



# EMPOWER**LA**

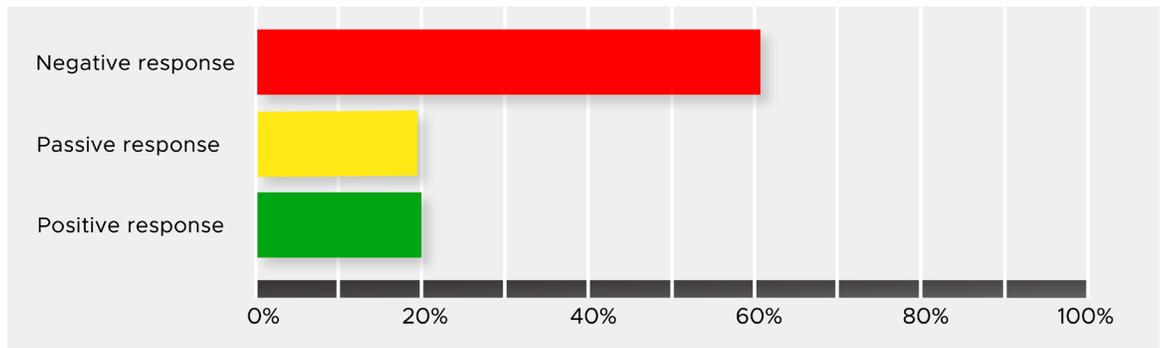
## Listening Survey

### Survey Response Data Review

### QUESTION 1:

How likely is it that you would recommend EmpowerLA to friends or family members who needed information on how to improve their community?

This question resulted in a Net Promoter Score, as illustrated in the graphic below. The Net Promoter Score (NPS) synthesizes responses in terms of Detractors (negative), Passives (neutral or no opinion) and Promoters (positive). The score indicates how respondents feel about their experiences with the Department at a particular time. We view this as an organizational thermostat which changes over time. We view the Passives as an opportunity to improve.



### QUESTION 2:

What is EmpowerLA good at?

**Number of responses:**

Total recorded: **305** 274 responses; 31 skipped (90%, 10%)

Net responses: **261** 274 less 6 duplicates, 7 responses without content

*Summary: positive responses are fairly direct, clear, specific; negative responses are somewhat less so, though clear as to the themes indicated below.*

| POSITIVE 158 responses: 62% of total responses                        |                     |            |
|---|---------------------|------------|
| Topic/Theme   | Number of responses | Percentage |
| Communication – providing information, content output to constituents | 54                  | 21%        |
| Direct Neighborhood Council support                                   | 41                  | 16%        |
| Workshops and Info Sessions   | 38                  | 15%        |
| Connection - liaison to City policies and practices                   | 25                  | 10%        |

| NEGATIVE appx 50 responses: 20%                 |  |  |
|---|--|--|
| Topic/Theme                                     |  |  |
| Bureaucracy                                     |  |  |
| Condescension – behavior by ELA staff           |  |  |
| Allowing poor dynamics in Neighborhood Councils |  |  |
| Not helpful or effective                        |  |  |

*Note: approximately 7% of respondents indicated they didn't know or weren't sure what EmpowerLA is good at.*

## QUESTION 3:

### What could EmpowerLA do better?

#### Number of responses:

Total recorded: **305** 284 responses; 20 skipped (89%, 11%)

Net responses: **271** 285 less 2 duplicates, 12 responses without content

**59** extensive narrative responses (two or more sentences or phrases)

#### Overall Themes:

- ▶ Be more obvious in supporting and promoting the NC system
- ▶ More effective at connecting with City officials
- ▶ Reduce “top down” approach
- ▶ Less bureaucratic
- ▶ Empower, build EmpowerLA staff

