Vestavia Hills, AL

The National Employee Survey

Report of Results

2025

Report by:

National Research Center

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About The NES™

This report of The National Employee Survey™ (The NES™) for the City of Vestavia Hills presents the opinions of employees regarding their job satisfaction, engagement and key characteristics of their work environment. The survey was developed by the experts from National Research Center at Polco. A periodic sounding of employee opinion on critical workplace issues offers management, staff and elected officials an opportunity to identify challenges, plan for and evaluate improvements and sustain organizational effectiveness for long-term success.

The NES report is about the work environment of the City of Vestavia Hills. A quality work environment is a workplace that is not simply acceptable, but that is desirable. It is not only where people do work, but where they want to work.

Great workplaces are partnerships of employees, management and the residents they serve. The NES captures employees' opinions within the aspects of organizational climate as well as community quality and city governance as well as ratings of City internal support services (such as human resources and finance), community quality, and City governance:

- Quality of Community
- Quality of Governance
- Employee Engagement
- Workplace essentials
- Organizational Climate
- Employee Development
- Equity and Inclusion
- Internal Support Services

A total of 234 completed surveys were obtained, providing an overall response rate of 74%. Because the survey was intended to be taken by all employees, no traditional margin of error was calculated. However, because not all employees responded, NRC recommends using plus or minus five percentage points as the "range of uncertainty" around any given percent reported for the organization as a whole. The full description of methods used to garner these opinions can be found in the Methods tab.

How the results are reported

For the most part, the percentages presented in the following tabs represent the "percent positive." The percent positive is the combination of the top two most positive response options (i.e., "excellent" and "good," "strongly agree" and "somewhat agree," etc.). On many of the questions in the survey respondents may answer "don't know." The proportion of respondents giving this reply is shown in the full set of responses included in the tab "Complete data." However, these responses have been removed from the analyses presented in most of the tabs. In other words, the tables and graphs display the responses from respondents who had an opinion about a specific item. When a table for a question that only permitted a single response does not total to exactly 100%, it is due to the customary practice of rounding percentages to the nearest whole number.

Comparisons to the benchmarks

This is Vestavia Hills's 1st administration of The National Employee Survey. The survey was administered after the COVID-19 pandemic, a time of challenge for many local governments. While we provide comparisons to national benchmarks, it is important to note that much of the benchmark data was collected prior to the pandemic, so the comparisons may not be entirely comparable for all of the data points.

NRC's database of comparative employee opinion comprises the perspectives of more than 25,000 employees gathered from employee surveys from local governments across the U.S. Those employees evaluated the
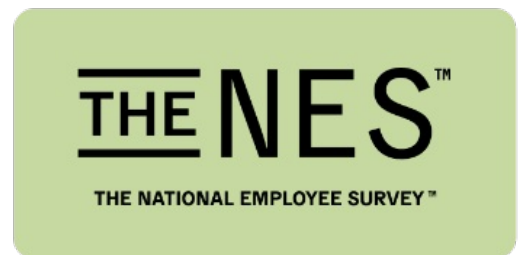
organization in which they work and gave their opinion about job satisfaction, supervisor relationships and other aspects of the employee experience. The City of Vestavia Hills was compared to the entire database. A benchmark comparison (the average percent positive from all the comparison organizations where a question was asked, excluding Vestavia Hills's) has been provided when there were at least five organizations in which the question was asked. The percent positive response was created by combining the most favorable response options (i.e., "strongly agree" and "somewhat agree" or "excellent" and "good").

Where comparisons are available, two columns are provided in the table. The first column is Vestavia Hills's percent positive. The second shows the comparison of Vestavia Hills's rating to the benchmark, where Vestavia Hills's results are noted as being "higher" than the benchmark, "lower" than the benchmark or "similar" to the benchmark. These labels come from a statistical comparison of Vestavia Hills'srating to the benchmark where a rating is considered "similar" if it is within the margin of error (five percentage points or less) and "higher" or "lower" if the difference between Vestavia Hills's rating and the benchmark is greater the margin of error (greater than five percentage points).

