



SFMTA
Municipal
Transportation
Agency

2016 Employee Survey Results

Senior Management Team Briefing
December 2016

2016 Survey Campaign

Survey Period: October 3 – October 21



Participation rate: 1,752 responses (30%)

- 1,560 (27%) in 2015
- 1,525 (30%) in 2014
- 1,667 (33%) in 2013



Survey Updates:

- Frontline staff with limited or no access to email received surveys mailed to their homes
 - Increased Frontline staff response volume: 611 (2015) to 887 (2016)
 - 405 Transit Operator responses
 - 114 Parking Control Officer responses
- Response rate increased among System Safety, CP&C, and Transit
- Gave employees options to list classifications, allowing for employee category analysis

Progress across divisions

Top movers across question categories

Personal Questions

e.g., My work gives me a feeling of personal accomplishment

HR: 3.8 → 4.2

FIT: 3.9 → 4.1

Supervisor Questions

e.g., Discussions with my supervisor about my performance are worthwhile

CP & C: 3.3 → 3.6

FIT: 3.7 → 4.0

System Safety: 4.0 → 4.3

Leadership Questions

e.g., I feel like the agency is moving in the right direction

FIT: 3.3 → 3.8

HR: 3.5 → 3.9

Comm: 3.5 → 3.8

Employee Categories

Technicians

IT Operations Support
Engineer Associate

Officials and Administrators

Manager
Deputy Director

Office/Clerical

Payroll Clerk
Senior Clerk
Executive Secretary

Paraprofessionals

Public Service Aide

Professionals

Administrative Analyst
Engineer
Transit Planner
Project Manager

Skilled Craft

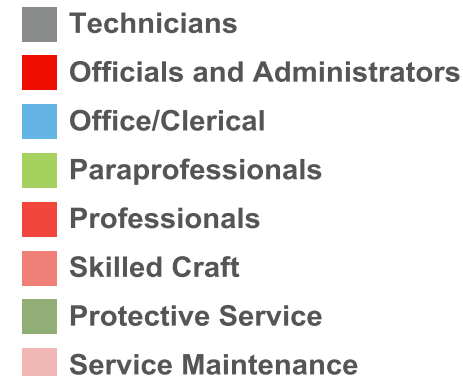
Electrical Transit Mechanic
Automotive Mechanic
Electronic Maintenance Technician

Protective Service

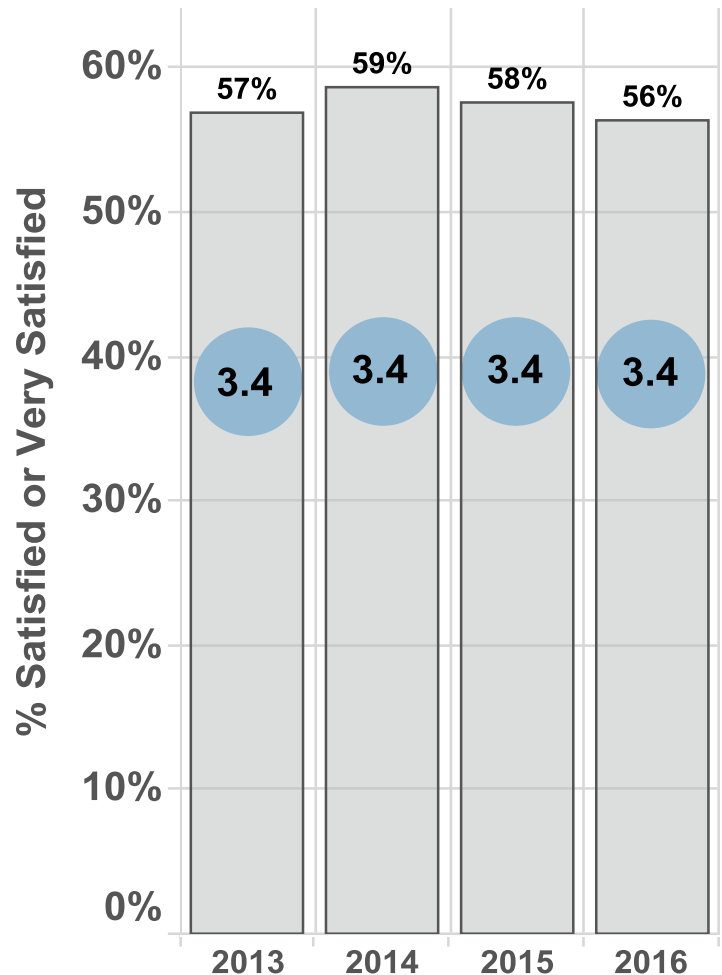
Transit Fare Inspector
Parking Control Officer
School Crossing Guard