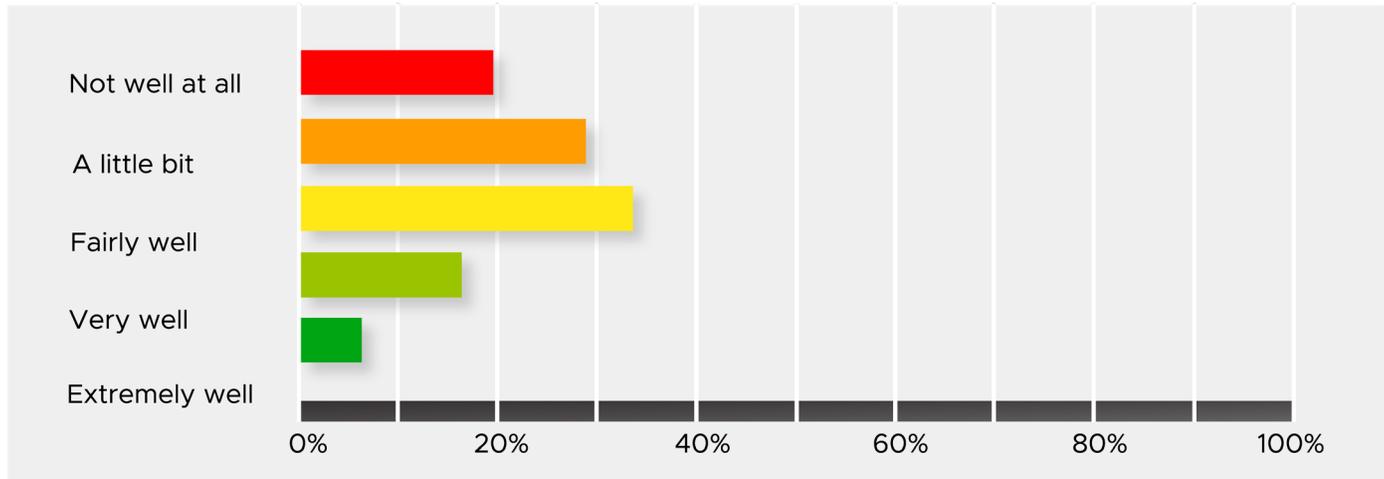
| THEME SUMMARY  | Appx # responses |
|--|------------------|
| Less of a “command and control” bureaucratic, rules focused approach; comments about “heavy handed” policies such as codes of conduct, digital communications policy | 24               |
| Increase community outreach (residents, businesses, local CBOs, etc.)  | 23               |
| More openness to neighborhood council board members’ perspectives vis a vis the volunteer nature of their role, responsibilities, time involved, etc.                | 18               |
| Provide more (effective, impactful) training, onboarding of board members, new and existing  | 17               |
| Improve rate of responsiveness, communication in response to inquiries, requests for info, other resources   | 14               |
| Strengthen staff capacity and function: increase knowledge, empowerment, reduce turnover, add staff  | 12               |
| Easier website, simpler clearer resources, less email for the sake of email  | 3                |
| General manager  | 6                |
| Clarify role in elections, improve election process Elections  | 5                |
| More presence at meetings  | 3                |
| Compensation, increased NC budgets, less bureaucracy with budgets  | 2                |

*Note: 14 respondents indicated “not sure” to the question and eight respondents indicated “everything.”*

## QUESTION 4:

### Overall, how well has EmpowerLA met your needs?

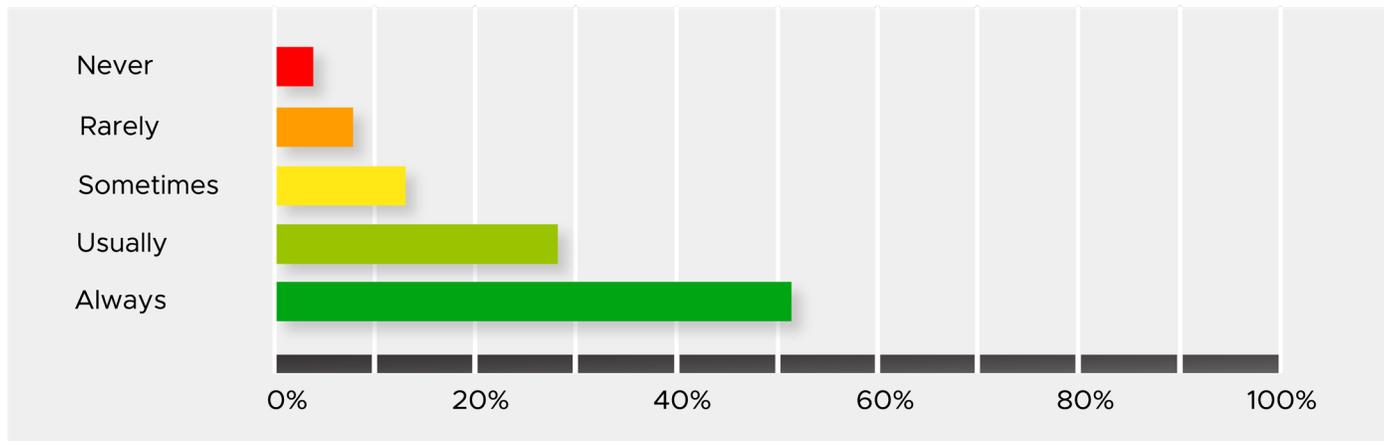
Cumulatively, approximately 53% respondents indicated the Department as meeting their needs fairly, very or extremely well. Less than half (47) reported the Department as not meeting their needs well at all or a little bit.



## QUESTION 5:

### How often does EmpowerLA staff treat you with respect?

Clearly respondents reported the staff as always or usually treating them with respect (78% cumulatively).

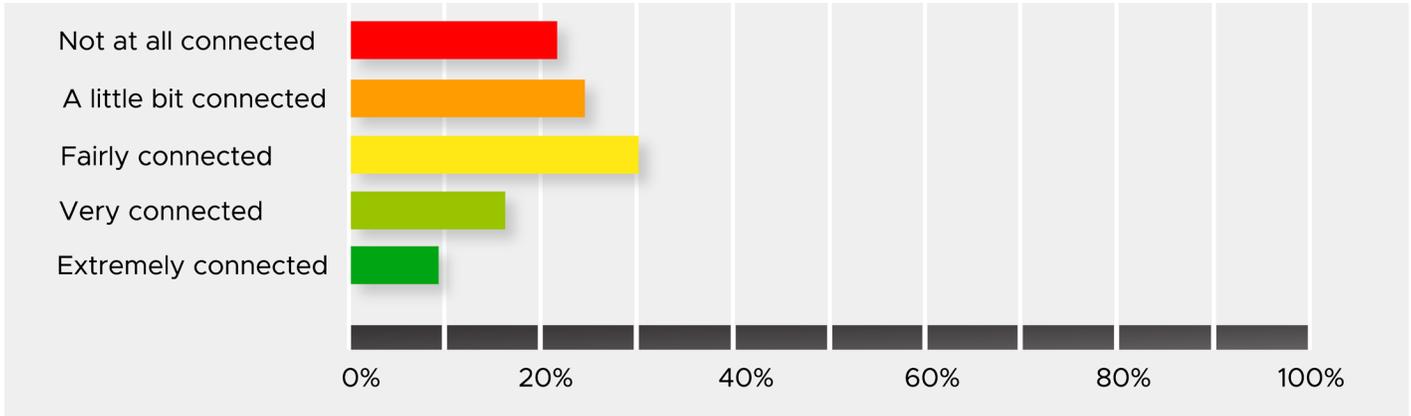


| ANSWER CHOICES | RESPONSES | -          |
|----------------|-----------|------------|
| Never          | 2.74%     | 8          |
| Rarely         | 6.85%     | 20         |
| Sometimes      | 12.33%    | 36         |
| Usually        | 26.71%    | 78         |
| Always         | 51.37%    | 150        |
| <b>TOTAL</b>   | -         | <b>292</b> |

## QUESTION 6:

### How connected do you feel to your Neighborhood Empowerment Advocate at EmpowerLA?

Fifty-three (53%) of respondents feel fairly, very, or extremely connected to their NEA, while 47% feel either a little connected or not connected at all.

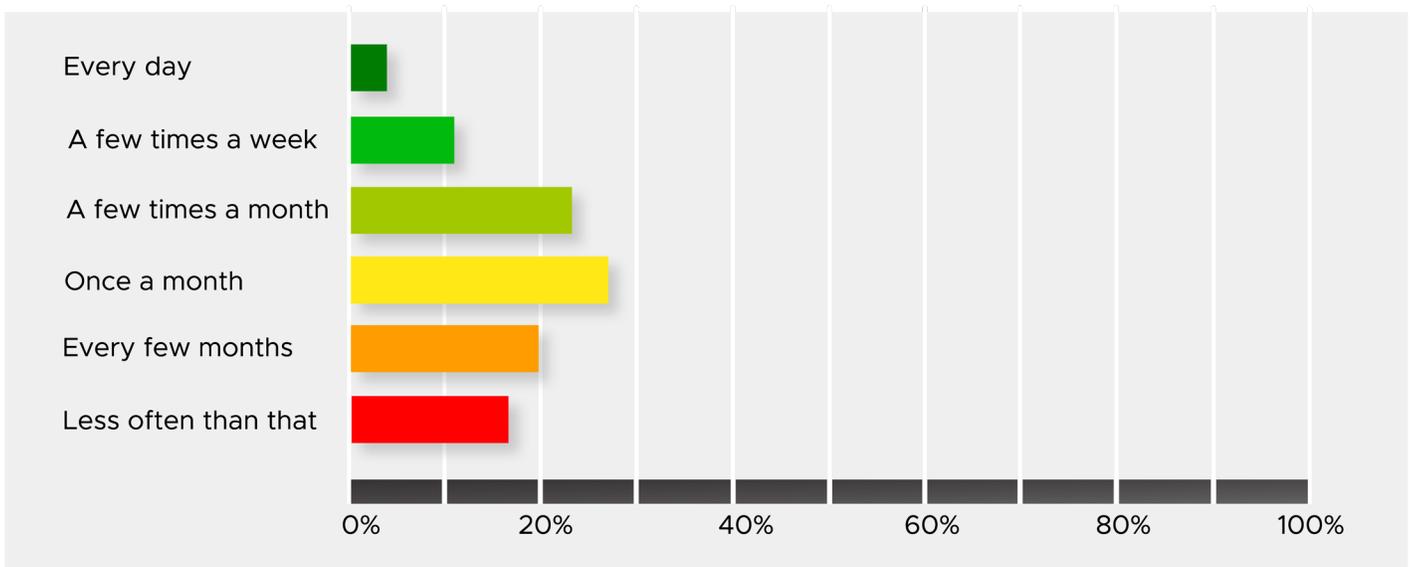


| ANSWER CHOICES         | RESPONSES |            |
|------------------------|-----------|------------|
| Not at all connected   | 22.11%    | 65         |
| A little bit connected | 24.83%    | 73         |
| Fairly connected       | 30.61%    | 90         |
| Very connected         | 13.61%    | 40         |
| Extremely connected    | 8.84%     | 26         |
| <b>TOTAL</b>           | -         | <b>294</b> |

## QUESTION 7:

### How often do you interact with EmpowerLA?

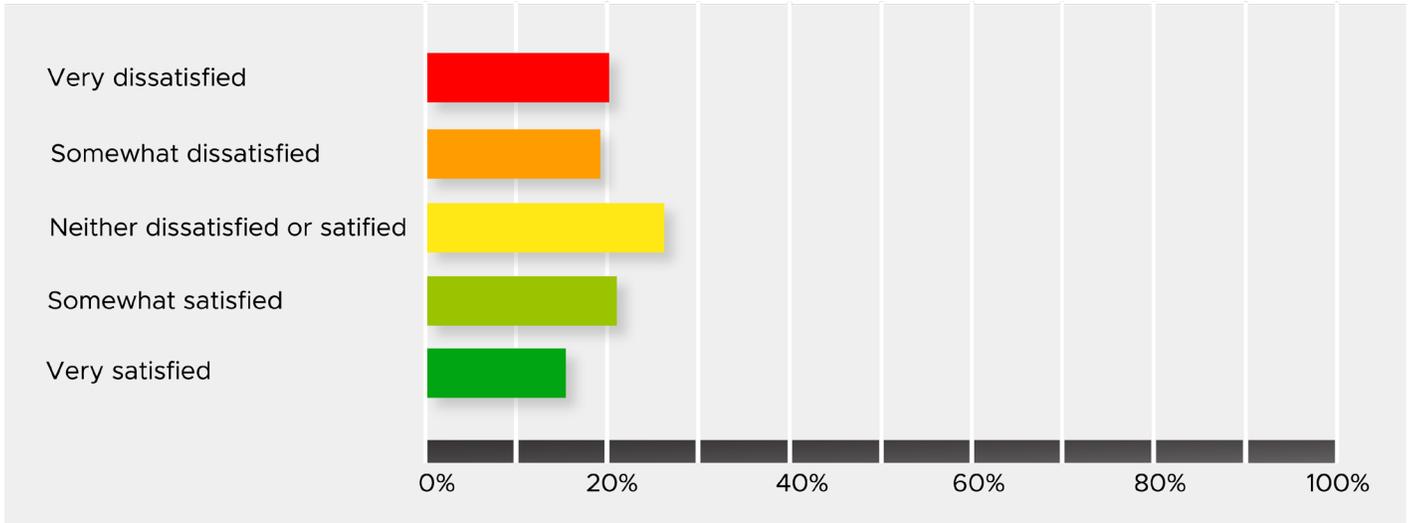
Most survey respondents interact with EmpowerLA from once a month to daily



