Carlsbad employees were asked to fill out a survey to provide feedback about their needs and priorities during the COVID-19 pandemic.

A total of 404 employees took the survey, of which 73% were full time employees, and 27% were part time. Employees from all branches participated.

Survey Introduction



COVID-19 Employee Support

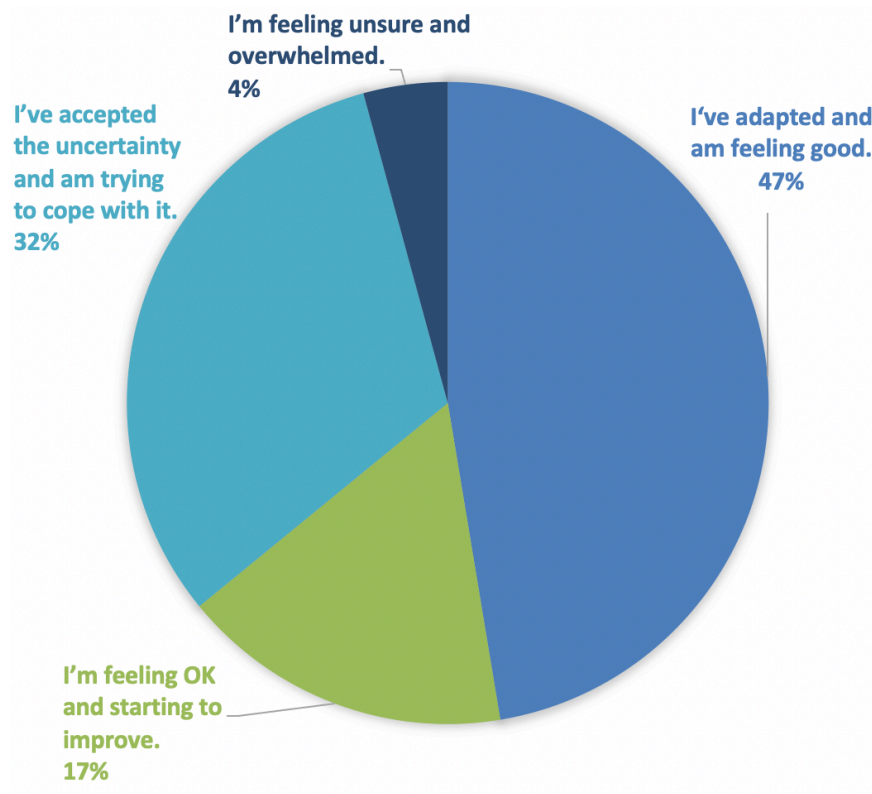
Over the past nine months, city staff have stepped up to provide services in totally different ways, adapted to many changes and faced new challenges on all fronts.

Please take a few minutes to let city leadership know how you are doing. What resources and support would be most helpful at this time? What ideas do you have for how we can stay connected as an organization? What has helped you cope?

The survey below is anonymous, and your candid feedback will help us be an even better, more responsive organization.

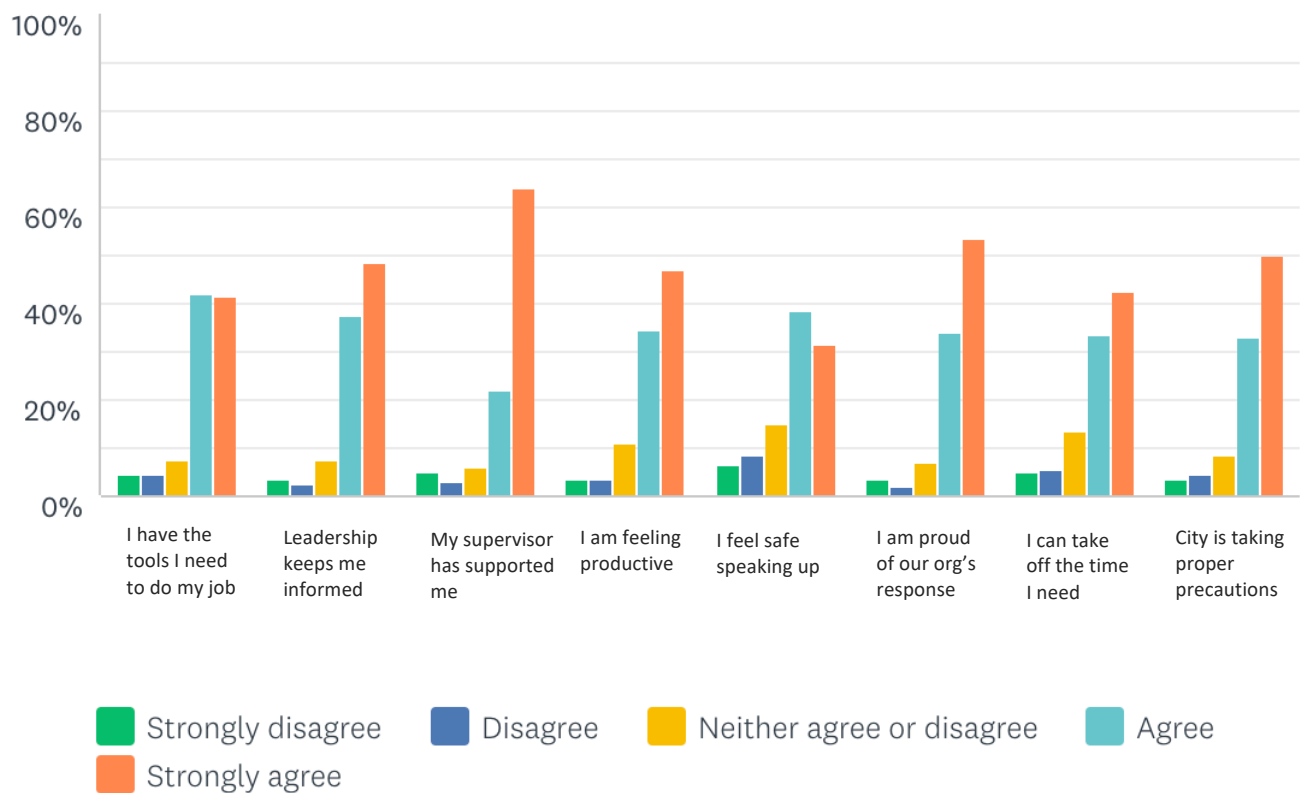
Thanks for sharing your input!

