

2023 Staff Engagement Asssdfasfdasedfssment

July 2023 - DRAFT



Background on Cobalt Community Research

- 501c3 not for profit research coalition
- Mission to provide research and education
- Developed to meet the research needs of schools, local governments and nonprofit organizations
- Partner with the City of Troy on previous studies

Bottom Line

- Troy's employee overall score is a 64
- 2023 benchmarks: State 62, Midwest 67, National 69
- Strongest drivers
 - Diversity, equity, and inclusion; City Managers; Working for the City; Staff Collaboration; Department Directors
- Most important benefits are medical insurance, virtual medical appointments, paid holidays
- Most desired benefits from options are more paid time off and membership at the Troy Community Center
- Comment themes for improvement focused on pay and benefits, staffing levels, training, and shift/hours flexibility.

Methodology

- Assessment conducted in June-July
- Valid response from 385 staff (57% response rate)
- Response identity excluded from results to protect anonymity
- Margin of error: +/- 3.3% (95% confidence interval)

Preserving Voice: Looking Into Detail

City of Troy Staff Survey 2023 385 responses, +/- 3.0%		Working for the City				
		Overall Working for Troy	My responsibilities are a good match for my skills and interests	I feel good about working for the City of Troy most days	My work is meaningful	During the past 6 months, I have seriously considered leaving the organization for another job (lower numbers favorable)
Overall		7.5	8.5	7.7	8.3	5.5
Years of Service	Less than 1 year	8.4	8.7	8.9	8.7	7.1
	1-7 years	7.8	8.7	8.4	8.5	5.6
	8-15 years	6.9	8.3	6.9	8.2	4.2
	16-25 years	6.8	8.3	6.3	7.8	4.9
	26+ years*	8.5	9.0	9.0	9.0	6.9
Generation	Gen Z (Zoomers) 1997-2012	7.6	8.5	7.9	8.0	5.9
	Gen Y (Millennials) 1981-1996	7.4	8.7	7.6	8.3	5.1
	Gen X (Xers) 1965-1980	7.5	8.6	7.7	8.6	5.2
	Baby Boomers 1946-1964	7.6	8.3	7.9	7.8	6.5

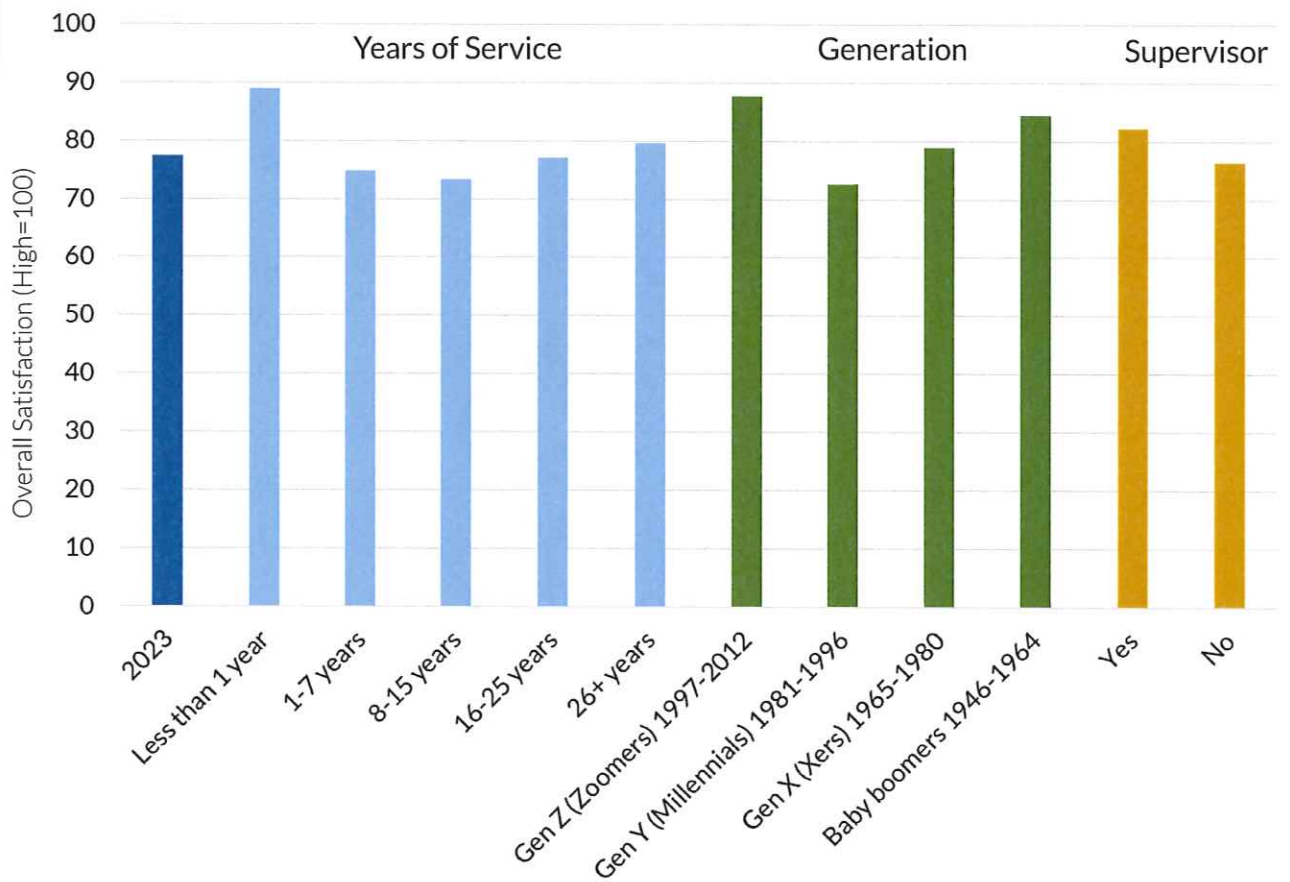
↑
Varies by demographic cohort

↑
Consistent across demographic cohorts

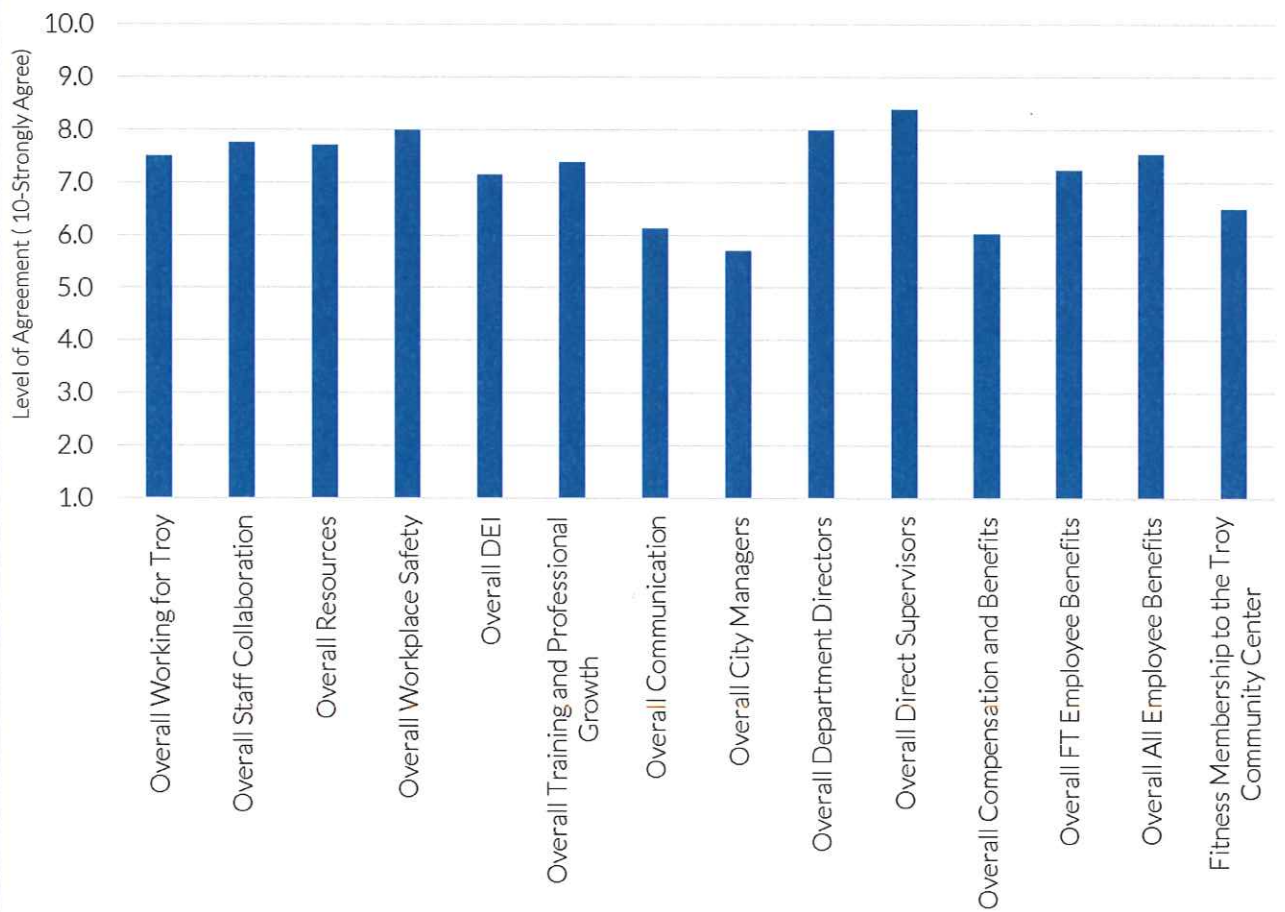
Results



ACSI Detail by Response Type

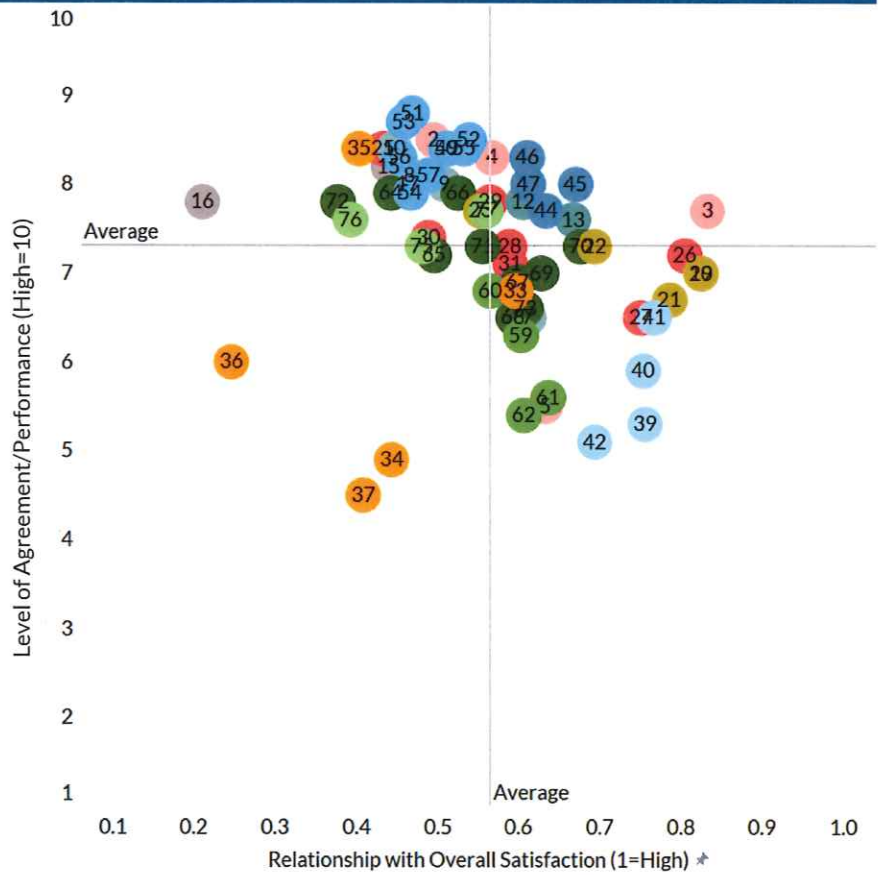


Overall Satisfaction

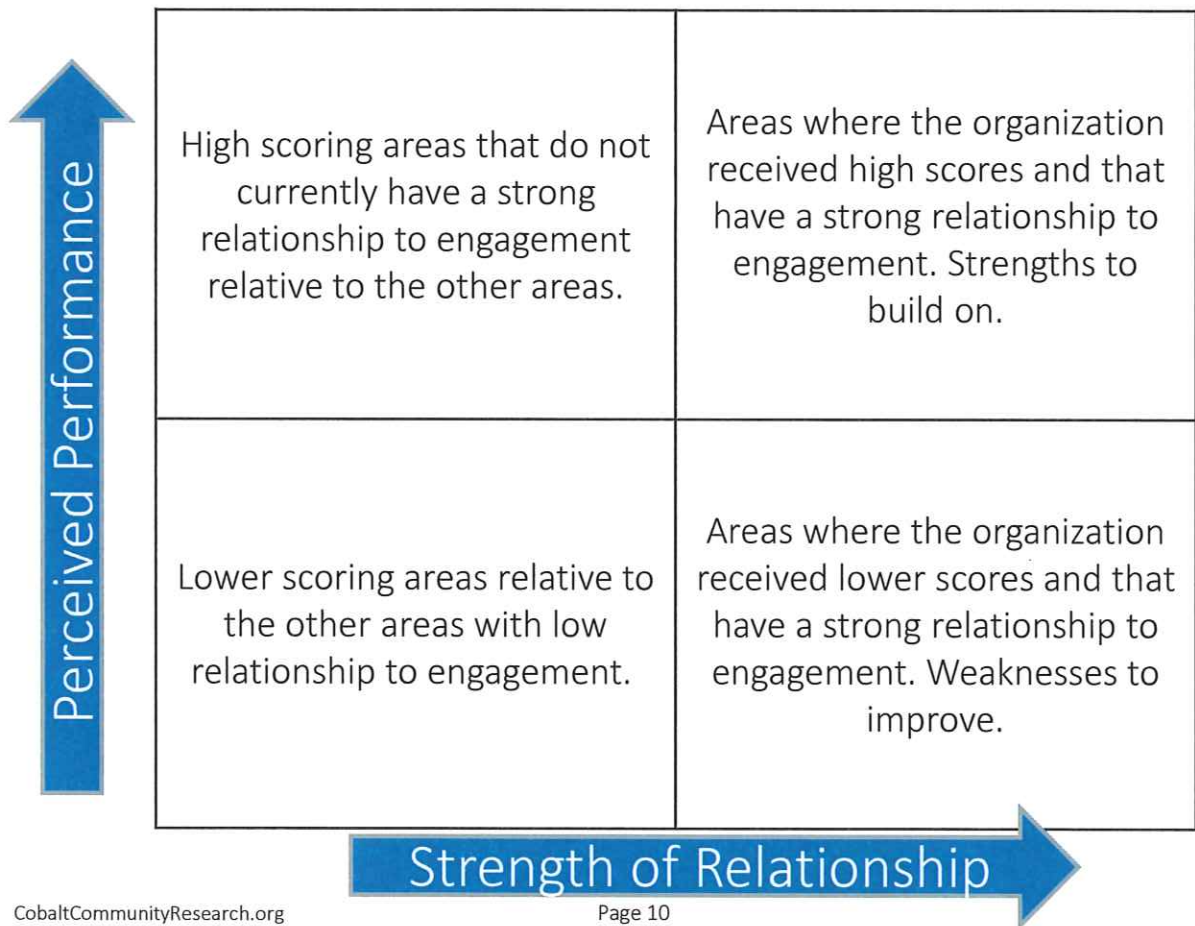


Overall Results

- All Employee Benefits
- Assistant, Deputy, and City Managers
- Communication
- Compensation and Benefits
- Department Director
- Direct Supervisor
- Diversity, Equity, and Inclusion
- Full-Time Employee Benefits
- Resources for Job
- Staff Collaboration
- Training and Professional Growth
- Working for the City
- Workplace Safety

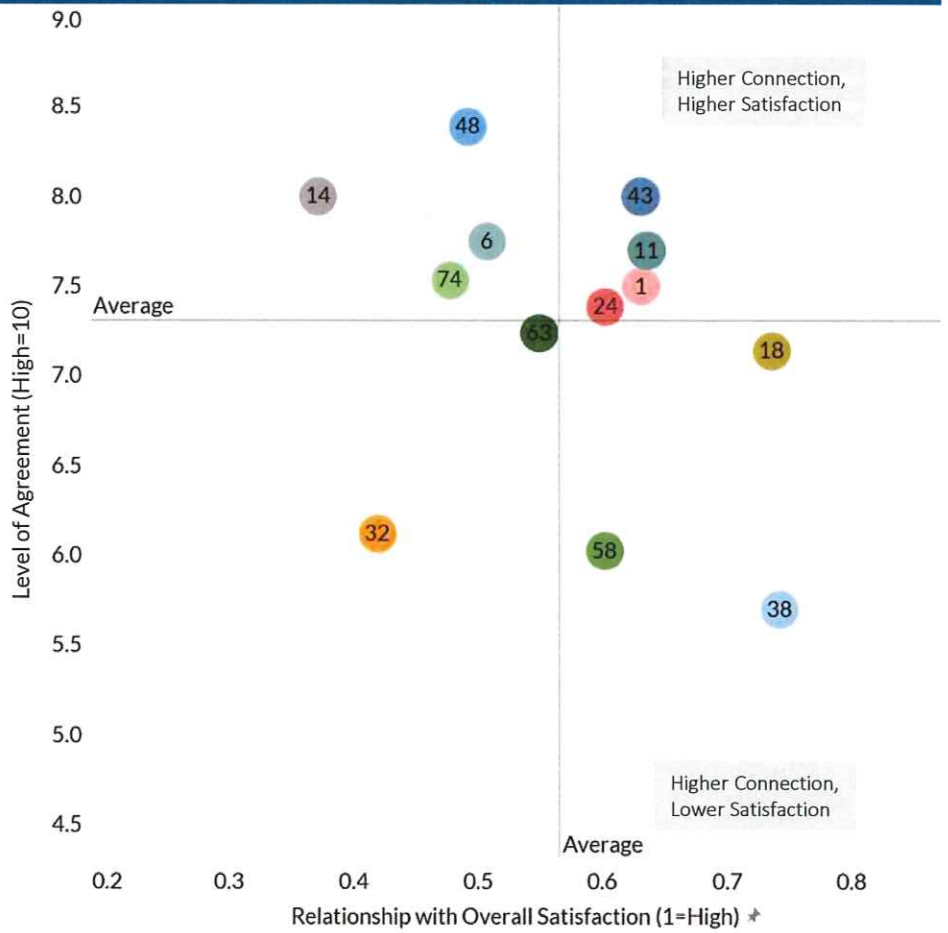


Understanding the Charts: Long-term Drivers

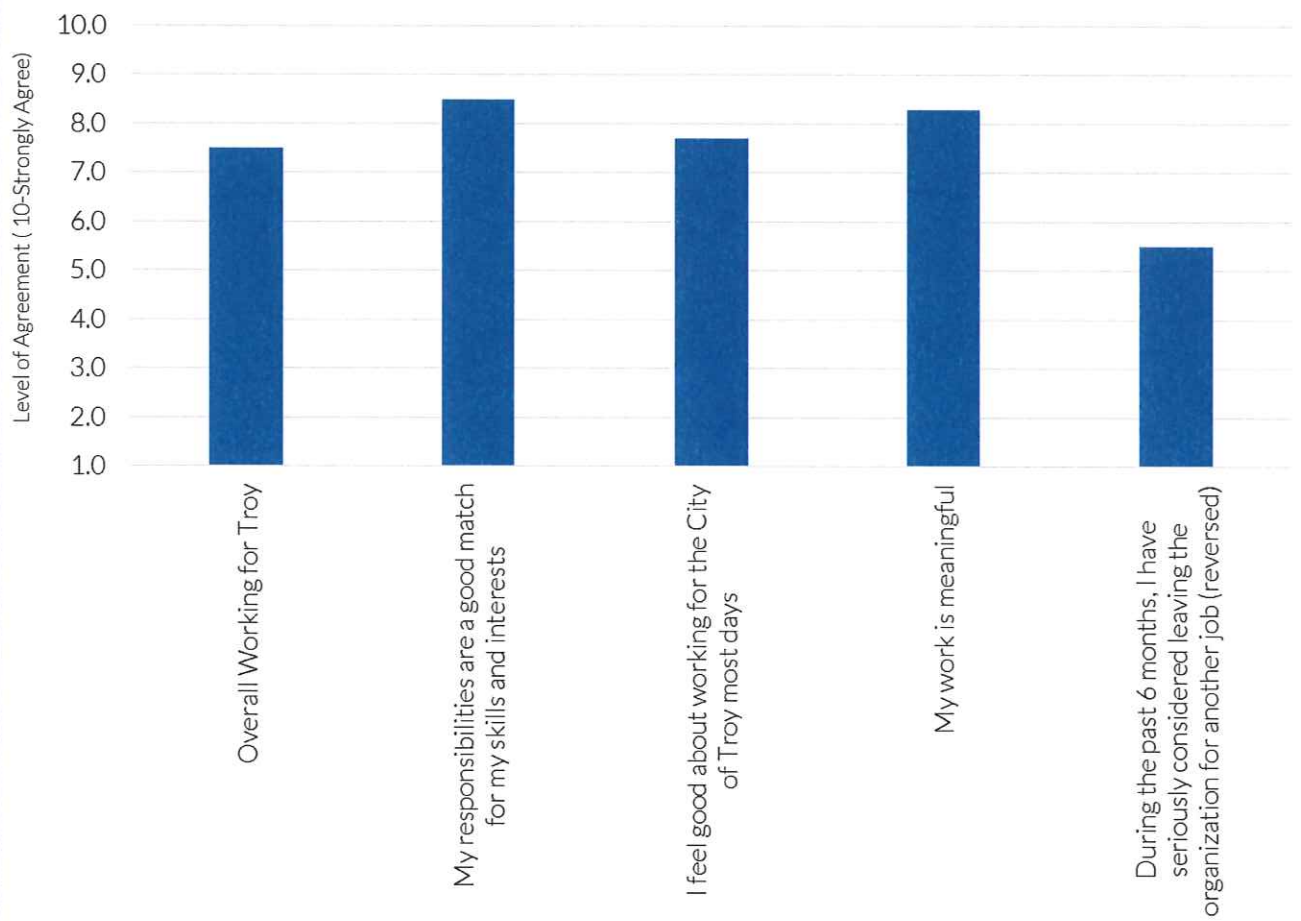


Overall Results Summary

1	Overall Working for Troy
6	Overall Staff Collaboration
11	Overall Resources
14	Overall Workplace Safety
18	Overall DEI
24	Overall Training and Professional Growth
32	Overall Communication
38	Overall City Managers
43	Overall Department Directors
48	Overall Direct Supervisors
58	Overall Compensation and Benefits
63	Overall FT Employee Benefits
74	Overall All Employee Benefits

