



# A QUICK LOOK AT THE MEMBER SURVEY RESULTS

Survey Conducted via Web Monkey between February 7 and March 23, 2018

**539**  
RESPONSES



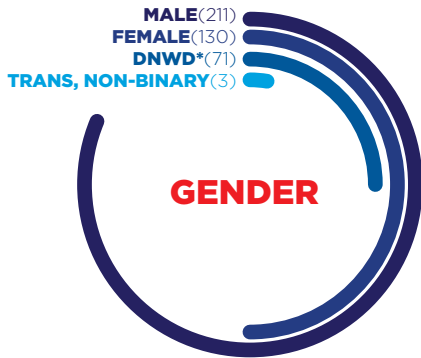
SWORN

**67%**



CIVILIAN

**35%**



\*did not wish to disclose

**77%**

AGREE THAT THE VISION OF HPS 'TO BE THE BEST AND MOST PROGRESSIVE POLICE SERVICE IN PARTNERSHIP WITH OUR COMMUNITIES' IS A GOOD VISION STATEMENT FOR OUR SERVICE.



**94%**

BELIEVE 'TO SERVE AND PROTECT IN PARTNERSHIP WITH OUR COMMUNITIES' IS A GOOD MISSION STATEMENT.

## Job Satisfaction & Work Environment\*



**81%**  
FEEL SUPPORTED & RESPECTED BY CO-WORKERS



**76%**  
ENJOY WORKING FOR HPS



**71%**  
ARE PROUD TO TELL OTHERS THEY WORK AT HPS



**56%**  
WOULD RECOMMEND HPS AS A GOOD PLACE TO WORK

\*most or all of the time

## Health & Wellness\*

- 70%** ENCOURAGES EMPLOYEES TO BE PHYSICALLY FIT
- 65%** THINK HPS DOES A GOOD JOB PROMOTING EMPLOYEE HEALTH & WELLNESS
- 60%** BELIEVE HPS IS COMMITTED TO PROVIDING EMPLOYEES WITH A SAFE & HEALTHY WORKPLACE
- 47%** BELIEVE THE PHYSICAL FITNESS AND EQUIPMENT MEET MY NEEDS
- 46%** BELIEVE HPS IS FLEXIBLE WITH REQUESTS TO HELP MEMBERS BALANCE WORK AND PERSONAL NEEDS

\*most or all of the time

- GET MOST OF THEIR INFORMATION FROM COLLEAGUES **87%**
- EMPLOYEES WOULD READ A NEWSLETTER **69%**
- FEEL ESSENTIAL INFORMATION FLOWS EFFECTIVELY FROM SENIOR COMMAND **38%**
- FEEL INFORMED ON WHAT'S HAPPENING AT HPS **35%**

\*most or all of the time

## Communications\*

- 42%** BELIEVE THERE ARE ENOUGH EMPLOYEES TO STAFF UNIT OR SHIFT
- 46%** FEEL SUPPORTED BY SUPERVISORS TO DISTRIBUTE WORKLOAD EVENLY
- 51%** HAVE THE RESOURCES NEEDED TO EFFECTIVELY PERFORM THEIR JOB
- 64%** THINK THE WORKLOAD IS MANAGEABLE

## WORKLOAD\*



CIVILIAN



SWORN

\*Agree or Strongly Agree

- BELIEVE THERE ARE ENOUGH EMPLOYEES TO STAFF UNIT OR SHIFT **15%**
- FEEL SUPPORTED BY SUPERVISORS TO DISTRIBUTE WORKLOAD EVENLY **56%**
- HAVE THE RESOURCES NEEDED TO EFFECTIVELY PERFORM THEIR JOB **38%**
- THINK THE WORKLOAD IS MANAGEABLE **34%**

## Senior Command

- 36%** BELIEVE SENIOR COMMAND IS OPEN TO NEW IDEAS
- 37%** THINK SENIOR COMMAND RESOLVES PROBLEMS & COMPLAINTS QUICKLY
- 46%** BELIEVE SENIOR COMMAND IS SENSITIVE TO THE NEEDS OF EMPLOYEES

## Career Development & Training\*

- 14%** BELIEVE THE SWORN PROMOTIONAL PROCESS IS FAIR & EQUITABLE
- 55%** BELIEVE THEY ARE PROVIDED THE APPROPRIATE AMOUNT OF TRAINING TO DO THEIR JOB
- 59%** THINK HPS ENCOURAGES SELF-INITIATED CONTINUOUS EDUCATION
- 60%** BELIEVE THEY RECEIVE THE APPROPRIATE AMOUNT OF TRAINING TO HANDLE PERSONS IN CRISIS

\*agree or strongly agree

## What else did we hear?

- Members want more good news stories and member recognition
- More updated technology and facilities
- Increased staff levels
- A change to the promotional process