## QUESTION 8:

### How satisfied are you with the response time of EmpowerLA when you get in touch?

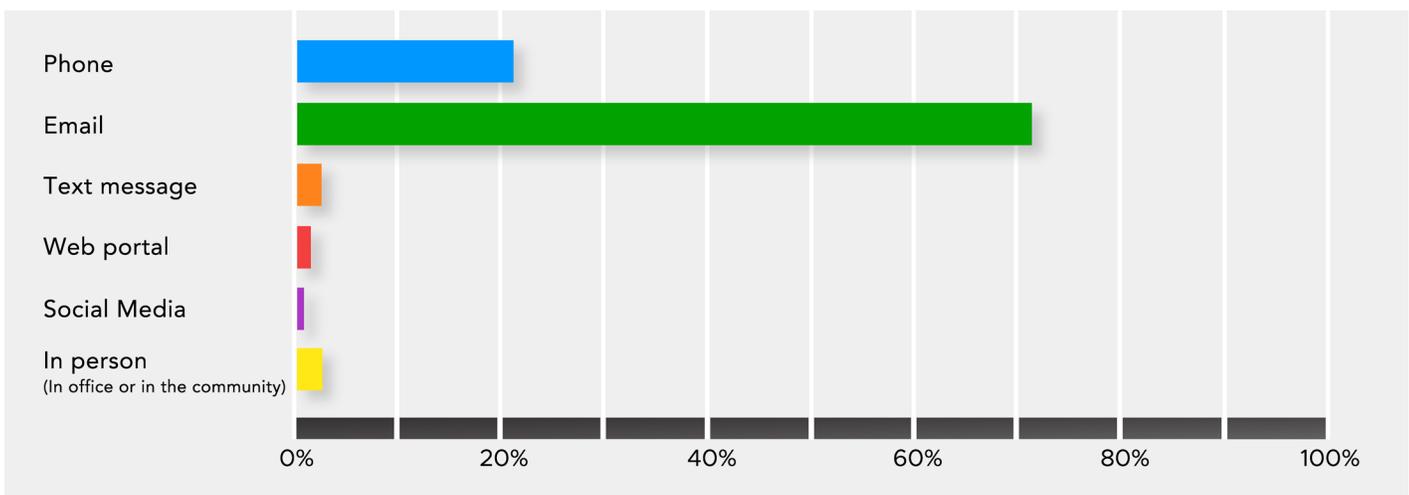
A clear indication of an area of focus and improvement, 37% of respondents reported being very or somewhat dissatisfied with the Department's response time, while 36% were somewhat or very satisfied. However, almost a third of respondents were neither satisfied nor dissatisfied.



| ANSWER CHOICES                     | RESPONSES |            |
|------------------------------------|-----------|------------|
| Very dissatisfied                  | 20.0%     | 56         |
| Somewhat dissatisfied              | 17.50%    | 49         |
| Neither dissatisfied nor satisfied | 26.79%    | 75         |
| Somewhat satisfied                 | 20.36%    | 57         |
| Very satisfied                     | 15.36%    | 43         |
| <b>TOTAL</b>                       | -         | <b>280</b> |