Service Maintenance

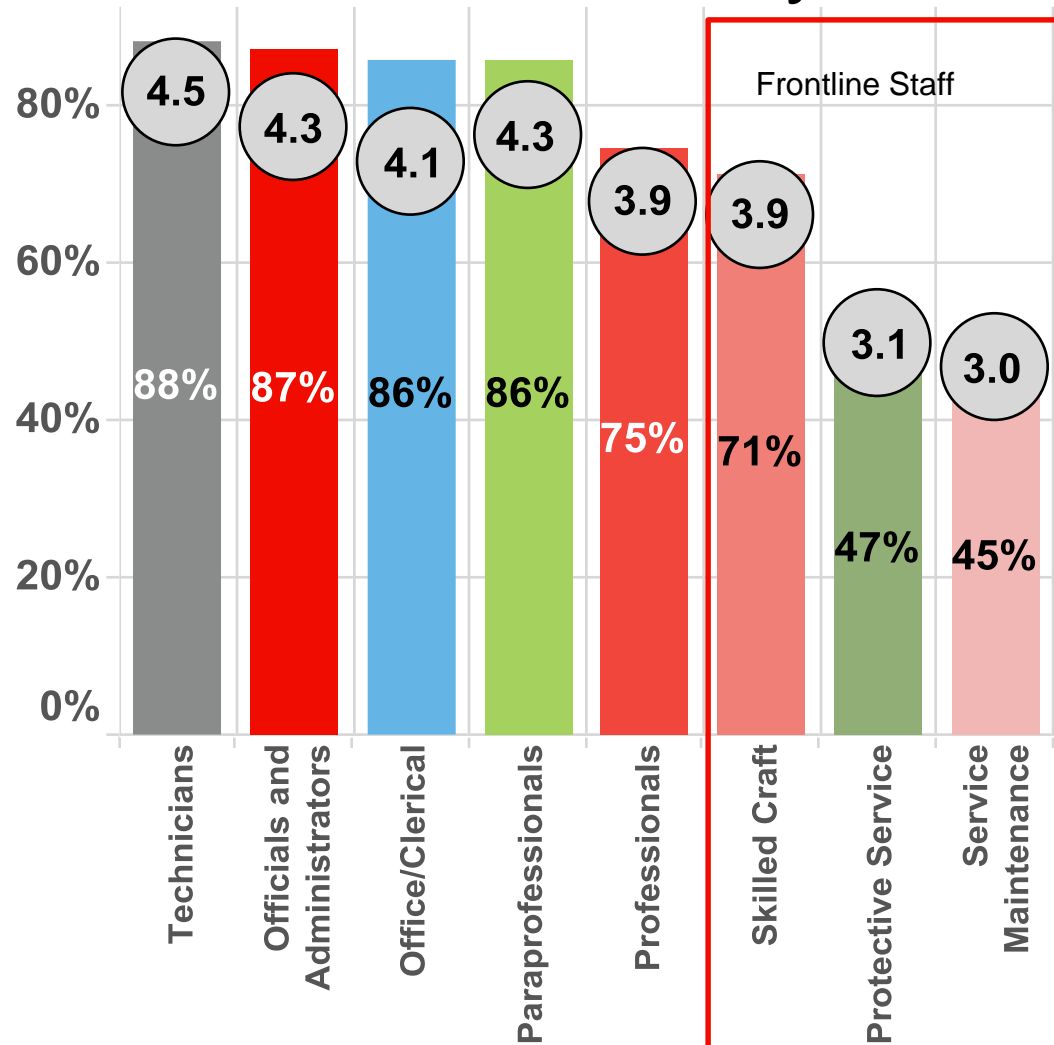
Transit Operator
Transit Supervisor
Fare Collections Receiver