First, overall, tell us how are you holding up? Which of these statements best describes how you are feeling?



I've adapted and am feeling good.	47.38%	190
I'm feeling OK and starting to improve.	16.71%	67
I've accepted the uncertainty and am trying to cope with it.	31.67%	127
I'm feeling unsure and overwhelmed.	4.24%	17

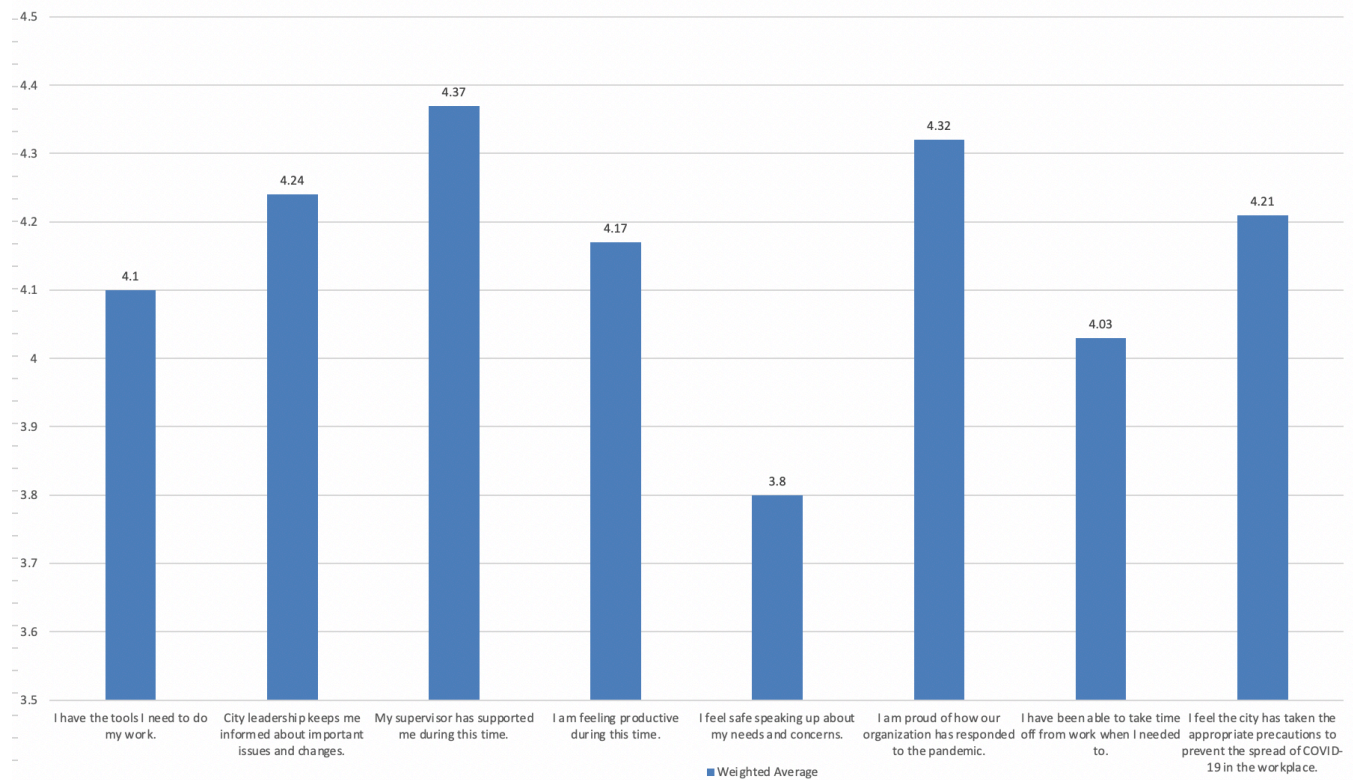
Do you agree or disagree with the following statements?