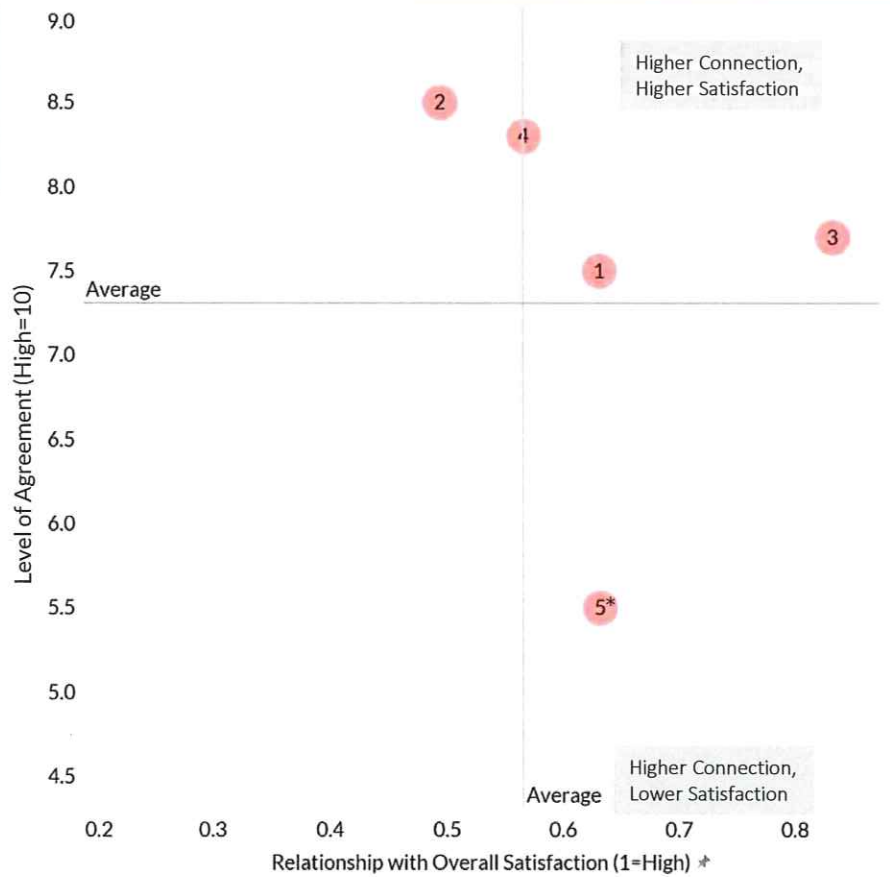


Working for The City of Troy



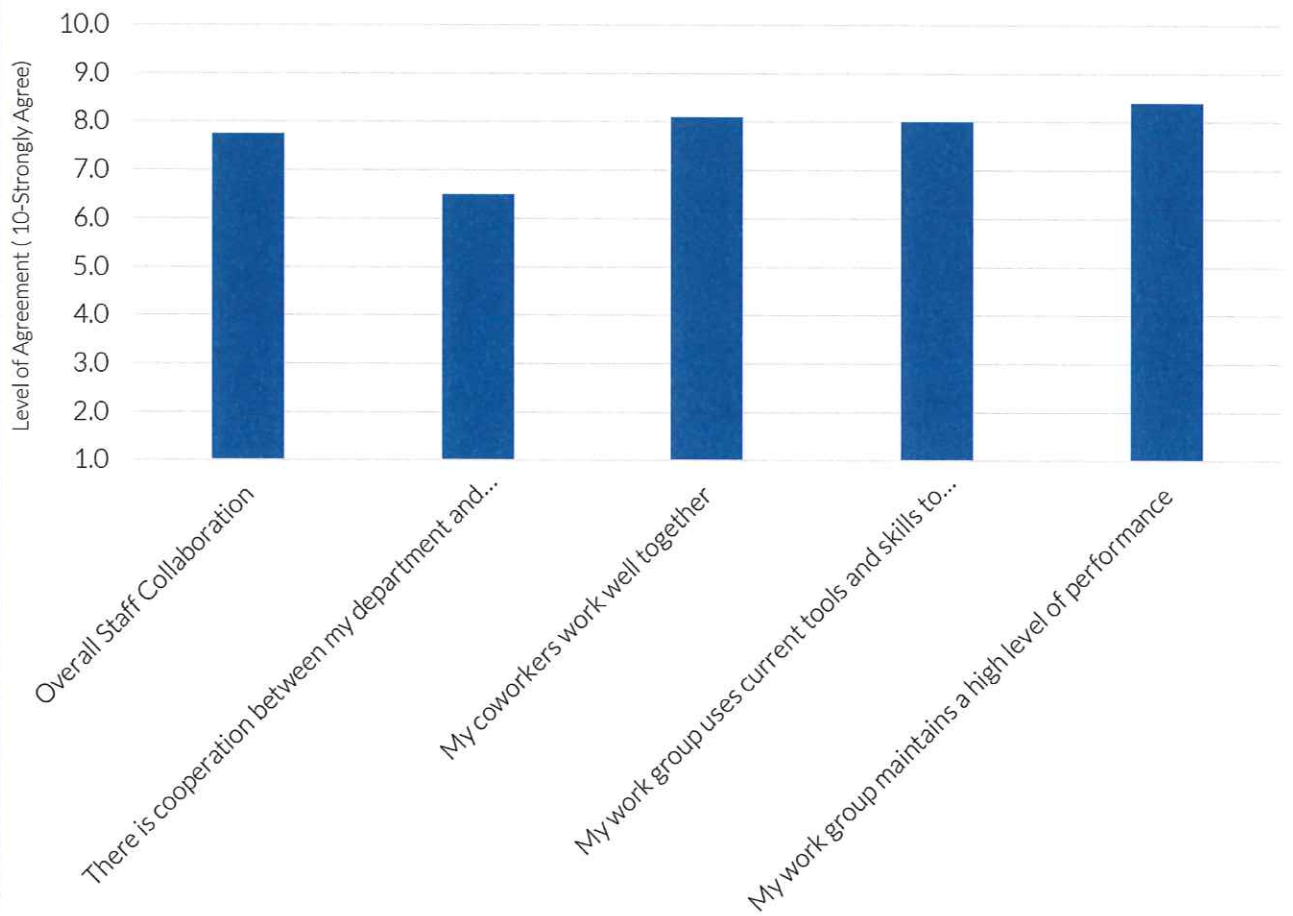
Working for the City of Troy

1	Overall Working for Troy
2	My responsibilities are a good match for my skills and interests
3	I feel good about working for the City of Troy most days
4	My work is meaningful
5	During the past 6 months, I have seriously considered leaving the organization for another job (reversed)



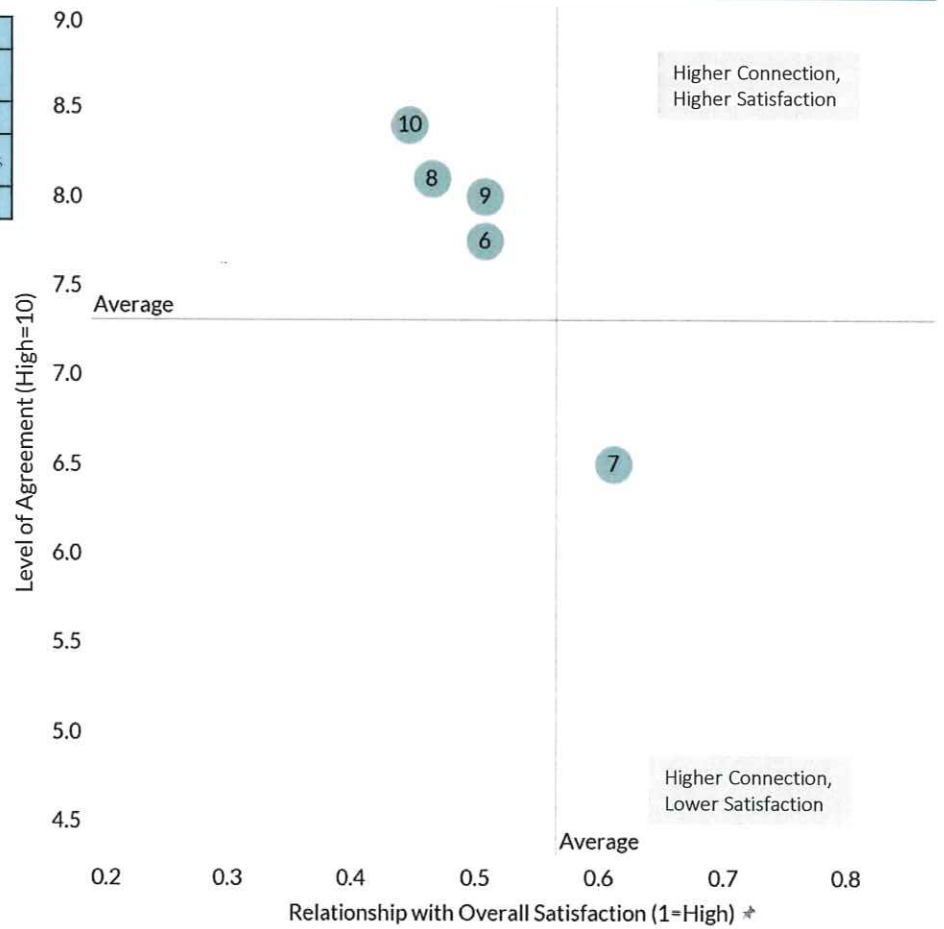
*Lower score is favorable

Staff Collaboration

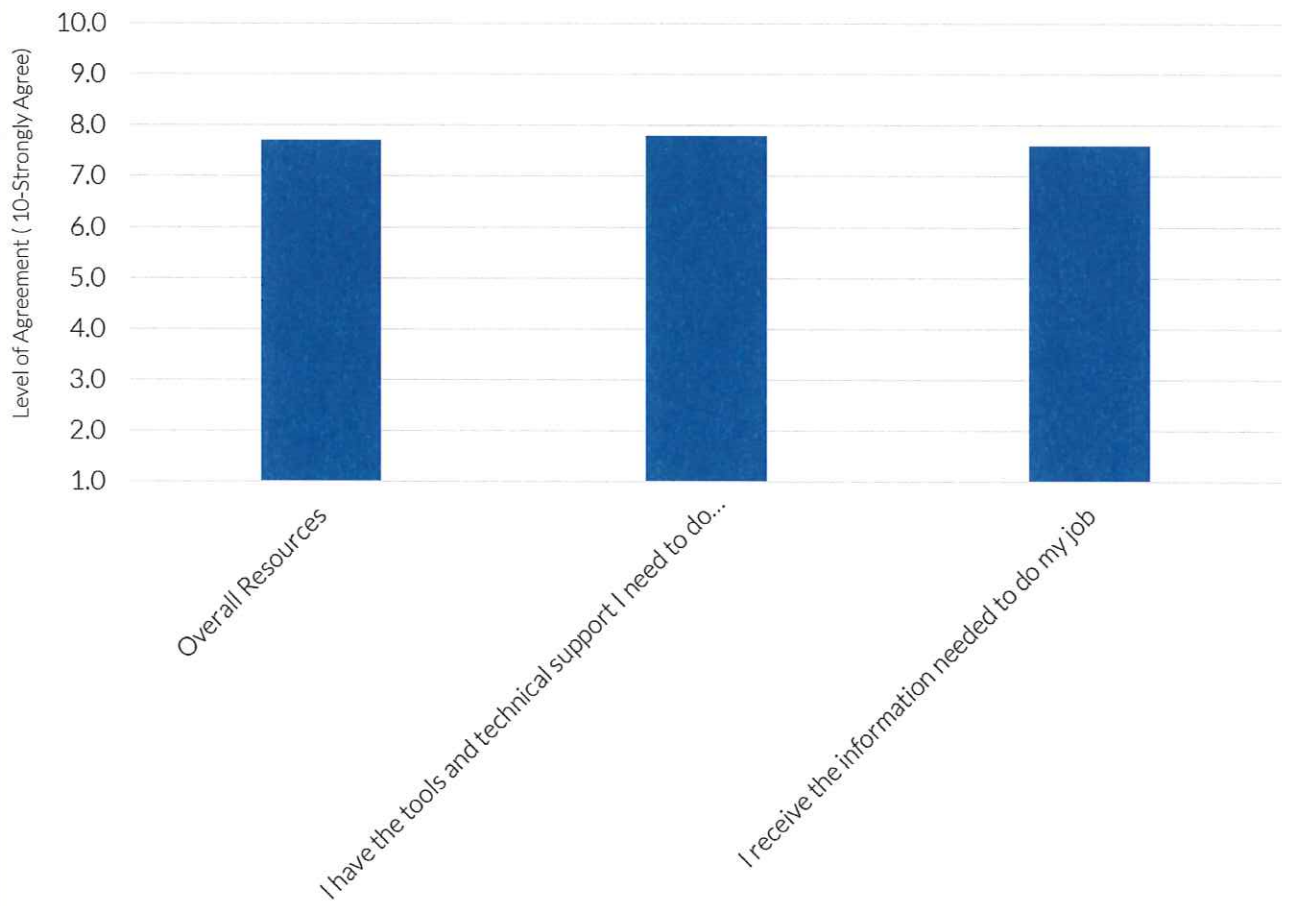


Staff Collaboration

6	Overall Staff Collaboration
7	There is cooperation between my department and other departments
8	My coworkers work well together
9	My work group uses current tools and skills to improve our services
10	My work group maintains a high level of performance

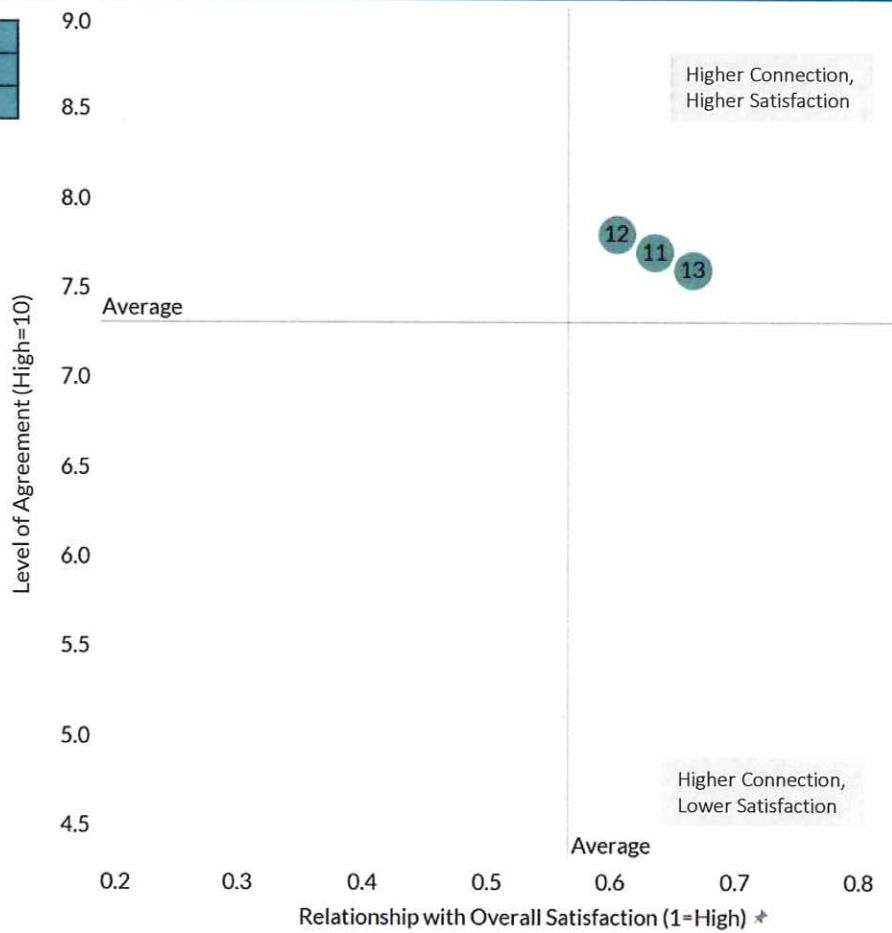


Resources for Work

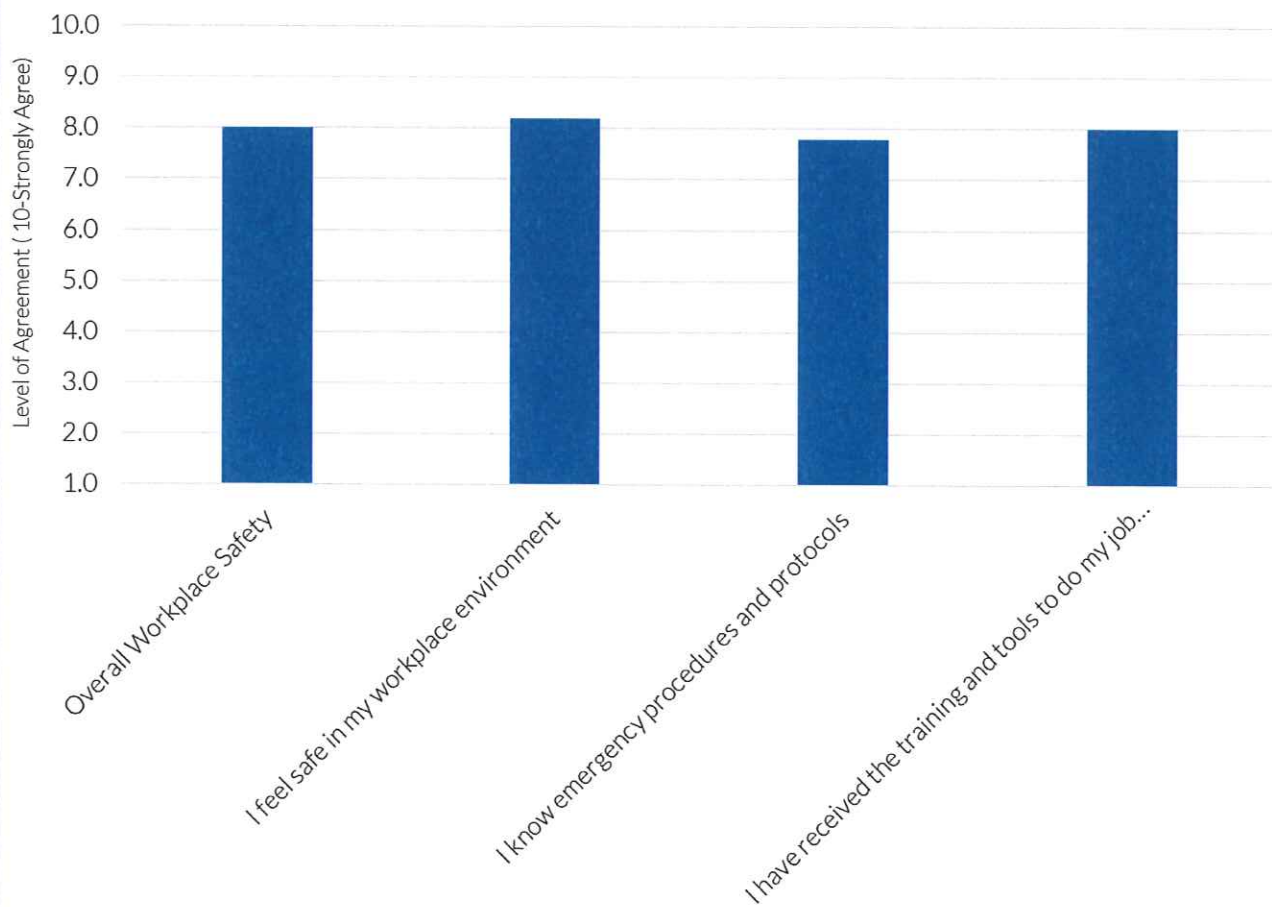


Resources for Work

11	Overall Resources
12	I have the tools and technical support I need to do my job
13	I receive the information needed to do my job

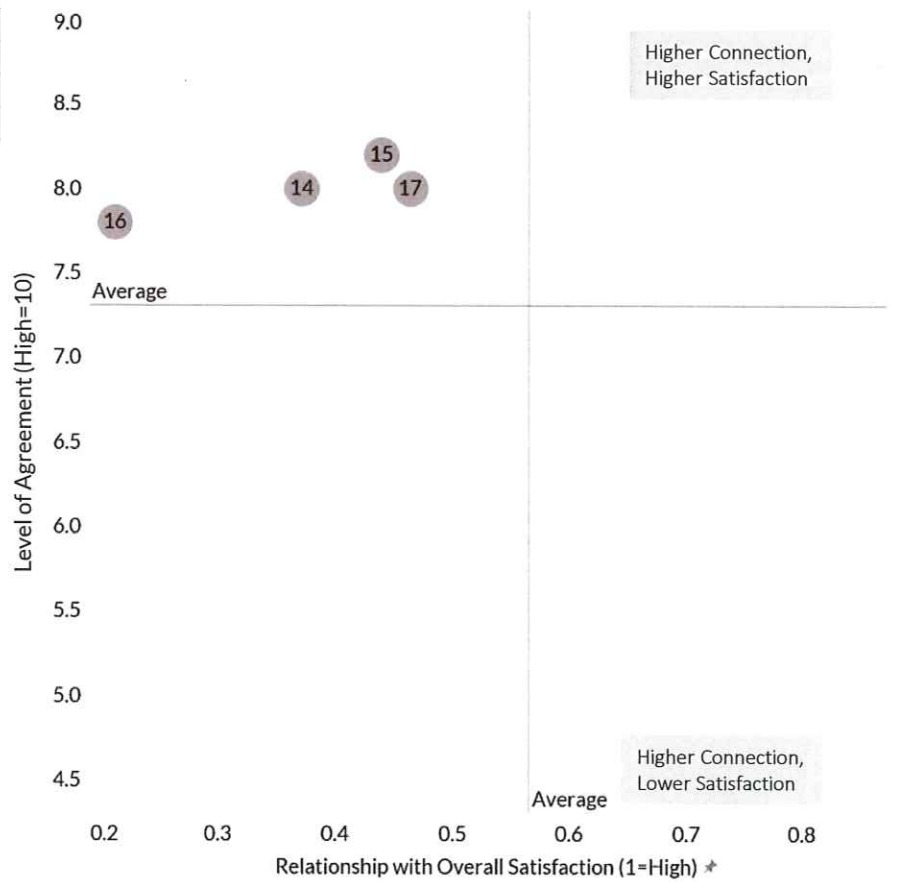


Workplace Safety

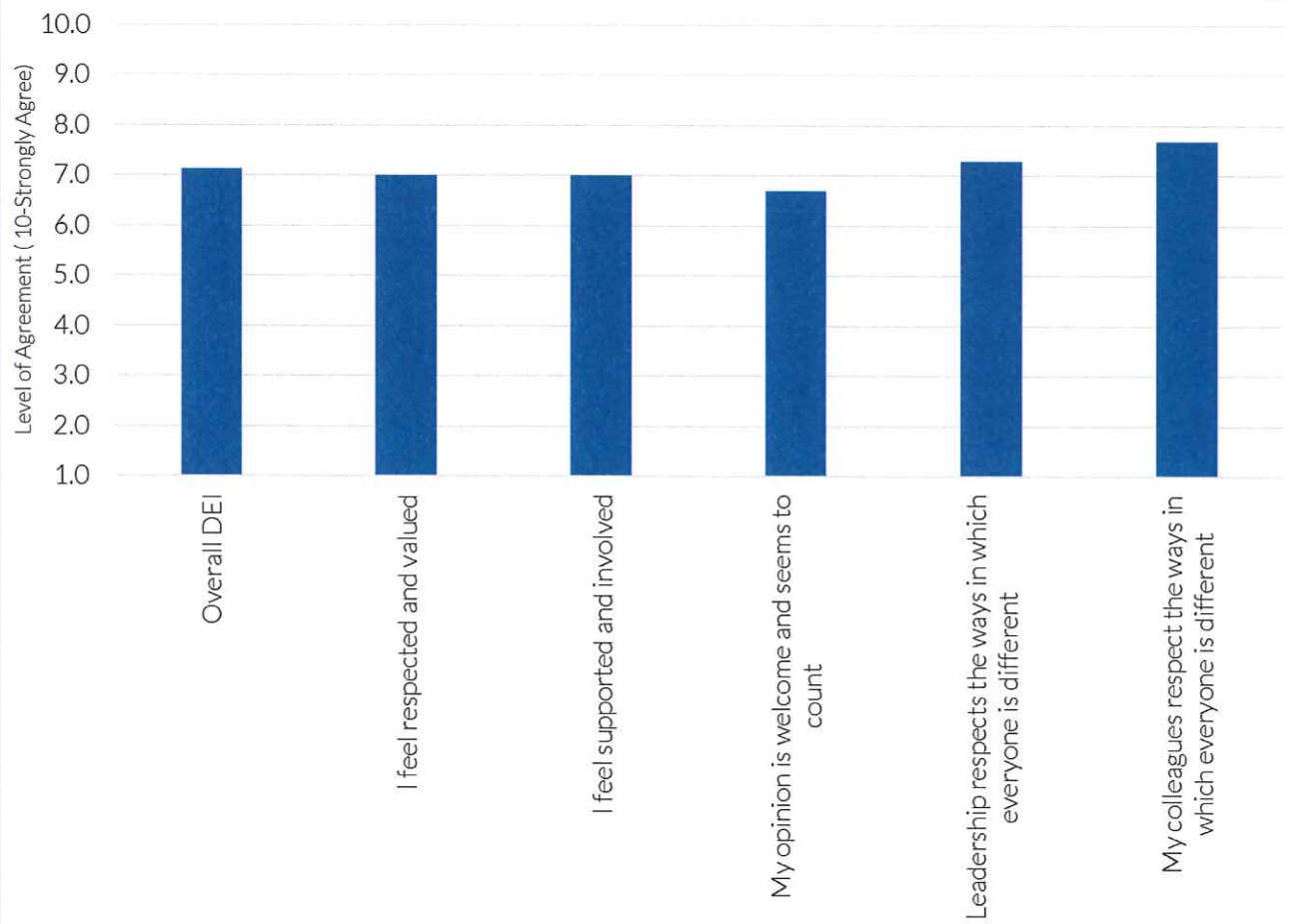


Workplace Safety

14	Overall Workplace Safety
15	I feel safe in my workplace environment
16	I know emergency procedures and protocols
17	I have received the training and tools to do my job safely