Overall satisfaction remains steady



All Staff

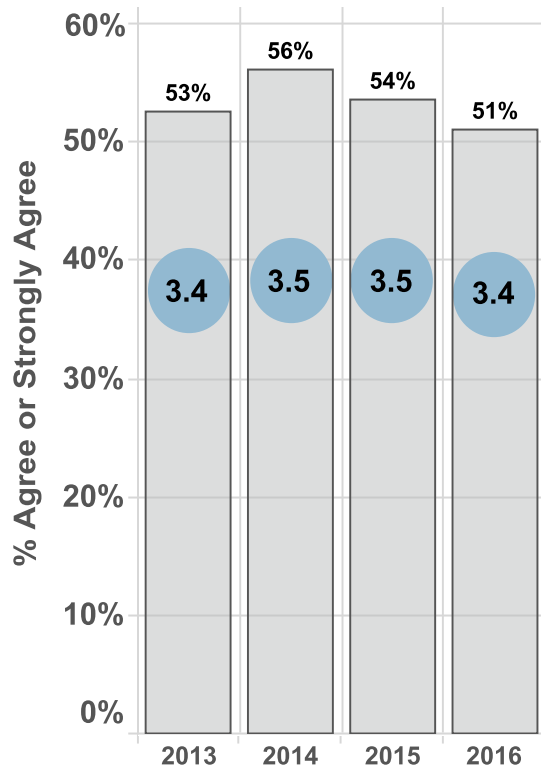


Frontline Staff

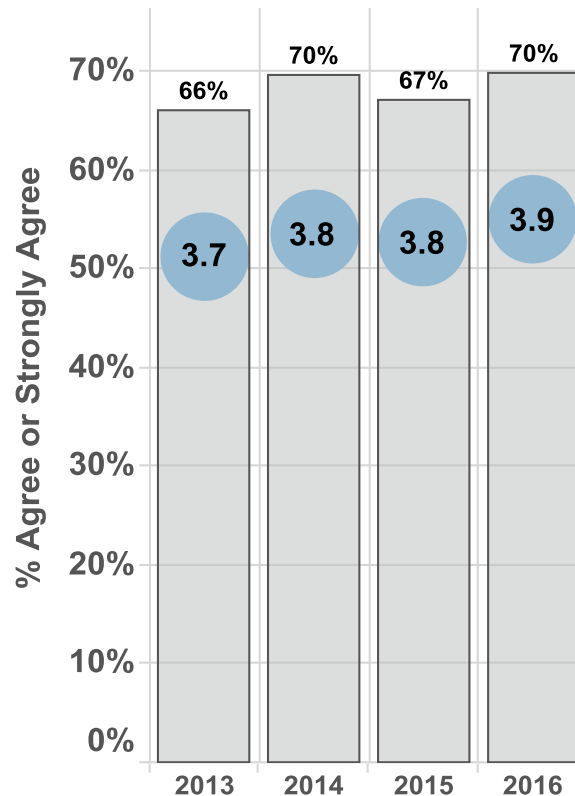
Response by employee category

A few key metrics reveal greatest change

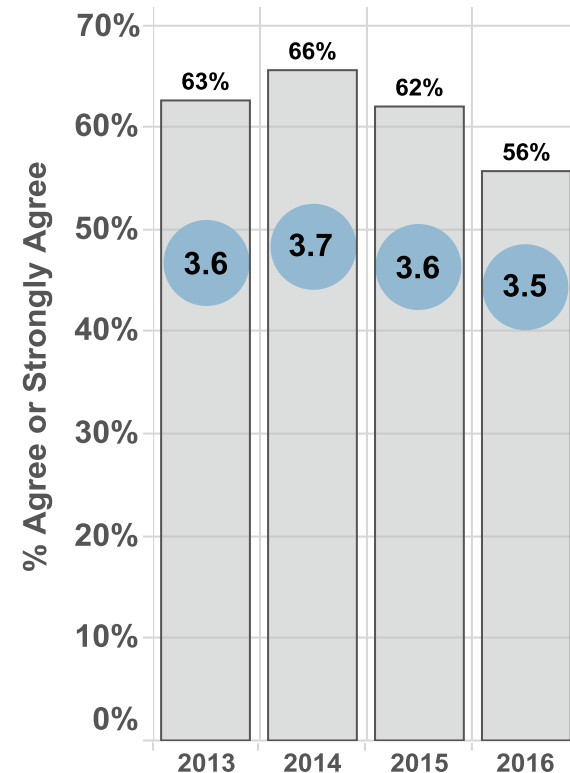
Discussions with my supervisor about my performance are worthwhile.



Employees in my work unit share job knowledge to solve problems effectively.

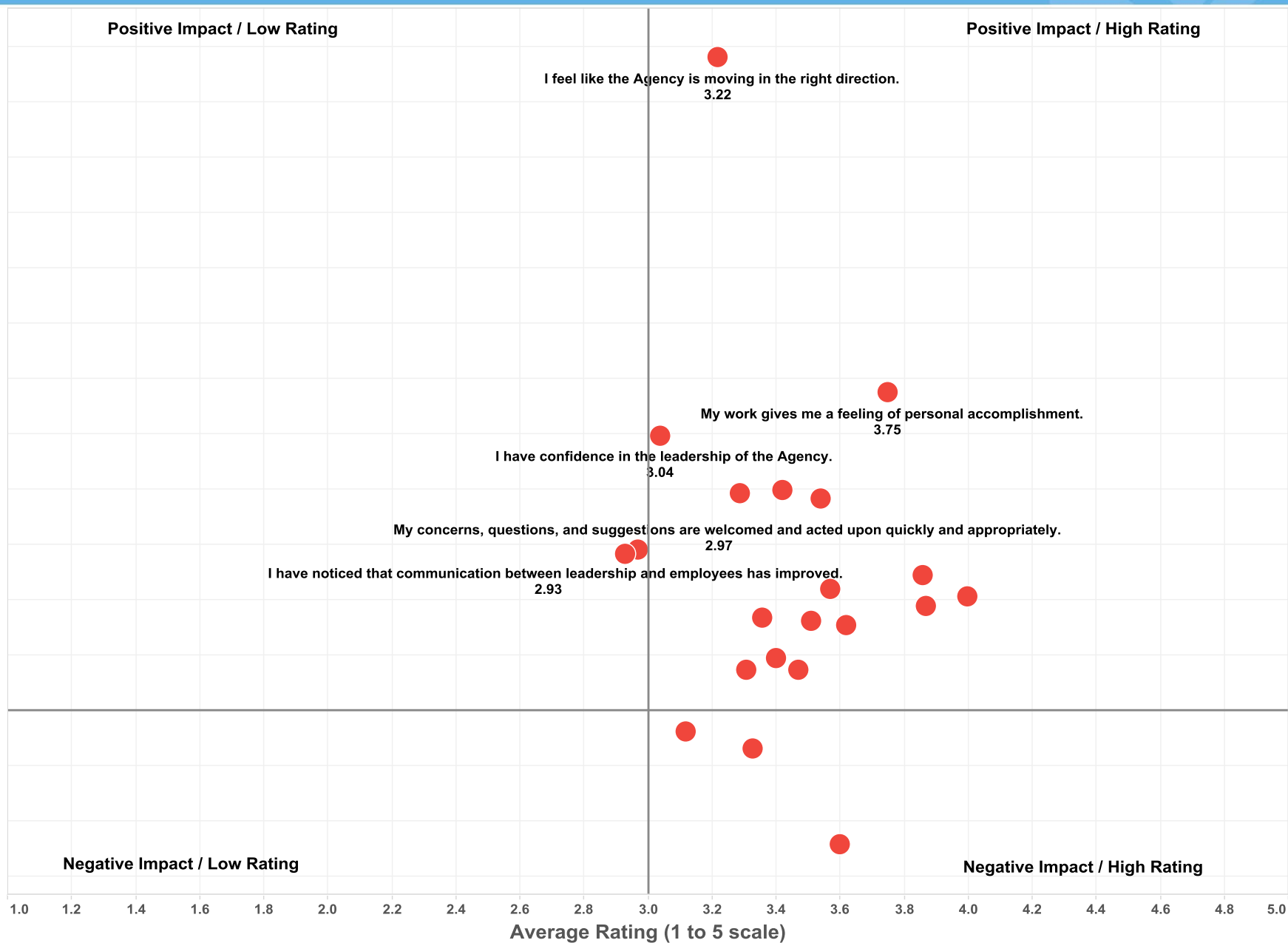


I feel comfortable sharing my thoughts and opinions, even if they're different than others'.



High Correlation Questions

Correlation with Overall Satisfaction



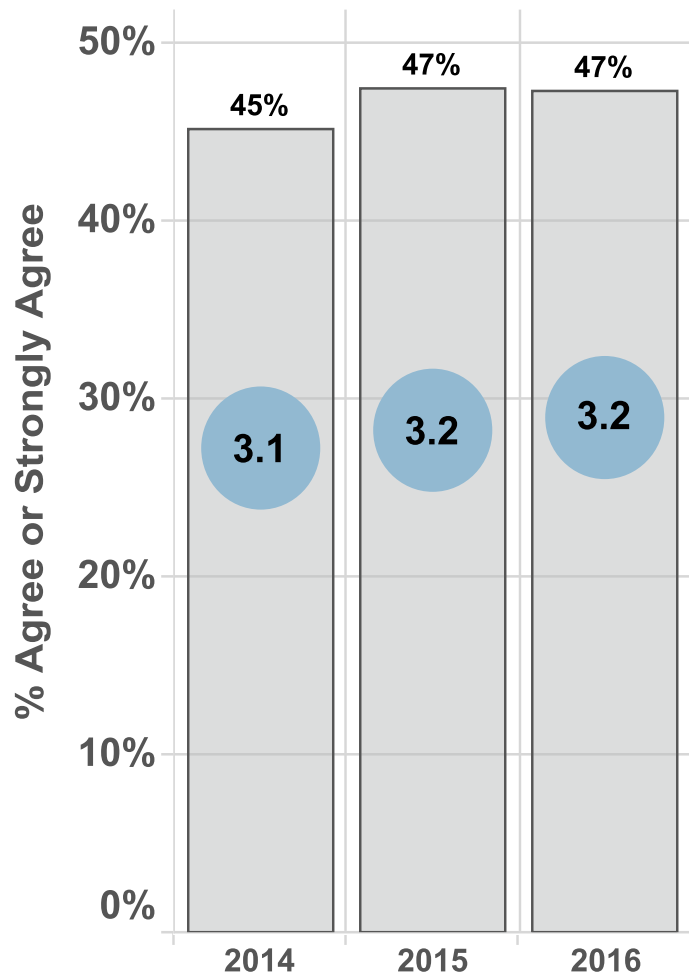
High Correlation Questions

Three questions have the highest positive correlation with overall satisfaction

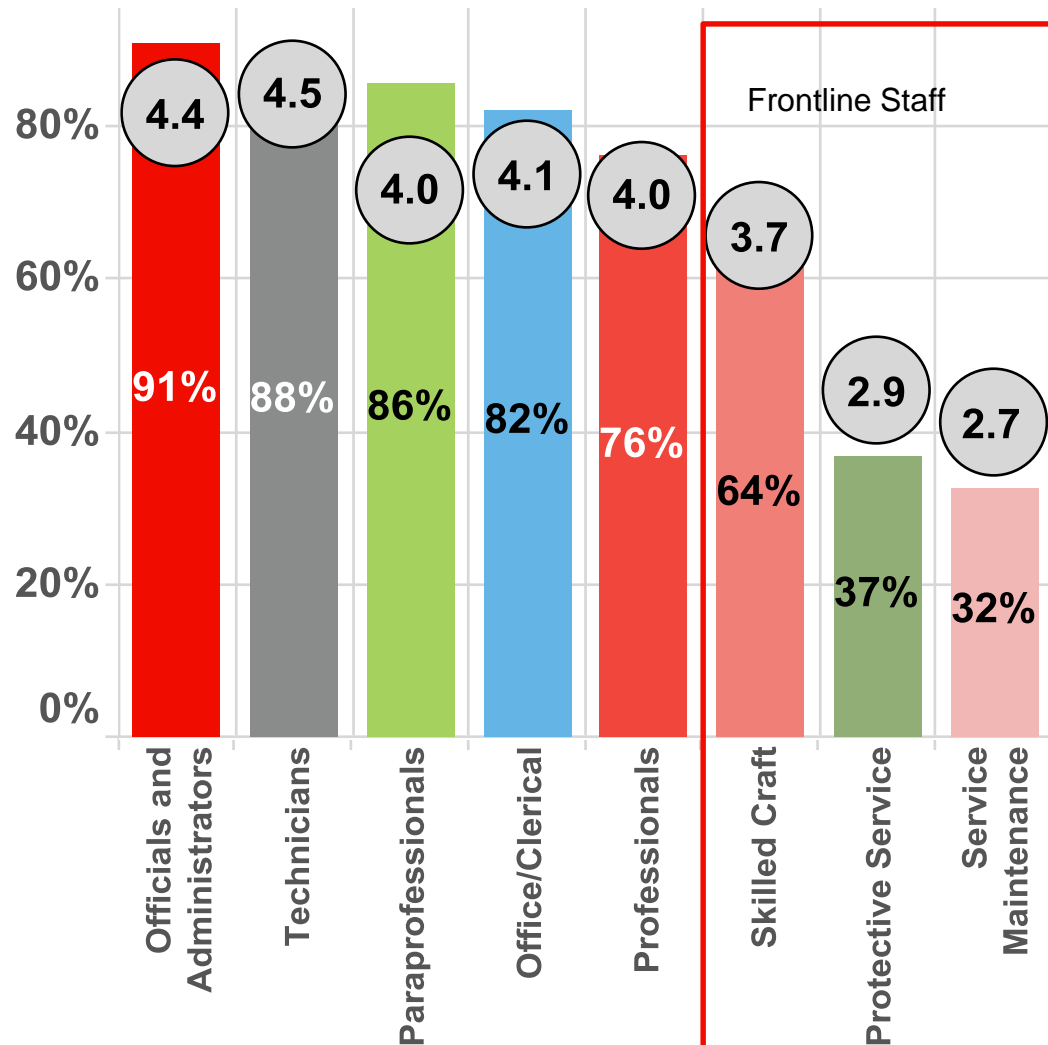
Rank	Question
#1	I feel like the agency is moving in the right direction.
#2	My work gives me a feeling of personal accomplishment.
#3	I have confidence in the leadership of the agency.