Methods

Survey Background

The City of Vestavia Hills partnered with National Research Center (NRC) at Polco to conduct a City-wide employee survey. Employees were asked questions about their job satisfaction, work environment, compensation, supervisory relationships, organizational climate and communication. This was the first survey of Vestavia Hills employees. The results can be used by the City to better understand employee experiences, address employee concerns and monitor perspectives over time.

The survey consisted of thematically similar statements grouped into question sets and all were asked on a four-point scale (e.g., strongly agree, somewhat agree, somewhat disagree, strongly disagree or excellent, good, fair, poor).

Selecting Survey Recipients

All City of Vestavia Hills employees were eligible to complete the survey. The City provided NRC with a list of email addresses for all employees with City emails. The City also communicated with all employees about the survey so that employees without City emails were informed about and could participate in the survey.

Survey Administration and Response

The survey was administered on the Polco platform. Beginning May 5th, 2025, employees were sent an email with a link inviting them to complete the web-based survey on Polco. Employees received email reminders each week.

The survey was available in English only. Data collection continued through May 26th. Of the 317 employees receiving an invitation to complete the survey, a total of 234 employees returned completed surveys, providing a response rate of 74%. The response rate was calculated using the American Association of Public Opinion Research (AAPOR) response rate #2 for Internet surveys of named persons.[1]

Because the survey was intended to be taken by all employees, no traditional margin of error was calculated. However, because not all employees responded, NRC recommends using plus or minus five percentage points as the "range of uncertainty" around any given percent reported for the organization as a whole. Additionally, no statistical weighting was performed.

Since the surveys were completed online, the data were automatically saved electronically. The survey dataset was analyzed through a combination of software programs including the Statistical Package for the Social Sciences (SPSS), R, Python, and Tableau. The anonymity of all employees was fully maintained as no names or other unique identifiers have been recorded.

Contact

The City of Vestavia Hills funded this research. Please contact Jeff Downes of the City of Vestavia Hills at jdownes@vhal.org if you have any questions about the survey.

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1. See AAPOR's Standard Definitions for more information at https://aapor.org/standards-and-ethics/standard-definitions/
2. Pasek, J. (2014). ANES Weighting Algorithm. Retrieved from https://surveyinsights.org/wp-content/uploads/2014/07/Full-anesrake-paper.pdf

Key Findings

Highest-performing areas:
- Nearly all employees said they have friends at work (95% strongly or somewhat agree), plan to remain with the organization in the next year (94%), and feel positively about working for the City (90%). In addition, 9 in 10 said they would recommend working for the City to someone who asked.
- About 9 in 10 employees positively rated their immediate supervisor's performance in encouraging employees to use their own judgement to get the job done and communicating information in a timely manner. Similarly, 8 in 10 employees rated their department's working relationships (78% excellent or good) and the organization's ability to provide a clear vision (78%) favorably.
- Employees also gave high ratings to the organization's overall skill set of staff (85% excellent or good) and to their immediate supervisor's performance in providing opportunities for employees to learn and grow (84%), both exceeding results from other comparison communities.
- Equity and inclusion is a strength, with employees positively rating the organization for providing a safe and secure environment for employees of all backgrounds (88% excellent or good), and their immediate supervisor's performance in treating employees with respect (89%), both scoring above the national average.

Focus areas:
- IT Desktop/Help Desk services (61% excellent or good) and general information (IT) services overall (59%) fell below the national average and were the lowest-rated support services.
- Fewer employees gave positive ratings to the organization's connection between compensation and performance (70% excellent or good), openness to new ideas and initiatives (69%), and showing employee appreciation (69%).
- Lower ratings were also given to their department's communication among all staff (68% excellent or good) and their immediate supervisor's performance in managing low-performing employees (72%).