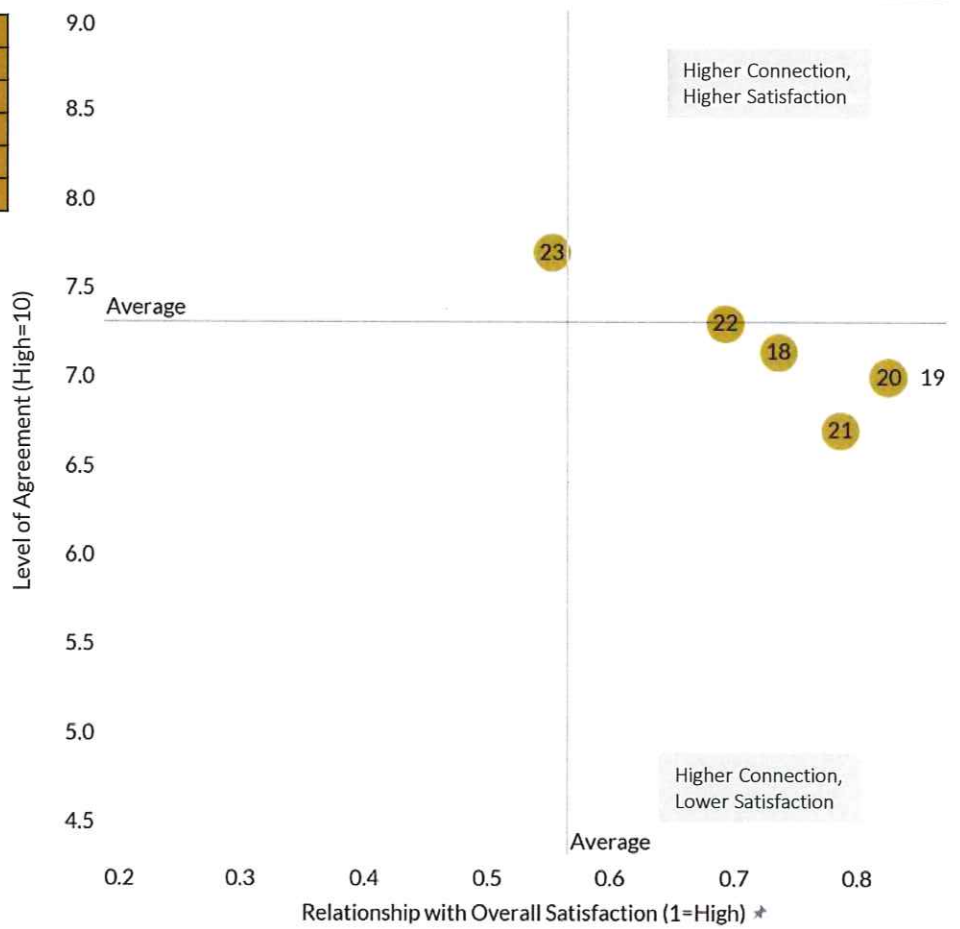


Diversity, Equity and Inclusion

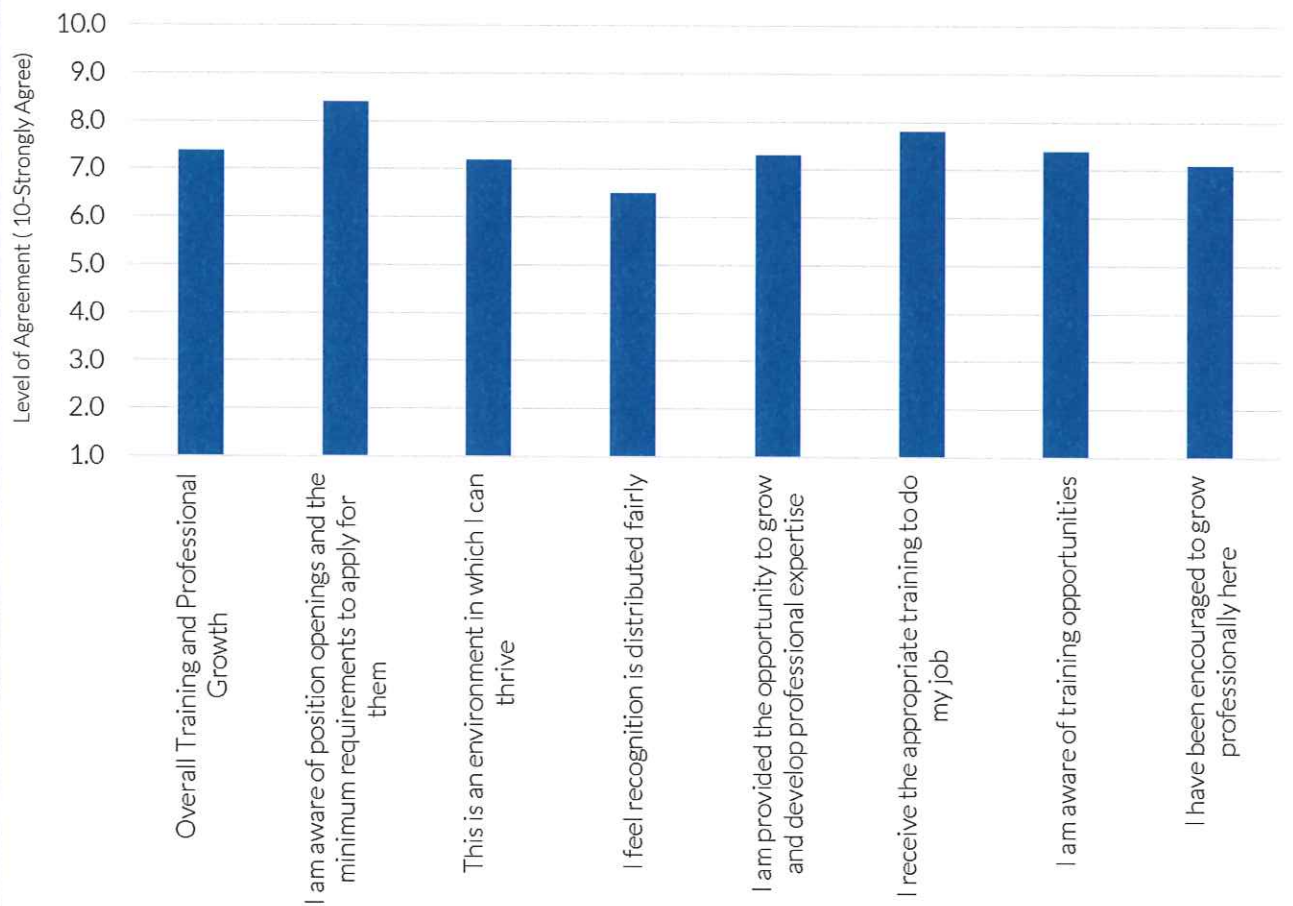


Diversity, Equity and Inclusion

18	Overall DEI
19	I feel respected and valued
20	I feel supported and involved
21	My opinion is welcome and seems to count
22	Leadership respects the ways in which everyone is different
23	My colleagues respect the ways in which everyone is different

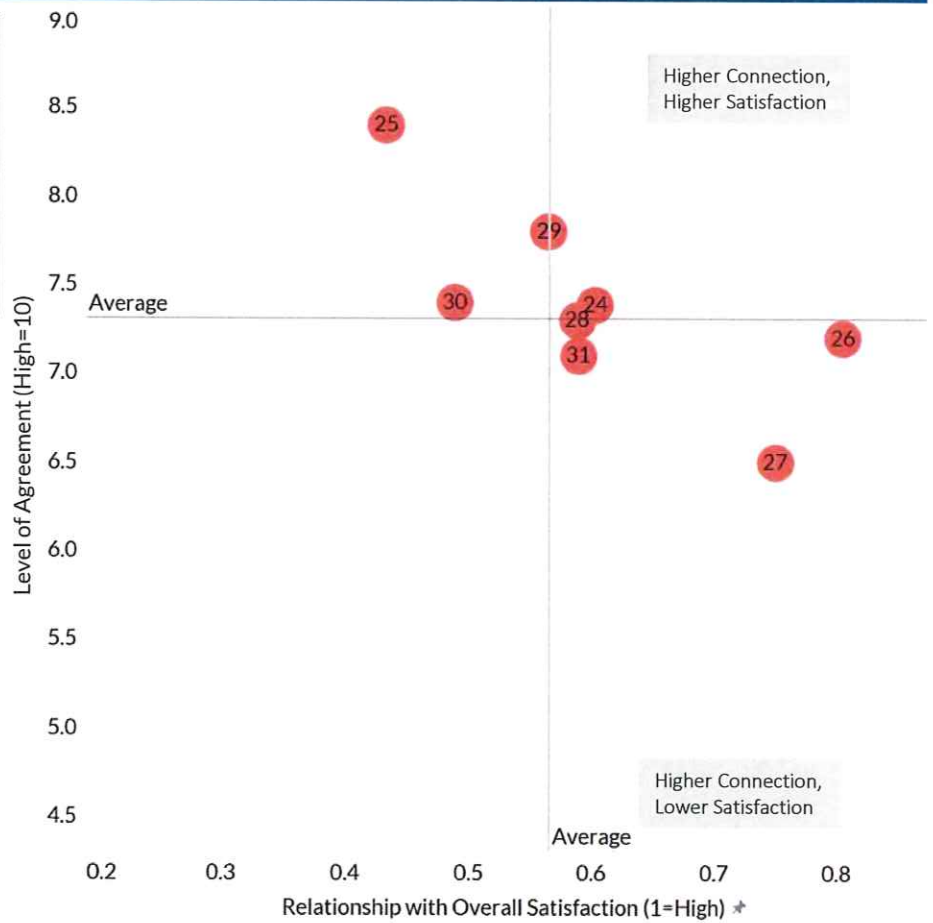


Training and Professional Growth

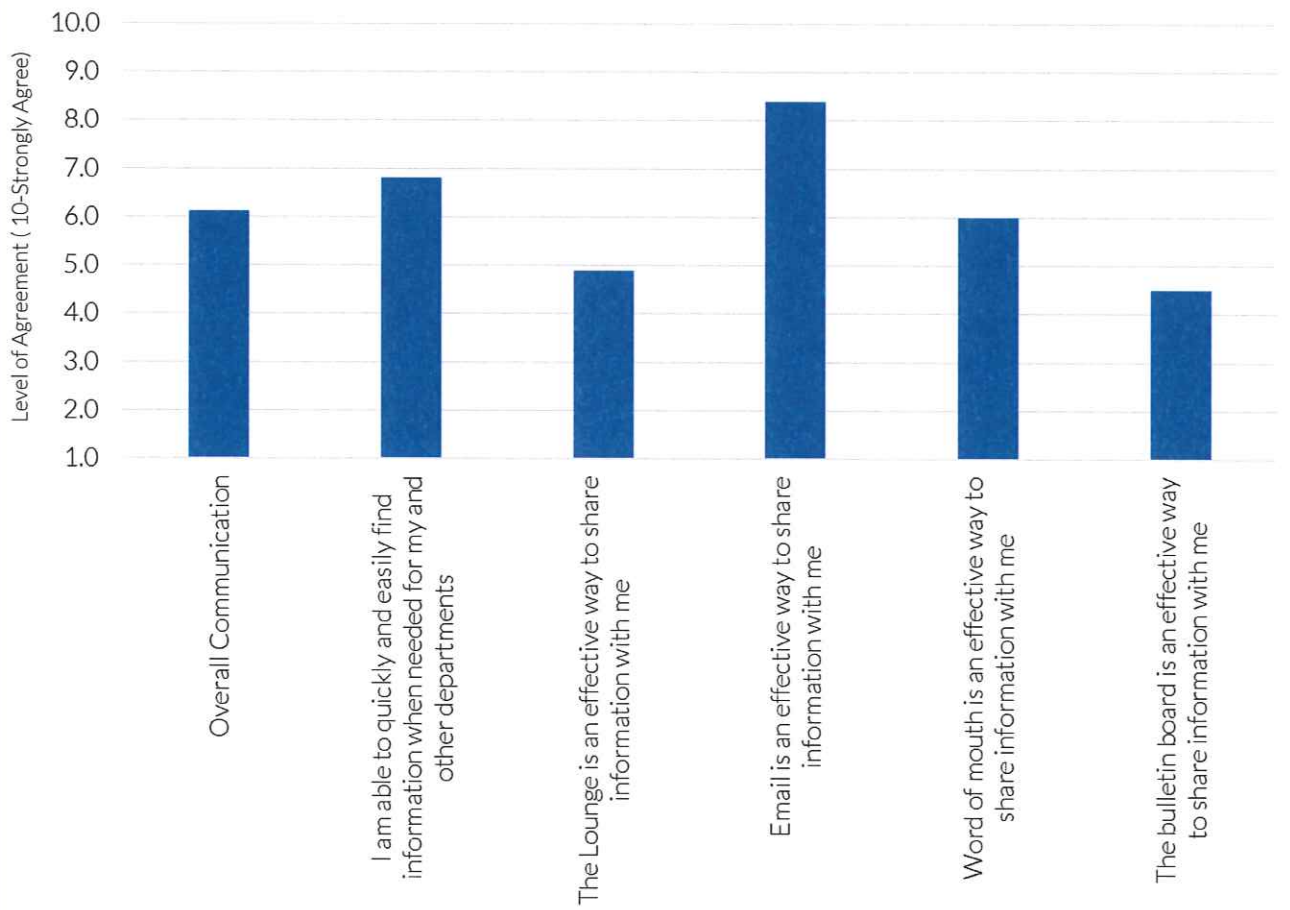


Training and Professional Growth

24	Overall Training and Professional Growth
25	I am aware of position openings and the minimum requirements to apply for them
26	This is an environment in which I can thrive
27	I feel recognition is distributed fairly
28	I am provided the opportunity to grow and develop professional expertise
29	I receive the appropriate training to do my job
30	I am aware of training opportunities
31	I have been encouraged to grow professionally here

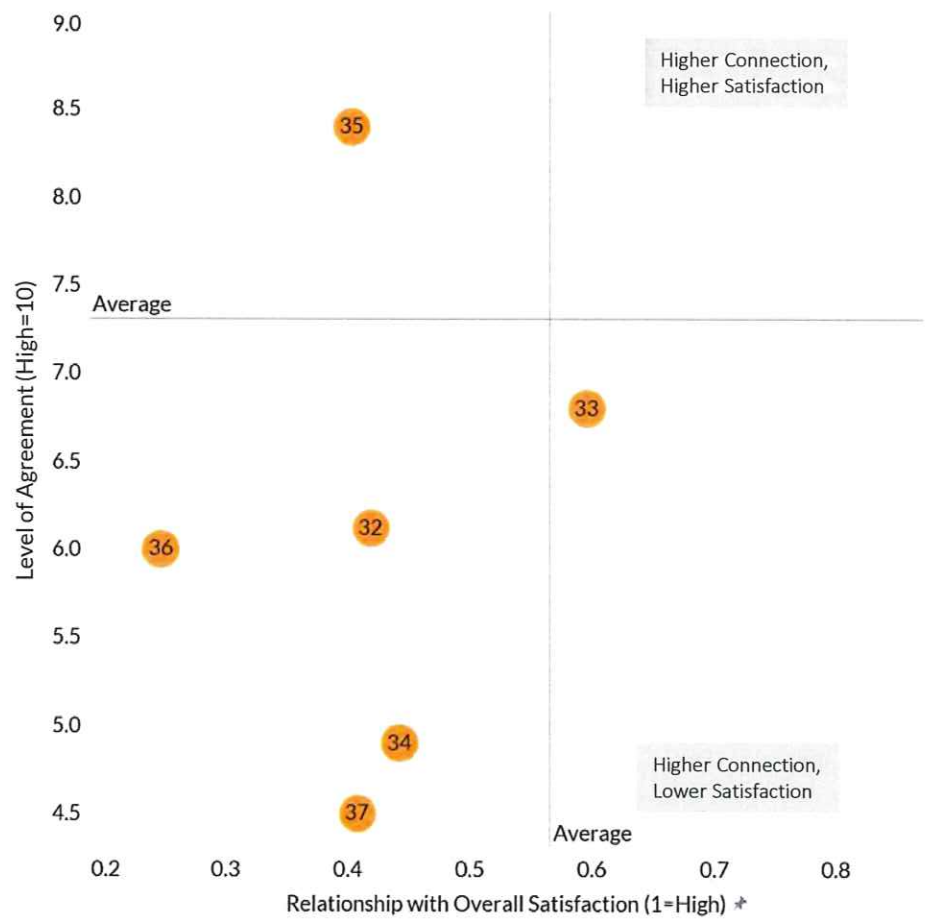


Communication

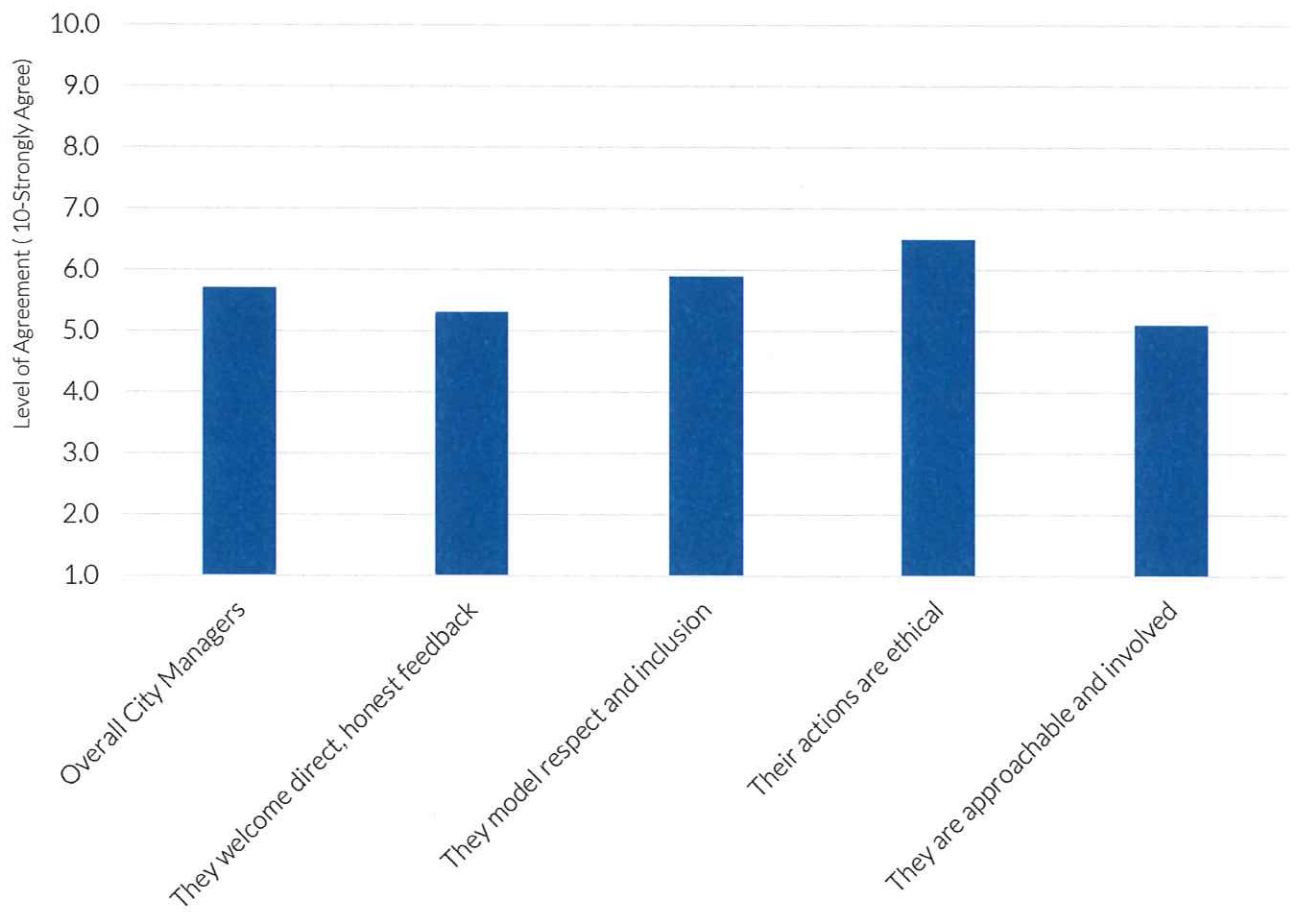


Communication

32	Overall Communication
33	I am able to quickly and easily find information when needed for my and other departments
34	The Lounge is an effective way to share information with me
35	Email is an effective way to share information with me
36	Word of mouth is an effective way to share information with me
37	The bulletin board is an effective way to share information with me

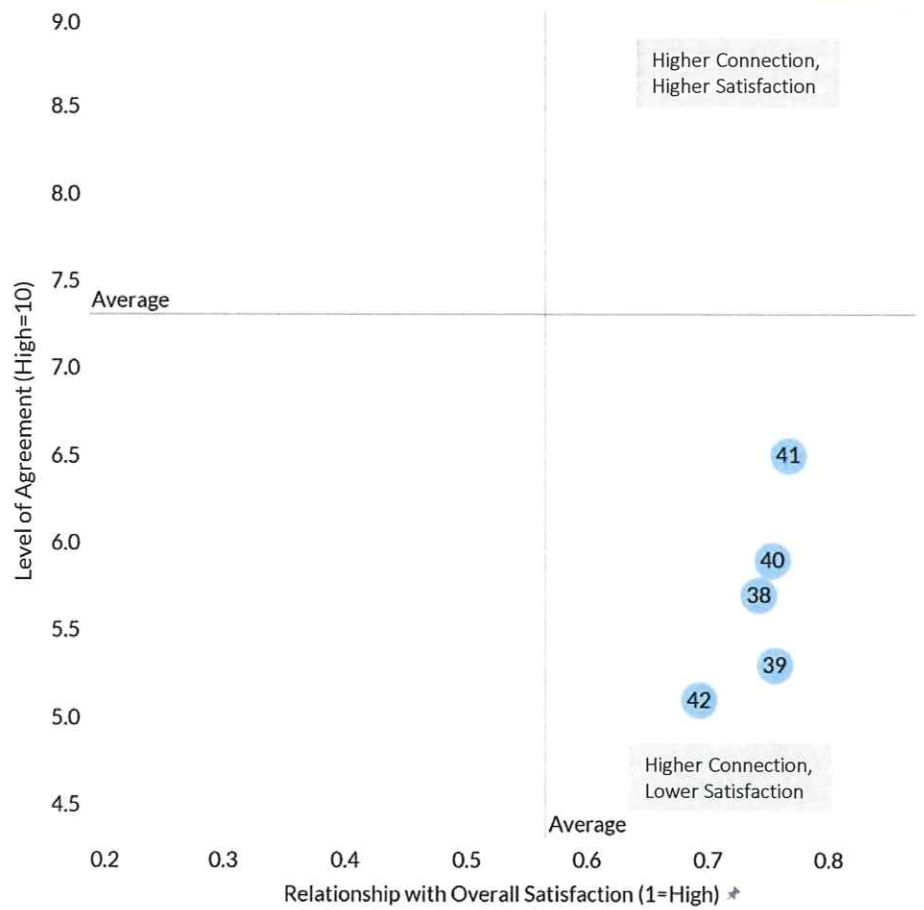


The Assistant, Deputy, and City Managers

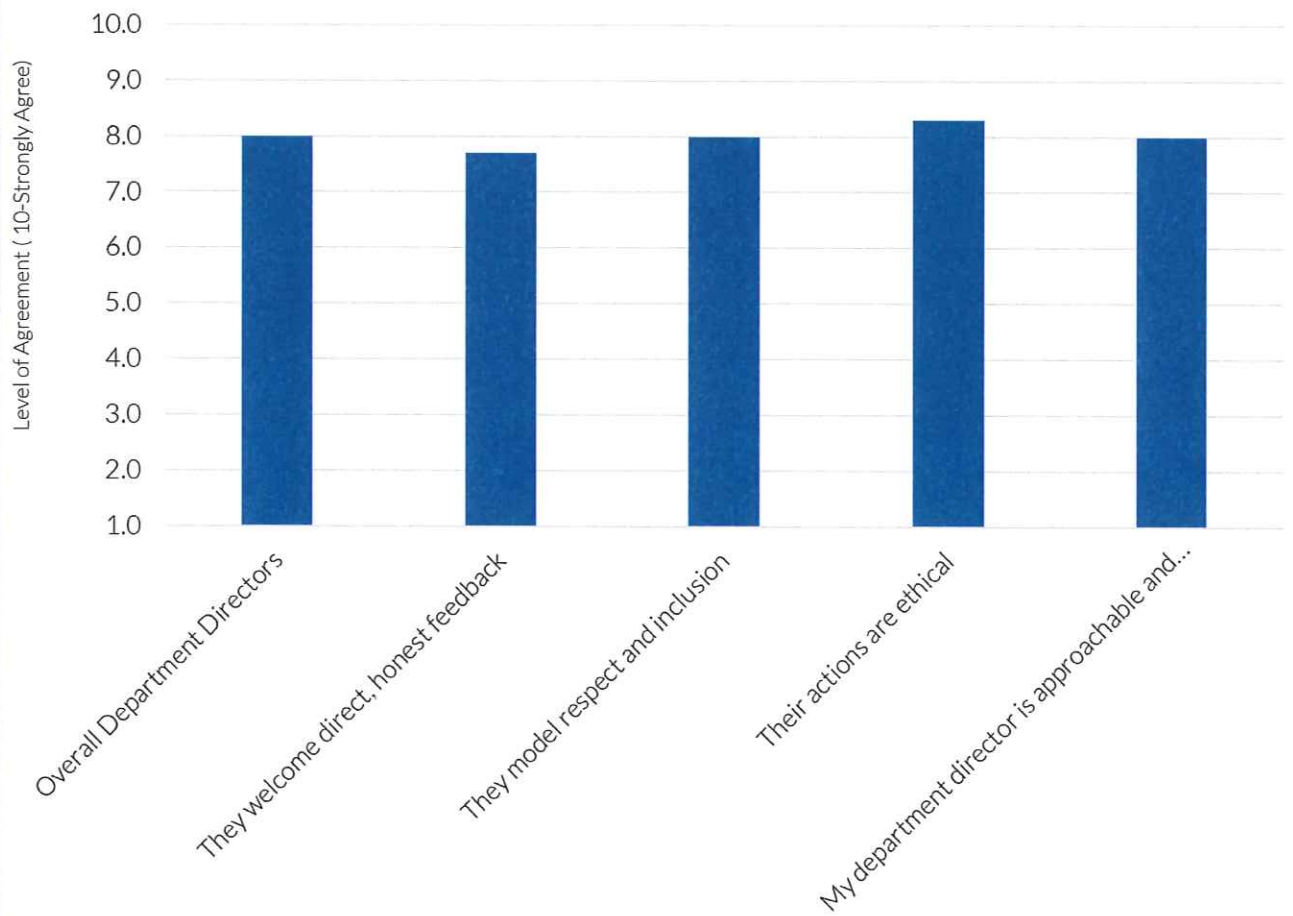


The Assistant, Deputy, and City Managers

38	Overall City Managers
39	They welcome direct, honest feedback
40	They model respect and inclusion
41	Their actions are ethical
42	They are approachable and involved