High Correlation Questions

I feel like the agency is moving in the right direction



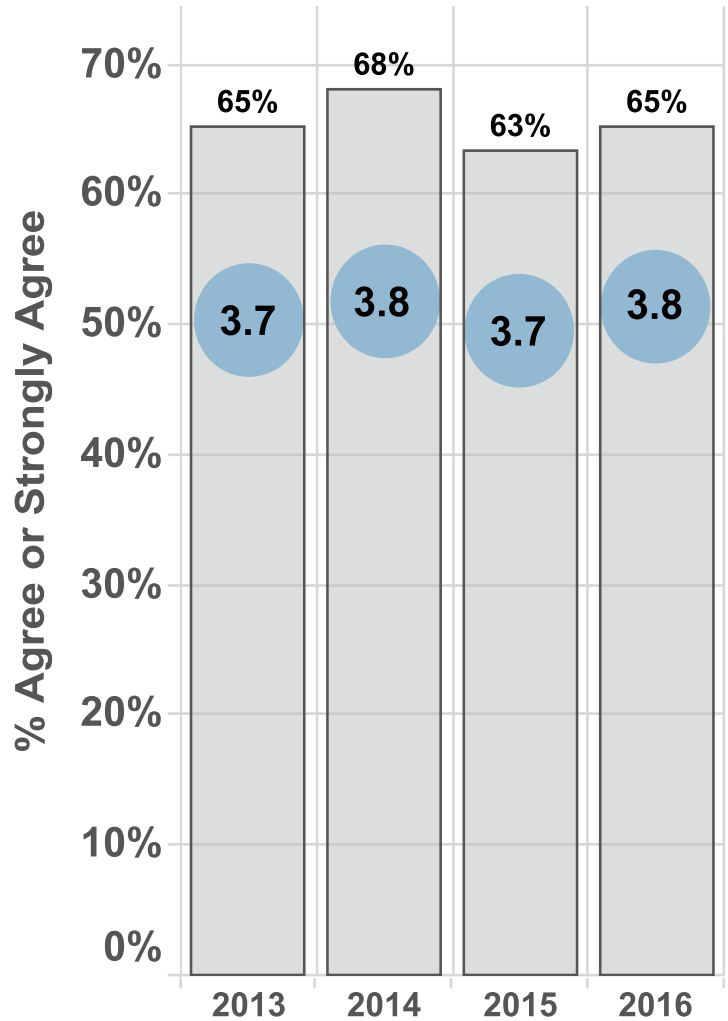
All Staff



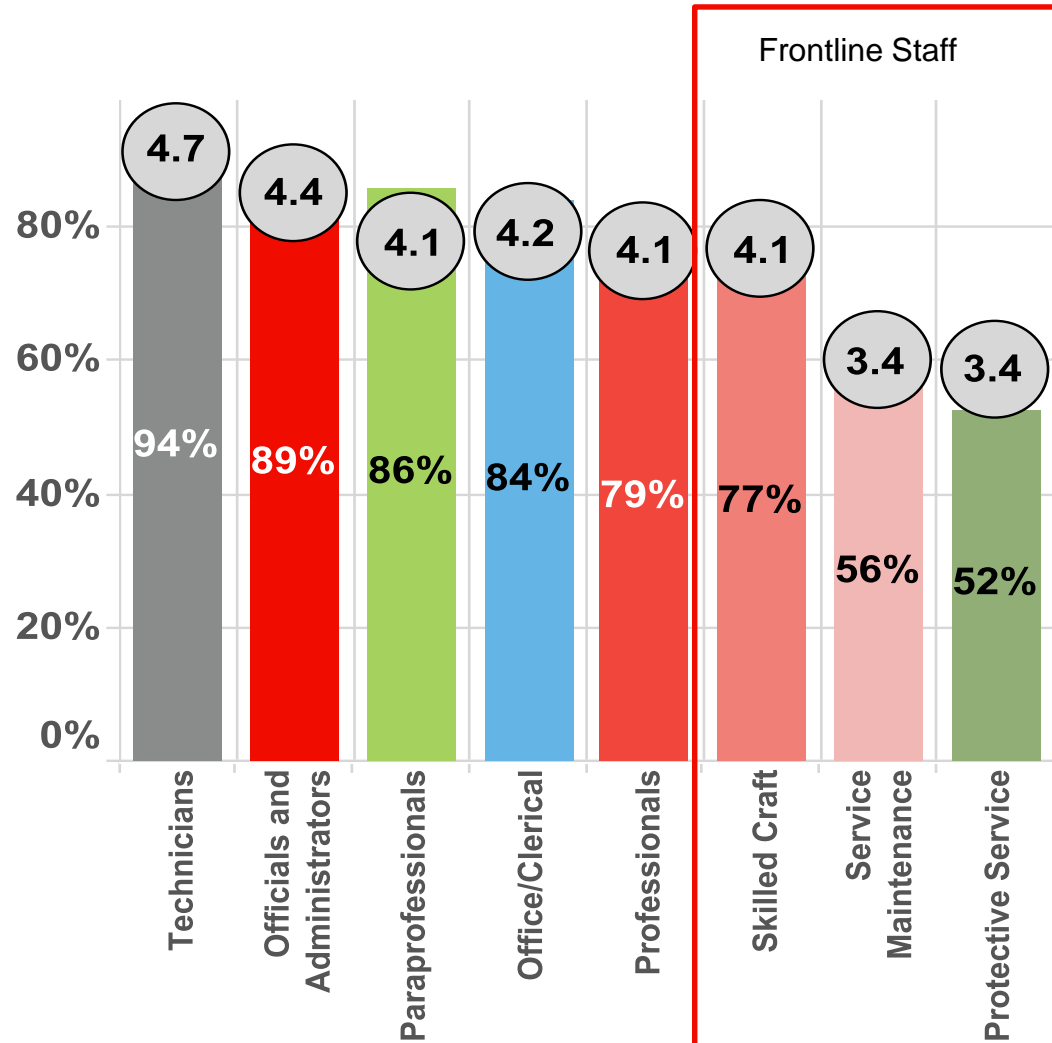
Response by employee category

High Correlation Questions