Other notable results:
- 83% of employees gave positive ratings to their immediate supervisor's communication of city-wide and departmental strategic goals.
- About 8 in 10 employees reported feeling very or moderately confident in City leadership (City Manager and Assistant City Manager).
- Internal employee communications were rated excellent or good by nearly 8 in 10 employees.

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Quality of Community

The quality of a government is often revealed through the quality of the community served.

Vestavia Hills as a place to live
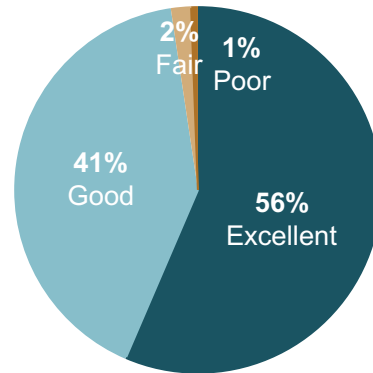
2% Fair
1% Poor
41% Good
56% Excellent

Please rate each of the following aspects of quality of life in Vestavia Hills.
(% excellent or good)

		vs. benchmark[3]
Vestavia Hills as a place to live	98%	Higher
The overall quality of life in Vestavia Hills	96%	Higher
Vestavia Hills as a place to work	86%	Higher

How likely or unlikely are you to recommend LIVING in Vestavia Hills to someone who asks?
(% very or somewhat likely)

|		
How likely or unlikely are you to recommend LIVING in Vestavia Hills to someone who asks?	92%	Higher

3. Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

Quality of Governance

Employees want to be a part of a team that does high quality work that is well received by their community and well supported by the organization.

The overall quality of the services provided by the City
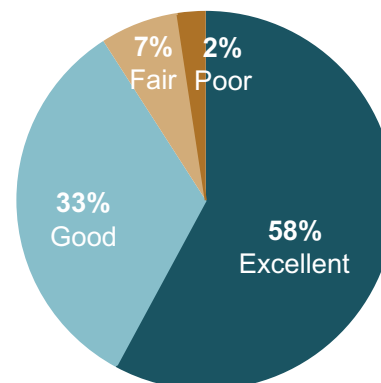
- 7% Fair
- 2% Poor
- 33% Good
- 58% Excellent

Please rate the following categories of Vestavia Hills' government performance.
(% excellent or good)

		vs. benchmark[4]
The overall quality of the services provided by the City	91%	**Higher**
Generally acting in the best interest of the community	90%	**Higher**
The overall direction that Vestavia Hills is taking	85%	**Higher**
Overall confidence in Vestavia Hills government	83%	**Higher**

Please rate your overall level of confidence in the leadership of:
(% very or moderately confident)

|		
Your supervisor	88%	**Higher**
Council/elected officials	85%	**Higher**

4. Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

Employee Engagement

An organization of engaged employees is one where employees feel motivated to do their best possible work and where they hope to continue working in years to come. To impact employee engagement, an organization typically will want to see which of the other aspects of organizational climate were most influential on their engagement ratings.

Overall, I am satisfied with my job

- 6% Strongly disagree
- 8% Somewhat disagree
- 22% Somewhat agree
- 64% Strongly agree
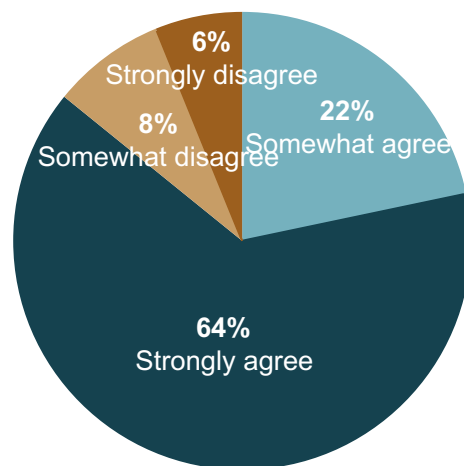
For employees of the City of Vestavia Hills, the key organizational characteristics found to be most closely correlated[5] with employee ratings of engagement were:

- Benefits overall (vacation, sick leave, health care, retirement plan, etc.)
- Providing a clear vision for our organization
- Opportunities to develop a career path
- Providing recognition for doing good work

Of these, all were higher than the benchmark comparison. To impact employee engagement, an organization typically will want to consider improvements to any key features that were not higher than the benchmark.