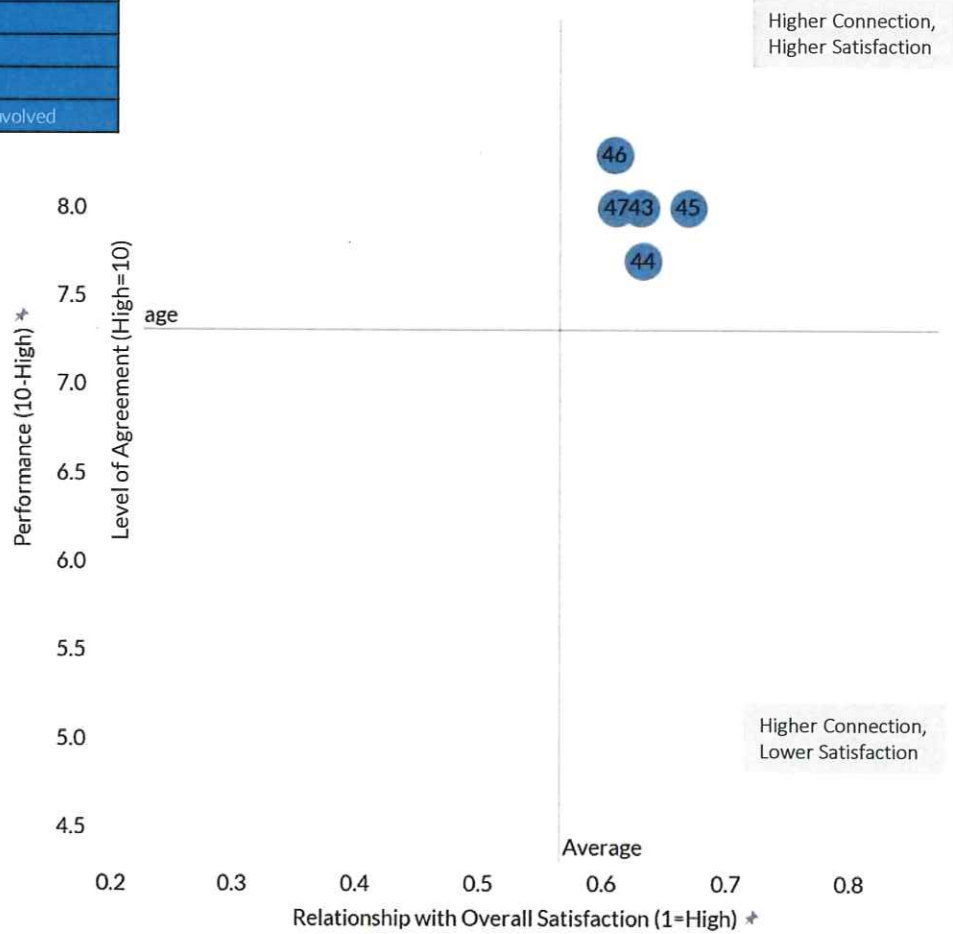


Department Director

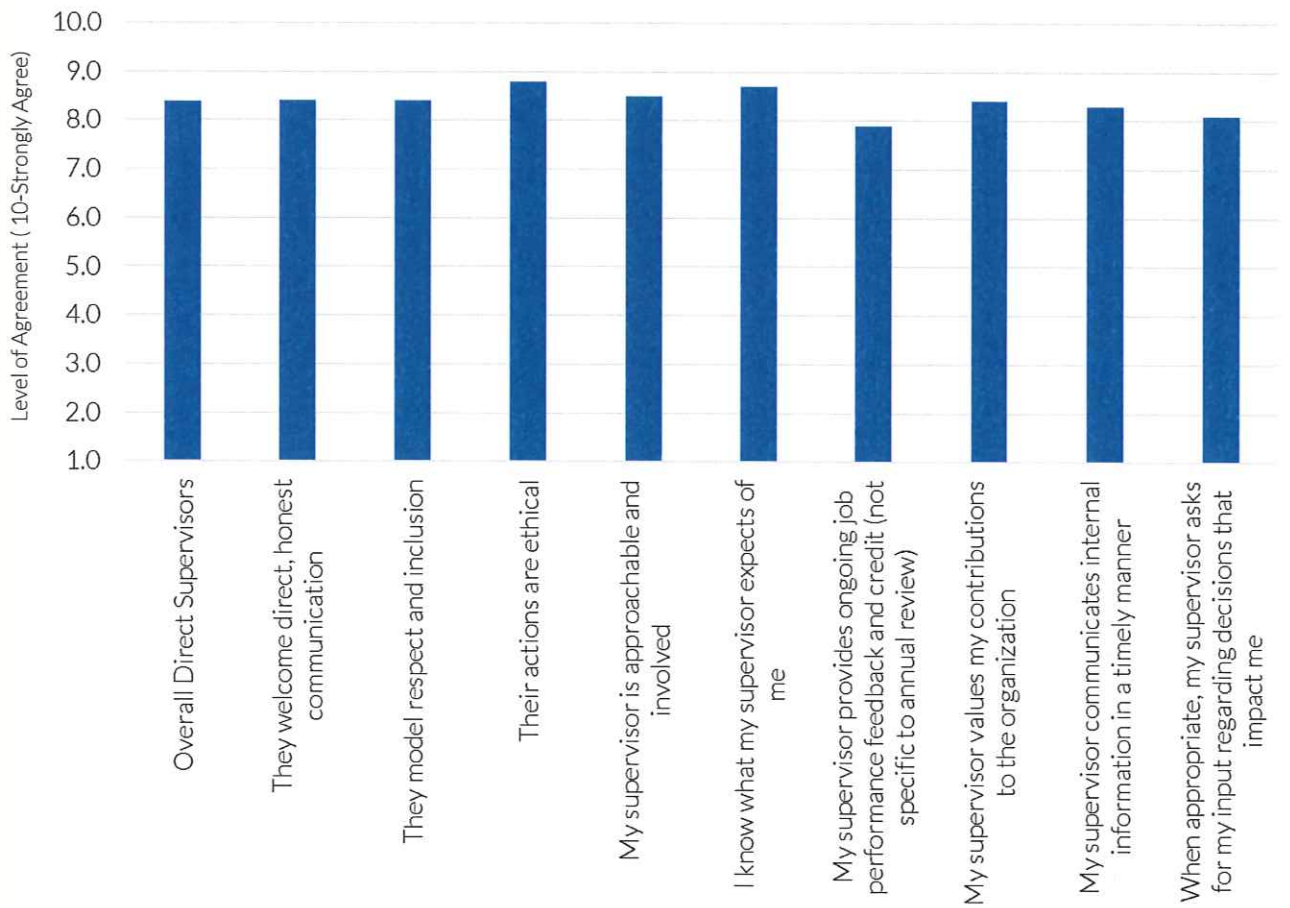


Department Director

43	Overall Department Directors
44	They welcome direct, honest feedback
45	They model respect and inclusion
46	Their actions are ethical
47	My department director is approachable and involved

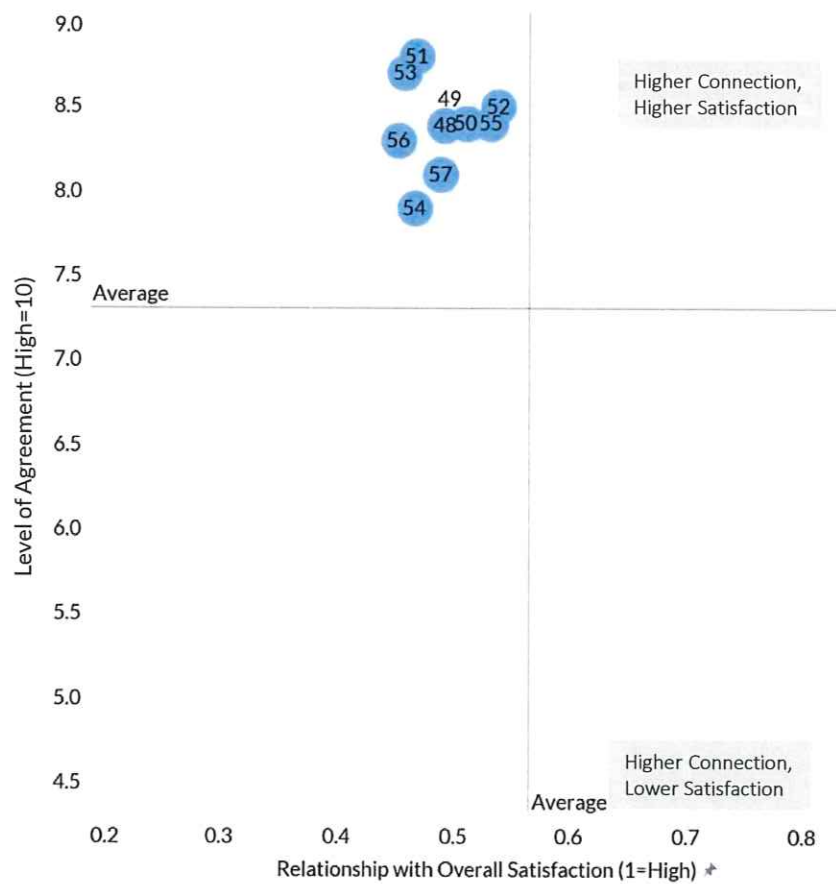


Direct Supervisor

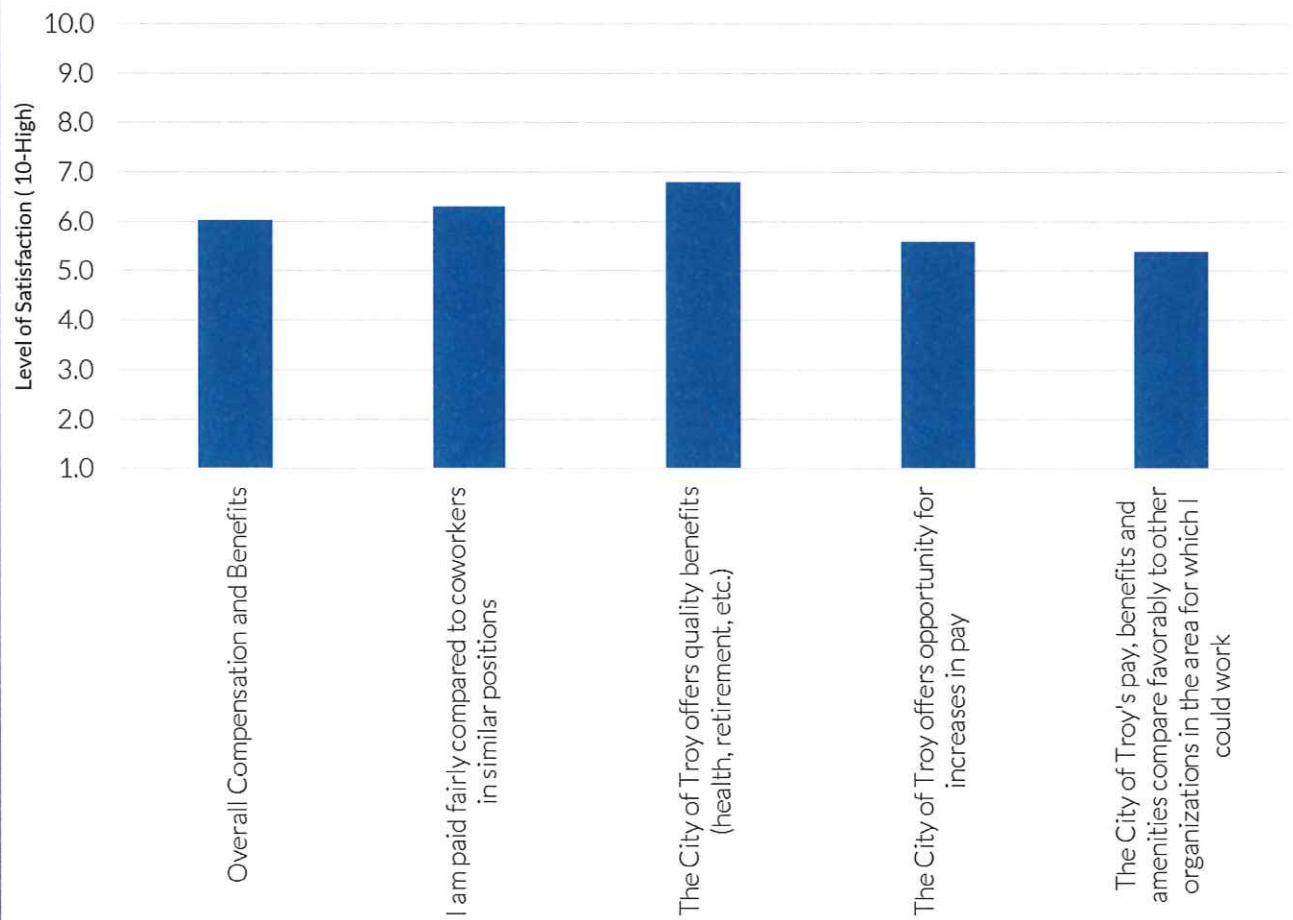


Direct Supervisor

48	Overall Direct Supervisors
49	They welcome direct, honest communication
50	They model respect and inclusion
51	Their actions are ethical
52	My supervisor is approachable and involved
53	I know what my supervisor expects of me
54	My supervisor provides ongoing job performance feedback and credit (not specific to annual review)
55	My supervisor values my contributions to the organization
56	My supervisor communicates internal information in a timely manner
57	When appropriate, my supervisor asks for my input regarding decisions that impact me

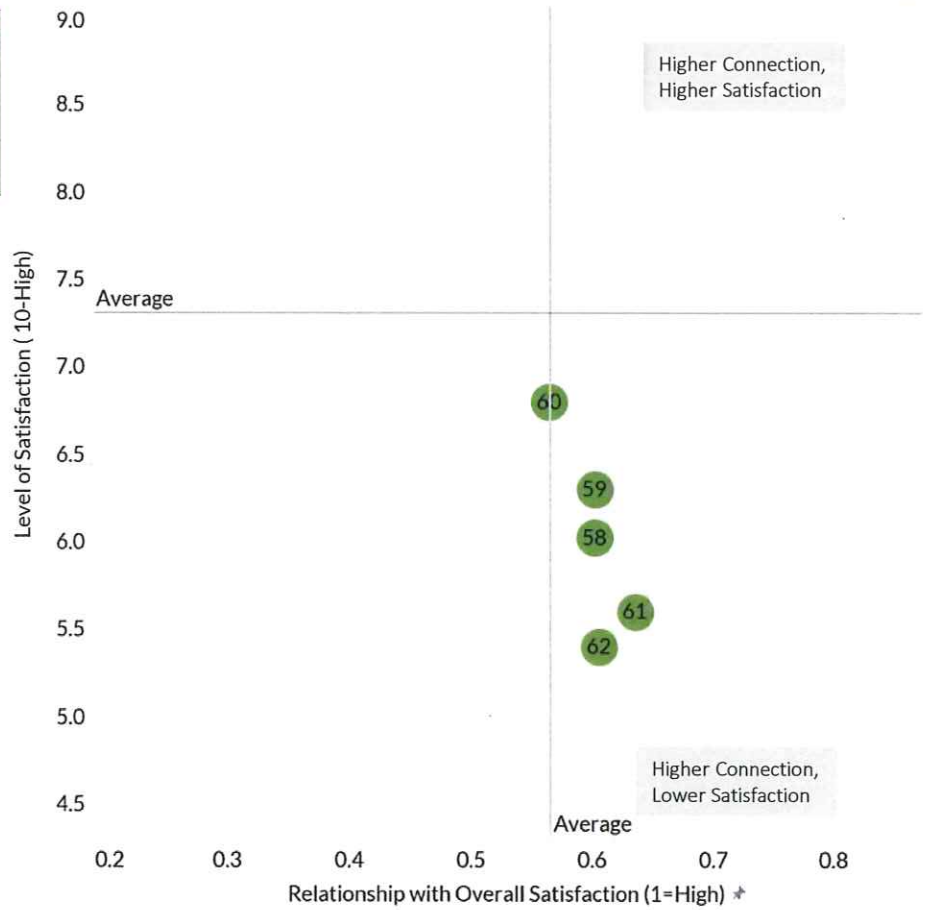


Compensation and Benefits

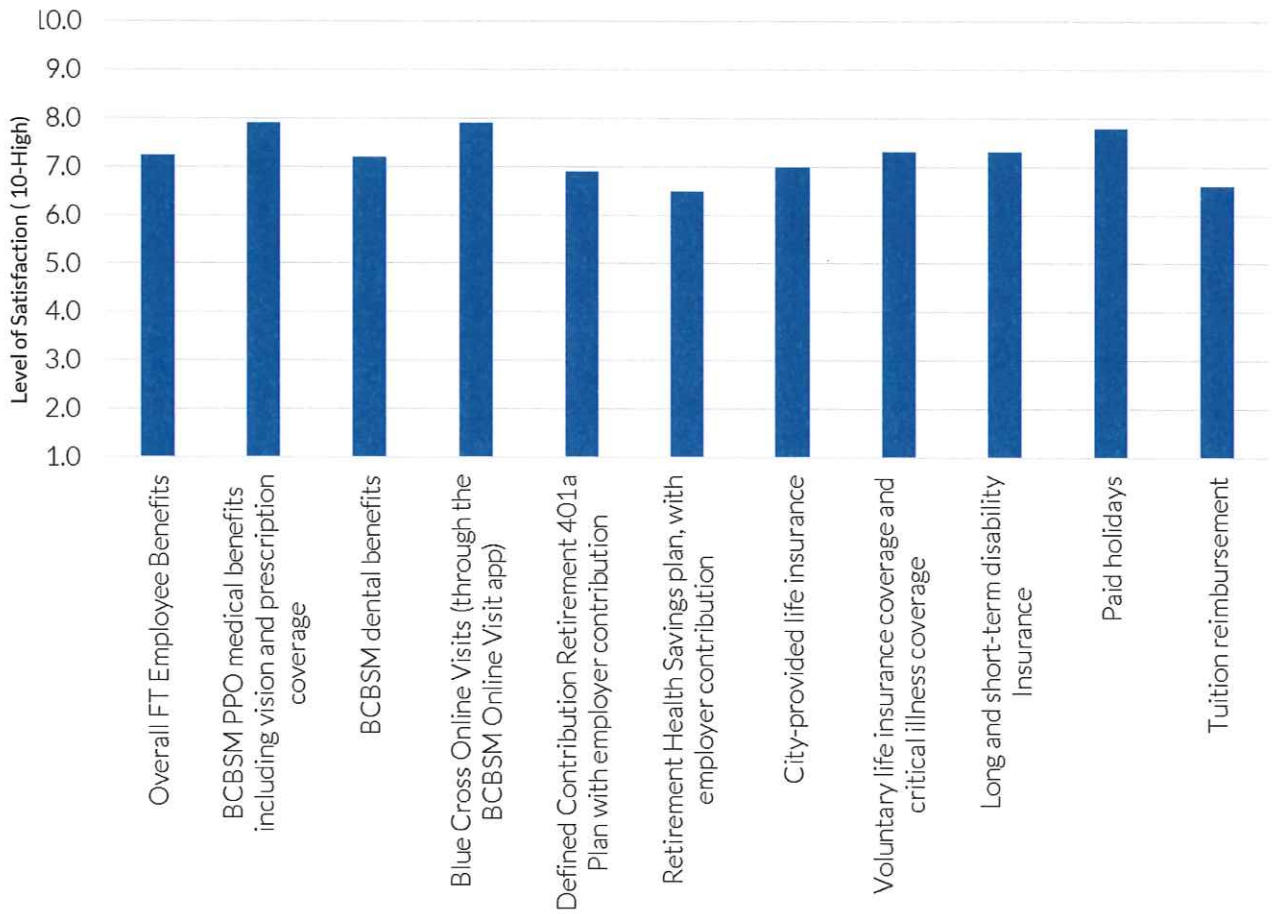


Compensation and Benefits

58	Overall Compensation and Benefits
59	I am paid fairly compared to coworkers in similar positions
60	The City of Troy offers quality benefits (health, retirement, etc.)
61	The City of Troy offers opportunity for increases in pay
62	The City of Troy's pay, benefits and amenities compare favorably to other organizations in the area for which I could work

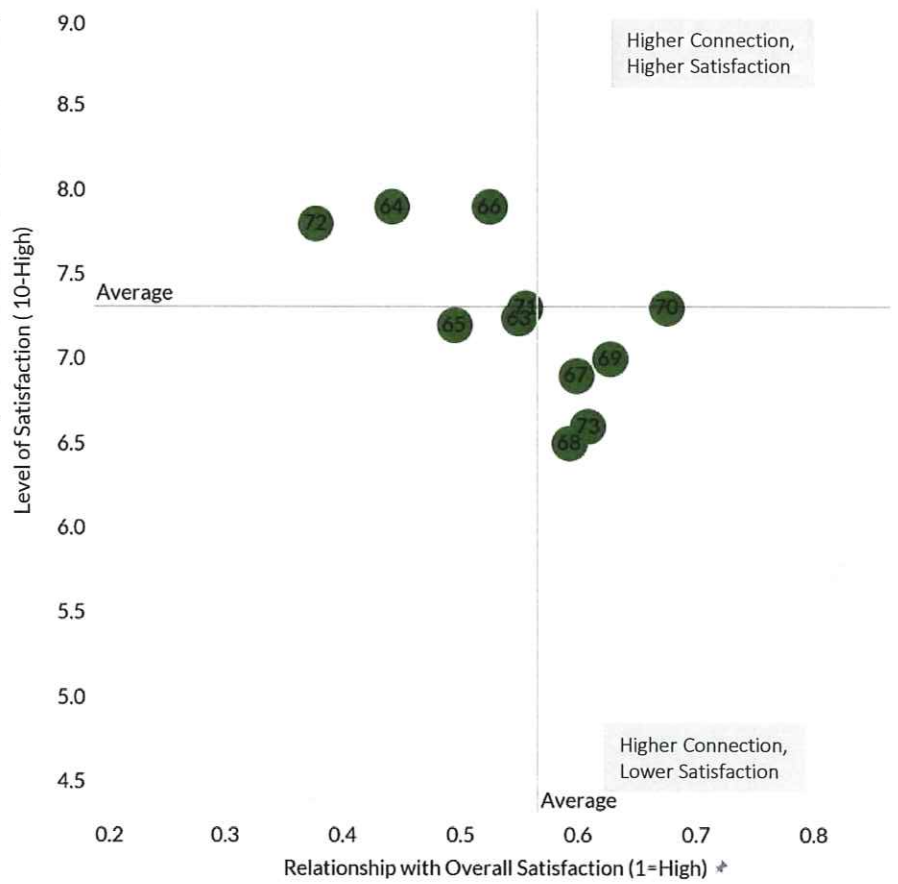


Full-time Employee Benefits

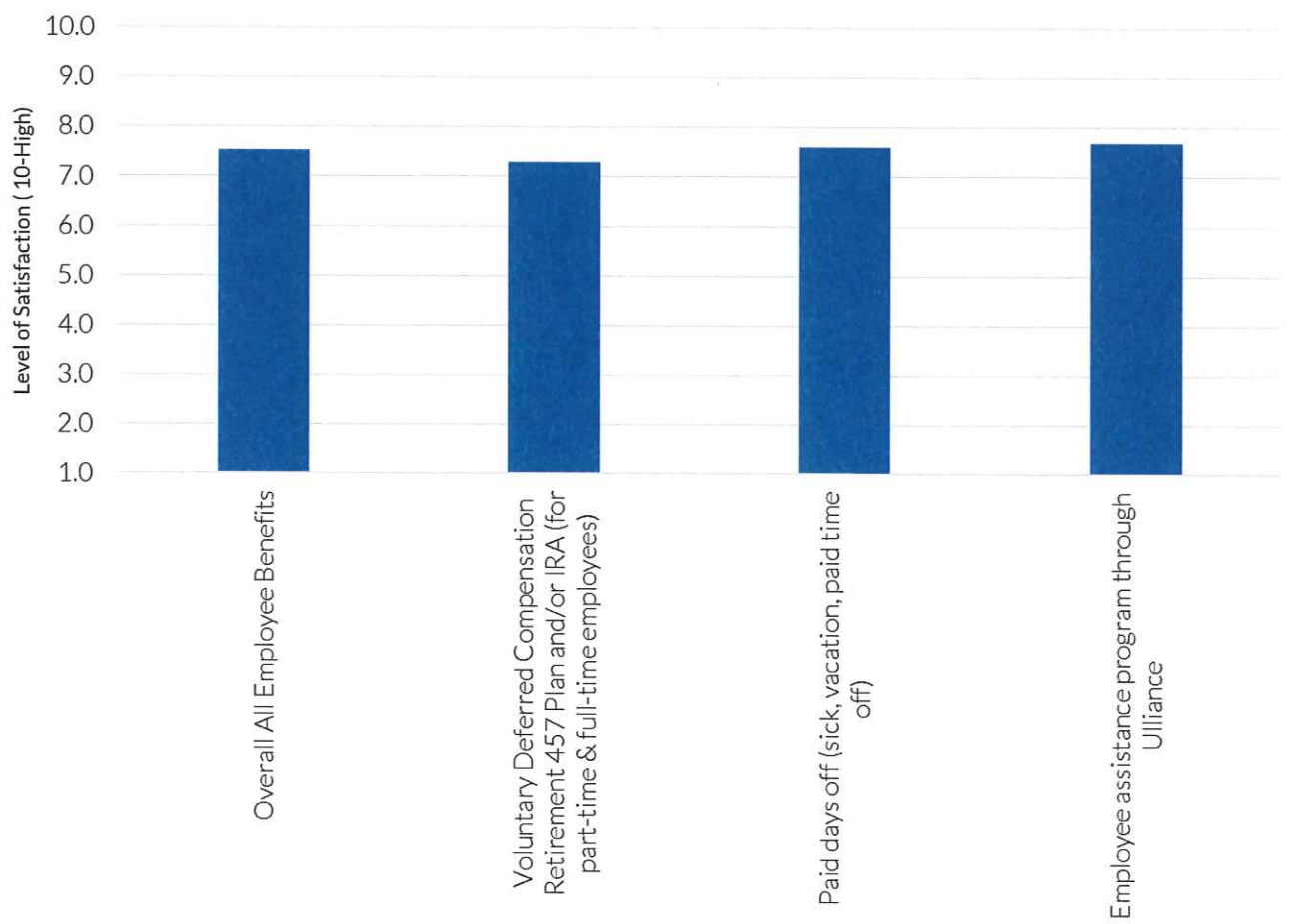


Full-time Employee Benefits

63	Overall FT Employee Benefits
64	BCBSM PPO medical benefits including vision and prescription coverage
65	BCBSM dental benefits
66	Blue Cross Online Visits (through the BCBSM Online Visit app)
67	Defined Contribution Retirement 401a Plan with employer contribution
68	Retirement Health Savings plan, with employer contribution
69	City-provided life insurance
70	Voluntary life insurance coverage and critical illness coverage
71	Long and short-term disability Insurance
72	Paid holidays
73	Tuition reimbursement