## QUESTION 9:

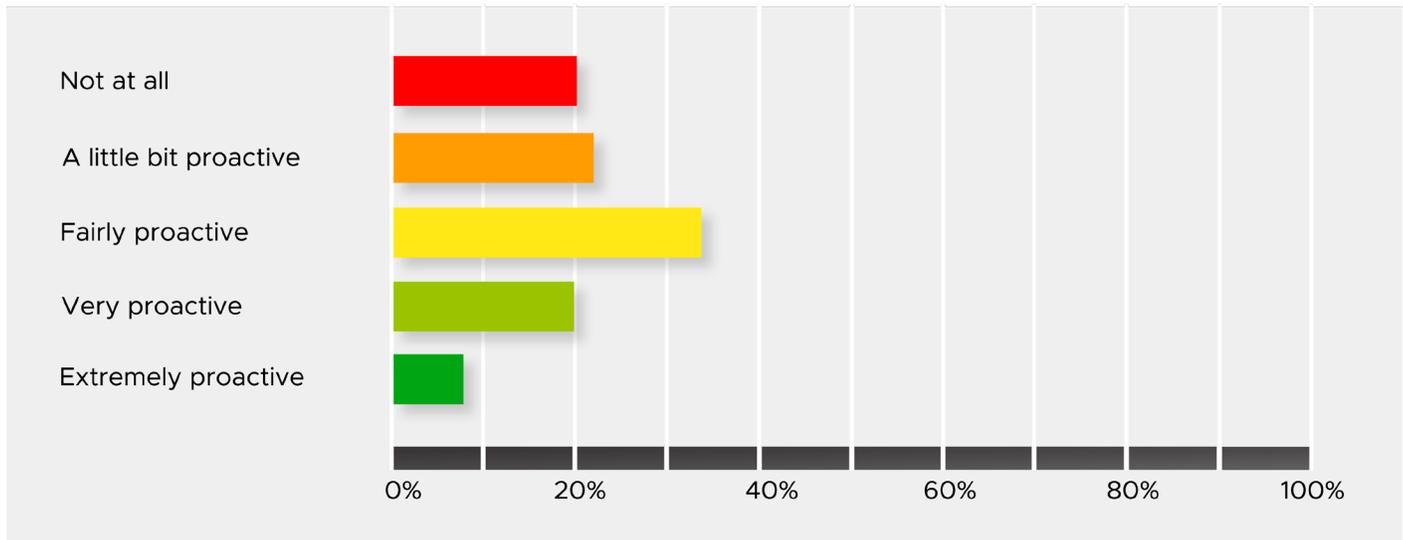
### How do you prefer to get in touch with EmpowerLA?



## QUESTION 10:

When you reach out to EmpowerLA with a question or concern, how proactive are our staff in helping you resolve the issue?

Most respondents (approximately 60%) find staff to be fairly, very, or extremely proactive when responding to concerns. However about 40% reported staff to be little or not at all proactive when responding to questions or concerns. This another area we have been and will continue to focus on improving.



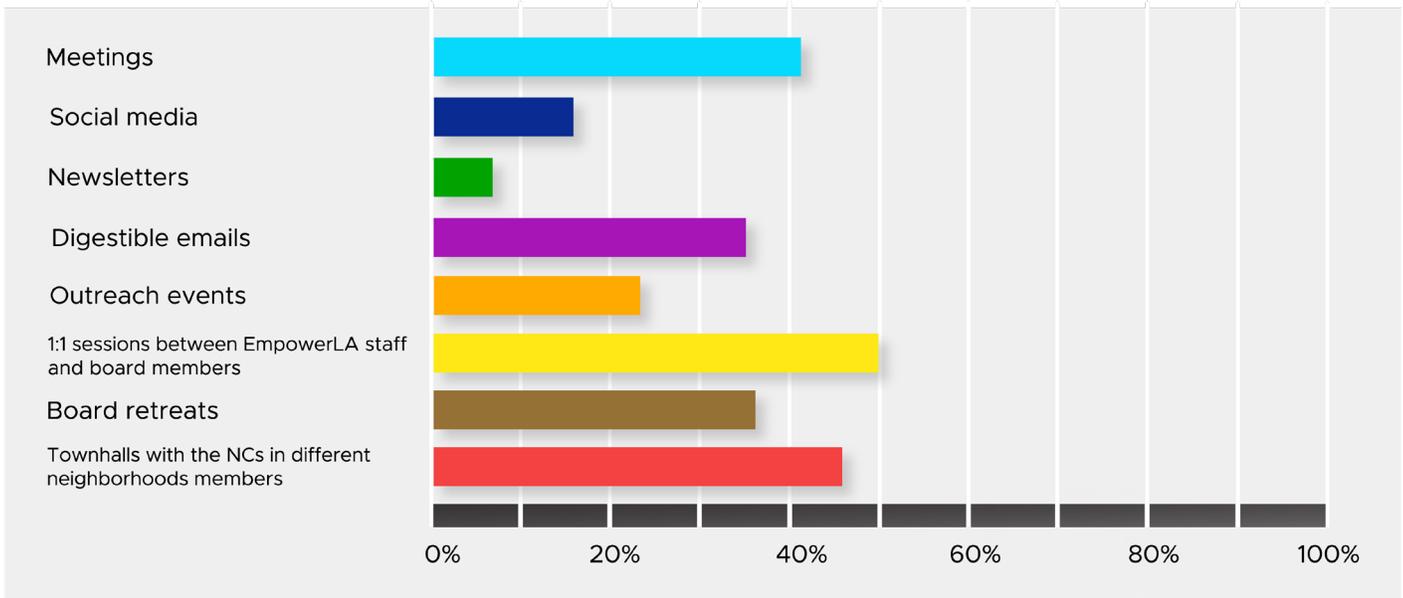
| ANSWER CHOICES         | RESPONSES |            |
|------------------------|-----------|------------|
| Not at all             | 19.06%    | 53         |
| A little bit proactive | 21.22%    | 59         |
| Fairly proactive       | 33.09%    | 92         |
| Very proactive         | 18.71%    | 52         |
| Extremely proactive    | 7.91%     | 22         |
| <b>TOTAL</b>           | -         | <b>278</b> |

