



**AUSTIN**CODE  
DEPARTMENT

Public Safety Committee Presentation  
ACD Uniforms: Staff Survey Results  
Elaine Garrett, Assistant Director  
Ken Garcia, Chief Administrative Officer  
February 8, 2022

# Overview

To provide follow up information on the use of uniforms by Austin Code Department field inspectors.

- Uniform Survey Results Summary
- Community Engagement
- Questions



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# **ACD UNIFORMS: STAFF SURVEY RESULTS**



# Presentation Design

- Research questions and format
- Identify survey group
- Create and administer in Typeform
- Survey Opened 8/30/2021
- Results: 60 completed responses – 61%

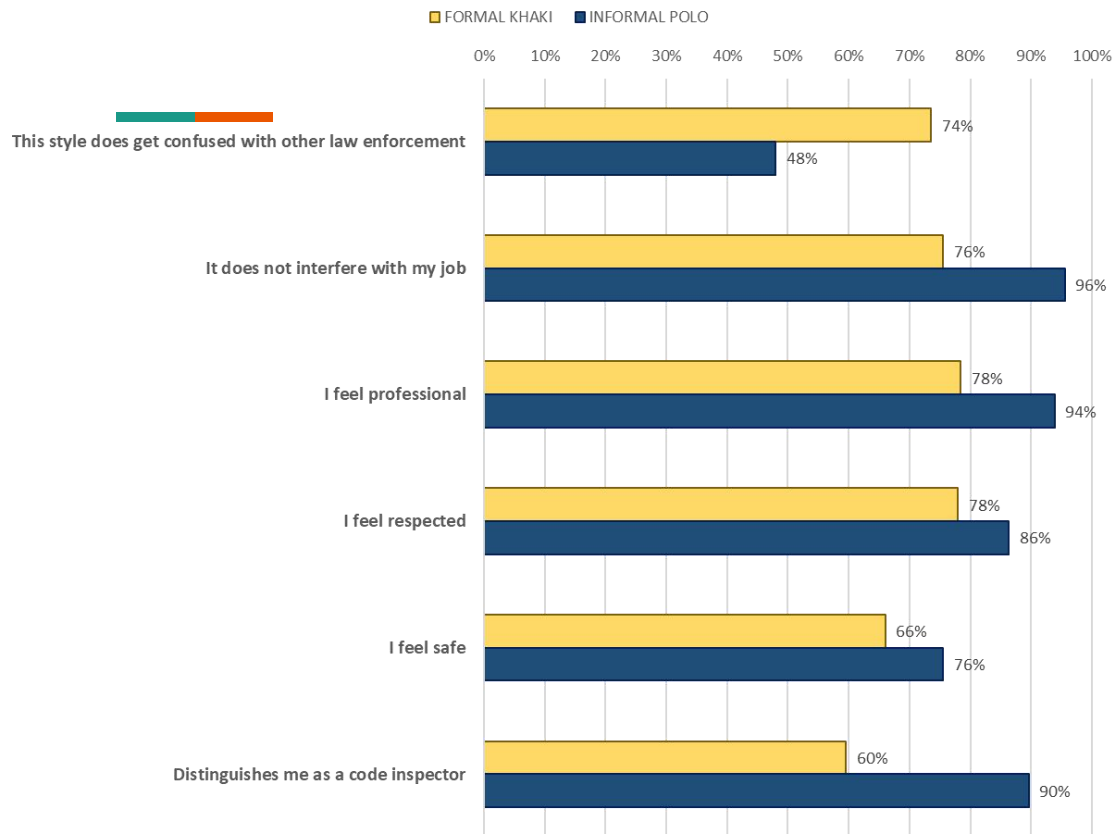
# Example Screen Shot

1 → How does the khaki button down ...

☒ Agree ☒ Disagree

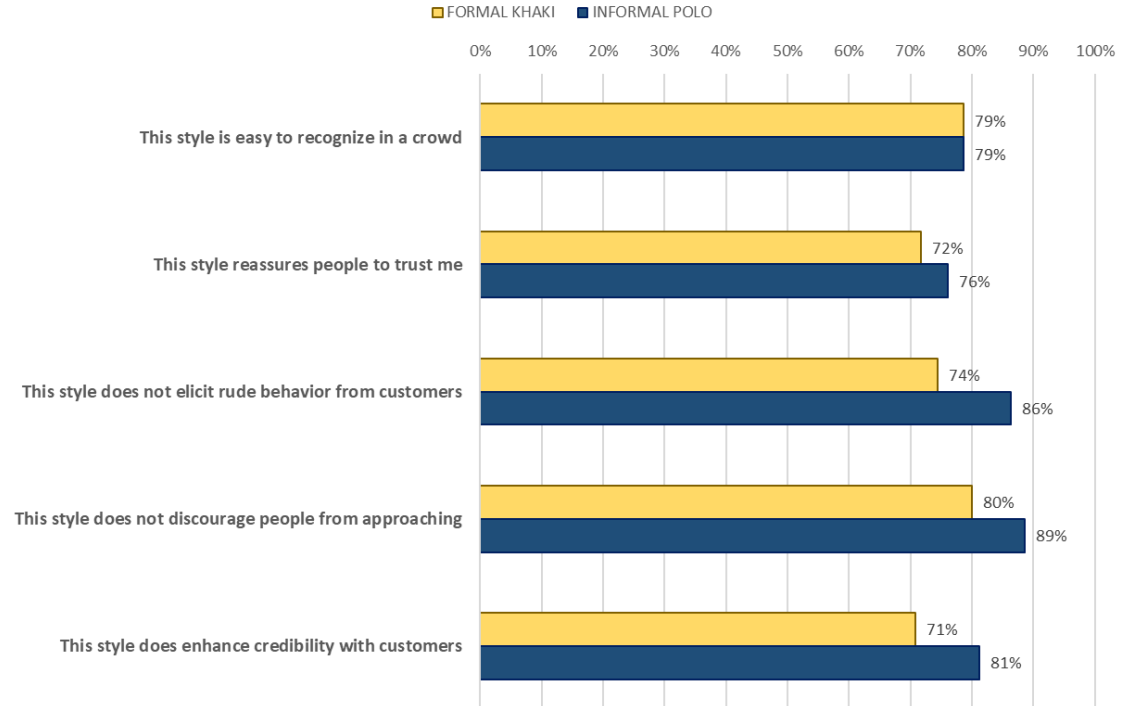
I feel safe	<input type="radio"/>	<input type="radio"/>
I feel professional	<input type="radio"/>	<input type="radio"/>
I feel respected	<input type="radio"/>	<input type="radio"/>
It interferes with my job	<input type="radio"/>	<input type="radio"/>
Distinguishes me as a code inspector	<input type="radio"/>	<input type="radio"/>
It is comfortable	<input type="radio"/>	<input type="radio"/>
I don't feel the uniform is needed	<input type="radio"/>	<input type="radio"/>
This style elicits rude behavior from customers	<input type="radio"/>	<input type="radio"/>
This style enhances credibility with customers	<input type="radio"/>	<input type="radio"/>
This style negatively affects my overall attitude toward my job	<input type="radio"/>	<input type="radio"/>
This style is easy to recognize in a crowd	<input type="radio"/>	<input type="radio"/>

## % of survey respondents who agree with the statement with regard to each uniform





### % of survey respondents who agree with the statement with regard to each uniform



Question:

Which  
uniform  
style would  
you prefer?

In the Office

NAVY – 72%

KHAKI – 20%

In the Field

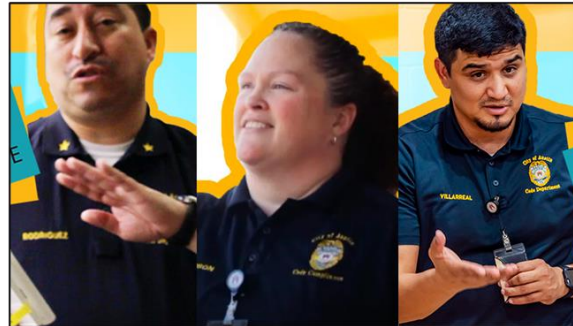
NAVY – 56%

KHAKI – 25%

Favorite

NAVY – 58%

KHAKI – 28%







# Key Themes

- Can be mistaken for other public safety professionals
- Provides credibility and sense of professionalism
- Effective in enhancing ability to perform job
- Provides “sense of belonging”
- Could be more comfortable



# Follow-up Actions

- Communicated results to full department
- Review uniform policy to ensure up-to-date
- Review policy with uniformed staff to ensure consistency
- Consider opportunities for improvements



The Austin Code Department has made great strides in gaining the confidence and trust of the communities we serve through:

- Monthly meetings with stakeholders
- Attendance at specific Neighborhood Association meetings
- Language accessibility and translation services
- Implementation of virtual inspections
- Educational materials and web page FAQs
- Open data portal for community to view case status
- Code Connect Line



# Thank You! Any Questions?