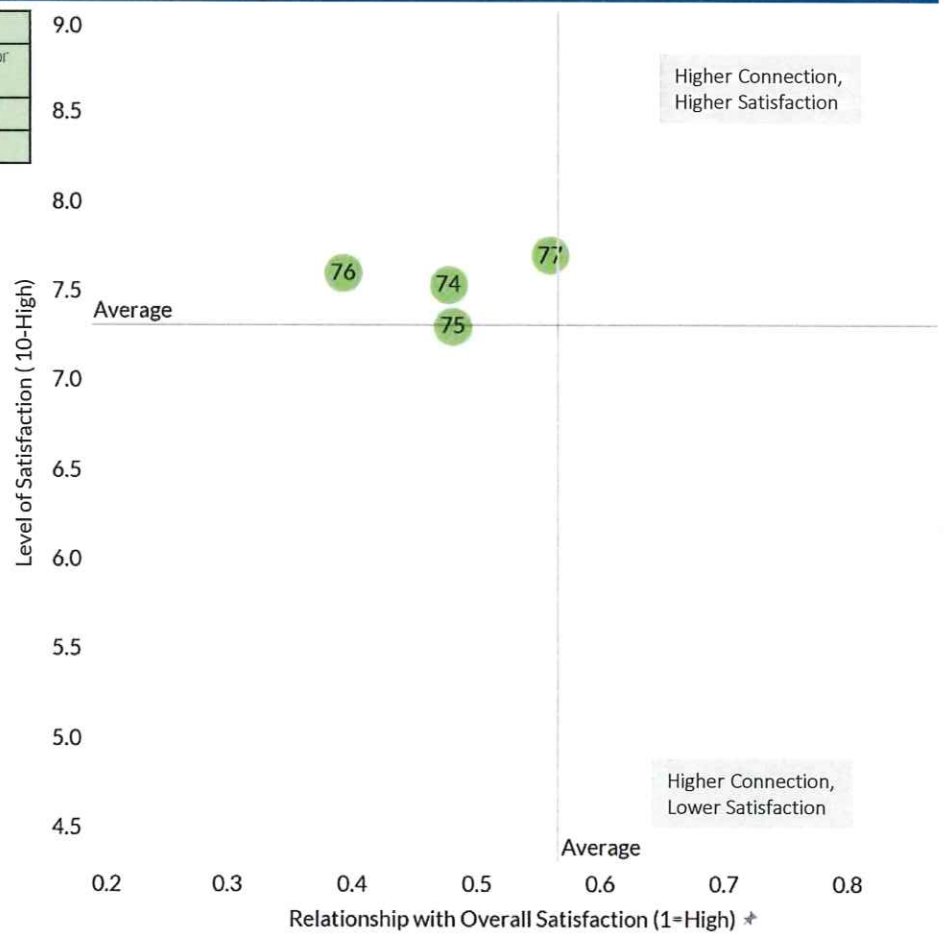


All Employee Benefits

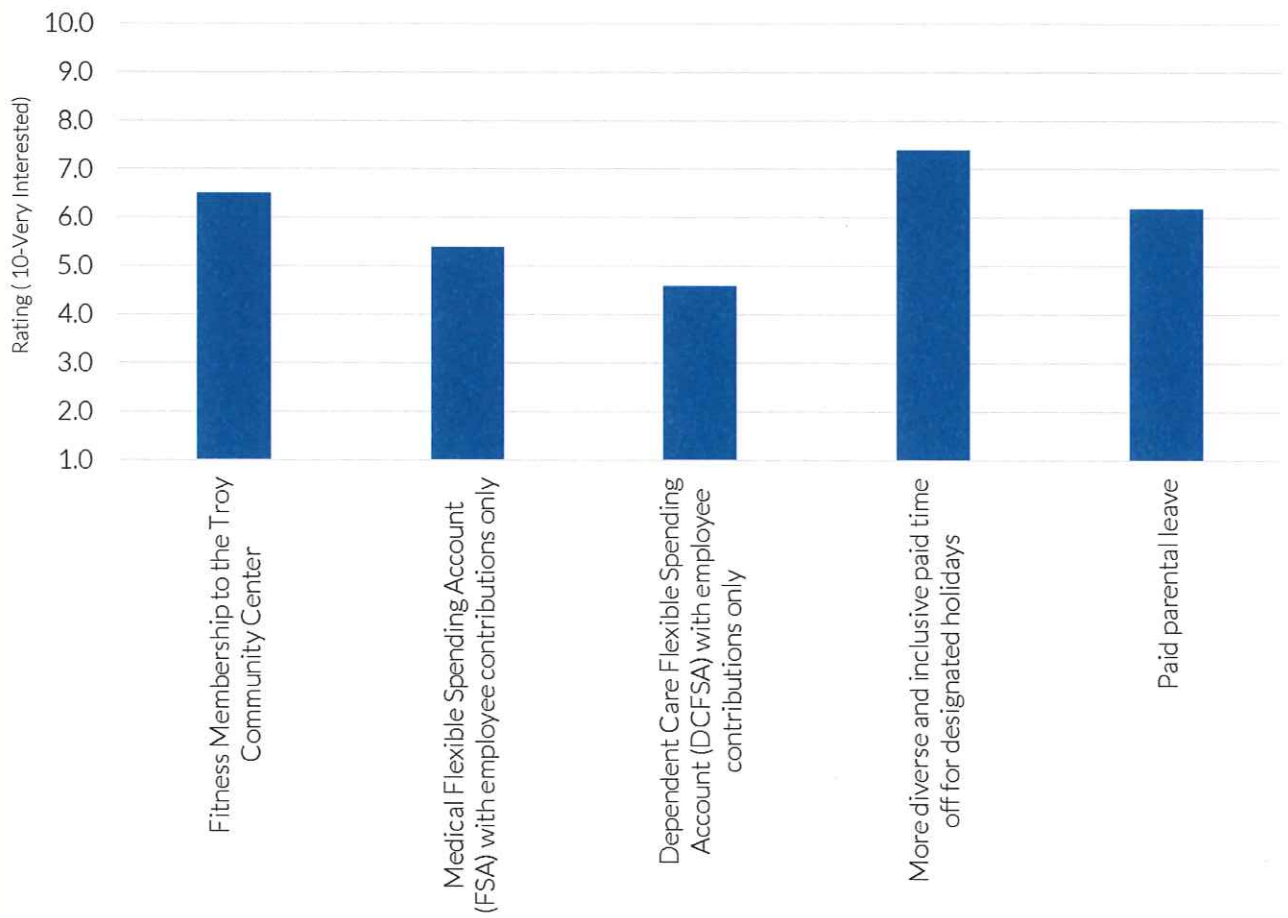


All Employee Benefits

74	Overall All Employee Benefits
75	Voluntary Deferred Compensation Retirement 457 Plan and/or IRA (for part-time & full-time employees)
76	Paid days off (sick, vacation, paid time off)
77	Employee assistance program through Ulliance



Potential Future Benefits





Questions



City of Troy 2023 Staff Engagement Assessment - DRAFT 7

Troy's greatest assets are its team members. Staff insight provides important perspectives on what Troy does well and where improvements are necessary. Please consider your recent experiences working for the City of Troy and take a moment to respond to this survey. This survey will help us understand the strengths and weaknesses of our organization through your valued input.

To protect your confidentiality, your name **will not** be tied to your responses. If you have questions, please contact Heather Shaw, HR Specialist. (heather.shaw@troymi.gov or 248-524-3339).

Rate the following statements using a 10 point scale, where 1 means **"Strongly Disagree"** and 10 means **"Strongly Agree."** If you don't have any recent experience or don't know how to respond, please select **"Don't Know"** and continue to the next question.

1. Rate the following statements about **working for the City of Troy:**

	Strongly Disagree= 1	2	3	4	5	6	7	8	9	Strongly Agree= 10	Don't Know
My responsibilities are a good match for my skills and interests	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I feel good about working for the City of Troy most days	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
My work is meaningful	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
During the past 6 months, I have seriously considered leaving the organization for another job	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

2. Rate the following statements about **staff collaboration at the City of Troy:**

	Strongly Disagree= 1	2	3	4	5	6	7	8	9	Strongly Agree= 10	Don't Know
There is cooperation between my department and other departments	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
My coworkers work well together	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
My work group uses current tools and skills to improve our services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
My work group maintains a high level of performance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

3. Rate the following statements about **resources to do your job:**

	Strongly Disagree= 1	2	3	4	5	6	7	8	9	Strongly Agree= 10	Don't Know
I have the tools and technical support I need to do my job	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I receive the information needed to do my job	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

4. Rate the following statements about **workplace safety:**

	Strongly Disagree= 1	2	3	4	5	6	7	8	9	Strongly Agree= 10	Don't Know
I feel safe in my workplace environment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I know emergency procedures and protocols	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I have received the training and tools to do my job safely	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

5. Rate the following statements regarding **diversity, equity, and inclusion**.

	Strongly Disagree= 1	2	3	4	5	6	7	8	9	Strongly Agree= 10	Don't Know
I feel respected and valued	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I feel supported and involved	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
My opinion is welcome and seems to count	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Leadership respects the ways in which everyone is different	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
My colleagues respect the ways in which everyone is different	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I am aware of position openings and the minimum requirements to apply for them	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
This is an environment in which I can thrive	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I feel recognition is distributed fairly	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

6. Rate the following statements about **training and professional growth**:

	Strongly Disagree= 1	2	3	4	5	6	7	8	9	Strongly Agree= 10	Don't Know
I am provided the opportunity to grow and develop professional expertise	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I receive the appropriate training to do my job	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I am aware of training opportunities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I have been encouraged to grow professionally here	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

7. Rate the following statements about **communication**:

	Strongly Disagree= 1	2	3	4	5	6	7	8	9	Strongly Agree= 10	Don't Know
I am able to quickly and easily find information when needed for my and other department(s) departments	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The Lounge is an effective way to share information with me	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Email is an effective way to share information with me	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Word of mouth is an effective way to share information with me	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The bulletin board is an effective way to share information with me	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

8. Rate the following statements about **the Assistant, Deputy, and City Managers**:

	Strongly Disagree= 1	2	3	4	5	6	7	8	9	Strongly Agree= 10	Don't Know
They welcome direct, honest feedback	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
They model respect and inclusion	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Their actions are ethical	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
They are approachable and involved	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

9. Rate the following statements about **your department director**:

	Strongly Disagree= 1	2	3	4	5	6	7	8	9	Strongly Agree= 10	Don't Know
They welcome direct, honest feedback	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
They model respect and inclusion	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Their actions are ethical	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
My department director is approachable and involved	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

10. Rate the following statements about your relationship with your **direct supervisor (this is your immediate day-to-day supervisor)**:

	Strongly Disagree= 1	2	3	4	5	6	7	8	9	Strongly Agree= 10	Don't Know
They welcome direct, honest communication	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
They model respect and inclusion	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Their actions are ethical	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
My supervisor is approachable and involved	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I know what my supervisor expects of me	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
My supervisor provides ongoing job performance feedback and credit (not specific to annual review)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
My supervisor values my contributions to the organization	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
My supervisor communicates internal information in a timely manner	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
When appropriate, my supervisor asks for my input regarding decisions that impact me	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

11. Rate the following statements about **compensation and benefits**:

	Strongly Disagree= 1	2	3	4	5	6	7	8	9	Strongly Agree= 10	Don't Know
I am paid fairly compared to coworkers in similar positions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The City of Troy offers quality benefits (health, retirement, etc.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The City of Troy offers opportunity for increases in pay	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The City of Troy's pay, benefits and amenities compare favorably to other organizations in the area for which I could work	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

12. To better understand how well **the City of Troy's current health and other benefits** match your needs, please rate how satisfied you are with each of the following current benefits. Rate each using a 10-point scale, where 1 means **"Poor"** and 10 means **"Excellent."** If you do not utilize the benefit or do not have the benefit, mark **"Don't Know."**

Full-Time Employees:

	Poor= 1	2	3	4	5	6	7	8	9	Excellent= 10	Don't Know
BCBSM PPO medical and vision and prescription benefits including vision and prescription coverage	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
BCBSM dental benefits	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Blue Cross Online Visits (through the BCBSM Online Visit app)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Defined Contribution Retirement 401a Plan with employer contribution	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Retirement Health Savings plan, with employer contribution	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
City-provided life insurance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Voluntary life insurance coverage and critical illness coverage	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Long and short-term disability Insurance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Paid holidays	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Tuition reimbursement	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

All Employees:

	Poor= 1	2	3	4	5	6	7	8	9	Excellent= 10	Don't Know
Voluntary Deferred Compensation Retirement 457 Plan and/or IRA (for PT & FT employees)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Paid days off (sick, vacation, or PTO)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Employee assistance program through Ulliance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

13. Please share how interested you are in the City researching and exploring the following **possible benefits**. Rate each using a 10-point scale, where 1 means "Not interested" and 10 means "Very Interested."

	Not Interested = 1	2	3	4	5	6	7	8	9	Very Interested = 10	Don't Know
Fitness Membership to the Troy Community Center	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Medical Flexible Spending Account (FSA) with employee contributions only	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Dependent Care Flexible Spending Account (DCFSA) with employee contributions only	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
More diverse and inclusive paid time off for designated holidays	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Paid parental leave	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Overall Satisfaction

14. Please consider all your experiences in the last 12 months working for the City of Troy. Using a 10 point scale, where 1 means "Very Dissatisfied" and 10 means "Very Satisfied," how satisfied are you?

Very Dissatisfied = 1 2 3 4 5 6 7 8 9 Very Satisfied = 10

15. Think about your personal expectations of your job. How does your current job meet those expectations? Answer where 1 means "Fallen Short of Expectations" and 10 means "Exceeds Expectations."

Fallen Short = 1 2 3 4 5 6 7 8 9 Exceeds = 10

16. Imagine your ideal employer. How well do you think the City of Troy compares with that ideal employer? Please use a 10 point scale where 1 means "Not Very Close to the Ideal" and 10 means "Very Close to the Ideal."

Not Close = 1 2 3 4 5 6 7 8 9 Very Close = 10

17. Consider any topics covered in this survey that can be significantly improved. Briefly, what are some constructive ways the City of Troy can improve?

About You

Finally, these last few questions will allow us to combine your answers with those of others for reporting purposes. Again, all answers will remain **strictly confidential** and will not be used in any way to identify you.

18. How long have you worked with the City of Troy?

Less than 1 year 1-7 years 8-15 years 16-25 years 26+ years

19. To which generation do you consider yourself to generally belong?

Gen Z (Zoomers) 1997-2012 Gen Y (Millennials) 1981-1996 Gen X (Xers) 1965-1980 Baby boomers 1946-1964

20. Do you supervise staff?

Yes No

21. In which department do you work?

Public works Police All others
 Library Recreation

22. Which classifications are you? (Mark all that apply.)

Part time Full time, union Full time, non-union Seasonal/temporary

Thank you for your feedback. Please "submit" below to complete this survey.

Constructive Ways to Improve	
<p>- <input type="checkbox"/> 4 10 hour days with 2 paid 15 minut breaks and paid 30 minute lunch - <input type="checkbox"/> Some sort of years served incentive towards retirement (401 contributions, dollar amount At retirement) - <input type="checkbox"/> Remove thc from drug screen panel and if necessary drop need for cdl - <input type="checkbox"/> Maternity/ paternity leave - <input type="checkbox"/> Allow employee to opt out of social security and instead pay that money into 401 ,457 , Roth - <input type="checkbox"/> Fueling at work with cost taken from check or fueling allowance per employee</p>	
<p>"Don't Know" responses are because benefits are not utilized, or there is limited contact with individuals.</p>	
<p>1. Employees retiring-No clear step-by-step direction or checklist (up to date/current). I retired from full-time employment 2 years ago and some information was outdated and unclear. This has been an ongoing issue for several years with confirmed employees attempting to prepare for retiring and not given clear direction.</p>	
<p>37.5 or 35 hour work week options, Summer Fridays, additional remote/hybrid options for increased flexibility.</p>	
<p>A blanket 10% raise for Union employees at the Police department.</p>	
<p>A lot of the questions in this questionnaire do not relate to my part time job for the city. I am a school crossing guard.</p>	
<p>Appears to me that the DPW is a " good old boys club" and individuals are known to be groomed for future promotions. In essence the upper management picks who they like and not by proformance. There are many others that are as equally qualified but always overlooked. If you confront any DPW employee moral is at an all time low because of countless times of unfair practices and favoritism.</p>	
<p>As someone who came from the private sector the is far better than any Corportation I ever worked for, except for one which I would put on par with the city. When it comes to working for the city you make slightly less money than you could working in a corporare environment, but when your pay is compared to others, you feel like you are paid fairly. The trade in pay is compensated with a job that feels like it matters, in my case management that are great, amazing benefits, and a position that doesn't lead me to dread coming into work. I'm sure there are "Unicorn companies" that are better than the city, but they are very few and far between.</p>	
<p>Basic training programs that have to do with certain jobs within the city, i have been with the city for a while now and have not been too or experienced one training event, we do dangerous job with heavy machinery and the state of michigan does have training classes and teachers that go out to jobs to show workers different things and teach them,also training for supervisors and foreman on how to interact with employees or how they should be going about how to yse positive reinforcement towards employees as that creates a better workplace and morale for everyone involved, employees will work harder and have more pride in whatever it is they may be doing i have yet to see this in my time, in specifically streets division we struggle with morale and positive reinforcement, we also struggle with just getting the tools we need to complete day to day jobs, when we ask for tools or things we need we are given a hard time like it is a burden which just makes everyone unhappy and work much harder than needed, even when it comes to getting ppe and gloves we are treated as such, it doesnt make it for a good environment and have never had this issue with other employers, city of troy is a great job but the morale throughout the departments isnt where it should be, ibfeel everyone could use some sensitivity training. It just makes it hard to come to work when you have to deal with these things that can be fixed, people just have to treat people with respect and be positive about things, i feel our director kurt is a good boss and is approachable but he doesnt see all the inside of everyday working like we do on the ground floor and out in the city everyday.</p>	

Be	
Being good at your job processing widgets doesn't translate to being a good manager. We promote/hire people whose position requires the management of direct reports and they have never managed or aren't good at it. A requirement should be having to attend management classes. Offering those same management classes to those that may advance to a management position would also be good. It would prep them for management someday and also help them understand/help their manager.	
Better internal customer service from Human Resources and IT, better understanding of library staffing/service model by the City	
Better job application process. One formula does fit all job openings or people applying for jobs who have spent the last 2 years working on a MA.	
Better pay and benefits, Troy used to be considered top tier where others strived to come work here. Now we are low-middle of pack and coworkers are constantly leaving for better pay and benefits elsewhere. Favoritism towards certain employees protecting them from getting in trouble.	
Better pay and contributions for Police. We are lower than middle of the pack on area jurisdictions. Troy used to be the place everyone wanted to come to, and now we barely get applicants, and those of us working here have heard lots of talk of people looking for other jobs.	
Better pay for employees, defined benefit retirement, more time off	
better pay for part-time,	
Better pay raises and or possible cost of living increases reflecting our pay.	
Better physical safety; especially better building exits for the library offices and ergonomic safety at desks. Thanks!	
Better signage in the complex for locations.	
Bring back longevity. Hire better qualified persons.	
Build a workplace culture and environment where employees are given the tools and training to leave but stay. Money can't fix a lack of appreciation for an employee.	
Can we please improve TFAC? The blue point is a massive liability.	
Change in Leadership!!, Stop working from home policy., Accountability for Directors and City Manager., Actual Transparency., Proper Budgeting (eliminate wasted spending), Treat employees with fairness and respect. Stop Cronyism and Nepotism., Leadership training is needed for most Directors, Change in City Manager ASAP before all the good employees leave. , Bring back employee pensions instead of wasting \$10million on a skating rink.	
Checks and balance, open door policies, set policies and protocols, enforce city codes and ordinances. Zero safety training in last 3 or 4 yrs.	
Child care and flex spend options would be an welcome addition. Also a more consistent policy for paid holiday accross all union and non union employees.	
Childcare for city employees.	
Communication between City hall (HR department is at the top of the list) Most of the time the HR department is unavailable when calling or when you go to the office. Working from home is a very poor decision. Emails were not answered for months.	
Communication between departments can be improved. Remote work is a good thing, but people could be more flexible when it comes to tasks that need to get done. There are many times when a meeting or task is delayed due to people having designated work from home days.	
Comparable pay with surrounding agencies.	
Compared to my past job experiences and discussion with family and friends, I believe the City of Troy is one of the better places to work.	

Compared to other Police departments we are significantly behind in pension, pay and retirement healthcare. Improvements need to be made if we want to continue a high level of service to our residents. We are not the same police department we were 24 years ago.	
Compensate with salaries that take into account the inflation rate as well as jobs similar in the private sector.	
Creating a better culture for employees - more benefits related to quality of life. Loan repayment assistance, parental leave, holidays for MLK/Juneteenth. Think outside the box on our annual events	
Defined Benefits pension plan for city employees.	
Dental carried over in retirement, find ways to reward hard work by individuals. Improve the hiring process it's way too slow right now	
Departments are silos. Better communication between city hall and non city hall departments.	
Departments have become isolated. No camaraderie. New employees are not introduced and often unknown to others in various departments. City administration (Manager, Deputy Manager, Assistant Manager) are not visible. They are rarely seen by staff except an occasional hallway encounter. Physical building lacks warmth. No art or color in halls to give a little warmth. Question re: BCBS, while medical is satisfactory, vision coverage leaves staff out-of-pocket.	
Deviate from the compared cities when doing contract talks. Review what other departments locally are doing as they are the departments that take our candidates.	
Employee retention is needed bring back pension or retirement health care. Add additional employees as the current ones are over worked and burning out or leaving.	
Employee retention program.	
Employees can stop working from home. This has gone on too long and effects the work of others who work full time in the building. Increase the incentives (pay) to stay here. The pay in my department isn't comparable to other Cities.	
Employees should no longer be working from home. COVID is OVER get back to work. It's difficult to get a hold of city departments and email communication is lacking. Some emails to departments such as HR or finance go unanswered. As employees we should always be able to get a hold of the HR or Finance Dept. The excuse of "we are so very busy" is getting old and people are tired of hearing it. The City of Troy is falling behind with compensation in all areas. There is nothing to keep people working here long term.	
Especially because of today's environment of people not staying in a job for years and years, I think we need to push for established, written procedures for everything, and more involvement with employees before they leave to help for a smoother transition.	
Ethics training. Taking care of the citizens. Enforcing policies and regulations. Adequate staffing. even distribution of job responsibilities	
Expanding holiday pay, paid parental leave, and offering benefits (medical, dental, etc.) to all employees regardless of part/full time status. Overall I feel Troy is a good employer to work for and I don't have many complaints.	
Fair wages that keep in mind the current economic situation.	