Please rate the extent to which you agree or disagree with the following statements about your job working for the City of Vestavia Hills.
(% strongly or somewhat agree)

		vs. benchmark[6]
I have good friends at work	95%	Higher
I plan on working for this organization a year from now	94%	Higher
Overall, I feel positive about working for the City	90%	Higher
My values match or fit with the values of this organization	88%	Higher
I gain satisfaction from my current job responsibilities	87%	Similar
The mission and vision of the City of Vestavia Hills makes me feel my job is important	87%	Higher
I see a career path for me at the City of Vestavia Hills	86%	Higher
Overall, I am satisfied with my job	86%	Higher
I feel positively challenged in my current job	84%	Similar
I have the opportunity to do what I do best every day at work	83%	Similar

How likely or unlikely are you to recommend working for the CITY OF VESTAVIA HILLS to someone who asks?
(% very or somewhat likely)

How likely or unlikely are you to recommend working for the CITY OF VESTAVIA HILLS to someone who asks?	87%	Higher

5. A statistical technique called Key Driver Analysis was used to identify the key organizational characteristics most closely associated with employee ratings of job satisfaction and engagement. This technique is used widely in the private sector to help organizations prioritize which aspects of a service are more likely to influence loyalty and overall satisfaction. The Key Driver Analysis was based on both linear and multivariate modeling techniques using an index of employee engagement.

6. Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

Essentials

Foundational to employee engagement are having a safe work environment, the resources needed to do a good job, and receiving compensation commensurate with work accomplished.

As an employee of the City of Vestavia Hills, how would you rate the job the organization does at each of the following?

(% excellent or good)

		vs. benchmark[7]
Maintaining a work environment free from drug or alcohol abuse	95%	Higher
Maintaining a work environment free from violence or harassment	89%	Higher
Protecting employees from health and safety hazards on the job	89%	Higher
Availability of necessary materials, resources and equipment to do the job effectively	86%	Higher
Work schedule flexibility	83%	Higher
Providing individual and group workspaces to do the job effectively	83%	Higher
Work-life balance	81%	Higher
Benefits overall (vacation, sick leave, health care, retirement plan, etc.)	80%	Higher
Access to technology that helps employees do their job effectively	77%	Higher
Compensation (salary, benefits and incentives/bonuses) compared with similar opportunities	72%	Higher

7. Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

Organizational Climate

Organizational climate is a set of policies, strategies, and behaviors that form the primary colors that paint the everyday experience of employees in the workplace. From providing clear communications to encouraging innovation, the quality of these practices directly affects staff morale and engagement.

As an employee of the City of Vestavia Hills, how would you rate the job the organization does at each of the following?
(% excellent or good)

		vs. benchmark[8]
Providing a clear vision for our organization	78%	Higher
Collaboration between departments	74%	Higher
Speed of response to important issues or change	73%	Higher
Communicating information that helps employees understand the proble..	72%	Higher
Valuing creativity	71%	Higher
Openness to new ideas and initiatives	69%	Higher

Please rate each of the following aspects of your CITY DEPARTMENT.
(% excellent or good)

The working relationships in my department	78%	Similar
Collaboration among all staff in my department	73%	Similar
Effectiveness of meetings in my department	72%	Higher
Overall staff morale in my department	71%	Higher
Communication among all staff in my department	68%	Similar

Please rate each of the following aspects of your IMMEDIATE SUPERVISOR'S performance.
(% excellent or good)

Encouraging employees to use their own judgment to get the job done	88%	Higher
Communicating information in a timely manner	86%	Higher
Encouraging employees to come up with innovative solutions to problems	81%	Higher
Welcoming employee involvement in decision-making	81%	Higher
Encouraging an environment where employees feel comfortable to raise issues and concerns that are important to them	81%	Higher

8. Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

Employee development

The development of human capital requires investment in performance evaluation and professional development as well as supporting employees as they seek to meet new challenges and career opportunities.

