

## Appendix I: Telework and Innovation Survey Questions

### RESPONDENT INFORMATION

**1. Please identify your department.**

- a. City Auditor
- b. City Clerk
- c. Community Development
- d. Community Services
- e. Finance
- f. Fire
- g. Human Resources
- h. Information Technology
- i. Police
- j. Policy and Management
- k. Public Works

**2. What is your job title?**

**3. Please choose your bargaining unit.**

- a. Confidential
- b. Executives
- c. Management and Professional
- d. MEA (Technical Services)
- e. Safety Support
- f. Supervisors

**4. Please enter your residential zip code.**

**5. How many years have you been in your current position?**

- a. Less than one year
- b. 1-5 years
- c. 6-10 years
- d. More than 10 years

**6. How many years have you been an employee with the City of Beverly Hills?**

- a. Less than one year
- b. 1-5 years
- c. 6-10 years
- d. More than 10 years

**7. Does your current position require you to fully work onsite (e.g. a position that is not able to telework such as an Equipment Mechanic, Solid Waste Equipment Operator, etc.)?**

- a. Yes
- b. No

- 8. What percentage of your workday do you currently telecommute (work from home)?**  
*Select NA if you answered "Yes" to Question 7 – You fully work onsite.*
- a. Less than 50 Percent of the Time
  - b. 50 Percent of the Time or More
  - c. NA
- 9. If your position is one that requires interaction with the public (e.g. customer service, etc.), in your opinion, how has the level of service delivery changed since you began telecommuting?** *Select NA if you answered "Yes" to Question 7 – You fully work onsite.*
- a. Decreased service-delivery
    - i. Please explain your response.
  - b. About the same service-delivery
    - ii. Please explain your response.
  - c. Increased level of service-delivery
    - iii. Please explain your response.
  - d. NA
- 10. In your opinion, how would you rate your work productivity since you began teleworking (Approximately March 2020)?** *Select NA if you answered "Yes" to Question 7 – You fully work onsite.*
- a. Decreased Productivity
  - b. About the Same Level of Productivity
  - c. Increased Productivity
  - d. NA
- 11. Since employees began teleworking as a result of the pandemic (March 2020) have you experienced any of the following?** *Check all that apply. Select NA if you answered "Yes" to Question 7 – You fully work onsite.*
- a. Improved Work/Life Balance
    - i. How important is improved work/life balance to your overall work experience?
      - 1. Scale 1-5 (Not Important to Very Important)
  - b. Increased Productivity
    - i. How important is increased productivity to your overall work experience?
      - 1. Scale 1-5 (Not Important to Very Important)
  - c. Positive Environmental Impact (e.g. better air quality, reductions in traffic, etc.)
    - i. How important is a positive environmental impact to your overall work experience?
      - 1. Scale 1-5 (Not Important to Very Important)
  - d. Reduced Absences
    - i. How important are reduced absences to your overall work experience?
      - 1. Scale 1-5 (Not Important to Very Important)
  - e. Reduced Commuting Costs/Transit Subsidies
    - i. How important are reduced commuting costs/transit subsidies to your overall work experience?
      - 1. Scale 1-5 (Not Important to Very Important)

- f. Increased Team Collaboration
  - i. How important is increased team collaboration to your overall work experience?
    - 1. Scale 1-5 (Not Important to Very Important)
- g. Increased Communication from City Supervisors and Department Management
  - i. How important is increased communication from City supervisors and department management to your overall work experience?
    - 1. Scale 1-5 (Not Important to Very Important)
- h. Increased Communication from City Administration (City Manager's Office, Council, etc.)
  - i. How important is increased communication from City Administration to your overall work experience?
    - 1. Scale 1-5 (Not Important to Very Important)
- i. None
- j. NA
- k. Other (please specify)

**12. Since the City implemented a telework policy as a result of the pandemic (March 2020), have you experienced challenges in any of the following areas? Check all that apply. Select NA if you answered "Yes" to Question 7 – You fully work onsite.**

- a. Childcare
  - i. How challenging did Childcare make your work from home experience?
    - 1. Scale 1-5 (Not Challenging to Very Challenging)
- b. Home Office Set Up
  - i. How challenging did a Home Office Set Up make your work from home experience?
    - 1. Scale 1-5 (Not Challenging to Very Challenging)
- c. Technological Resource Needs (e.g. work computer, VPN, etc.)
  - i. How challenging did Technological Resource Needs make your work from home experience?
    - 1. Scale 1-5 (Not Challenging to Very Challenging)
- d. Access to Documents and Other Work Files
  - i. How challenging did Access to Documents and Other Work Files make your work from home experience?
    - 1. Scale 1-5 (Not Challenging to Very Challenging)
- e. Team Collaboration
  - i. How challenging did Team Collaboration make your work from home experience?
    - 1. Scale 1-5 (Not Challenging to Very Challenging)
- f. Communication Issues (e.g. receiving timely information about City decisions, timely responses from co-workers, technical issues causing communication issues, etc.)
  - i. How challenging did Communication Issues make your work from home experience?
    - 1. Scale 1-5 (Not Challenging to Very Challenging)
- g. Other (Please Specify)
- h. None
- i. NA

**13. What tools and resources did the City provide you when teleworking began as a result of the pandemic (in approximately March 2020)?**

*Check all that apply. Select NA if you answered "Yes" to Question 7 – You fully work onsite.*

- a. Computer
  - i. How helpful was a Computer to your work from home experience?
    - 1. Scale 1-5 (Not Helpful to Very Helpful)
- b. VPN Access
  - i. How helpful was VPN Access to your work from home experience?
    - 1. Scale 1-5 (Not Helpful to Very Helpful)
- c. Directions for Accessing City Portals Remotely
  - i. How helpful were Directions for Accessing City Portals Remotely to your work from home experience?
    - 1. Scale 1-5 (Not Helpful to Very Helpful)
- d. Information on Internet Security
  - i. How helpful was Information on Internet Security to your work from home experience?
    - 1. Scale 1-5 (Not Helpful to Very Helpful)
- e. Ergonomic Equipment/Resources
  - i. How helpful were Ergonomic Equipment/Resources to your work from home experience?
    - 1. Scale 1-5 (Not Helpful to Very Helpful)
- f. Other (Please Specify)
- g. None
- h. NA+

**14. Are there any resources that you have not been provided that would improve teleworking? Select NA if you answered "Yes" to Question 7 – You fully work onsite.**

- a. Computer
  - i. How critical is a Computer to your continuing to work from home?
    - 1. Scale 1-5 (Not Critical to Very Critical)
- b. VPN Access
  - i. How critical is VPN Access to your continuing to work from home?
    - 1. Scale 1-5 (Not Critical to Very Critical)
- c. Directions for Accessing City Portals Remotely
  - i. How critical are Directions for Accessing City Portal Remotely to your continuing to work from home?
    - 1. Scale 1-5 (Not Critical to Very Critical)
- d. Information on Internet Security
  - i. How critical is Information on Internet Security to your continuing to work from home?
    - 1. Scale 1-5 (Not Critical to Very Critical)
- e. Ergonomic Equipment/Resources
  - i. How critical is Ergonomic Equipment/Resources to your continuing to work from home?
    - 1. Scale 1-5 (Not Critical to Very Critical)
- f. Other (Please Specify)
- g. NA

**15. While teleworking, did you request to visit your onsite workspace?**

*Select NA if you answered "Yes" to Question 7 – You fully work onsite.*

- a. Yes
  - i. If yes, please describe the reason. (E.g. equipment, air conditioning, etc.)
- b. No
- c. NA

**16. If teleworking were incorporated as a work option under non-emergency circumstances, would you use it? Select NA if you answered "Yes" to Question 7 – You fully work onsite.**

- a. Yes
  - i. If teleworking were incorporated as a work option under non-emergency circumstances, how many days per week would you see yourself telecommuting?
    - 1. 1
    - 2. 2
    - 3. 3
    - 4. 4 or more days
- b. No
- c. NA

**17. Is there anything that you would like to share about the telework experience, successes, obstacles, areas of concern, considerations, etc.? Please share.**

*Enter NA if you answered "Yes" to Question 7 – You fully work onsite*

**SERVICE DELIVERY AND THE FUTURE**

**18. When thinking about the future of Beverly Hills, idealistically, how could the use of data and technology improve your ability to do your job and improve customer service-delivery? (Please provide specific examples if you have any)**

**19. Assuming resources were plentiful and the organizational culture were supportive, do you have any innovative ideas you would seek to explore/pilot/implement in your department to improve operations and customer service-delivery?**

**20. Does your department solicit feedback from customers about their level of satisfaction with service-delivery?**

- a. Yes
- b. No
- c. Do Not Know

**21. Does your department solicit feedback from employees about their level of satisfaction with their working conditions (includes access to the resources necessary to successfully complete their job duties, management communications, etc.)?**

- a. Yes
- b. No
- c. Do Not Know

**22. Any information that you wish to share as a final thought?**