



2010 Survey of Boca Raton Utilities Services Department Employees

This survey consists of questions developed by employees within the Boca Raton Utilities Services Department. The purpose of this survey is to allow them to safely and confidentially express their views about the quality of the leadership, direction, and effectiveness of the department.

Percentages consist of responses from 39 agents who returned the survey (29% rate of return).

RESOURCES

1. In my opinion, the Utilities Services Department has adequate resources to carry out its mission.

46.15% strongly agree 35.90% agree 5.13% no opinion 10.26% disagree 2.56% strongly disagree

2. I have all the tools at my disposal that I need to effectively do my job.

46.15% strongly agree 30.77% agree 2.56% no opinion 12.82% disagree 7.69% strongly disagree

3. In recent years, there have been resource cutbacks that affect the ability of the Utilities Services Department to properly perform its required obligations to the public.

10.26% strongly agree 12.82% agree 10.26% no opinion 30.77% disagree 35.90% strongly disagree

LEADERSHIP

4. I have confidence in the professionalism of senior management in the Utilities Services Department.

46.15% strongly agree 15.38% agree 5.13% no opinion 7.69% disagree 25.64% strongly disagree

5. Utilities Services Department management understands the needs of field operations.

43.59% strongly agree 20.51% agree 7.69% no opinion 12.82% disagree 15.38% strongly disagree

6. Utilities Services Department management knows compliance requirement for the environmental permits under which the department operates.

*56.41% strongly agree 12.82% agree 7.69% no opinion 12.82% disagree 7.69% strongly disagree
2.56% no response*

7. I am concerned that public health or safety has been jeopardized because of shortcuts taken by Utilities Services Department management.

12.82% strongly agree 20.51% agree 2.56% no opinion 10.26% disagree 53.85% strongly disagree

EFFECTIVENESS

8. The Utilities Services Department is well managed.

41.03% strongly agree 20.51% agree 0.00% no opinion 15.38% disagree 23.08% strongly disagree

9. In my opinion, Utilities Services Department management decisions are primarily motivated by a desire to comply with all environmental regulations under which the department operates.

43.59% strongly agree 15.38% agree 5.13% no opinion 20.51% disagree 15.38% strongly disagree

10. I believe that Utilities Services Department management sends work to contractors who are not qualified to do a job when the Utilities Services Department has available qualified personnel to do the same job.

10.26% strongly agree 20.51% agree 15.38% no opinion 10.26% disagree 43.59% strongly disagree

PRIORITIES

11. Utilities Services Department management is excessively focused on Internal Affairs investigations to the detriment of environmental compliance.

12.82% strongly agree 12.82% agree 10.26% no opinion 20.51% disagree 43.59% strongly disagree

12. In my opinion, Utilities Services Department management is more concerned about being perceived as compliant with environmental regulations than they are about actually complying with them.

17.95% strongly agree 12.82% agree 5.13% no opinion 17.95% disagree 46.15% strongly disagree

13. In my experience, Utilities Services Department management practices foster successful environmental compliance.
41.03% strongly agree 20.51% agree 12.82% no opinion 17.95% disagree 7.69% strongly disagree

DIRECTION

14. The Utilities Services Department is headed in the right direction.
51.28% strongly agree 15.38% agree 2.56% no opinion 17.95% disagree 12.82% strongly disagree

15. During the past four years, the emphasis that Utilities Services Department management places on environmental compliance has declined.
12.82% strongly agree 20.51% agree 2.56% no opinion 17.95% disagree 46.15% strongly disagree

16. Micromanagement within the Utilities Services Department has gotten out of hand.
28.21% strongly agree 17.95% agree 7.69% no opinion 17.95% disagree 28.21% strongly disagree

WORKPLACE ATMOSPHERE

17. Employee morale inside the Utilities Services Department is good.
30.77% strongly agree 25.64% agree 2.56% no opinion 5.13% disagree 35.90% strongly disagree

18. I feel that the Utilities Services Department management listens to its front line employees.
*30.77% strongly agree 30.77% agree 2.56% no opinion 12.82% disagree 20.51% strongly disagree
2.56% no response*

19. I would recommend the Utilities Services Department to jobseekers looking for a good career.
*43.59% strongly agree 28.21% agree 2.56% no opinion 7.69% disagree 15.38% strongly disagree
2.56% no response*

20. Hiring and promotion decisions in the Utilities Services Department are made based upon merit rather than personal relationships with the senior managers.
33.33% strongly agree 10.26% agree 12.82% no opinion 5.13% disagree 38.46% strongly disagree

INTEGRITY

21. I fear job retaliation for reporting concerns to upper Utilities Services Department management.
41.03% strongly agree 5.13% agree 0.00% no opinion 15.38% disagree 38.46% strongly disagree

22. I have been directed not to report serious important environmental problems.
12.82% strongly agree 12.82% agree 10.26% no opinion 12.82% disagree 51.28% strongly disagree

23. I am aware of situations in which Utilities Services Department management has directed other employees not to report environmental violations to other state and/or local agencies.
10.26% strongly agree 17.95% agree 12.82% no opinion 7.69% disagree 51.28% strongly disagree

24. I am aware of situations in which Utilities Services Department management has directed employees not to properly or fully document environmental violations on forms maintained by the department or sent to other agencies.
7.69% strongly agree 20.51% agree 12.81% no opinion 10.26% disagree 48.72% strongly disagree

25. What are the most important things that need to change inside the Utilities Services Department and why:
