



# UNITED STATES CAPITOL POLICE PRESS RELEASE

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## **Department Employee Survey**

Washington, DC- Today, the United States Capitol Police (USCP) released the results of a benchmark employee survey to the entire Department that will help guide the Department's workforce programs for years to come.

"I am extremely pleased and excited about the information we have gathered from this survey," stated Chief of Police Kim Dine. "I would first like to thank all of the employees who participated, thank you for making your voice heard and your opinion count. To those employees who chose not to participate, it is my hope that in seeing the survey results and how the USCP works to address the areas noted for improvement and build upon its successes, they will be eager to provide their thoughts and opinions in future surveys."

This summer, the USCP invited all fulltime Department employees to participate in an online survey about their workplace environment. The participants were asked to complete a total of 101 questions. The survey, which was modeled on the Federal Employee Viewpoint Survey, was implemented by a national third party software vendor. The questions measured the participants' views on topics such as: job satisfaction, organizational performance and accountability, supervisory and managerial performance, leadership skills, communication and work-life issues. The survey also included a narrative section for employees to provide a longer narrative of their opinions on matters that were not captured by the previous questions, should they choose to do so.

The Survey was administered over a 21 day period from July 14, 2015 to August 4, 2015, and nearly 40 percent of the Department participated in the survey. After the data was tabulated by the third-party analytics contractor, aggregate results were shared with the entire Department earlier today.



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The Department is excited about the results of this benchmarking survey, and believes the benefits from the Survey are threefold. First, it revealed areas of employee satisfaction which are helping the Department determine the methods that are working best in the agency. The USCP will use this information to continue to grow and build on those successes. Second, the survey revealed areas of needed improvement. Those areas will be the guide for future action plans to address those concerns. Third, over time, future surveys will serve as a progress report and a way to measure our collective improvement efforts.

The cumulative results of the Survey are extremely important, and while they show that the Department has numerous areas of strength it also points to several areas where that work still needs to be done internally. The strengths include overwhelming support for the USCP mission, pay rates and supervisor-employee relationships. The work to address employee concerns about lack of communication, increased hands-on training, and more transparency in the promotional process has already begun in the Department, and will continue to grow in the future. Meeting these challenges requires more than simply publishing these results – it requires commitment from USCP leaders, managers, supervisors, officers and all employees to support and lead positive change.

While the mission remains foremost in our minds and our challenges are great, USCP has nearly 2100 sworn and civilian employees who are singularly dedicated to meeting these challenges, protecting the legislative process, Members, staff and visitors; and making USCP the preeminent law enforcement agency in the country. This survey and future surveys will help with that mission.

“This survey is an important tool for the entire department, not only now but for years to come,” concluded Chief Dine. “Employees who feel a strong sense of inclusion perform better at their jobs. They also contribute more of their talents to the vital public service mission of the USCP. That is not only great for the Department, it’s great for the Congressional Community that we are all helping to protect and serve.”

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