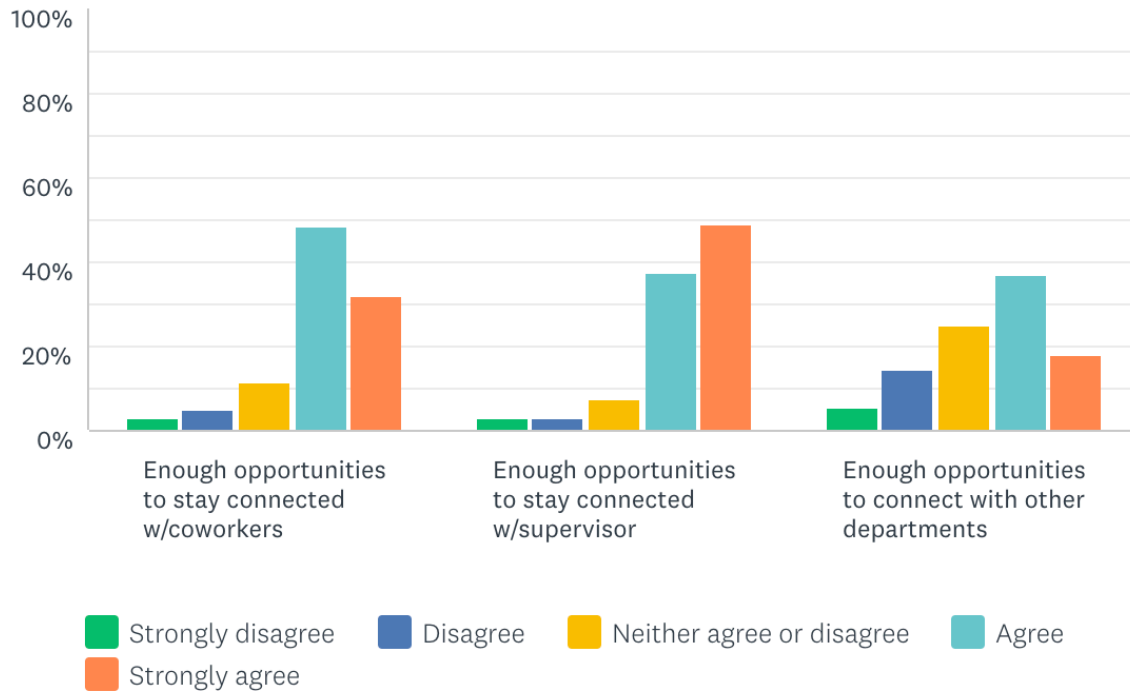
	Strongly disagree		Disagree		Neither agree or disagree		Agree		Strongly agree		Weighted Average
I have the tools I need to do my work.	4.73%	19	4.48%	18	7.71%	31	41.79%	168	41.29%	166	4.1
City leadership keeps me informed about important issues and changes.	3.74%	15	2.74%	11	7.48%	30	37.66%	151	48.38%	194	4.24
My supervisor has supported me during this time.	4.96%	20	2.98%	12	5.96%	24	22.08%	89	64.02%	258	4.37
I am feeling productive during this time.	3.71%	15	3.71%	15	11.14%	45	34.65%	140	46.78%	189	4.17
I feel safe speaking up about my needs and concerns.	6.45%	26	8.44%	34	14.89%	60	38.71%	156	31.51%	127	3.8
I am proud of how our organization has responded to the pandemic.	3.48%	14	1.99%	8	6.97%	28	33.83%	136	53.73%	216	4.32
I have been able to take time off from work when I needed to.	5.21%	21	5.46%	22	13.40%	54	33.25%	134	42.68%	172	4.03
I feel the city has taken the appropriate precautions to prevent the spread of COVID-19 in the	3.74%	15	4.49%	18	8.73%	35	33.17%	133	49.88%	200	4.21

Do you agree or disagree with the following statements? (cont.)

(Weighted average: 1= strongly disagree, 5 =. Strongly agree)

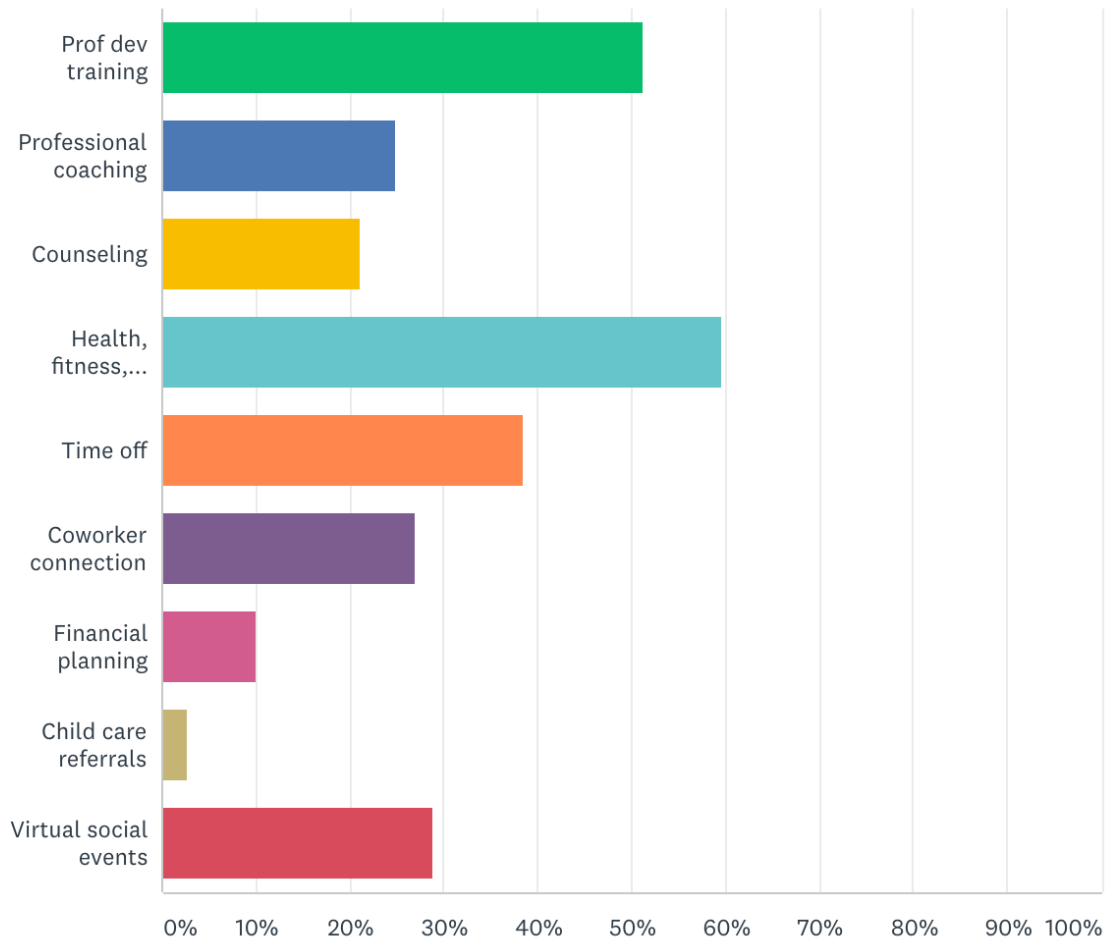


It can be hard to stay connected as a team when work schedules and locations change. Please tell us if you agree or disagree with the following statements:



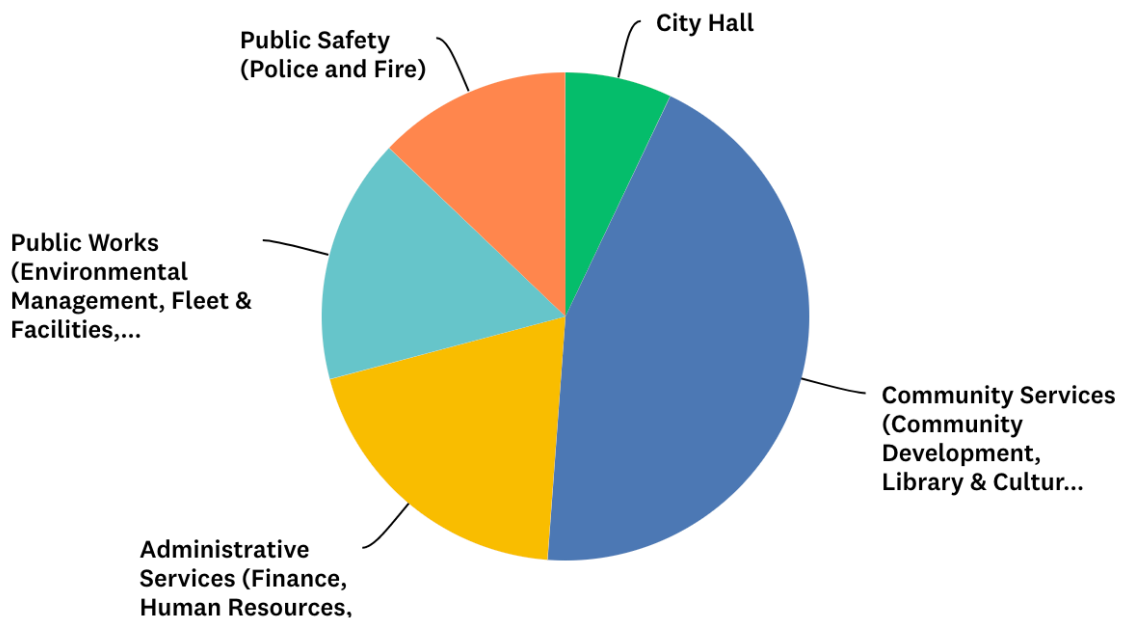
	Strongly disagree		Disagree		Neither agree or disagree		Agree		Strongly agree	
I have enough opportunities to stay connected with my co-workers.	3.23%	13	4.96%	20	11.41%	46	48.39%	195	32.01%	129
I have enough opportunities to stay connected with my supervisor.	2.97%	12	2.97%	12	7.67%	31	37.38%	151	49.01%	198
I have enough opportunities to stay connected with staff from other parts of the city.	5.71%	23	14.39%	58	24.81%	100	37.22%	150	17.87%	72

Which of the following would interest you at this time?



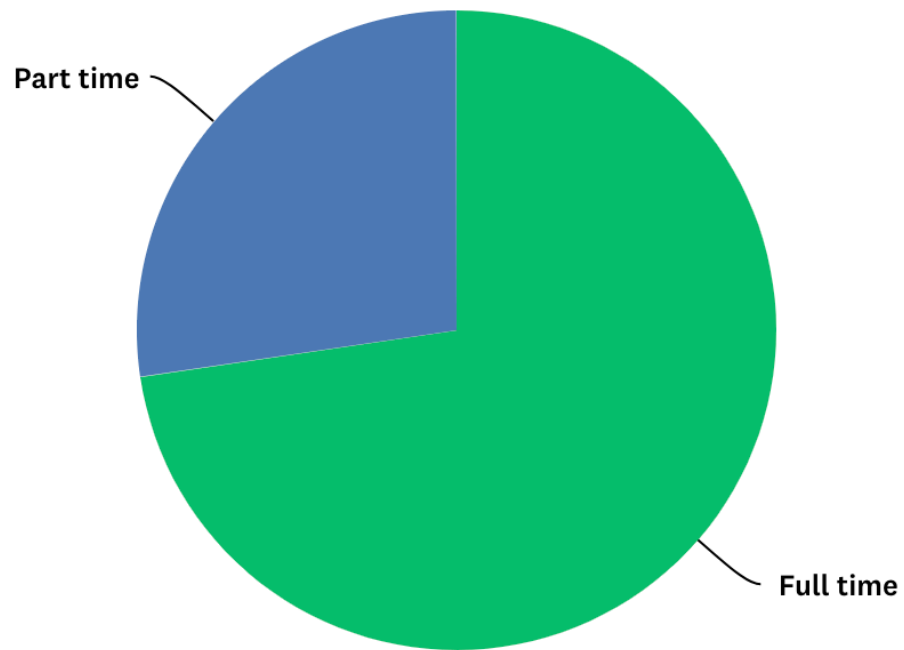
Training, seminars and workshops to further my professional development.	51.18%	174
One-on-one spot coaching for professional development.	25.00%	85
Counseling or therapy for personal, family or marital support.	21.18%	72
Health, fitness and wellness support.	59.71%	203
Options for taking time more time off.	38.53%	131
Ideas for how to better connect with colleagues during remote work.	27.06%	92
Financial planning assistance for my family.	10.00%	34
Referrals to child care providers.	2.65%	9
Virtual city events for employees to network and socialize.	28.82%	98

Which branch do you work for?



