

# #TeamCity Employee Survey

## End of Year Summary



### Background

In 2025, the City of Madison conducted a **citywide survey**. Past efforts to survey city staff were completed in 2019 and 2022. This survey was sponsored by Human Resources (HR) and the Department of Civil Rights (DCR) in collaboration with [Affinity Groups](#) citywide.

The purpose of the #TeamCity survey was to understand employee experience, capture a picture of organizational culture, reinforce trust building, create collective ownership, promote transparency, live our [Vision and Mission](#), and identify priority areas for change.

### Survey Development Process

HR Organizational Development (OD) Performance Excellence Specialist served as the project manager for the employee survey. HR-OD Manager served as one of the change managers and the HR Director as project co-sponsor with DCR counterparts supporting. Together, this project steering team met monthly with Affinity Group leadership to guide the formation of the survey.

[Polco National Employee Survey \(NES\)](#) instrument was selected through a bid process. The NES was tailored to meet the City of Madison's needs. This included several customized questions co-created with Affinity Groups and the [University of Wisconsin – Madison Survey Center](#). Over 100 Affinity Group representatives were included in customizing the survey alongside the project steering team.

In addition to custom questions, the survey included 28 NES questions asked by the City of Madison in 2019. Repeating exact questions allows the city to look at organizational trends. NES questions are also standardly compared to local municipalities nationwide, providing unique opportunities to benchmark Madison's data to like organizations.

### Implementation, Findings, and Next Steps

From November 3, 2025 through December 1, 2025 the city conducted the NES. 1,832 city employees completed the survey, resulting in a 60% response rate citywide. Compared to other local governments that take the NES, Polco considers this an excellent response rate.

Citywide results will be published on the [#TeamCity Employee survey webpage](#) as they become available. Demographic data comparisons of the citywide results are the main concern for our Affinity Groups. Results for each demographic captured and will be carefully considered before all results are published. HR, DCR, and the Finance Data Team will complete the analysis of survey findings. Affinity Groups will continue to meet with the project steering team monthly bring accountability for results. Together, we are committed to making the City of Madison a great place to work.

## More on the #TeamCity Employee Survey

Connect with our Performance Excellence Specialist, at [OrganizationalDevelopment@cityofmadison.com](mailto:OrganizationalDevelopment@cityofmadison.com) to learn more or visit the [#TeamCity Employee Survey website](#).