## QUESTION 11:

How can EmpowerLA serve your neighborhood council better?

The **top three** selections, in order, are:

- ▶ More 1:1 sessions between EmpowerLA staff and NC board members (50%)
- ▶ Co-hosting town halls with NCs in different neighborhoods (47%)
- ▶ Attend more meetings (40%)



| ANSWER CHOICES  | RESPONSES |            |
|---|-----------|------------|
| Attend more meetings  | 40.38%    | 107        |
| Be involved in social media                                     | 13.21%    | 35         |
| Send more newsletters   | 7.92%     | 21         |
| Shorter/more digestible emails                                  | 18.71%    | 88         |
| Host more outreach events                                       | 7.91%     | 68         |
| Schedule 1:1 sessions between EmpowerLA staff and board members | 49.81%    | 132        |
| Organize board retreats   | 34.72%    | 92         |
| Co-host townhalls with the NCs in different neighborhoods       | 47.17%    | 125        |
| <b>TOTAL</b>  |           | <b>668</b> |

## QUESTION 12:

How much do you agree/disagree that EmpowerLA is moving in the right direction?

### Number of responses:

Total recorded: **305** 283 responses; 22 skipped (93%, 7%)

Respondents were relatively evenly segmented in their responses, as pro, con and neutral:

Strongly disagree & somewhat disagree: 32%

Neither agree nor disagree: 34%

Somewhat agree & strongly agree: 34%

| RATING                     | NUMBER OF RESPONSES | PERCENTAGE |
|----------------------------|---------------------|------------|
| Strongly disagree          | 52                  | 18%        |
| Somewhat disagree          | 40                  | 14%        |
| Neither agree nor disagree | 97                  | 34%        |
| Somewhat agree             | 64                  | 23%        |
| Strongly agree             | 30                  | 11%        |

## QUESTION 13:

### What informed your response to Question 12?

#### Number of responses:

Total recorded: **305** 257 responses; 48 skipped (81%, 19%)

Net responses: **246** (257 less 11 responses without content, no duplicates)

**63** negative responses (with extensive content)

**47** positives with more than one sentence, one phrase responses

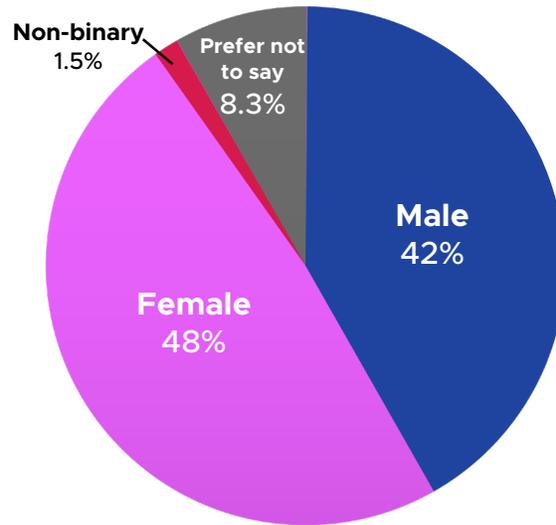
| POSITIVE THEME SUMMARY   | APPX # RESPONSES |
|--|------------------|
| Great job, learning experience, can see efforts towards improvements and changes | 21               |
| Appreciate that EmpowerLA is asking for input (listening tour, survey, etc.)     | 5                |
| Recognize the challenge, tough role working with neighborhood councils           | 4                |

| NEGATIVE THEME SUMMARY   | APPX # RESPONSES |
|--|------------------|
| Don't feel any connection, don't know much, little interaction   | 28               |
| Micromanaging, lack of collaborative relationship (between neighborhood council and EmpowerLA), interference rather than support with difficult interactions | 17               |
| EmpowerLA staff seems stretched, insufficient, having low morale, lack of empowerment; turnover noted as challenge to working with NC board                  | 14               |
| Low or problematic board performance   | 12               |
| Concerns about General Manager   | 12               |
| Concerns, questions about EmpowerLA's original role and purpose vis a vis neighborhood councils  | 11               |
| Slow, insufficient, inconsistent communication   | 11               |
| Can't tell from interactions, no idea of mission or whether it's moving forward  | 10               |
| No improvement   | 2                |

## GENDER IDENTITY

Choices included male, female, non-binary, prefer not to say and Trans.

Most respondents identified as **female (48%)**; **42% identified as male.**

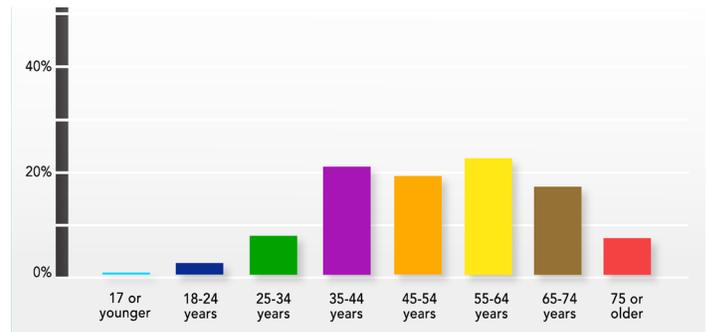


## AGE

The most common age group of respondents was **55-64 (23%)**

The next most common age group was **35-44 (21%)**

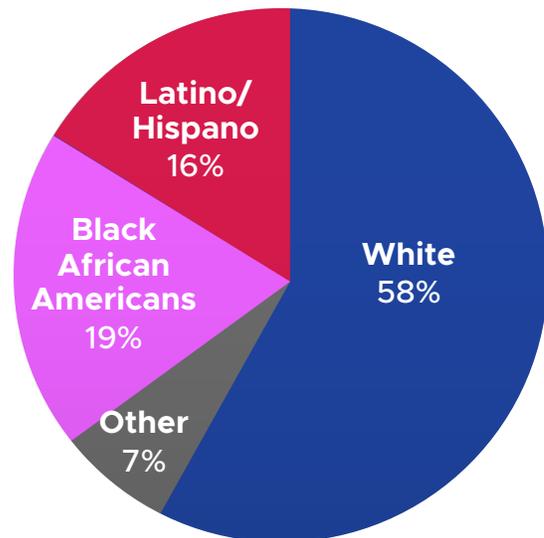
The least common age group was **17 or younger (>1%)**.



## RACE/ETHNICITY

Respondents identified predominantly as **White (not Hispanic) (58%)**

**Black African Americans** was the second most common group (**19%**) followed by **Latino/Hispano (16%)**.



# THANK YOU

Sincere appreciation to those who responded to the survey, to the Innovation & Performance Commission and the Board of Neighborhood Councils for their support and engagement.

The learnings are invaluable to our efforts to build an organizational culture of feedback and program improvement through collaboration with Neighborhood Council leaders. These experiences will have a profound impact on our future success as a resource to connecting residents and neighborhoods with City leaders and decision-makers.



For additional information, please contact  
[feedback@empowerla.org](mailto:feedback@empowerla.org).