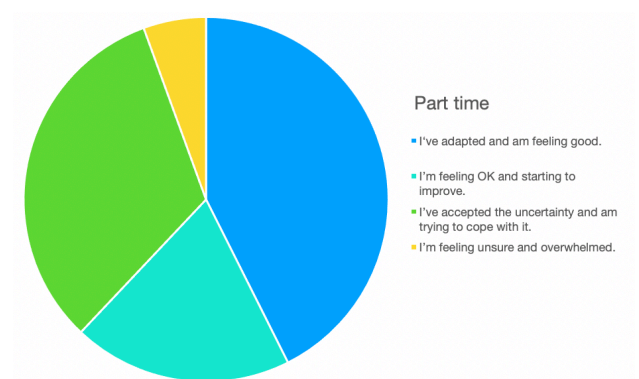
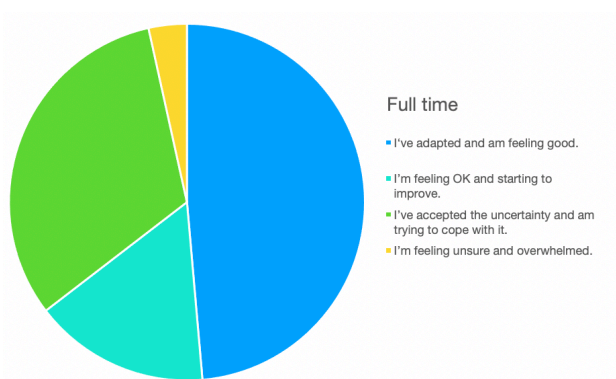
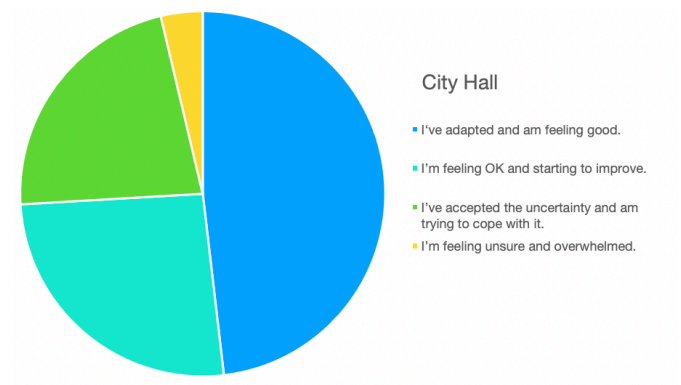
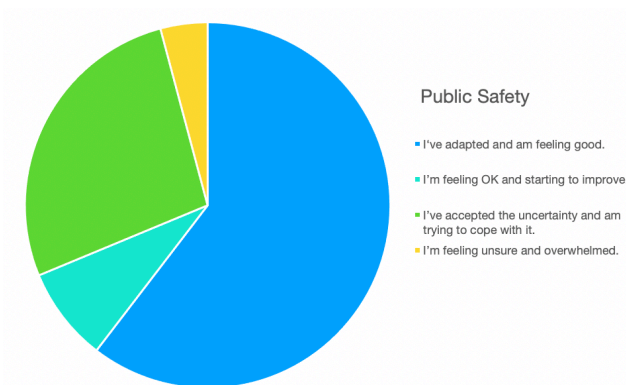
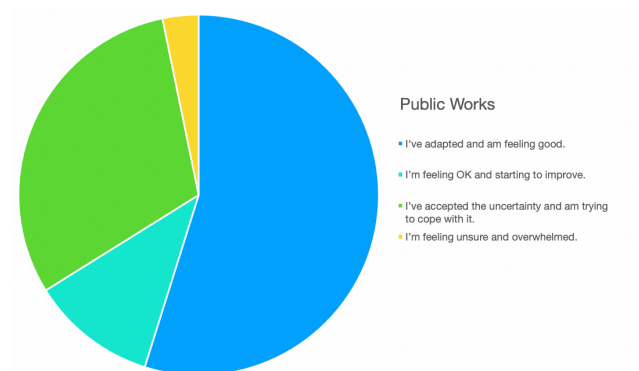
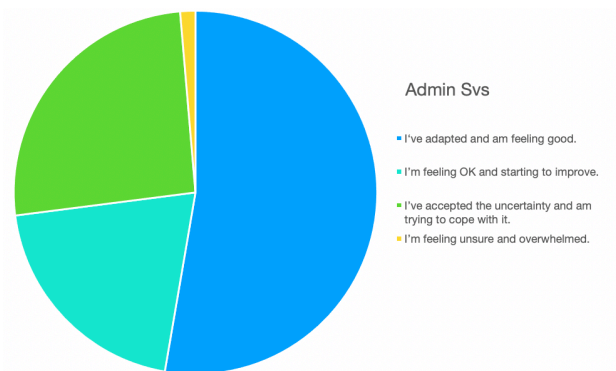
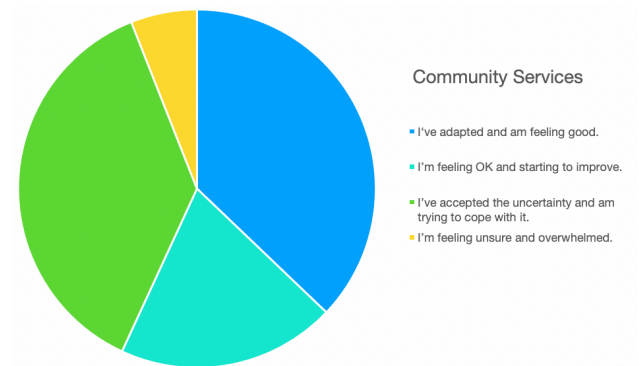
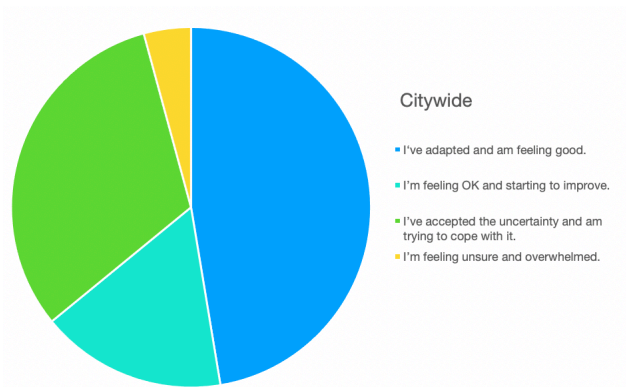
City Hall	7.09%	27
Community Services (Community Development, Library & Cultural Arts, Parks & Recreation)	44.09%	168
Administrative Services (Finance, Human Resources, IT, Innovation & Economic Development)	19.69%	75
Public Works (Environmental Management, Fleet & Facilities, Transportation, Utilities, Construction Management & Inspection)	16.27%	62
Public Safety (Police and Fire)	12.86%	49

Are you full time or part time?