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How would you rate the job the organization does at each of the following?
(% excellent or good)

The overall skill set of staff	85%	Higher
Supporting continual learning and development	81%	Higher
Clarity of staff roles and responsibilities	81%	Higher
Availability of opportunities for employees to develop knowledge and skills	79%	Higher
Accuracy of performance evaluations	78%	Higher
Opportunities to develop a career path	73%	Higher
Connection between compensation and performance	70%	Higher
Showing employee appreciation	69%	Higher

Please rate of each of the following aspects of your IMMEDIATE SUPERVISOR'S performance.
(% excellent or good)

|		
Providing opportunities for employees to learn and grow	84%	Higher
Communicating expectations of employees	84%	Higher
Providing specific, constructive feedback that helps improve employee performance	83%	Higher
Working together with employees to set goals	82%	Higher
Coaching or mentoring employees	81%	Higher
Applying discipline fairly and consistently	80%	Higher
Providing recognition for doing good work	79%	Higher
Recognizing high-performing employees	78%	Higher
Managing low-performing employees	72%	Higher

9. Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

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Equity and inclusion

Inclusion and equity are a priority for local government organizations. Strategically building a more diverse workforce fosters relevance, innovation, and organizational effectiveness.

Making all employees feel welcome
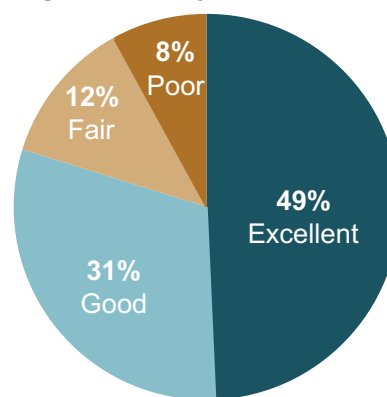
8% Poor
12% Fair
49% Excellent
31% Good

As an employee of the City of Vestavia Hills, how would you rate the job the organization does at each of the following?
(% excellent or good)

vs. benchmark[10]

Fostering a respectful atmosphere	83%	Higher
Helping new employees feel connected and integrated	81%	Higher
Making all employees feel welcome	80%	Higher

How would you rate the job the organization does at each of the following?
(% excellent or good)

Providing a safe and secure environment for employees of all backgrounds	88%	Higher
Respecting individual cultural beliefs and values	86%	Similar
Attracting employees from diverse backgrounds	80%	Higher
Applying policies and procedures equally to all employees	75%	Higher

Please rate each of the following aspects of your IMMEDIATE SUPERVISOR'S performance.
(% excellent or good)

Treating employees with respect	89%	Higher
Valuing employees from diverse backgrounds	88%	Similar

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|		
Promoting a positive working relationship among work group members	**88%**	**Higher**
Fostering an atmosphere of mutual trust and confidence	**84%**	**Higher**
Treating all employees fairly	**82%**	**Higher**

11. Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

Support services

There are many services that are essential to local government that most residents would never hear about. The "visible" services could not be performed without the support of internal groups that create the infrastructure to make external services possible.