<p>For lifeguarding, realize the lifeguards and other employees are mainly high school/college students who don't want to wake up at 7am on Saturdays to train in ice cold hose water at the outdoor pool. Also realize that each employee deserves communication especially if it is regarding if someone doesn't have to come into work for his/her scheduled shift. Also consider lifeguards' and other staff's safety during storms. No one should be outside at TFAC during any kind of storm. Consider what lifeguards were trained to do. They were trained to save lives and prevent any harmful situations; not clean the public bathrooms when the City of Troy pays a cleaning company to clean the park. As a former employee, this was the worst job I've ever had.</p>	
<p>For those who have non-standard hours like work weekends or nights. Having to make up time because of holiday weekends means trying to get 40 hours in on the weekday by doing 12 plus hours days during the week. It would be more reasonable if it was allowed to be spread out over a 2-week period to reduce the 12 plus hours and allow the employee not to have to cram it in all in one- week to hit the 40-hour work week.</p>	
<p>Get rid of the RHS and provide an HSA. Increase the match for 401 for newer hires so that the contributions is equal among all employees. Form more of a gap in pay between higher positions so that the added responsibility is compensated more properly.</p>	
<p>Given how much inflation has spiked, it was disappointing that the top raise available in recent years has not kept up with inflation. So even top performers are essentially getting a pay cut. Also, often when decisions are made in other departments that have an impact on all department in the City, it is worrying how little input is solicited. This is a important because each department in the City has unique needs. By treating departments unilaterally and not asking for input in these decisions it makes it difficult for staff to do our jobs to the best of our ability. It is also often the case that when changes are rolled out, they are often done with very little information dispensed to staff ahead of time. While for the most part I feel supported within my department, issues outside of my department have created situations that have led to me constantly feeling burned out.</p>	
<p>Good old white boy system. Start over, culture is toxic.</p>	
<p>Have documented training aides for new employees, in particular new assignments.</p>	
<p>Have HR available for in person meetings on a regular daily schedule.</p>	
<p>Have more diverse group of employees</p>	
<p>Having my manager actually come to work, and to be able to cover for me when I take time off. I went on vacation and none of my responsibilities were handled while I was gone creating a backlog that took weeks to dig myself out of. I should not have to dread coming into work after a vacation/feel guilty for taking time off which is included in my total compensation package. because I know nothing has gotten done while I am gone. I have trained people and created guided work instructions for them to follow along with, they just chose not to use them. I work in a customer facing position and since my manager and their manager take more time off/ "work from home" more days than they are in the office. I say "work from home" because they talk about what all they were doing while on the clock and none of it is work.</p>	
<p>HIGHER PAY FOR EMPLOYEES THAT ARE OBVIOUSLY BETTER AT THE JOB THAN THE CO-WORKERS IN THE SAME POSITION</p>	
<p>Higher, Wages, pension, holidays... We are now one of the lowest paid top out police agencies in the area. We can't hide anyone because of this and it causes a lot of stress and strain on people working the road from being short staffed. Our voices need to be heard and we need an improvement.</p>	

Hire an independent Chief Compliance Officer. The City is in desperate need of compliance with labor laws, state/federal, IRS, pension/benefits, and all areas (finance, administration, HR, City Attorney and Manager, etc.) with ethics. This City has a history of corruption and mismanagement - which unfortunately still continues. There is no leadership, no desire to do the Right Thing. Management with six figures do not have the background nor do they have the initiative to adopt appropriate business practices. This means new and younger employees do not have role models that they can learn from or emulate so that they can manage the City and its operations appropriately. It also means the smart ones looking for a career and growth will leave for a better environment. Just because the City is public and not private sector does not mean it is okay to shirk good and ethical business practices - in fact, the City should be even more accountable to the tax-paying citizens of Troy. It's too bad that the good managers/directors/employees here are lumped in the not-so-good. Just think what the immediate and future possibilities there would be if leaders insisted on doing and doing the Right Thing.

Hire ethical Human Resources staff. Stop favoritism, and various forms of bias such as gender, ethnic, socio-economical, religious, and marital status. Create a fair system of compensation. The current system was devised for the bosses and their pets. Hold supervisors and managers accountable for their behavior.

HR does their job. Pay is closer to industry normals. The city motto is The City of Tomorrow Today, yet city hall is old and complicated accessibility to the residents. Many of our facilities are in need of refurbishment to bring them into the 21st century.

I am going to be honest as I write this. When I started here I loved this place and everything about it. During COVID things started to change and now morale is at an all time low, lower than when layoffs were a topic years ago. There is zero leadership and accountability here. There are people who do nothing that get paid the same as those who go above and beyond. Some people seem to be rewarded for laziness as it is easier. People are still "working from home" which I believe is borderline theft as they are "working in their gardens", "caring for sick family members", etc. COVID is over and people need to get back to work. We work for city government and I guarantee the citizens of Troy don't know that these people aren't back in the office. What can a secretary do from home? The PD still has secretaries "working" at home on some days. City employees were "hybrid working from home" allegedly due to COVID yet sending out emails for employee gatherings with large groups of people, seems pretty counterproductive. If these people aren't needed full time then transition them to part time and give the extra pay to the DPW, PD and Fire who have worked all the way through this pandemic in the field. The pay for first responders does not compare to other agencies and our hiring standards have went way down. Although this may not be apparent now, it is a liability that will cost the city more down the road. The PD was promised retention yet got nothing and new hires got what it took others years to get. The city just had a major mess with the fire pension and now won't be able to get volunteers. Police did not get the retention, the Fire pension is a mess yet the city is building a multi million dollar ice rink. It truly appears no one looks ahead when planning. At every city event everyone wants to claim public safety is a priority, there are 6 officers patrolling this entire city at times. The priorities of this city seem way off and if it keeps going this way there will be a crisis with a shortage of Fire and Police Officers yet nothing is being done to attract people and keep good current employees. This City used to be the one that everyone wanted to work at, now people are turning job offers down here and leaving to work elsewhere part way through their career. It is truly sad to see the change in this City since the time I have been employed here.

<p>I appreciated being able to give feedback on my supervisor. However, I feel that I should be able to provide an actual evaluation as well.</p>	
<p>I believe that there should be paid maternity leave. I'm astounded that Troy doesn't offer that to their employees. I also think that the city should allow more of their employees to be considered exempt. Currently working as a classified employee creates a very rigid schedule and it is impossible to help cover my coworker's shifts when they would like to swap a shift or getting my shift covered. My department also works on weekends so when there is a long holiday, we only get one paid day. We then have to make up the rest of the hours we were supposed to be working that weekend. While I appreciate the days off, it makes the following week overwhelming. It would be extremely helpful if I had and could use comp time for those days or if the city would consider the weekend days as a paid holidays as well.</p>	
<p>I do not think Mission Square is working in the employee's best interest for retirement. My limited interaction with them is that they are not vested in making the best investment decisions for employees.</p>	
<p>I don't feel like the people that work here are listened to. We deserve better pay and better benefits. More required time off to stop burnout.</p>	
<p>I don't think that the City Manager nor his staff respect and value the police department. I have several reasons for feeling this way, but I would like to highlight two main points. First off, I do not think that anyone outside of the police department command staff is aware of our issues with hiring QUALITY police officers. When I started at this department there were over 60 candidates on the list for police officer. The most recent list was down to 8.... 8... Only 8 people wanted to work for this police department. That should be a very big red flag for city administrators. This city has always worried about liability, and they don't realize that by not being able to attract quality police officer candidates puts the city at risk. We are bleeding officers to other departments and quality candidates wont consider this police department because they will receive a better compensation package from departments like Sterling Heights and Warren. Eventually, the City Manager and Mayor will have to explain to citizens why the quality of police response decreased over the years.... Secondly, I'm genuinely shocked that the city decided to use several million dollars to build an ice skating area in a city park, instead of using it for public safety... Note how I say public safety, because I'm also considering the fire department in this matter. Even if half of the several million dollars going to this ice skating rink was put toward the police department salaries or equipment, we would be in better shape with hiring than we are now. The men and women of this police department are some of the most dedicated police officers I've met in my entire life. I can say that with the upmost confidence because I worked at another police department prior to Troy. It feels as if the city is turning it's back on the police officers and firefighters of this city. All the while, violent crime in the city keeps rising.... Please explain to your citizens why that is happening. Furthermore, explain to your citizens why the best police officer candidates are going to other departments... I understand that the city administration has yet to do that, but there will come a day when the citizens of Troy ask you at a city counsel meeting why their police department isn't what it used to be. And as a police officer, I'd stand behind them waiting for an answer.</p>	

<p>I feel that our Human Resources Department still does not understand and respect the challenges of Police Department non-sworn employees who are required to staff their sections 24 hours a day. I feel that we do not get timely support in filling vacancies which inturn places an unfair burden on current and long time employees to cover shift. Other Departments in the City as well as other Classifications in the Police Department (Police Officer, Records, Clerical) have job postings posted timely and regularly. The non-sworn sections, Communications and Lockup appear to be an afterthought for years. Such as things are today when both sections are short staffed and employees with multiple years of service are unable to use time afforded to them as a benefit in the contract. The City is also placing an unfair burden on these employees with regular FORCED overtime which is not seen in ANY other section other than these two. I also feel that writing this will go unnoticed and nothing will change.</p>	
<p>I feel the survey should be about each individual department....not eveyone knows what is going on in all of the City of Troy.</p>	
<p>I have worked at the police department for the last 24 years as a PSA. I see a huge difference on how people are being treated. PSA aren't respected in the police department. Lockup employees are even respected less. Managment has a very hard time following the contract. Or bending rules to their favor. Lockup and Communication PSA's are held to a completely different standard. The pay is below the average for other Cities.</p>	
<p>I love my job and work well with my coworkers, patrons, supervisor, and director. My only real complaint is the recent change to the pay increase schedule affecting full-time library professionals. I am a very motivated employee who fills in when needed and consistently scores high on evaluations. The 3% increase limit is pretty insulting (especially with the cost of living increasing so drastically within the last few years). Also, as the pay scale increases, it means that new hires will potentially earn more than those of us hired in the last few years simply because of timing. I am not sure why there isn't a method in place to adjust current employees' rate of pay to be consistent with new ranges and a cost of living. I'm wondering if this is not as big of a deal for City workers who are a part of a bargaining unit. I am not even necessarily interested in being part of a union, I just think that merit pay should actually merit more than a 2% increase, plus a 1% COLA increase.</p>	
<p>I need to keep job at Troy Community Center as Recreation Aide. Two of the Recreation Supervisors John Barnaski and Kevin Burnazi told that I did the good job at Troy Community Center.</p>	
<p>I strongly disagree with working from home now especially now COVID is just a flu. The City wants to make the volunteer Fire Department whole but do not really want to work with the Police Department during contract negotiations. The City claims public service is their number one concern , however, there actions are not on the same page as their verbal statements. The City often fails to return emails. Sometimes they don't respond for weeks if they even respond at all.</p>	
<p>I think we should be able to get comp time for the overtime we work, if not that, give us four weeks PTO on top of our personal and floating holidays. I also believe we should have one more floating holiday because of Juneteenth becoming a federal holiday. That is a huge milestone in our history and I believe we should get another floating holiday for for that. I believe husbands should get parental leave. State employees(male and female) get three months paid time off when they have a baby.</p>	

<p>I truly enjoy the department that I work for. From leadership to coworkers, I could not ask for a better situation. But I do feel as if human resources and city management do not care about their employees in terms of recognition, proper rate of pay and involvement with the employees. Over the last several years, it has been increasingly harder to get HR's attention to serious matters for many employees that I know including myself. And there is little to no correspondence from the city manager, or the assistant city manager, or the city manager's office in regards to the good the bad or the ugly. The employee compensation study resulted very negatively from any employees that I know, including myself. Speaking for myself, only I lost a rate of pay and the removal of the mid term bump was devastating because it was right when I was supposed to receive it. Several departments have very similar sections, such as the section that I am in and we are not compensated the same or if you'd as the same, and we have different rates of pay, which do not make clear sense when the responsibilities that my section has almost exceed those of other departments section. What would make me excited to get to work each day and provide my absolute best is for fair recognition and pay. The median income for Troy is \$80,000 per year and many, many employees make below that. The benefits, the flexibility are great, especially compared to private sector jobs, but there is no longevity, benefits, or reasons to really want to stay with the City of Troy period if the city is truly interested in retaining employees, then they should foster a longevity plan, or pension plan, or some monetary value that would prevent employees from leaving. I have thought very hard over the last couple of years of leaving and have applied for other jobs and that is not what the city should be risking, losing employees.</p>	
<p>I would appreciate if HR would provide consistent, in-depth training for managers at all levels and showed consistent practices around hiring. It would also be helpful if they provided a clear and consistent way to track behavior issues and formal write-ups.</p>	
<p>I would like the city to be more involved in all departments that aren't located in the actual city hall building. I don't think we have competitive wages for part time or full time employees in certain departments. I think that's why we have a lot of turn over. In general, it would up moral more if city hall acknowledged their part time employees more, including celebrating how long they have worked for the city.</p>	
<p>I would like the city to consider paid holidays and sick time for part time employees.</p>	
<p>I would like to see the city contribute more (percentage wise) to the retirement accounts even if it means increasing the employee contributions as well.</p>	
<p>If you send me to diversity, equity, inclusion training, i will hand in my badge and gun.</p>	

I'm speaking from the perspective of an employee of the police department. The city of Troy is labeled "The City of Tomorrow Today," which would lead one to believe that the city of Troy would be blazing the trail. "The City of Tomorrow Today" signifies that Troy is setting the standard for police departments that share a similar size, population, and economic standpoint. The city of Troy's leadership has outright failed the police department with their lack of support and obvious mentality of "it'll work out". From my background, these comments and concerns are not coming from a place of animosity but from a place of experience. **I came to Troy from a PD in the southeast portion of Wayne County,** in which the city of Troy should not even be mentioned in the same breath. To be blunt, the similarities that the city of Troy leaders show are strikingly similar to the city leaders of a city in Wayne County on the outskirts of Detroit. The lack of recruitment for the Troy PD is a direct reflection of the lack of support from city leaders. Prior to coming to the Troy Police Department, there was a stigma that Troy hired the best and did the best work in Troy. I've found that to be very true, but due to the recent change in the relationship between city leaders and their lack of support for the PD, that domino effect is starting to fall. Troy is having an incredibly difficult time recruiting police officers, and the city contract is directly at fault. Police officers who are exactly who the residents want responding to their door on possibly the worst day of their lives are choosing another department because of the city contract. Cities similar in size, population, and call volume but not even close in economic status are beating Troy PD in recruitment. Hiring good police officers is absolutely a competition, and the city of Troy is losing big time. The leaders of the city are doing all 80,000+ residents a disservice. Troy is not a "bottom of the barrel" city, nor should it even be in the conversation, but the similarities are starting to show because of the lack of trust and willingness that the city is showing the police department. If we want to be the "best" or the "future," as the city slogan indicates, we at least need to be competitive with other cities in compensation. We are not a dumping ground, but I can promise, from experience, that it can happen fast. Let's work together to make Troy the city of tomorrow today and pave the way to a successful, safe, and lively city.

Improve HR department

Improved communication between other city of Troy departments.

In my department we don't have the luxury of work from home days. Mental health is important. On the law enforcement side we have to deal with victims and citizens about their concern and problems. We have to answer and solve all of their life problems within 20-30 minutes meeting. Just to move on to someone else's. We have to quickly clear our minds and our emotions from the previous run to move onto the next. In order to give that citizen the best representation I can of an officer, let alone an officer is the city of Troy. Only to feel under valued by my employer because the FD is the back bone to this city. We don't get paid hardly enough. No one wants to come and work here. The city leaders speak highly of us at their community speeches and events, but when it come to negotiations it all feels like lies and now we feel under rated. There are other departments that make far more money than we do and have better benefits. When I started Troy was the place to come too. The newest of everything. They consider it the crown jewel in the crown of Oakland County. Officers don't want to come here.

Increase pay for part timers and subs; pay more attention to subs; let employees voice their opinions without interruptions,

Increase pay to meet other departments and give better benefits such as pension

Increase pays rate.

<p>Instead of offering “incentives” to employees, offer a wage increase that reflects the rate of inflation. We won’t need a fitness center membership if the employees are paid enough to cover their living expenses, then they can choose to join a gym of their choice. Offering “incentives” other than a livable salary increase feels like a cheap and insincere attempt at telling employees how much they are worth.</p>	
<p>Inter department communication</p>	
<p>invest in recruitment, increase staffing, competitive job benefits to surrounding cities, end work-from-home, improve leadership, improve communication.</p>	
<p>Keep employees informed of or abreast of upcoming projects and improvements within the City - to keep them excited about working here.</p>	
<p>Less generic surveys; larger and clearer signage re: business hours and directions; offer flexible scheduling by department; provide helpful info on tuition reimbursement; free or resident fees for Rec & Comm Center; more adult-only classes and offered in late afternoon/evening (instead of mostly mornings); comfortable/shaded seating outside between CH and TPL; better heating/cooling in building; more recycling containers; make website easier to navigate and add more FAQs</p>	
<p>Make all employees come to work. Get rid of the work from home one day a week. Staff never seems to be available in City Hall. Take a survey from all business owners and builders. They say Troy is the worst to deal with. City Staff and Management are not approachable if you can find them We cannot hire or retain employees and people are leaving for other jobs.</p>	
<p>Many people I know working here are seeking out the possibility of other jobs. The pay here no longer seems attractive. The City of Troy is currently unable to appeal to higher level new candidates, and are at risk of losing highly qualified and experienced workers for more pay, more vacation time, and the flexibility to work remotely. It's not just about recruitment, but retention needs to be addressed.</p>	
<p>Morale is down as a whole working with less employees and expected to do more with less. Not only is that extremely dangerous but could cause mental anguish. The City of Troy used to be one of the highest paid with the best benefits. It no longer is, and we are unable to get new hires. Nor will be until this is changed.</p>	
<p>More communication. I feel that when people ask questions that some things are not replied to at all or take much longer than necessary to reply to. Especially with simple queries.</p>	
<p>More flexible hours. There are times where I would like to be able to start and can start earlier so I can make late PM appointments (personal).</p>	
<p>More free responses; give employees an opportunity to comment directly on ways the city departments work together</p>	
<p>More frequent employee reviews, so that we are not going a year to be surprised with a change in mgt opinion of performance.</p>	
<p>More full time opportunities, better care and support for part-time staff, more helpful HR outreach.</p>	
<p>More money</p>	
<p>More paid holidays. Better communication between Departments. Some will not even respond to emails.</p>	
<p>Most of all the paid holidays off. We are missing alot of holidays that others have off.</p>	
<p>Need better systems of communication and information being passed from higher levels down. Better training needed for managers and new employees.</p>	

<p>Need to offer competitive benefits, rerun to City pension programs and remove any employees that was associated with Brian Kishnick or limit their ability to make policy decisions. Need to reevaluate take home vehicles and seriously asses how often those vehicles are actually used for call In purposes for all departments including the Fire Department. Many public safety departments are over supervised and have costly entry level positions that do not justify the pay.</p>	
<p>New employees need to be welcomed with onboarding, and during that, be provided a way to be introduced to the employer culture here. Perhaps yearly, or more than once a year, there should be a "meet the new employees" opportunity for everyone who started here during the previous (6 months, year, whatever). Lots of new people start here and nobody else knows who they are, they just start showing up on caller ID or in the hallway.</p>	
<p>Not specific to TPL, but an issue with our profession is lack of ability of upward mobility. As far as librarians are concerned, you are either a librarian I or a manager, with the exception of two librarian II positions. I have looked at our job postings for librarians, and although FT librarians seem comparable to other libraries nearby, our PT postings fall short and that will impact the quality of applicants we can bring in. Lastly, and most importantly is the facilities. The library is one of the most, if not THE most, used facility in our city and the building is an embarrassment. We continue to throw money at a building that is a constant issue. I worry about things like mold in this building, since we have dealt with CONSTANT leaks since I began working here. One of the offices in the youth dept. is rotten through so badly that they had a bug infestation this year. At what point are we going to address this building? Not only as an employee, but as a Troy tax payer as well, I would love to see this taken seriously. Lastly, a concern I would like to mention our HR dept. I am disappointed with the support that we receive from both Heather and Jennifer. In recent situations I've/we've had in our dealings, I've found Heather to be extremely condescending, ignoring our years of experience in hiring; exerting an influence that has directly led to our feeling that we are being pushed into hiring someone who was not the best fit for the position, and who did not work out in the long run, creating more work for us. When dealing with issues concerning staff behavior we received contradicting information; for one situation we were told to handle things one way, then when we went through a similar situation with someone else, we were told the way we did things before was not the appropriate way to approach things.</p>	
<p>Offer better pay for police officers and competitive benefits. The city has the ability to offer a pension program or retiree health care yet they don't. Comparative cities do offer these benefits and we are losing good police officer candidates to them because people are benefit "shopping". Troy falls short of many of our neighboring cities of similar size and population. As a trainer of new officers at the department we are getting the bottom of the barrel candidates. I came to this department from another department because of its long standing reputation of the "best of the best." We are becoming a dumping grounds for the bottom of the academy recruits that can't find employment elsewhere. I have never once met the city manager, know his name, or what he looks like. I love our department and everyone in it. Within the department I feel motivated and valued as an employee. But from the city, I feel like nothing more than a number that they can try to pay the least to and provide the worst benefits regardless of the financial standings of the city. I think some of the city purchases and budget allocations are laughable. An ice rink? A book mobile? That appeals to such a small minority of the citizens of our city that I would almost guarantee both are closed or broken within 10 years. I planned on being here longer than that.</p>	
<p>offer dental/healthcare benefits to all employees</p>	

Offer paid time off and benefits compensation for part-time employees	
ON THE JOB TRAINING SOFTWARE PACKAGE TRAINING	
Opportunity to work from home at least 3-4 days a week. Pay transparency, clear career tracts for roles, observe bank holidays for staff time off, increased internal communication stemming from City Hall to departments.	
Other cities are paid more, have better benefits, and have working cars and computers. They also have management that doesn't shun employees and includes everyone equally. Less gossip and less disrespect towards employees.	
Paid parental leave is needed. Until it is offered, we will be continually discriminating against young individuals. When looking for employment, many cities are now offering parental leave. It is embarrassing that Troy has no support for new parents, especially new mothers. This will continue to be an issue, we will not attract quality young individuals, we will be discriminating against young mothers/parents until it is offered, and employees will leave Troy for other cities if this isn't offered.	
Paid time off for Family leave and Paternity leave	
Part time employees need some type of paid time off benefits -- suggestions: paid holidays if the holiday falls on their normally scheduled working day; sick time that accrues so many hours per pay period related to a percentage of their appointment/time worked. Maybe this would be different for seasonal employees... But if someone is a regular part-time person, they need SOMETHING or they will not stay here. And we have many part time jobs that need consistency and good people filling them. Love the idea of adding some holidays that have become recognized federally like Juneteenth. Love the idea of parental leave for those in that phase of life. Would like to see more focus on DEI/inclusion -maybe in some type of city-wide organized plan.	
Part-time employees need benefits. Pay really needs to go up.	
Pay increases with inflation need to be addressed. All personnel in HR should be working in the office and not at home anymore. Christmas decorations should say Merry Christmas.	
Pay needs to increase, raises for Classified/Exempt should not be merit based, the rate at which your pay increases within your pay grade should be much faster- I started in the middle of my pay scale and may not reach the top or near it by the time i leave the workforce	
PAY RATE/ WAGES ACCORDING TO EDUCATIONAL QUALIFICATION AND EXPERIENCE.	
Pay us what we are worth.	
Pension for retirement. Other than that I enjoy working for the City of Troy.	
People used to apply for public service jobs and remain working for pension benefits. Now that we do not offer it, staff stays long enough to gain some knowledge then goes to another job that offers equal benefits. Offering a pension of some sort would help to retain employees. More equality for all departments with regards to fringe benefits. Certain departments promote and offer pay increases outside of HR protocol. Excessive spending in some departments such as car allowance for staff that are working remote, while other upper management that come in daily do not get the fringe benefit. Overspending in some departments, while some only purchase what is necessary for their department. Each of us should be asking ourselves if I spend or offer this amenity, can I (if living in Troy) go home and talk to my neighbors about my decision or spending. If I know my neighbors would be angry their tax dollars are spent a certain way, then perhaps I should be re-thinking some of my decisions.	
Please consider offering a flexible spending account and increasing payouts for not being in city health insurance.	