My work gives me a feeling of personal accomplishment



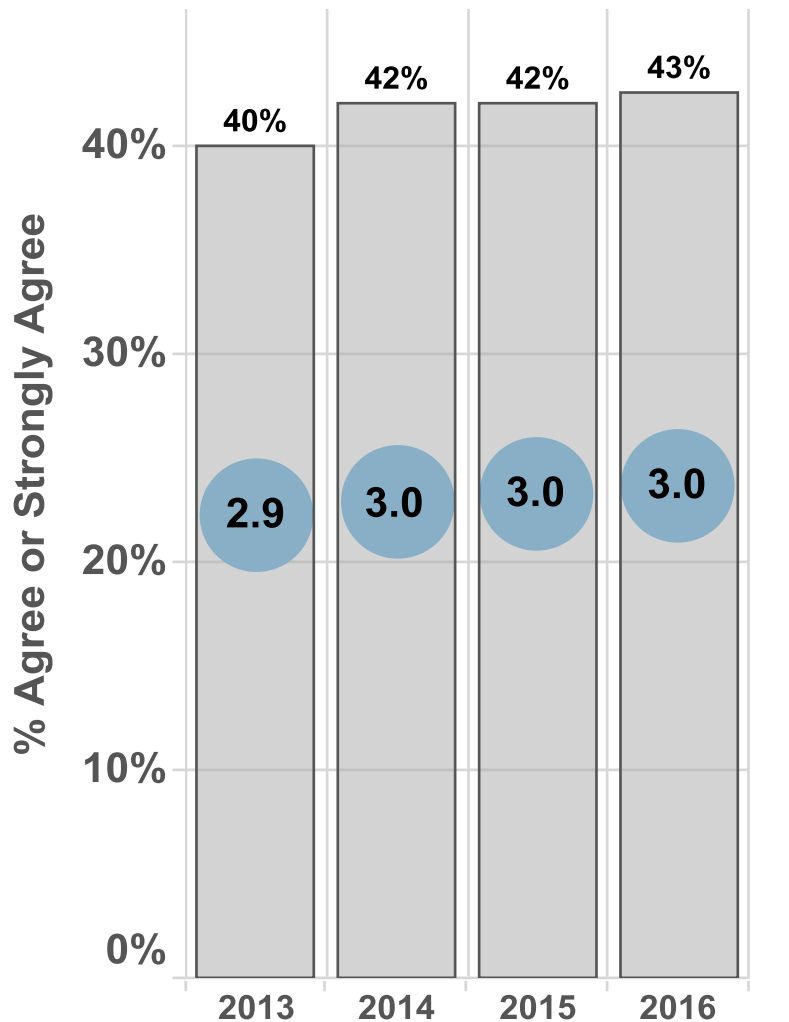
All Staff



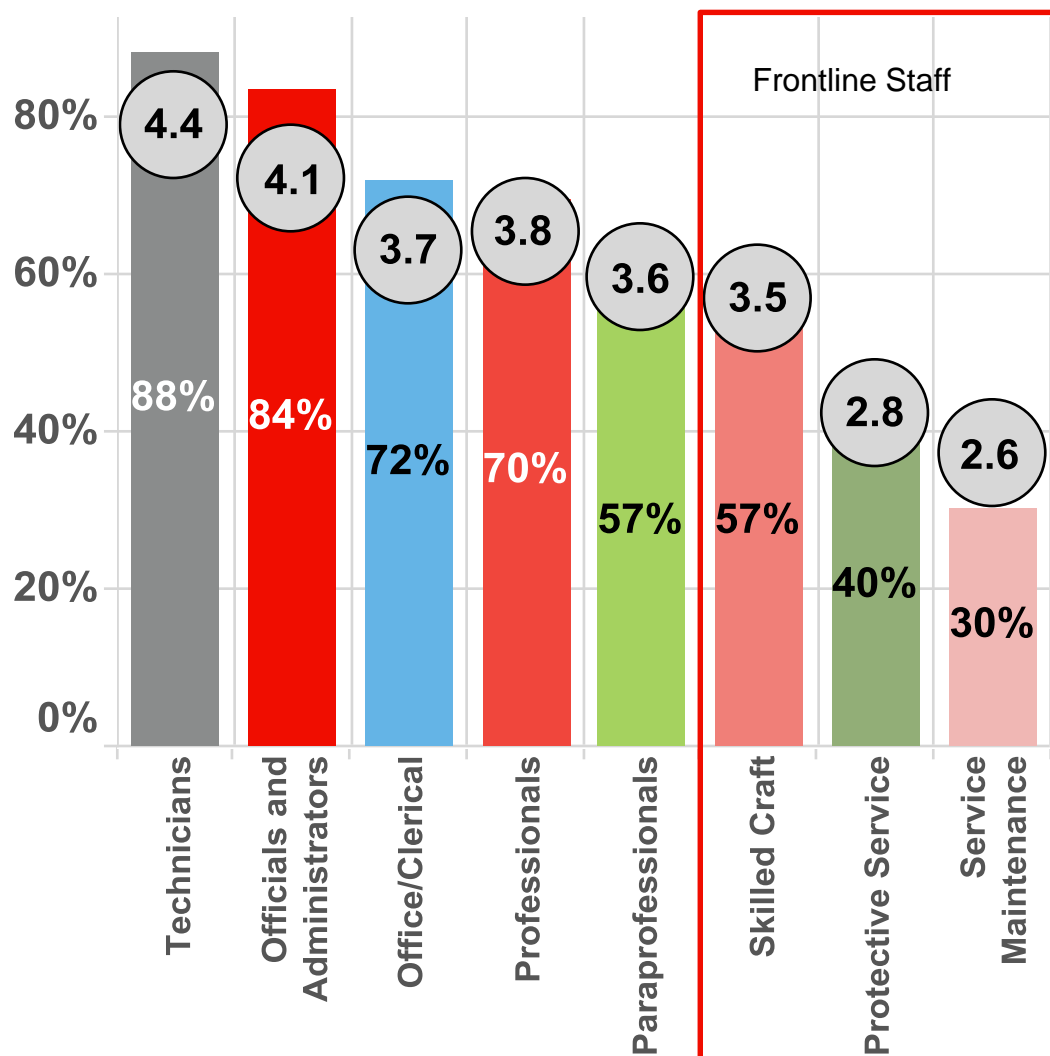
Response by employee category

High Correlation Questions