Overall City internal services
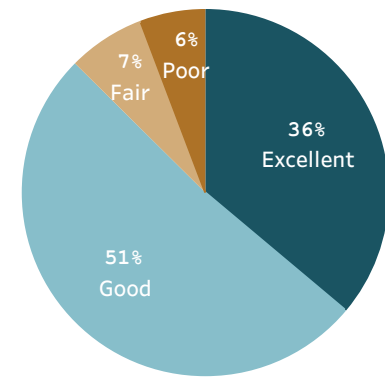
- 36% Excellent
- 51% Good
- 7% Fair
- 6% Poor

Please rate the QUALITY of each of the following support services in Vestavia Hills. (% excellent or good)

Service	%	vs. benchmark[11]
Custodial cleaning services	94%	Higher
Risk management services overall	89%	Higher
Overall City internal services	88%	Higher
Facilities management services overall	86%	Higher
Purchasing services overall	86%	Higher
Maintenance and repair services	85%	Higher
Finance services overall	85%	Higher
Human resources services overall	84%	Higher
Training services	82%	Higher
Fleet maintenance services overall	81%	Higher
Benefits administration	80%	Higher
Telephone systems	80%	Higher
Recruitment services	77%	Higher
Network services	71%	Similar
IT Desktop / Help Desk services	61%	Lower
General information technology (IT) services overall	59%	Lower

11. Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

Custom questions

Below are the complete set of responses to each custom question on the survey. By default, "don't know" responses are excluded, but may be added to the table using the response filter below.

Include "don't know"
No

	How likely or unlikely are you to recommend working for YOUR CITY DEPARTMENT to someone who asks?	Very likely		67%
		Somewhat likely		18%
		Somewhat unlikely		5%
		Very unlikely		11%
Please rate each of the following aspects of your IMMEDIATE SUPERVISOR’S performance.	Communicating city-wide and departmental strategic goals	Excellent		51%
		Good		32%
		Fair		10%
		Poor		7%
Please rate your overall level of confidence in the leadership of:	City leadership (city manager and assistant city manager)	Very confident		68%
		Moderately confident		16%
		Slightly confident		8%
		Not confident		8%
Please rate the QUALITY of each of the following support services in Vestavia Hills.	Internal employee communications	Excellent		35%
		Good		49%
		Fair		10%
		Poor		6%

The City of Vestavia Hills 2025 Employee Survey

> This survey is to be completed by the City of Vestavia Hills employee who received an invitation. Your responses will be kept anonymous and no identifying information will be shared.

1. **Please rate each of the following aspects of quality of life in Vestavia Hills.**

	Excellent	Good	Fair	Poor	Don't know
Vestavia Hills as a place to live	1	2	3	4	5
Vestavia Hills as a place to work	1	2	3	4	5
The overall quality of life in Vestavia Hills	1	2	3	4	5

2. **How likely or unlikely are you to recommend LIVING in Vestavia Hills to someone who asks?**

   ○ Very likely   ○ Somewhat likely   ○ Somewhat unlikely   ○ Very unlikely   ○ Don't know

3. **Please rate the following categories of Vestavia Hills' government performance.**

	Excellent	Good	Fair	Poor	Don't know
The overall direction that Vestavia Hills is taking	1	2	3	4	5
Generally acting in the best interest of the community	1	2	3	4	5
Overall confidence in Vestavia Hills government	1	2	3	4	5
The overall quality of the services provided by the City	1	2	3	4	5

4. **Please rate the extent to which you agree or disagree with the following statements about your job working for the City of Vestavia Hills.**

	Strongly agree	Somewhat agree	Somewhat disagree	Strongly disagree	Don't know
Overall, I am satisfied with my job	1	2	3	4	5
I plan on working for this organization a year from now	1	2	3	4	5
I see a career path for me at the City of Vestavia Hills	1	2	3	4	5
I gain satisfaction from my current job responsibilities	1	2	3	4	5
I feel positively challenged in my current job	1	2	3	4	5
I have the opportunity to do what I do best every day at work	1	2	3	4	5
My values match or fit with the values of this organization	1	2	3	4	5
I have good friends at work	1	2	3	4	5
Overall, I feel positive about working for the City	1	2	3	4	5
The mission and vision of the City of Vestavia Hills makes me feel my job is important	1	2	3	4	5