<p>Please consider updating the physical work place environments. Some departments are being updated beautifully while others look terrible and are physically uncomfortable. In regards to the fitness membership, this should be free to full time employees. It benefits health as well as promotes the community services overall ie employees may then pay for additional services while there. It would also be nice to know the people that work in the city better. There are many new faces, maybe consider a staff "town hall" meeting quarterly to have updates on the city and staff.</p>	
<p>Police officers are underpaid compared to surrounding/comparable departments</p>	
<p>Prioritize residents for hiring over non-residents</p>	
<p>Provide funeral leave for family members of significant others or life partners .</p>	
<p>Provide the PD with comparable wages and benefits to surrounding cities in the area.</p>	
<p>Providing mentoring so employees are able to grow and learn and if part-time employees are wanting to become full-time they will have the mentoring ship to land a better position for them. I believe Directors need to look at every employee and ask them selves how can I help someone to become better to get further in life. Instead of thinking that the position that they are in is the only position they are capable of.</p>	
<p>Reinstate the pension and paid retiree health care if you want to retain long term employees</p>	
<p>Remote work and/or flexibility is an important tool for work life balance.</p>	
<p>Remote work for certain departments slows the workflow and inhibits scheduling of meetings. Not all departments have deadlines that are adhered to, many kick the can down the road for YEARS because they are too busy. Pay increases over and above the across the board increase are very secretive and for a select few. Employee meetings should create an atmosphere for information sharing, not always in a rush to end the meeting.</p>	
<p>Retirement and pay are falling short of other nearby cities.</p>	
<p>Retirement benefits...401k is not enough compared to the pensions offered by some departments...more department contribution would be helpful to make up for the lack of pension.</p>	
<p>Review the "Work from Home" policies. It is my opinion that everyone should be in a city building available to the public during normal working hours. If not, there should be an increase in compensation for those who do not work from home or a decrease for those who work from home. Having some employees working from home while others are not is bad for employee moral and causes a disconnect in the workforce.</p>	
<p>Safety needs to improve. Connecting departments should be focused on more. Manager training is needed. Add benefits like student loan repayment and paid FMLA/parental leave.</p>	
<p>Safety or lack of safety procedures, policies and training, especially for those in public facilities. Need a "step level" for each position that has a set increase for several years rather than random and subjective pay increases. Start year with all PTO rather than accrual system. Recognition of part-time seniority. Better communication between city hall and other departments. Better customer service from other departments.</p>	
<p>Salary and benefits is not competitive. Salary does not reflect the current market nor inflation. Health coverage is fine, but we need more benefits. Access to community center, paid parental leave, more vacation days, employee discounts, remote work options, bonuses. Need more employee appreciation events for families to celebrate outside of work like tickets to museums/movies/sport event. Need to consider Juneteenth as a paid holiday along with veterans day. Please consider paid parental leave, that would be very beneficial.</p>	

<p>Same rules for everyone. If one part of my building has a "rule" then all departments need to follow along. Also no more work from home for FT. It drags morale down. I have to use PTO when sick. I can't just say I'm working from home that day & get paid. It is really abused in my building. One employee proudly announced at a meeting that she was working from home the following day because she needed to help her boyfriend move. That is not working from home.</p>	
<p>Since the pandemic, the cost of living and transportation increased dramatically but we are still getting paid the same rate prior to inflation. Would also like orthodontics to be covered with Dental insurance. In addition, as a police department in the largest city in Oakland County, it would be extremely beneficial to have an outdoor training site/range where we can utilize firearms for live exercises that we are unable to conduct at the indoor range. Training is extremely limited due to having to compete for training time with other various departments with limited ranges. As a benefit to the city, implementing an outdoor training site/range could generate revenue by providing the venue for outside jurisdictions to train for a fee.</p>	
<p>Some of the questions, insurance, benefits don't apply to all employees. A n/a choice should be provided as a choice</p>	
<p>Some ways that the City of Troy can improve is by making sure that all departments actually have tools that properly work so that jobs can be done properly instead of having to worry about whether or not the tools work.</p>	
<p>Stop nepotism, discrimination against employees, promotion, Stop unnecessary OT for supervisors.</p>	
<p>Stop promoting Department heads from within to break the cycle of doing things the Troy way.</p>	
<p>Take responsibility and afore thought. It is apparent the city doesn't think of their employees. We have a city manager that was not in the running/qualified for the position. We have a police chief that has Zero credibility and interest in being the position. A survey that will get buried. And an incompetent Finance Department along with a HR DEPARTMENT led by an individual who is clearly incapable. You want something done? Don't bother contacting HR, cause Jeanette will take 3+ weeks to get back to you. Jeanette, learn to delegate to your team. Hiring is in your job description, management is in your job description. Do your job. City wide: Work from home? I don't think so. Pay people what is required to come into work. Job market stinks right now, you want qualified employees? Money and benefits talk. There are plenty of other outfits out there to go to. Good luck and good riddance. I for one will jump off this sinking ship as soon as possible!</p>	
<p>The biggest thing is the pay wage increase covering the cost of living increases plus some.</p>	
<p>The city and its departments need to collaborate and support each other more</p>	
<p>The City could improve with parental leave for employees. The City could improve with more trucks and newer hand tools for equipment repair.</p>	
<p>The city does not care about the police department. The Police needs to be modernized. No one wants to be an officer anymore. Our current list will lead to zero candidates being hired. The quality of the candidates has decreased significantly. I have looked elsewhere for employment and would consider leaving the department. The city doesn't have the best retirement anymore nor pays a much as other departments. Lastly, I worked through the pandemic. I got my 1200 danger pay only to find out later that it was given to the entire city that was "working" from home. We don't feel supported by the city. We feel that we are a cancer to the city management and leaders.</p>	

<p>The city does not care or think about their employees. Our city manager is not qualified for his position. Our police chief has no desire to be in the position he is in. Our HR department is in over their heads in handling hiring, retention and providing unfavorable contracts. It is not my job to fix issues like I have stated nor do I have the qualifications to do so. These issues need to be fixed by the city leaders which the problem stems from.</p>	
<p>The city has previously seemed willing to compete with other cities/townships to attract and retain employees via compensation, etc. The city has seemed less interested recently in offering the things needed to attract QUALITY employees and keep the current employees. It is not enough to gain ANY employees when the city has the means to offer excellent pay, etc to attract the BEST candidates.</p>	
<p>The City is a great place to work and we hire some of the best people. These people don't always get along and therefore they do not always seek to maintain optimal communication. Inter- and intra- departmentally people struggle with the balance of communication for relations sake and communication for productivity, improving this weakness would be the best way to improve the City of Troy.</p>	
<p>The city is falling way behind the top cities regarding wages. There are competitors offering pensions and still paying \$10,000 more than Troy. The quality of new hires is drastically decreasing as a result. Someone will get hurt as a result and the city will pay out. It's guaranteed.</p>	
<p>The City lacks accountability, equality, integrity, and leadership. This City clearly does not care about their tenured employees as shown by the falsely publicized retention phase and hiring incentives offered to lower qualified applicants. Given the lowered hiring standards, it is evident the "City of Tomorrow, Today" has failed to prepare for the future, which has resulted in unfair and unprecedented openings of positions to accommodate the entitled and undeserving new hires from leaving. Evident by the low number of applicants, the City is no longer attractive or a desired place to seek employment, which reflects its administration and/or lack of. This City does not operate efficiently or effectively as in the past, which has exposed its employees, residents, and businesses to harm that could have been avoided with ethical and equitable decisions by management.</p>	
<p>The city manager should value and appreciate the job the men and woman of the Troy Police Department do, and settle the contact.</p>	
<p>The city needs better leadership from the management team. The City needs to focus on making progress and not just doing the same things we have always done. Our residents deserve more from their City, I don't feel the skating pond is what they are looking for when you have existing facilities in poor condition.</p>	
<p>The city needs to be competitive with other cities if we want to maintain the good people we have and attract the best employees available. We used to be some of the highest paid employees in the state and in recent years many, MANY cities have surpassed us in pay and benefits. The cities employees are not all the same. During covid many employees "worked" from home and received pay raises across the board while other employees had to come into work every day and got nothing. Our police department used to be one of the most prestigious and sought after departments in the state and now we are losing people to places like waterford. We use to have one of the highest salaries which got us the very best candidates. When we have the best candidates we in turn have the best police department and one of the safest cities. Now we can not even fill our open vacancies and when we do it is usually from the bottom of the candidate pool. Our benefits are pretty good but our pay is just not competitive anymore.</p>	

<p>The city NEEDS to bring back a DB pension system and 100% retirement medical. The city also needs to increase wages to adequately keep up or exceed the rate of inflation. The city needs to take better care of their employees, instead of just putting everything on the employee, IE: 401A and RHS, to hopefully be able to afford to retire one day. There will be a very large group of employees that will be working well into their 60's that will not have enough money to retire or pay for a medical plan. With not having retirement medical it forces employees to work longer to bridge the gap for Medicare, with only hopes that their RHS will have enough money to pay for a medical plan to cover their family and/or any other expenses that may arise due to their aging. With that being said as the average age of the employee increases so does injuries, worker comp claims, disabilities, and dis-satisfaction with the city. There will also being a significant decrease in morale, work performance and productivity, which ultimately hurts the city as a whole and the citizens it serves.</p>	
<p>The city needs to consider the amount of qualified applicants Troy is losing to other cities because of the benefits being offered to their current employees. Troy looks like a sub-standard city compared to other prosperous cities that offer better health care, higher pay and better retirement benefits.</p>	
<p>The city needs to start treating part-time staff with respect. My department does a great job of letting me know that I am valued, but the city does not.</p>	
<p>The City of Troy used to be a leader in multiple areas. We are no longer on the cutting edge. It seems that we are only introducing ideas that have been successfully used for years in other jurisdictions. We need a new approach and leaders who are willing to push change rather than remain in the comfort zone of past practices.</p>	
<p>The city should be closed on MLK day. For such a diverse community, it's embarrassing that we don't mark that day as we do other holidays.</p>	
<p>The cost of living is increasing significantly every year due to the current economy. As a member of the Police Department we do NOT receive fair raise increases compared to the percentage of inflation and the growing cost of inflation. According to the Social Security Administration the cost of living increased 5.9% in 2022 and 8.7% in 2023. Inflation was 4.69% in 2021, 8% in 2022 and projected to be 4.5% in 2023. According to the U.S. Bureau of Labor Statistics the consumer price index which ended in April of 2023 was up 4.9% for all goods. Our raises have been significantly lower. Raises used to be around 3%, which was consistent with the cost of living. This is not the case anymore; employees are taking the brunt and are dissatisfied. The City of Troy has not had a millage increase in several years. This would benefit the employees of the police department, as most of us are dissatisfied with our wage increases in recent years. Other police departments are stepping up to the plate and compensating their officers. Shelby Township recently added \$10,000 to their officers' salary, which was not during contract negotiations. The City of Troy has started to see officers leave to seek employment elsewhere. As I state these facts, I am sure the City of Troy will try to give us 2-3% raises again - this is not acceptable during these times. The Troy Police Department was also promised (from the City of Troy) a retention package which would help current employees remain on the job and not seek employment elsewhere. After the city promised this retention package to us, they never gave it to us. This was a false promise that was not delivered to us. It would also be nice to see increased contributions from our employer into our 401k. Again, the cost of living is increasing significantly every year, which makes living comfortable in retirement that much more strenuous.</p>	
<p>The Human Resources Department could start making themselves available to answer requests by phone, e-mail and in person. Their communication and response time needs a lot of work.</p>	

<p>The issue of equitable pay needs attention. The salaries of full-time employees in my department have been raised for both current employees and for new hires over the past couple years, while salaries for part time employees like me who do the same work, just for half of the hours, have not been raised anywhere near proportional to the full timers. In addition, a recent external job posting for a part-time job in the same position as mine has a starting pay rate that is higher than mine. Even though I have been an employee here for several years, and have had small raises based on excellent annual reviews, a new hire with no experience at all will still begin the same position as mine at a higher pay rate. This isn't logical and makes me feel like my experience and contributions are not valued.</p>	
<p>The longer I work here I work for the police department I realize that I could go to a neighboring agency and make 20 grand more a year. Along with that I wouldn't have to worry about our constant staffing issue. We are down 15 officer and the current shift is normally run at minimum staffing. Out of respect for the department I'm constantly picking up overtime to cover for our lack of staffing. Our union has brought up that we are understaffed and it seems the city would rather ignore us rather listen to our concern. Honestly I'm debating leaving Troy for Sterling Heights. I'd make more money and get a pension.</p>	
<p>The night shift pay differential can be a little bit more generous. Night shift employees tend to be overlooked during city events.</p>	
<p>The office is noisy with lots of co-workers nearby and in and out. Hard to concentrate. I would like more remote days. That would be less stressful.</p>	
<p>The only item that needs to be resolved ASAP is the building security at City Hall. We need physical barriers for potential active shooters, police presence in the area, a comprehensive plan and to see this problem as real as possible. Many people talk about it informally. It is time to address it formally with a procedural schedule of completion. That is my only concern about working for Troy. Thank you</p>	

The Police Department is severely understaffed, underappreciated, and morale seems to be at or near an all-time low. Due to current conditions, the PD is unable to attract well qualified candidates like it has in the past because the benefits have been cut/altered so much and the pay is not nearly in line with other similar police departments, which also still have Defined Benefit Pension plans as well. Considering that for the most part no one right now wants to go into Law Enforcement due to public/social pressures and how much more dangerous this job has become, the city should be doing everything it can to keep its current Officers whole and keep this city from falling by the wayside and becoming an unsafe place to work/live due to lack of experience/training from new Officers coming in and losing veteran Officers. The private sector has seen multiple double digit pay raises for their employees to help keep pace with the out-of-control inflation, while public safety public sector employees have seen mere low single digit pay increases due to being locked in contracts. For those that have worked here for a very long time and are considered veterans, nothing has been done or proposed to help retain them here for any longer than is needed to retire and go somewhere else. Troy Officers worked on the front lines during the entire unprecedented pandemic and were not allowed or able to work from home, yet it is now frustrating that so many employees in city hall are still able to work from home now that the pandemic is over. All city govt jobs should be working in-person for a city govt to work effectively and provide the best customer service to the citizens of Troy and those who patronize it. Troy used to be the best and most desired place to work if you were a Police Officer and now it's the complete opposite. Let me be clear, this is not due to lack of leadership within the department, as that is very supportive and top notch. It is the feeling of lack of support from the city management, and the belief that PD employees do not feel valued and are just expected to come to work and continue to provide top notch service without being compensated appropriately for the good work that is done like other municipalities have done. I have also never in my entire career seen so many PD employees leave Troy for other opportunities. There is nothing substantial attracting or keeping employees here and they are being drawn away by other cities who offer way more in the way of pension benefits, pay, and retention. I never thought I would retire/leave right when I had the opportunity to do so but in the current conditions there is nothing that entices me or anyone else

The RHS account is a great benefit. However, I am disappointed that after my death and my spouse's death no value is left to my beneficiary if they are above age 26. I believe my contribution should be at the very least received by my beneficiary regardless of their age. I received this information by our ICMA contact person. I love the City of Troy as a resident and an employee. Since Covid-19 I have seen less customer service being provided to our taxpayers including residents, businesses and builders/contractors. The building department has been unapproachable for some time and is difficult to work with. I believe management is aware of this and the transition from an outside source to internal is over 8 mos. and should of been resolved by this time. Nepotism has been brought to Human Resource's and management's attention and it continues with a slight direct report modification as justifying the positions. The staff in the department has no recourse for their complaints and customer service has been effected.

<p>The survey is very thorough in respect to covering most topics. The biggest downfall with police department that I've noticed after working here for 13 years is employee retention/quality and benefits. We are currently unable to hold onto current employees or eligible employees. Surrounding departments offer better everything apparently. Troy PD used to be the best and the place ppl wanted to work. It's shocking and really disappointing that it's not that way anymore. This problem falls on management not supporting its officers and wanting the very best for our city and department. There are officers being hired who have no business working for our department bc they lack quality and skills, but are still being hired to fill vacancies. This decision is dangerous and irresponsible for the citizens and fellow officers. Our pay should be more and our benefits should be stronger, comparable departments out pay and out weigh the benefits we have. It's sad and unfortunate.</p>	
<p>The top pay rate for police officers in the city will soon no longer be competitive with area police departments. Many area departments are topping out in the mid 90s to low 100s. We are also struggling to hire people and I believe that this is a major contributing factor. We are not getting the same level of quality applicants than we did when I started just a short time ago. We need to become a more attractive police department to work for so that we can get our numbers back up and hire quality candidates.</p>	
<p>The way to value/retain employees is to pay them. It costs less to retain employees and you will have a more positive excited work force. The leadership in the city has taken a stagnant approach. If the city does not do something quick we will lose many more employees.</p>	
<p>There has been no annual review offered since I have started work for the City. I have had to request reviews and pay raises with a more than two year gap since the previous one. When I see increases for part-time employee pay scales approved by the City Council and those are not implemented, I feel as if I have received a decrease in my pay since my pay has now fallen in my position's ranking in the pay scale.</p>	
<p>There is alot of division between each section within the department, this needs to be improved for us to be successful.</p>	
<p>There needs to be more communication with departments not physically located in City Hall.</p>	
<p>This city has completely turned their back on the Police Department. Troy PD use to be recognized as one of the best department's in the state, and now we can't even get people to apply. We just created a new hiring list and will most likely hire no one off of it. We are under paid and under appreciated. Our retirement is a JOKE! You do realize that no one at the PD will be able to afford retirement right? What are you going to do when all of us 25-35yr olds become 55-65yr olds? We can't retire because our healthcare savings plan is a joke and your 401 contribution is a joke compared to other city's in the area. You promised us a retention plan over a year ago and have completely turned your back on us. No one is coming to work here, and several officers are currently looking for better opportunities elsewhere. I use to be proud to work here, now I just feel completely under appreciated.</p>	
<p>This city used to be the model every other city looked to. Sadly, it isn't anymore. The city of Troy has been passed by several cities and this is no longer a destination for people looking for a good job. The city of Troy offers little to employees while department heads continue to work from home. I wouldn't know the city manager if he walked by me in the hallway and I've worked for the city for 18 years which is probably longer than him. At the current pace of decline for retaining and hiring quality employees here I unfortunately do not see this city thriving in 10 years. We are hiring everyone else's rejects and you get what you pay for.</p>	

<p>This survey should have had the opportunity to provide open-ended responses in every section. It seems like it was tailored to avoid real feedback that would be helpful, but difficult, for the administrators to hear.</p>	
<p>To be fully committed when it comes to DEI and to making sure that there is a visual racial representation where full time positions are concerned. There MUST be a more committed and authentic dedicated work for the LGBTQIA+ staff and with visible signs and assurances that the city of Troy is committed to making sure that this community is safe in every way. There should also be more emphasis on Indigenous matters and World/Cultural Holidays. It should be authentic and meaningful without coming across as Performative.</p>	
<p>Traditional pension system and FULL retirement health care for public safety employees. Create a full time EMS department and be done with private ambulance.</p>	
<p>Training needs improvement for safety and job training. most employees are minimally trained or self taught. The lack of training resources is embarrassing when new employees start. Departmental support is lacking and is required for my department to be successful. The City does provide opportunity for pay increases but is not keeping up with inflation or other employers increases. Over the last few years hardware, software & phones have been glitchy effecting daily operations and communications. I am proud to work for the City and have always loved working here but not so much the past 3 years. I feel we are the City that all Cities look at, to be the best we need to have the best resources and training again. My job is meaningful to me, is it to anyone else?</p>	
<p>Troy used to be a well respected City that people wanted to work for. The lack of benefits, salary increases and retirement has pushed people away. If I wasn't so close to my retirement, I would be seeking other employment.</p>	
<p>Trying to get people to work for the City of Troy and retain them is an embarrassment compared to how it used to be. People wanted to come work for this city and once they were here people rarely left. Now we can't seem to hire anybody and people are leaving for better opportunities. Troy should be the gold standard for cities to work at in the metro Detroit area and the city needs to do what is necessary to attract good candidates and retain them-its a disgrace to our city that people will willingly choose to go work for Waterford, Auburn Hills, or any number of cities over Troy. We are no longer a desirable place to work and the lack of care shown by the people in the position to make changes is discouraging.</p>	
<p>Understand that Troy is no longer competitive with other communities in attracting quality candidates. While our benefits are great, our pay is not in line with what other cities offer.</p>	
<p>Update the physical City Hall environment. The locations of the City Hall Departments are opposite ideal to make Customer visits effective. (e.g. 2 busiest offices, Treasurer and Clerk, on 2nd floor furthest from the most used parking lot). Get rid of the south entrance steps. Office furniture and infrastructure old, consider a central coordinated source for replacements (e.g. someone to be in charge of . Add windows, Finance and IT resemble dungeons/ City Hall a soft target for the next active shooter (this is a big importance for me), need more controlled access (keycards) and bullet proof separations. Council Chambers old outdated av systems, seats, overall design.</p>	
<p>updated buildings; current ones do not offer the possibility to offer things Troy residents want/need</p>	
<p>Utilize the bldg. space more appropriately for each dept. Update CH or consider building new.</p>	

<p>We are currently in a situation where we cannot get anyone to come work here, even if we beg them. There is low morale, and those that have worked here for an extended period feel unappreciated and unvalued. The only people we can seem to hire, are individuals who are coming here after retiring with other agencies, and who are very open about the fact that they only intend to work here for 5-7 years to become fully vested, and then they will leave. This means that we will continue to bleed people without every being able to adequately staff ourselves. The applicants that we do have are of far lower quality than ever before, because that is all we have to pick from based on what we have to offer new employees. This will surely become a liability over time. Applicants are open about seeking positions with other agencies because our benefits and pay are nowhere near comparable. In addition to feeling undervalued, employees that have been here for some time see no light at the end of the tunnel, due to the above listed circumstances. I can say with absolute certainty, that a large number of individuals are exploring various other job opportunities, because there is nothing that exists to keep anyone here, and the morale is incredibly low as a result. Individuals in my department feel as though the city doesn't care about our concerns or struggles, either because they don't want to or because they are misinformed with no desire to become informed. This is evident from a complete disregard for any retention program, despite the city saying that they intended to implement one. People feel slighted, and as though the city took advantage of them or gambled on them staying, and never truly intended to offer any sort of retention program. You will, without question, begin to see a mass exodus of phenomenal employees, and will see a steady decline in the quality of employee who ends up here, if something does not seriously change.</p>	
<p>We need a pension and retiree health care. We are losing a great number of high quality applicants and settling for lesser which is going to affect the quality of life of residents and visitors. Enough with the wokeness.</p>	
<p>We need a written gender policy at the police department. We do not have one now. This is a lawsuit waiting to happen.</p>	
<p>We need to bring back a defined benefit pension for retirement. I work in the police department and the last thing we need is a 60+ year old Officer patrolling the city, waiting to have enough money in their 401k to retire. Police work is a young persons job. Also, we need to make benefits of working for the city more attractive. When I tested for the city I was placed on a list of candidates that was over 200 people. Our current list for Police Officers is 5. That right there is saying something. Our city is being robbed by other cities that have more attractive benefits.</p>	
<p>When employees have ideas for improvement, they need to be heard, followed up on, and responded to .</p>	
<p>While I think that in my job I am compensated fairly, I do not think PT staff are compensated very fairly at all compared to surrounding cities of our same size. I think more recognition for PT staff, most of whom really are an asset to the city department they run in, is desperately needed. Not recognizing their anniversaries when we have PT staff that have worked for decades really doesn't boost morale or make Troy an inclusive place.</p>	
<p>Work from home needs to stop. Not all departments can work from home, and those who are at work, can never reach those who are at home.</p>	
<p>Workplace quality. City Hall is an archaic building that needs significant updating in order to improve workplace satisfaction.</p>	
<p>Workplace violence, bullying is caught on camera, nothing was done about it. Zero tolerance!!! Oh yeah, he still works here. Buddy buddy club, secret meetings, nothing is posted! Equal opportunity my ass.</p>	

You can start with meeting with our union to resolve this contract negotiation. We are bleeding officers, through retirement and simply people just leaving for other departments... We need to fix that. The hiring list keep getting smaller and smaller and we are not getting got good employees. All the good names on our lists are except jobs with other departments that offer way more then Troy PD.... We need to fix that, Troy PD needs to be the top paid department in the State.