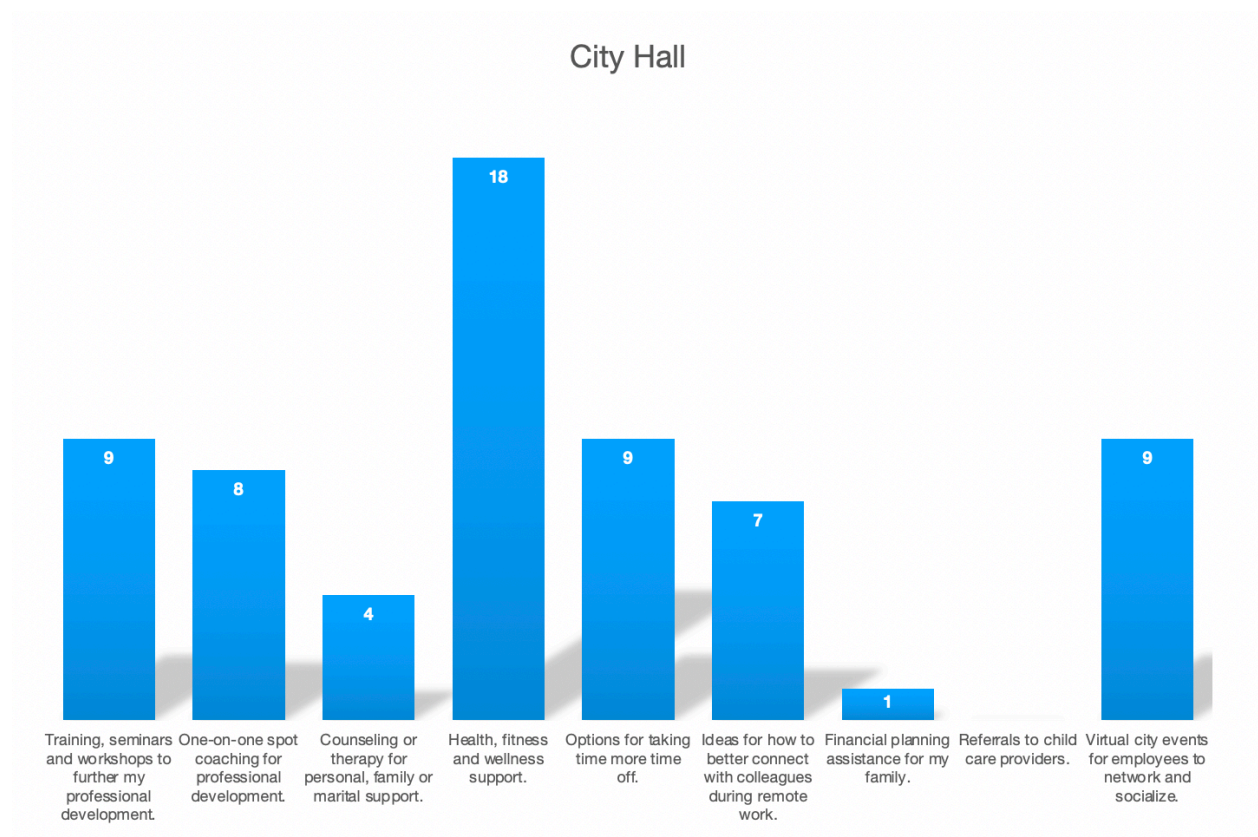
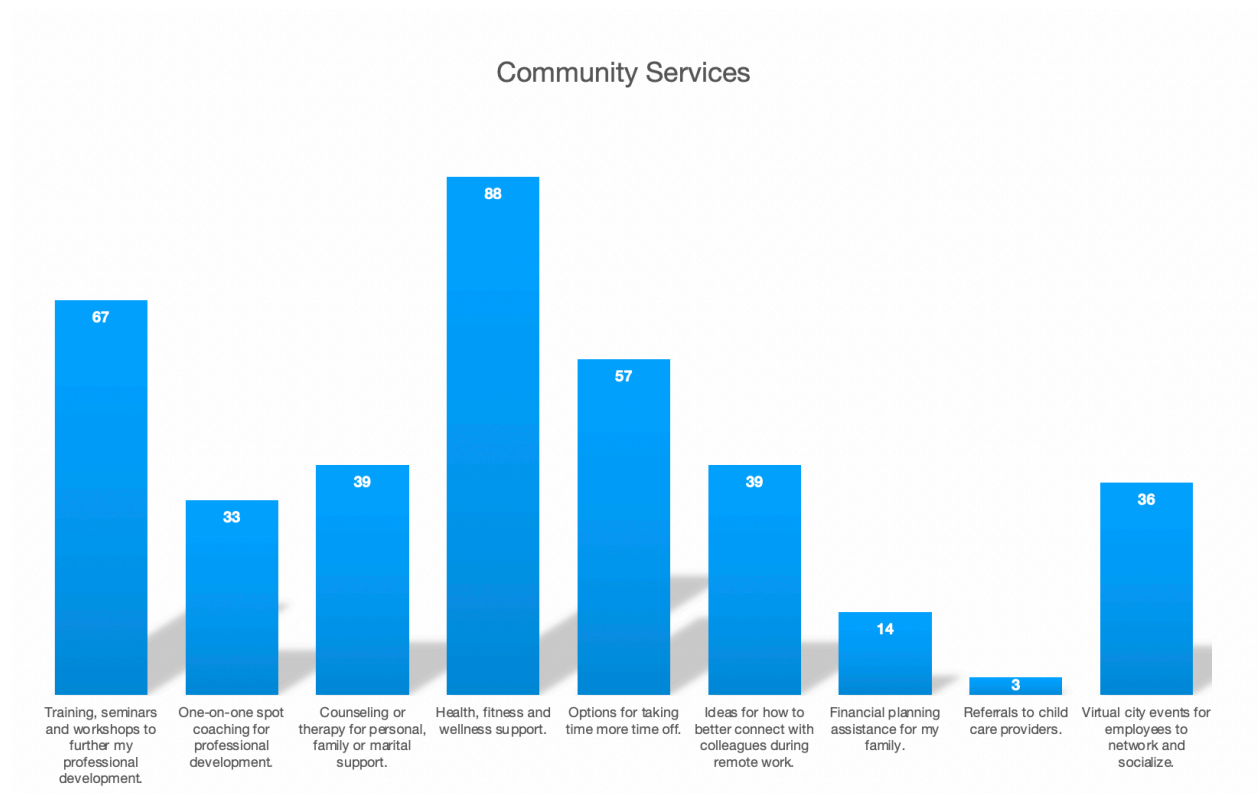


Full time	72.68%	290
Part time	27.32%	109

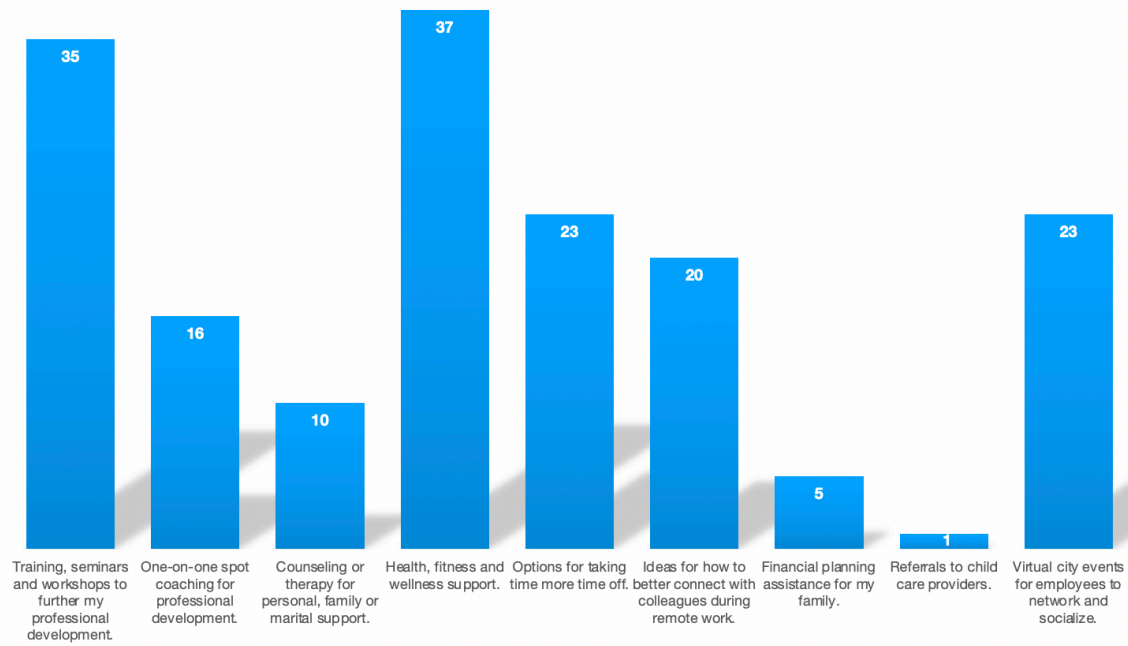
Branch breakouts: How are you coping?



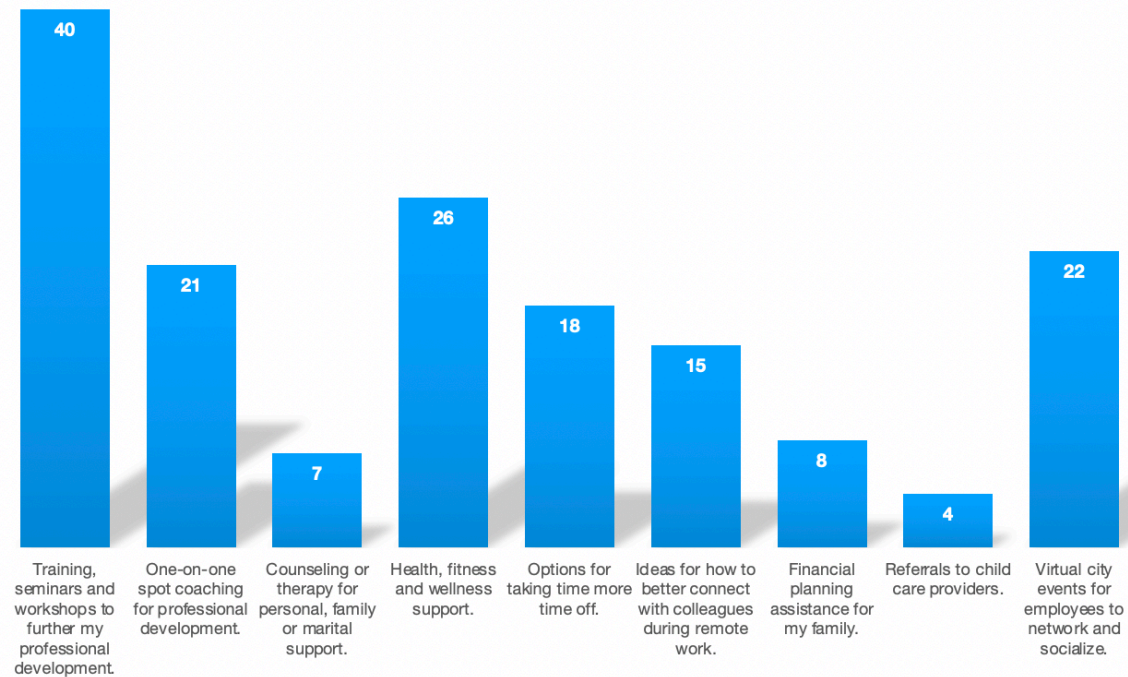
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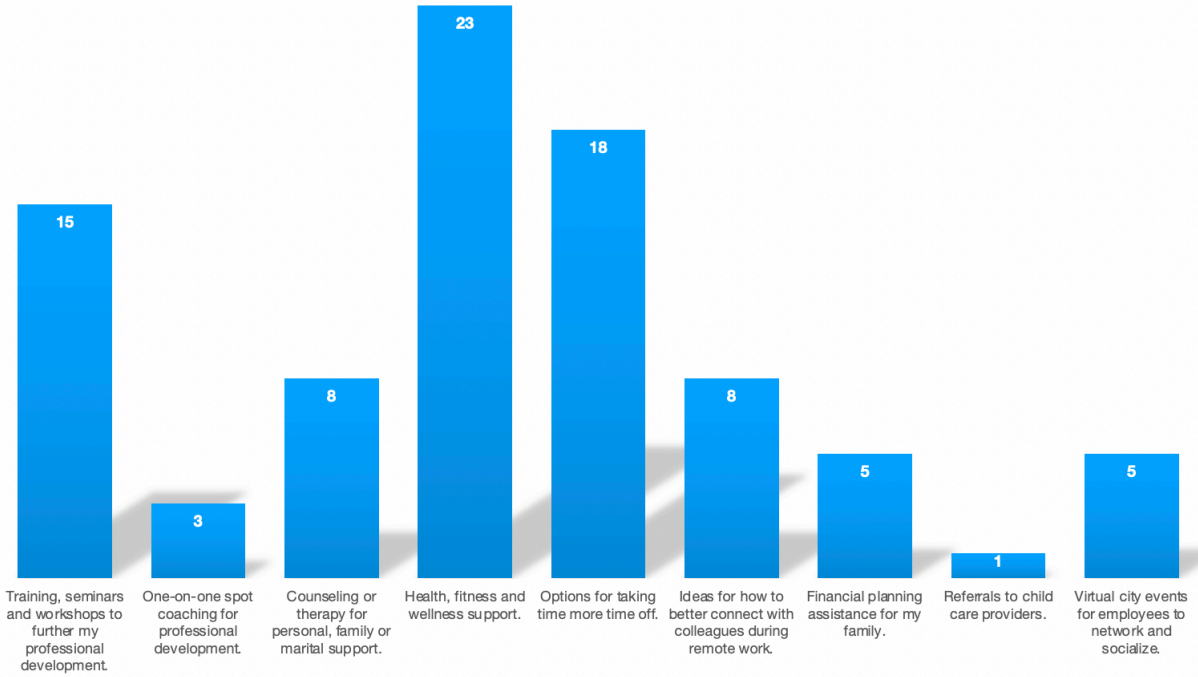
Admin Services



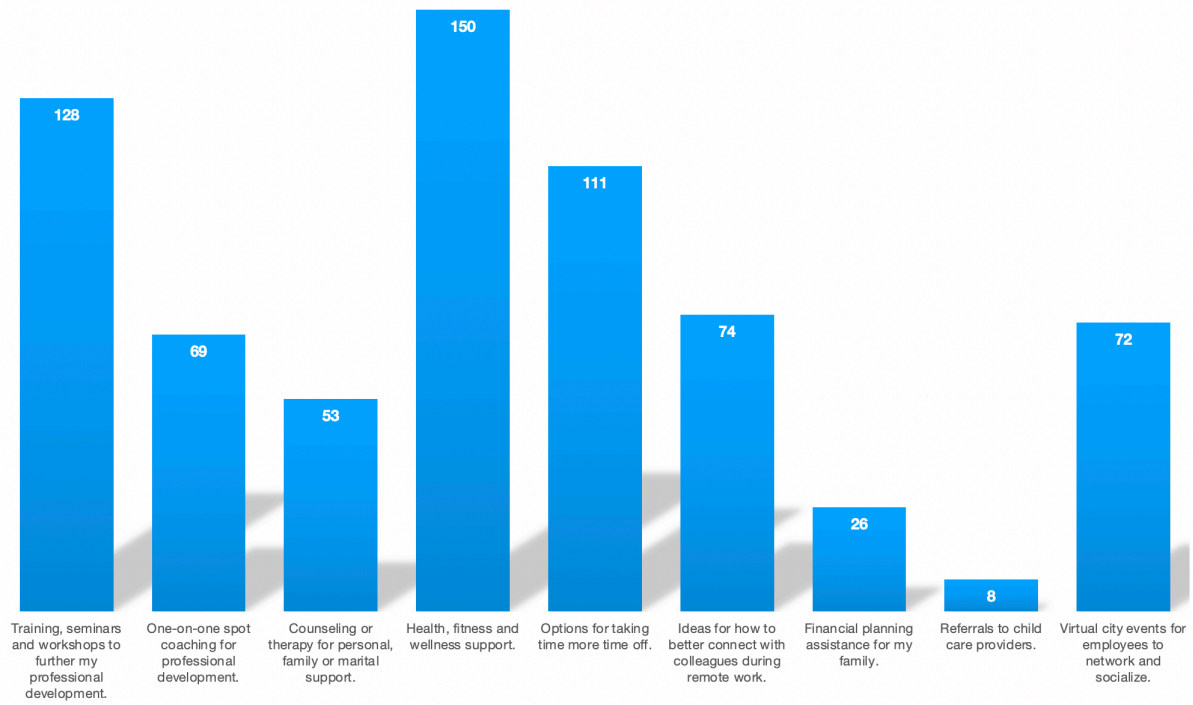
Public Works



Public Safety



Full time



Part time