5. **How likely or unlikely are you to recommend working for the CITY OF VESTAVIA HILLS to someone who asks?**

   ○ Very likely   ○ Somewhat likely   ○ Somewhat unlikely   ○ Very unlikely   ○ Don't know

5a. **How likely or unlikely are you to recommend working for YOUR CITY DEPARTMENT to someone who asks?**

   ○ Very likely   ○ Somewhat likely   ○ Somewhat unlikely   ○ Very unlikely   ○ Don't know

6. As an employee of the City of Vestavia Hills, how would you rate the job the organization does at each of the following?

	Excellent	Good	Fair	Poor	Don't know
Availability of necessary materials, resources and equipment to do the job effectively	1	2	3	4	5
Providing individual and group workspaces to do the job effectively	1	2	3	4	5
Access to technology that helps employees do their job effectively	1	2	3	4	5
Compensation (salary, benefits and incentives/bonuses) compared with similar opportunities	1	2	3	4	5
Benefits overall (vacation, sick leave, health care, retirement plan, etc.)	1	2	3	4	5
Work-life balance	1	2	3	4	5
Work schedule flexibility	1	2	3	4	5
Maintaining a work environment free from violence or harassment	1	2	3	4	5
Maintaining a work environment free from drug or alcohol abuse	1	2	3	4	5
Protecting employees from health and safety hazards on the job	1	2	3	4	5
Providing a clear vision for our organization	1	2	3	4	5
Communicating information that helps employees understand the problems and issues facing the City	1	2	3	4	5
Speed of response to important issues or change	1	2	3	4	5
Collaboration between departments	1	2	3	4	5
Openness to new ideas and initiatives	1	2	3	4	5
Valuing creativity	1	2	3	4	5
Making all employees feel welcome	1	2	3	4	5
Helping new employees feel connected and integrated	1	2	3	4	5
Fostering a respectful atmosphere	1	2	3	4	5

7. How would you rate the job the organization does at each of the following?

	Excellent	Good	Fair	Poor	Don't know
Respecting individual cultural beliefs and values	1	2	3	4	5
Attracting employees from diverse backgrounds	1	2	3	4	5
Applying policies and procedures equally to all employees	1	2	3	4	5
Providing a safe and secure environment for employees of all backgrounds	1	2	3	4	5
Clarity of staff roles and responsibilities	1	2	3	4	5
Accuracy of performance evaluations	1	2	3	4	5
Connection between compensation and performance	1	2	3	4	5
Showing employee appreciation	1	2	3	4	5
Supporting continual learning and development	1	2	3	4	5
Availability of opportunities for employees to develop knowledge and skills	1	2	3	4	5
Opportunities to develop a career path	1	2	3	4	5
The overall skill set of staff	1	2	3	4	5
The work being done at the City of Vestavia Hills overall	1	2	3	4	5

8. Please rate each of the following aspects of your CITY DEPARTMENT.

	Excellent	Good	Fair	Poor	Don't know
Communication among all staff in my department	1	2	3	4	5
The working relationships in my department	1	2	3	4	5
Collaboration among all staff in my department	1	2	3	4	5
Overall staff morale in my department	1	2	3	4	5
Effectiveness of meetings in my department	1	2	3	4	5
The quality of work being done in my department	1	2	3	4	5