City of Troy
 Staff Survey 2023
 385 responses, +/- 3.0%

		Working for the City					Staff Collaboration					Resources for Job		
		Overall Working for Troy	My responsibilities are a good match for my skills and interests	I feel good about working for the City of Troy most days	My work is meaningful	During the past 6 months, I have seriously considered leaving the organization for another job (lower numbers favorable)	Overall Staff Collaboration	There is cooperation between my department and other departments	My coworkers work well together	My work group uses current tools and skills to improve our services	My work group maintains a high level of performance	Overall Resources	I have the tools and technical support I need to do my job	I receive the information needed to do my job
Overall		7.5	8.5	7.7	8.3	5.5	7.8	6.5	8.1	8.0	8.4	7.7	7.8	7.6
Years of Service	Less than 1 year	8.4	8.7	8.9	8.7	7.1	8.3	7.6	8.4	8.5	8.5	8.4	8.5	8.2
	1-7 years	7.8	8.7	8.4	8.5	5.6	8.0	6.7	8.4	8.3	8.6	8.0	8.0	7.9
	8-15 years	6.9	8.3	6.9	8.2	4.2	7.4	5.9	7.8	7.7	8.1	7.4	7.3	7.4
	16-25 years	6.8	8.3	6.3	7.8	4.9	7.4	6.1	7.7	7.6	8.1	7.1	7.2	7.0
	26+ years*	8.5	9.0	9.0	9.0	6.9	8.0	6.6	8.4	8.4	8.5	8.3	8.7	7.9
Generation	Gen Z (Zoomers) 1997-2012	7.6	8.5	7.9	8.0	5.9	7.9	6.6	8.5	8.3	8.1	8.0	8.2	7.7
	Gen Y (Millennials) 1981-1996	7.4	8.7	7.6	8.3	5.1	7.5	6.0	8.0	7.9	8.2	7.4	7.3	7.4
	Gen X (Xers) 1965-1980	7.5	8.6	7.7	8.6	5.2	7.8	6.5	8.0	8.0	8.5	7.9	8.0	7.8
	Baby Boomers 1946-1964	7.6	8.3	7.9	7.8	6.5	8.1	7.4	8.3	8.2	8.5	7.9	8.1	7.7
Supervisor	Yes	7.4	8.7	7.4	8.4	5.0	7.4	6.2	7.7	7.7	8.1	7.4	7.5	7.2
	No	7.8	8.6	8.0	8.4	6.0	8.0	6.7	8.4	8.2	8.5	8.0	8.0	7.9
Department	Public works	7.2	8.1	7.6	8.0	5.0	7.7	6.7	7.9	7.7	8.4	7.2	7.4	6.9
	Library	8.0	8.7	8.3	8.6	6.5	8.3	7.2	8.3	8.8	8.8	8.4	8.4	8.3
	Police	6.9	8.5	6.4	8.0	4.6	7.2	5.4	7.9	7.6	7.9	7.2	7.1	7.3
	Recreation	7.5	8.1	8.2	7.8	6.0	7.8	6.4	8.4	8.1	8.2	7.5	7.8	7.1
	All others	8.0	8.8	8.6	8.9	5.7	8.1	7.2	8.3	8.2	8.6	8.2	8.3	8.1
Classification	Part time	8.1	8.6	8.7	8.4	6.5	8.4	7.4	8.7	8.7	8.7	8.6	8.7	8.5
	Full time, union	6.8	8.2	6.5	7.9	4.4	7.1	5.5	7.6	7.3	7.8	6.9	6.9	6.9
	Full time, non-union	7.9	8.8	8.3	8.8	5.8	8.1	6.9	8.3	8.4	8.8	8.0	8.1	7.9
	Seasonal/temporary*	7.9	8.6	8.7	7.8	6.4	8.9	8.6	9.0	8.8	9.1	8.4	9.1	7.6

*Lower number of responses may increase variability

City of Troy
 Staff Survey 2023
 385 responses, +/- 3.0%

		Workplace Safety				Diversity, Equity, and Inclusion					
		Overall Workplace Safety	I feel safe in my workplace environment	I know emergency procedures and protocols	I have received the training and tools to do my job safely	Overall DEI	I feel respected and valued	I feel supported and involved	My opinion is welcome and seems to count	Leadership respects the ways in which everyone is different	My colleagues respect the ways in which everyone is different
Overall		8.0	8.2	7.8	8.0	7.1	7.0	7.0	6.7	7.3	7.7
Years of Service	Less than 1 year	8.1	8.9	7.1	8.3	8.1	8.1	8.1	7.8	8.2	8.3
	1-7 years	7.9	8.2	7.5	8.0	7.6	7.4	7.4	7.2	7.8	8.1
	8-15 years	7.7	7.7	7.8	7.6	6.7	6.5	6.5	6.1	6.9	7.6
	16-25 years	8.0	7.9	8.1	8.1	6.2	6.0	6.0	5.7	6.2	6.9
	26+ years*	9.2	9.3	9.2	9.0	7.8	7.5	7.5	7.4	8.2	8.2
Generation	Gen Z (Zoomers) 1997-2012	8.3	9.0	7.6	8.3	7.6	7.2	7.2	7.1	8.4	8.3
	Gen Y (Millennials) 1981-1996	7.8	8.1	7.5	7.9	7.0	6.7	6.8	6.4	7.3	8.0
	Gen X (Xers) 1965-1980	8.0	8.2	7.8	8.1	7.0	7.0	7.0	6.7	7.0	7.4
	Baby Boomers 1946-1964	8.0	8.0	8.1	7.9	7.3	7.3	7.2	7.0	7.5	7.7
Supervisor	Yes	7.7	7.8	7.6	7.7	7.0	6.9	6.8	6.7	7.1	7.5
	No	8.1	8.4	7.8	8.2	7.4	7.2	7.3	6.9	7.5	8.0
Department	Public works	7.7	8.0	7.7	7.5	6.7	6.7	6.6	6.2	6.7	7.1
	Library	8.3	8.4	8.0	8.5	8.0	8.0	7.9	7.8	7.9	8.5
	Police	8.4	8.1	8.8	8.3	6.2	5.7	5.8	5.3	6.7	7.3
	Recreation	7.4	7.8	7.0	7.5	7.5	7.3	7.2	6.9	7.9	8.3
	All others	7.7	8.3	6.8	7.9	7.8	7.8	7.8	7.7	7.7	7.8
Classification	Part time	8.3	8.6	7.8	8.4	8.1	8.0	7.9	7.7	8.2	8.5
	Full time, union	8.0	7.8	8.3	7.8	5.8	5.5	5.7	5.1	6.1	6.8
	Full time, non-union	7.8	8.2	7.1	8.1	7.9	7.8	7.8	7.7	7.8	8.2
	Seasonal/temporary*	8.7	9.3	8.6	8.2	8.4	8.2	8.1	7.4	9.6	8.7

*Lower number of responses may increase variability

City of Troy
Staff Survey 2023
385 responses, +/- 3.0%

		Training and Professional Growth							Communication						
		Overall Training and Professional Growth	I am aware of position openings and the minimum requirements to apply for them	This is an environment in which I can thrive	I feel recognition is distributed fairly	I am provided the opportunity to grow and develop professional expertise	I receive the appropriate training to do my job	I am aware of training opportunities	I have been encouraged to grow professionally here	Overall Communication	I am able to quickly and easily find information when needed for my and other departments	The Lounge is an effective way to share information with me	Email is an effective way to share information with me	Word of mouth is an effective way to share information with me	The bulletin board is an effective way to share information with me
Overall		7.4	8.4	7.2	6.5	7.3	7.8	7.4	7.1	6.1	6.8	4.9	8.4	6.0	4.5
Years of Service	Less than 1 year	8.3	9.3	8.3	8.2	8.2	8.3	8.2	7.9	7.2	7.6	6.1	9.4	7.1	6.0
	1-7 years	7.7	8.8	7.6	7.0	7.3	8.1	7.4	7.4	6.4	7.2	5.1	8.5	6.2	4.8
	8-15 years	7.0	8.1	6.6	5.5	7.0	7.5	7.1	6.9	5.6	6.3	4.2	8.3	5.4	3.6
	16-25 years	6.6	7.4	6.1	5.1	6.8	7.4	7.3	6.2	5.6	6.3	4.6	7.7	5.5	3.7
	26+ years*	8.0	9.2	8.1	7.5	7.9	8.0	7.9	7.4	6.5	6.9	5.5	8.4	6.5	5.2
Generation	Gen Z (Zoomers) 1997-2012	7.8	8.7	7.6	7.2	7.3	8.2	7.8	7.5	6.5	6.9	3.8	8.9	7.5	5.6
	Gen Y (Millennials) 1981-1996	7.4	8.5	7.1	6.6	7.4	7.7	7.3	7.4	5.8	6.7	4.3	8.4	5.7	4.1
	Gen X (Xers) 1965-1980	7.3	8.2	7.1	6.0	7.3	8.0	7.6	6.9	6.1	6.7	5.4	8.2	5.9	4.1
	Baby Boomers 1946-1964	7.3	8.6	7.1	6.8	7.0	7.5	7.3	6.6	6.6	7.3	5.6	8.3	6.1	5.8
Supervisor	Yes	7.3	8.3	7.1	5.8	7.5	7.6	7.4	7.3	5.7	6.5	4.9	8.0	5.3	3.8
	No	7.5	8.6	7.4	6.9	7.3	8.0	7.5	7.1	6.4	7.0	5.1	8.6	6.4	4.9
Department	Public works	6.4	7.7	6.5	5.7	6.5	6.5	6.0	6.1	6.4	6.5	5.4	7.5	6.6	5.9
	Library	8.0	9.0	8.2	7.2	7.6	8.4	8.1	7.6	6.5	7.5	5.0	9.2	5.7	5.2
	Police	6.9	7.9	6.2	5.8	6.9	7.8	7.5	6.5	5.4	6.3	3.4	7.8	5.8	3.5
	Recreation	7.2	8.7	7.2	6.8	6.9	7.2	6.9	6.6	6.2	6.6	4.4	8.7	6.3	5.1
	All others	8.0	8.8	7.9	7.0	8.0	8.4	7.9	8.1	6.5	7.3	6.3	8.8	6.1	4.2
Classification	Part time	8.0	9.1	8.2	7.7	7.4	8.5	7.9	7.2	7.0	7.6	5.4	8.9	7.0	6.1
	Full time, union	6.6	7.8	6.0	5.3	6.7	7.4	7.0	6.2	5.5	6.1	3.9	7.7	5.6	4.1
	Full time, non-union	7.8	8.6	7.7	6.8	7.9	7.9	7.7	8.0	6.2	7.0	5.7	8.7	5.7	3.8
	Seasonal/temporary*	7.4	9.3	8.2	8.0	6.6	8.1	6.0	5.4	7.0	7.9	4.0	9.8	7.6	5.8

*Lower number of responses may increase variability

City of Troy
Staff Survey 2023
385 responses, +/- 3.0%

		Assistant, Deputy, and City Managers					Department Director				
		Overall City Managers	They welcome direct, honest feedback	They model respect and inclusion	Their actions are ethical	They are approachable and involved	Overall Department Directors	They welcome direct, honest feedback	They model respect and inclusion	Their actions are ethical	My department director is approachable and involved
Overall		5.7	5.3	5.9	6.5	5.1	8.0	7.7	8.0	8.3	8.0
Years of Service	Less than 1 year	7.7	7.6	8.0	8.2	7.0	9.0	8.8	9.1	9.3	8.9
	1-7 years	6.4	6.1	6.5	7.2	5.8	8.3	8.1	8.3	8.4	8.2
	8-15 years	4.5	3.9	4.7	5.5	3.9	7.8	7.4	7.9	8.2	7.7
	16-25 years	4.3	4.0	4.5	4.9	3.9	7.1	6.8	7.0	7.4	7.3
	26+ years*	8.0	7.6	8.2	8.8	7.3	8.6	8.0	8.7	9.1	8.6
Generation	Gen Z (Zoomers) 1997-2012	6.5	6.0	6.7	7.4	6.0	7.8	7.8	8.0	8.0	7.3
	Gen Y (Millennials) 1981-1996	5.1	4.7	5.5	5.9	4.4	8.1	7.9	8.2	8.3	8.0
	Gen X (Xers) 1965-1980	5.7	5.2	5.9	6.6	4.9	8.0	7.5	7.9	8.3	8.1
	Baby Boomers 1946-1964	6.2	6.2	5.9	6.4	6.2	7.8	7.5	7.7	8.0	8.1
Supervisor	Yes	5.7	5.3	6.0	6.5	5.0	8.0	7.7	8.0	8.3	8.0
	No	5.9	5.6	6.0	6.7	5.3	8.1	7.8	8.1	8.4	8.0
Department	Public works	4.6	4.4	4.7	5.2	4.0	7.9	7.6	7.6	8.0	8.3
	Library	7.3	7.1	7.2	7.8	6.9	8.8	8.5	8.9	8.9	8.7
	Police	3.7	3.2	4.0	4.5	3.2	6.8	6.4	6.9	7.2	6.7
	Recreation	7.0	6.9	7.2	7.4	6.6	8.0	7.9	8.1	8.2	7.7
	All others	7.2	7.0	7.4	8.1	6.3	8.9	8.7	8.8	9.2	9.0
Classification	Part time	7.6	7.5	7.6	8.0	7.4	8.6	8.4	8.8	8.7	8.4
	Full time, union	3.9	3.4	4.2	4.7	3.3	6.8	6.4	6.8	7.2	6.8
	Full time, non-union	6.6	6.4	6.8	7.6	5.7	8.9	8.7	8.8	9.1	9.0
	Seasonal/temporary*	9.3	10.0	10.0	9.3	8.0	9.4	9.3	9.4	9.4	9.3

*Lower number of responses may increase variability

City of Troy
Staff Survey 2023
385 responses, +/- 3.0%

		Direct Supervisor									Compensation and Benefits					
		Overall Direct Supervisors	They welcome direct, honest communication	They model respect and inclusion	Their actions are ethical	My supervisor is approachable and involved	I know what my supervisor expects of me	My supervisor provides ongoing job performance feedback and credit (not specific to annual review)	My supervisor values my contributions to the organization	My supervisor communicates internal information in a timely manner	When appropriate, my supervisor asks for my input regarding decisions that impact me	Overall Compensation and Benefits	I am paid fairly compared to coworkers in similar positions	The City of Troy offers quality benefits (health, retirement, etc.)	The City of Troy offers opportunity for increases in pay	The City of Troy's pay, benefits and amenities compare favorably to other organizations in the area for which I could work
Overall		8.4	8.4	8.4	8.8	8.5	8.7	7.9	8.4	8.3	8.1	6.0	6.3	6.8	5.6	5.4
Years of Service	Less than 1 year	9.0	8.9	9.2	9.3	9.0	9.1	8.8	9.0	9.0	8.9	7.0	6.9	7.8	6.8	6.3
	1-7 years	8.7	8.7	8.7	9.1	8.7	8.9	8.1	8.7	8.7	8.3	6.4	6.5	7.2	6.1	5.9
	8-15 years	8.5	8.4	8.4	8.6	8.7	8.7	8.3	8.5	8.3	8.5	5.3	5.6	6.4	4.5	4.5
	16-25 years	7.6	7.6	7.6	7.9	7.7	8.1	7.0	7.6	7.5	7.4	5.3	5.6	6.0	4.9	4.8
	26+ years*	8.5	8.8	8.8	9.4	8.9	8.8	7.6	8.1	7.8	8.0	7.5	8.1	8.1	7.3	6.6
Generation	Gen Z (Zoomers) 1997-2012	9.1	9.2	9.1	9.3	9.0	9.3	8.6	8.9	9.0	9.3	5.7	6.6	6.1	5.6	4.3
	Gen Y (Millennials) 1981-1996	8.3	8.4	8.4	8.6	8.3	8.5	7.9	8.3	8.3	8.1	5.7	6.0	6.7	5.2	5.0
	Gen X (Xers) 1965-1980	8.4	8.3	8.4	8.8	8.5	8.7	7.9	8.4	8.3	8.1	6.1	6.1	6.8	5.7	5.6
	Baby Boomers 1946-1964	8.1	8.1	8.1	8.4	8.6	8.6	7.5	8.1	7.9	7.8	6.7	7.1	7.2	6.1	6.4
Supervisor	Yes	8.3	8.4	8.5	8.6	8.4	8.3	7.8	8.3	7.9	8.2	6.4	6.5	7.2	6.0	5.9
	No	8.5	8.4	8.4	8.8	8.5	8.8	8.0	8.5	8.6	8.1	5.9	6.3	6.7	5.5	5.2
Department	Public works	7.5	7.5	7.4	7.7	7.6	8.2	7.4	7.6	7.3	7.2	6.0	5.6	7.4	5.4	5.6
	Library	8.8	8.8	8.9	9.0	8.8	9.0	8.2	8.8	8.9	8.5	6.6	7.2	6.7	6.6	5.8
	Police	8.2	8.2	8.3	8.7	8.3	8.6	7.8	8.0	8.3	7.9	4.4	5.3	4.9	3.9	3.3
	Recreation	8.3	8.4	8.4	8.8	8.8	8.7	7.6	8.3	7.8	7.9	6.9	7.4	7.3	6.4	6.3
	All others	8.7	8.8	8.8	9.2	8.9	8.7	8.2	8.9	8.6	8.6	7.4	6.9	8.7	6.7	7.3
Classification	Part time	8.8	8.8	8.9	9.0	9.0	9.2	8.3	8.9	8.7	8.4	6.5	7.4	6.3	6.6	5.7
	Full time, union	7.8	7.7	7.8	8.2	7.9	8.2	7.3	7.6	7.7	7.4	4.8	5.1	5.6	4.3	4.1
	Full time, non-union	8.8	8.8	8.8	9.1	8.9	8.8	8.4	8.9	8.7	8.6	7.2	6.8	8.4	6.5	6.9
	Seasonal/temporary*	9.0	9.0	9.3	9.3	9.0	9.3	7.7	9.4	9.3	8.3	7.5	9.3	7.2	7.1	6.5

*Lower number of responses may increase variability

City of Troy
Staff Survey 2023
385 responses, +/- 3.0%

		Full-Time Employee Benefits											All Employee Benefits			
		Overall FT Employee Benefits	BCBSM PPO medical benefits including vision and prescription coverage	BCBSM dental benefits	Blue Cross Online Visits (through the BCBSM Online Visit app)	Defined Contribution Retirement 401a Plan with employer contribution	Retirement Health Savings plan, with employer contribution	City-provided life insurance	Voluntary life insurance coverage and critical illness coverage	Long and short-term disability Insurance	Paid holidays	Tuition reimbursement	Overall All Employee Benefits	Voluntary Deferred Compensation Retirement 457 Plan and/or IRA (for part-time & full-time employees)	Paid days off (sick, vacation, paid time off)	Employee assistance program through Ulliance
Overall		7.2	7.9	7.2	7.9	6.9	6.5	7.0	7.3	7.3	7.8	6.6	7.5	7.3	7.6	7.7
Years of Service	Less than 1 year	8.6	9.1	8.6	8.7	8.5	8.5	8.4	8.5	8.6	7.9	8.7	8.4	8.2	8.1	8.9
	1-7 years	7.8	8.2	8.1	8.5	7.5	7.0	7.5	7.9	8.0	7.7	7.5	7.5	7.4	7.4	7.8
	8-15 years	6.7	7.4	6.7	7.7	6.2	5.7	6.4	6.8	6.5	7.7	5.4	7.1	6.9	7.2	7.2
	16-25 years	6.5	7.5	6.4	7.3	6.1	5.4	6.3	6.5	6.7	7.8	5.4	7.4	7.1	7.7	7.4
	26+ years*	7.7	8.0	6.5	7.2	9.0	6.5	7.9	8.3	7.8	8.1	7.8	8.5	8.3	8.7	8.4
Generation	Gen Z (Zoomers) 1997-2012	5.7	6.9	6.7	6.8	5.3	4.6	4.9	4.4	4.6	6.0	6.6	6.4	5.9	6.9	6.5
	Gen Y (Millennials) 1981-1996	7.2	7.8	7.5	8.1	6.5	6.2	6.9	7.6	7.4	7.6	6.5	7.2	6.9	7.4	7.3
	Gen X (Xers) 1965-1980	7.3	7.9	7.0	7.8	7.1	6.9	7.0	7.3	7.3	8.0	6.6	7.8	7.7	7.8	7.9
	Baby Boomers 1946-1964	7.6	8.2	7.3	7.9	7.8	7.2	7.7	7.3	7.7	8.0	6.9	8.1	7.7	8.2	8.3
Supervisor	Yes	7.3	7.9	7.3	7.9	7.0	6.8	7.0	7.5	7.6	7.6	6.4	7.6	7.6	7.5	7.6
	No	7.2	7.8	7.0	7.9	6.8	6.5	7.0	7.3	7.1	7.8	7.0	7.5	7.1	7.6	7.8
Department	Public works	7.5	8.3	7.8	7.5	7.6	6.4	7.4	7.5	7.6	8.2	6.4	7.6	7.6	7.9	7.3
	Library	7.9	8.5	8.0	8.6	7.7	8.4	8.3	8.0	8.1	7.9	5.5	7.6	7.6	7.6	7.7
	Police	5.8	6.6	5.7	7.3	4.8	4.4	5.2	5.8	5.9	7.2	5.4	6.7	6.3	7.0	6.8
	Recreation	7.7	7.8	8.6	8.8	8.0	7.5	7.5	7.8	7.3	7.7	6.2	7.0	6.9	6.3	7.8
	All others	8.4	9.0	8.3	8.7	8.4	8.0	8.3	8.4	8.4	8.1	8.3	8.4	8.4	8.3	8.6
Classification	Part time	7.3	8.0	5.7	6.0	9.0	7.0	7.0	7.0	7.5	6.5	9.0	7.3	6.7	7.1	8.2
	Full time, union	6.3	7.2	6.2	7.4	5.5	5.0	5.8	6.4	6.4	7.5	5.8	7.1	6.6	7.3	7.3
	Full time, non-union	8.3	8.7	8.4	8.7	8.5	8.1	8.2	8.3	8.3	8.1	7.7	8.2	8.4	8.2	8.1
	Seasonal/temporary*	5.5	-	-	-	-	-	-	-	-	10.0	1.0	5.8	5.3	5.6	6.6

*Lower number of responses may increase variability

City of Troy
Staff Survey 2023
385 responses, +/- 3.0%

		Potential Future Benefits					Overall			
		Fitness Membership to the Troy Community Center	Medical Flexible Spending Account (FSA) with employee contributions only	Dependent Care Flexible Spending Account (DCFSA) with employee contributions only	More diverse and inclusive paid time off for designated holidays	Paid parental leave	Overall Satisfaction ACSI	Satisfaction	Expectation	Ideal
Overall		6.5	5.4	4.6	7.4	6.2	64	6.8	7.0	6.4
Years of Service	Less than 1 year	7.9	6.9	5.7	6.5	6.5	75	8.1	7.5	7.7
	1-7 years	7.2	6.1	5.2	7.9	6.8	69	7.5	7.2	7.0
	8-15 years	5.6	4.5	3.9	7.1	6.9	58	6.2	6.8	5.6
	16-25 years	5.3	4.2	3.8	6.2	4.9	51	5.5	6.2	5.2
	26+ years*	6.8	5.0	3.7	6.8	5.6	72	7.5	7.9	7.0
Generation	Gen Z (Zoomers) 1997-2012	6.8	6.3	6.3	9.0	8.2	64	7.1	7.0	6.2
	Gen Y (Millennials) 1981-1996	6.6	5.2	4.8	7.7	7.6	62	6.7	6.8	6.3
	Gen X (Xers) 1965-1980	6.3	5.7	4.6	6.8	5.4	63	6.7	6.9	6.4
	Baby Boomers 1946-1964	6.7	4.9	3.5	7.0	4.0	67	7.3	7.2	6.5
Supervisor	Yes	6.3	5.1	4.5	7.0	6.2	60	6.3	6.8	6.2
	No	6.7	5.6	4.8	7.7	6.4	66	7.2	7.1	6.6
Department	Public works	6.8	5.6	5.7	7.0	6.6	63	6.6	6.9	6.6
	Library	7.2	4.8	3.4	8.3	7.0	71	7.8	7.5	6.9
	Police	4.7	3.7	3.3	6.3	5.6	30	5.5	6.1	4.9
	Recreation	8.1	7.0	7.1	6.6	7.8	68	7.4	7.2	6.7
	All others	7.2	6.9	5.5	7.7	5.7	72	7.6	7.5	7.4
Classification	Part time	7.5	5.7	4.4	8.3	6.2	74	8.0	7.7	7.3
	Full time, union	5.0	4.4	4.1	6.6	6.0	50	5.5	6.0	5.1
	Full time, non-union	7.3	6.3	5.0	7.5	6.5	71	7.4	7.5	7.2
	Seasonal/temporary*	8.2	8.2	7.0	10.0	7.0	69	8.3	7.0	6.4

*Lower number of responses may increase variability

City of Troy Who Responded 385 responses, +/- 3.0%		Count	Percentage
Overall		385	100%
Years of Service	Less than 1 year	47	13%
	1-7 years	139	38%
	8-15 years	62	17%
	16-25 years	92	25%
	26+ years*	23	6%
Generation	Gen Z (Zoomers) 1997-2012	34	9%
	Gen Y (Millennials) 1981-1996	112	31%
	Gen X (Xers) 1965-1980	145	40%
	Baby Boomers 1946-1964	63	17%
Supervisor	Yes	116	32%
	No	218	60%
Department	Public works	50	14%
	Library	62	17%
	Police	109	30%
	Recreation	39	11%
	All others	100	28%
Classification	Part time	87	24%
	Full time, union	142	39%
	Full time, non-union	123	34%
	Seasonal/temporary*	10	3%

*Lower number of responses may increase variability