I have confidence in the leadership of the agency



All Staff



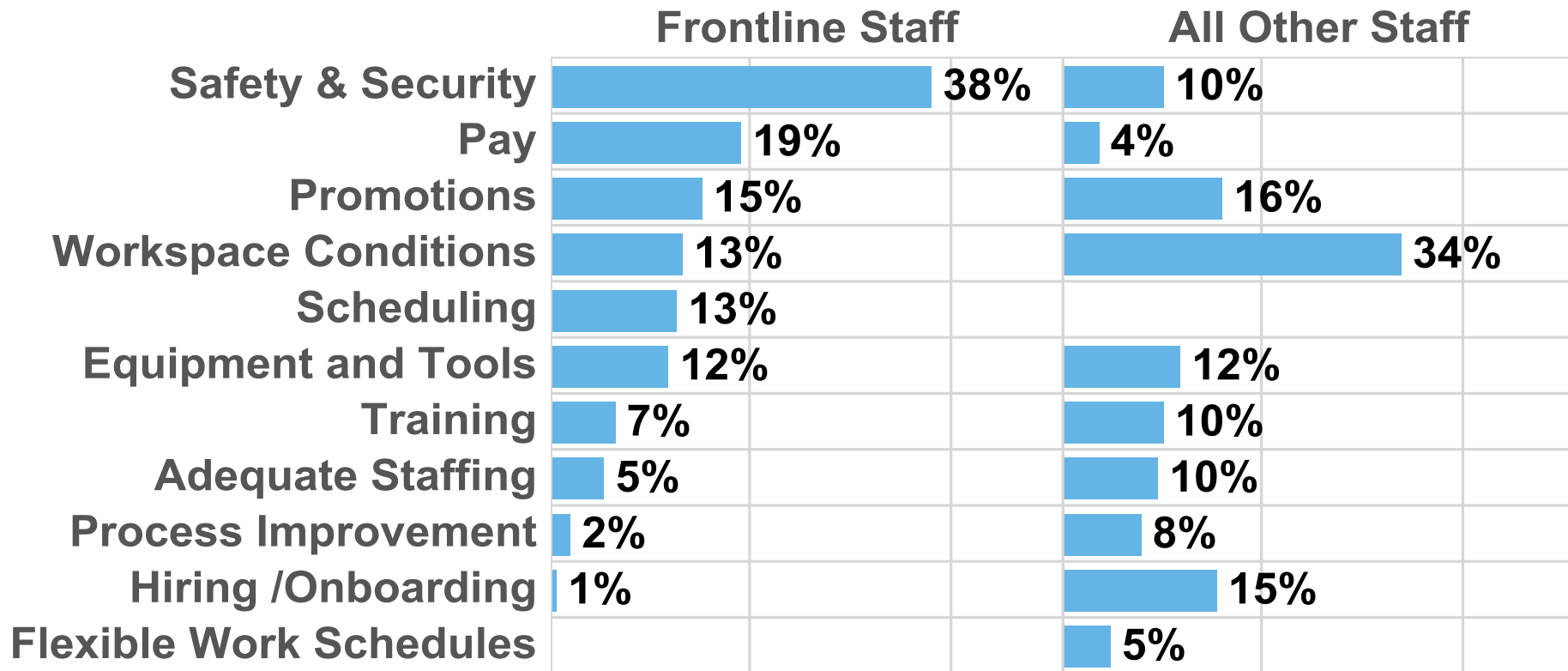
Frontline Staff

Response by employee category

Open Text Comments

How can we work together to improve our work environment and employee satisfaction?