9. Please rate each of the following aspects of your IMMEDIATE SUPERVISOR'S performance.

	Excellent	Good	Fair	Poor	Don't know
Communicating information in a timely manner	1	2	3	4	5
Communicating city-wide and departmental strategic goals	1	2	3	4	5
Welcoming employee involvement in decision-making	1	2	3	4	5
Encouraging an environment where employees feel comfortable to raise issues and concerns that are important to them	1	2	3	4	5
Encouraging employees to come up with innovative solutions to problems	1	2	3	4	5
Encouraging employees to use their own judgment to get the job done	1	2	3	4	5
Promoting a positive working relationship among work group members	1	2	3	4	5
Fostering an atmosphere of mutual trust and confidence	1	2	3	4	5
Treating employees with respect	1	2	3	4	5
Valuing employees from diverse backgrounds	1	2	3	4	5
Treating all employees fairly	1	2	3	4	5
Providing specific, constructive feedback that helps improve employee performance	1	2	3	4	5
Communicating expectations of employees	1	2	3	4	5
Working together with employees to set goals	1	2	3	4	5
Recognizing high-performing employees	1	2	3	4	5
Providing recognition for doing good work	1	2	3	4	5
Applying discipline fairly and consistently	1	2	3	4	5
Managing low-performing employees	1	2	3	4	5
Providing opportunities for employees to learn and grow	1	2	3	4	5
Coaching or mentoring employees	1	2	3	4	5

10. Please rate your overall level of confidence in the leadership of:

	Very confident	Moderately confident	Slightly confident	Not confident	Don't know
Your supervisor	1	2	3	4	5
Your department head	1	2	3	4	5
City leadership (city manager and assistant city manager)	1	2	3	4	5
Council/elected officials	1	2	3	4	5

Support Services

11. Please rate the QUALITY of each of the following support services in Vestavia Hills.

	Excellent	Good	Fair	Poor	Don't know
Custodial cleaning services	1	2	3	4	5
Maintenance and repair services	1	2	3	4	5
Facilities management services overall	1	2	3	4	5
Fleet maintenance services overall	1	2	3	4	5
Recruitment services	1	2	3	4	5
Benefits administration	1	2	3	4	5
Training services	1	2	3	4	5
Human resources services overall	1	2	3	4	5
Telephone systems	1	2	3	4	5
Network services	1	2	3	4	5
IT Desktop / Help Desk services	1	2	3	4	5
General information technology (IT) services overall	1	2	3	4	5
Purchasing services overall	1	2	3	4	5
Finance services overall	1	2	3	4	5
Risk management services overall	1	2	3	4	5
Internal employee communications	1	2	3	4	5
Overall City internal services	1	2	3	4	5

12. If you have any additional comments, please share them here:

_____

_____

_____

_____

The City of Vestavia Hills 2025 Employee Survey

Our last questions are about you. Again, all of your responses to this survey are completely anonymous and no identifying information will be revealed or shared. Completing this information will help us better understand employees' experiences working for the City.

Employee Information

D1. In which City agency or department do you work? (Please choose one.)
- ○ Administration
- ○ Building Safety
- ○ City Clerk
- ○ Finance
- ○ Fire
- ○ Human Resources
- ○ IT
- ○ Library
- ○ Municipal Court
- ○ Parks and Leisure Services
- ○ Police
- ○ Public Services

D2. What is your management status?
- ○ Manager
- ○ Non-manager
- ○ Don't know

D4. Are you employed full time or part time?
- ○ Full time
- ○ Part time

Demographic Information

D5. Do you live in Vestavia Hills?
- ○ Yes
- ○ No

D6. Are you of Hispanic, Latino/a/x, or Spanish origin?
- ○ No   ○ Yes

D7. What is your race? (Mark one or more races to indicate what race you consider yourself to be.)
- ❑ American Indian or Alaskan Native
- ❑ Asian
- ❑ Black or African American
- ❑ Native Hawaiian or Other Pacific Islander
- ❑ White
- ❑ A race not listed

D8. What is your gender?
- ○ Female
- ○ Male

D9. In which category is your age?
- ○ 20 years or younger   ○ 41-50 years
- ○ 21-30 years   ○ 51-60 years
- ○ 31-40 years   ○ 61 years or older

D10. How many years have you worked for the City of Vestavia Hills?
- ○ 0 to 5 years
- ○ 6 to 10 years
- ○ 11 to 15 years
- ○ 16 to 20 years
- ○ More than 20 years

Thank you very much for completing this survey!