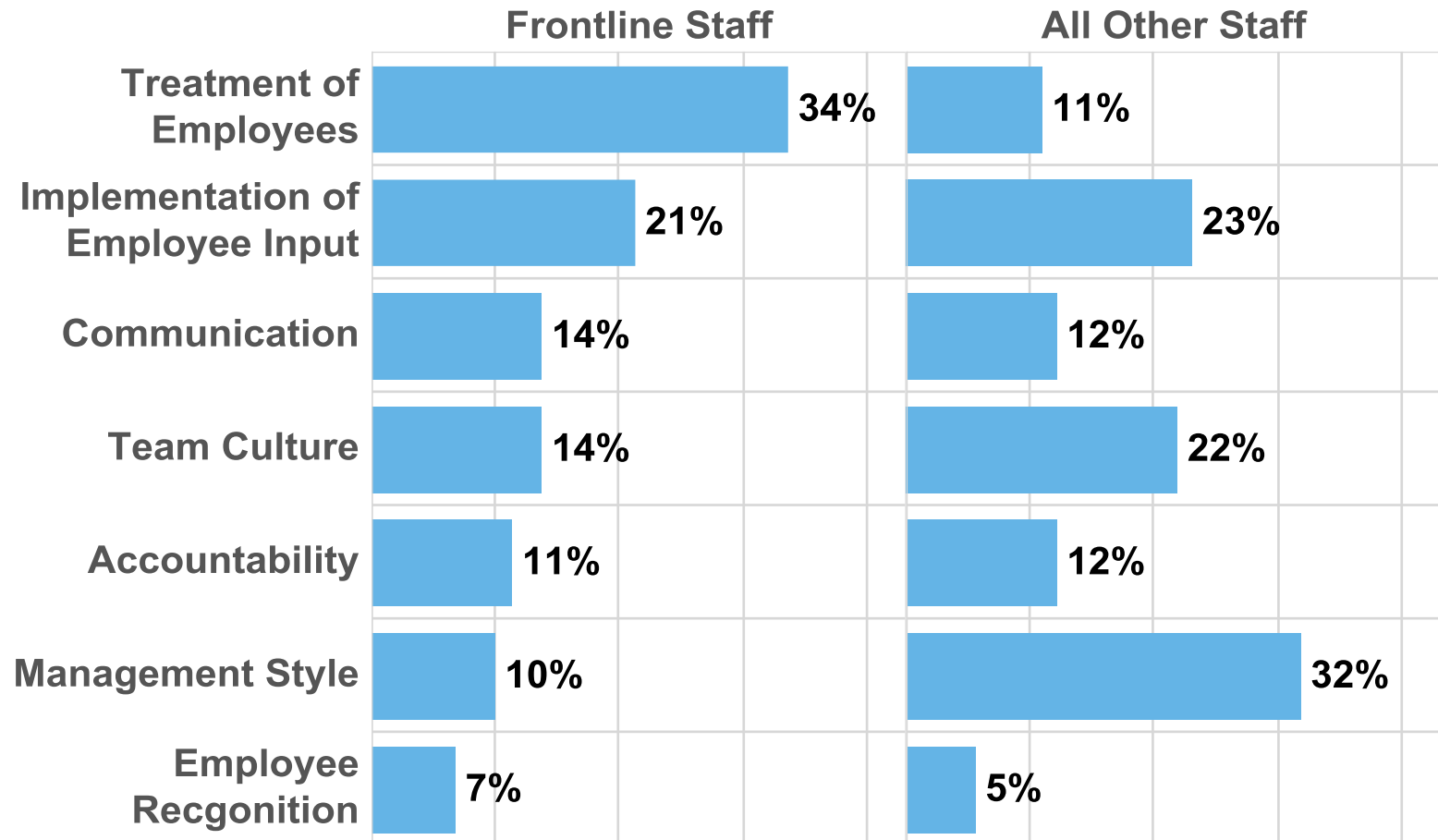
Personal



Open Text Comments

How can we work together to improve our work environment and employee satisfaction?

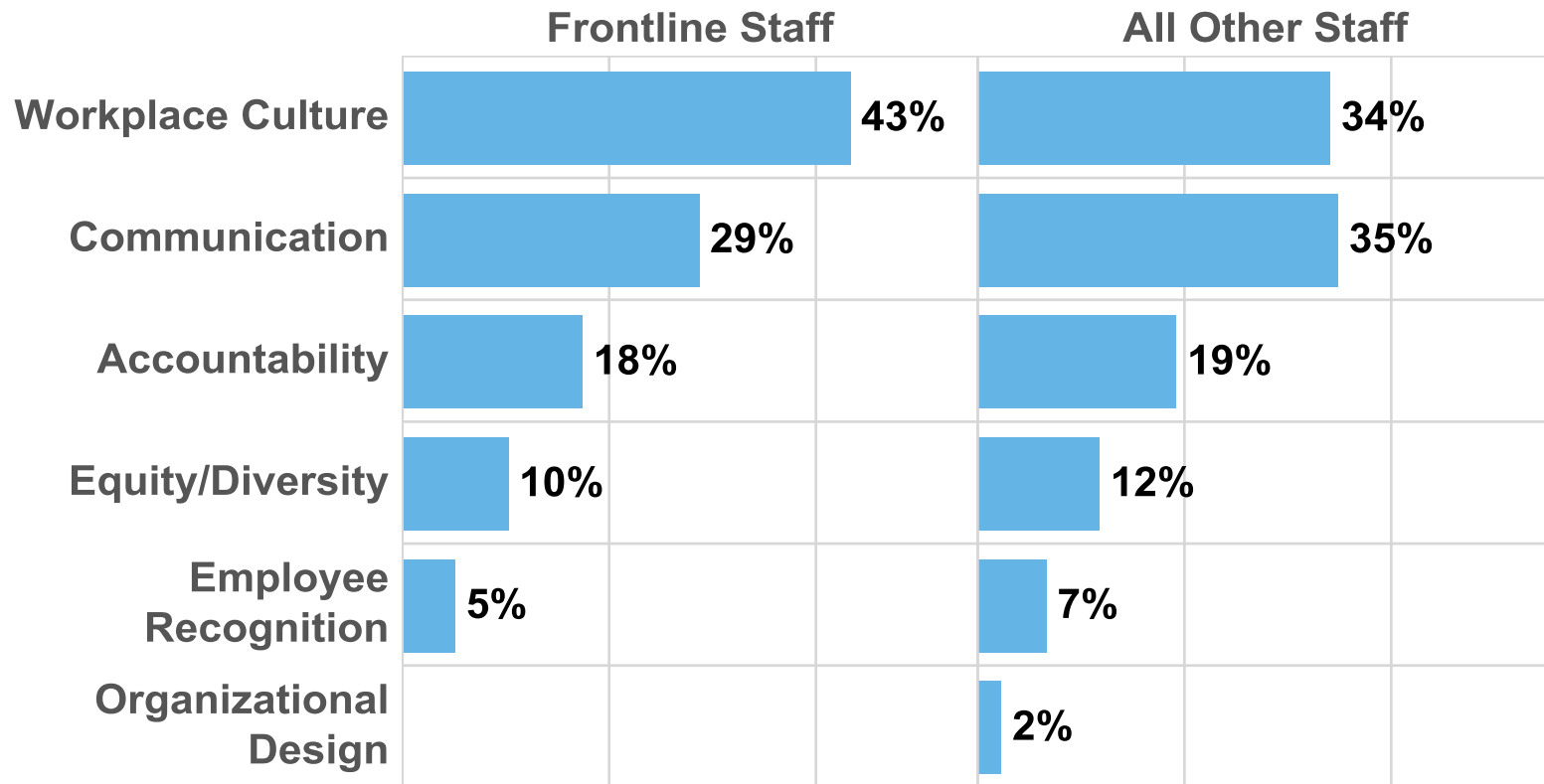
Supervisor



Open Text Comments

How can we work together to improve our work environment and employee satisfaction?

Leadership



Discussion

