



2017 Employee Survey Results

Senior Management Team
January 26, 2018



2017 Survey Campaign

Survey Period: September 12 – October 20



Participation rate: 1,865 responses (31%)

- 1,752 (30%) in 2016
- 1,525 (30%) in 2014
- 1,560 (27%) in 2015
- 1,667 (33%) in 2013



Survey Updates:

- Corey, Canapary & Galanis Research managed questionnaire development, survey deployment, and results analysis
- Field staff outreach efforts
 - Increased field staff response volume: 887 (2016) to 1,014 (2017)**
 - 424 Transit Operator responses (highest ever)
- New questions: diversity & inclusion, reason for satisfaction rating
- New employee categories added

Results Summary

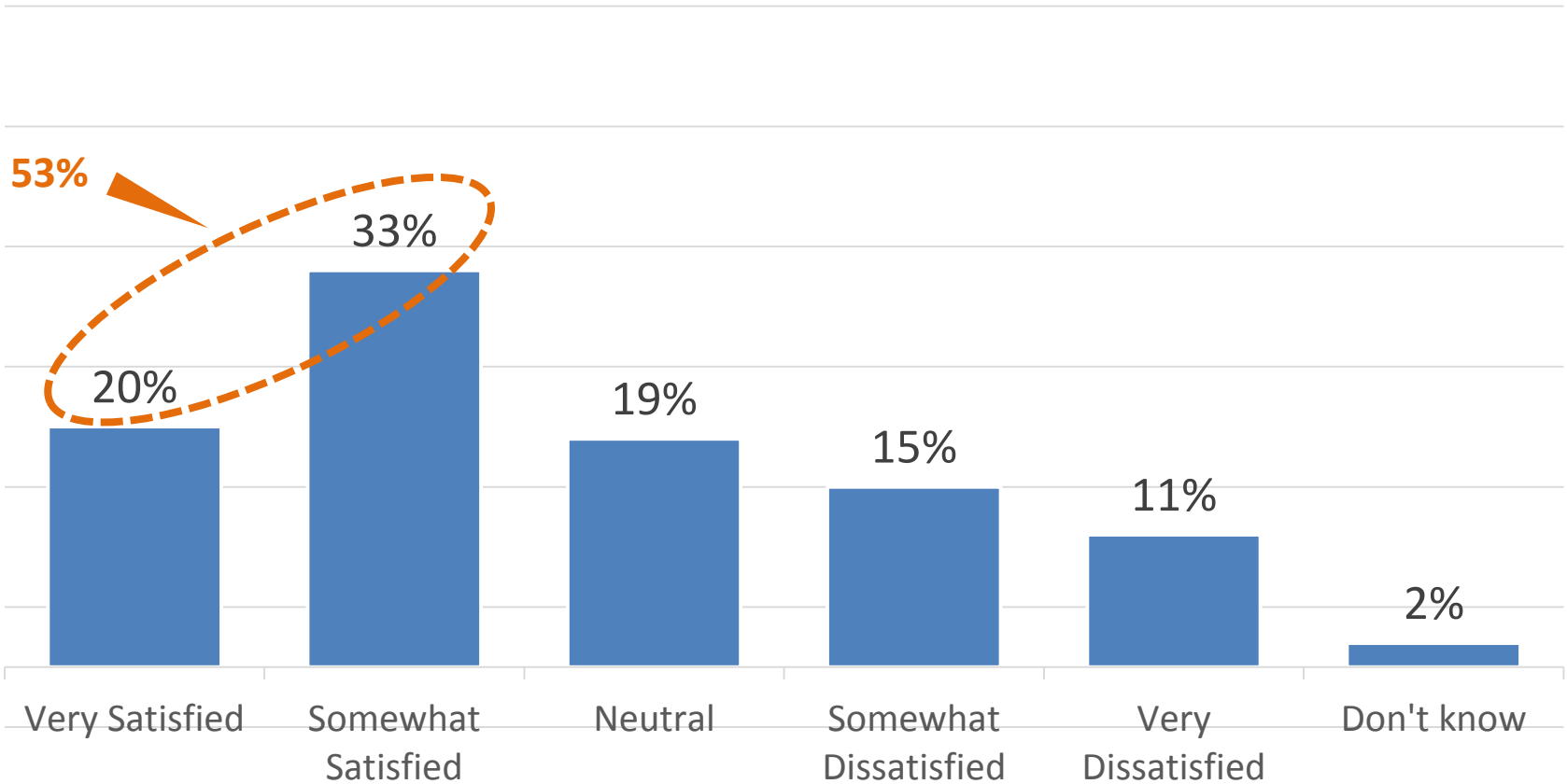
- **Slight increase in overall employee satisfaction score: 3.37 in 2017 compared with 3.31 in 2016**
- Somewhat or strongly satisfied rating flat: 53% in 2017 compared with 54% in 2016
- Ratings generally flat across the board since 2016, with two exceptions
 - *“I Feel I Can Keep A Reasonable Balance Between Work And My Personal Life”* (61% in 2017 vs 66% in 2016)
 - *“I Feel As Though The Agency Communicates Current Events, Issues, Challenges, And Accomplishments Clearly”* (44% in 2017 vs. 50% in 2016)
- Most attributes rated 50% or higher somewhat or strongly agree
- Margin of error: +/- 2.16%

Results Summary, cont.

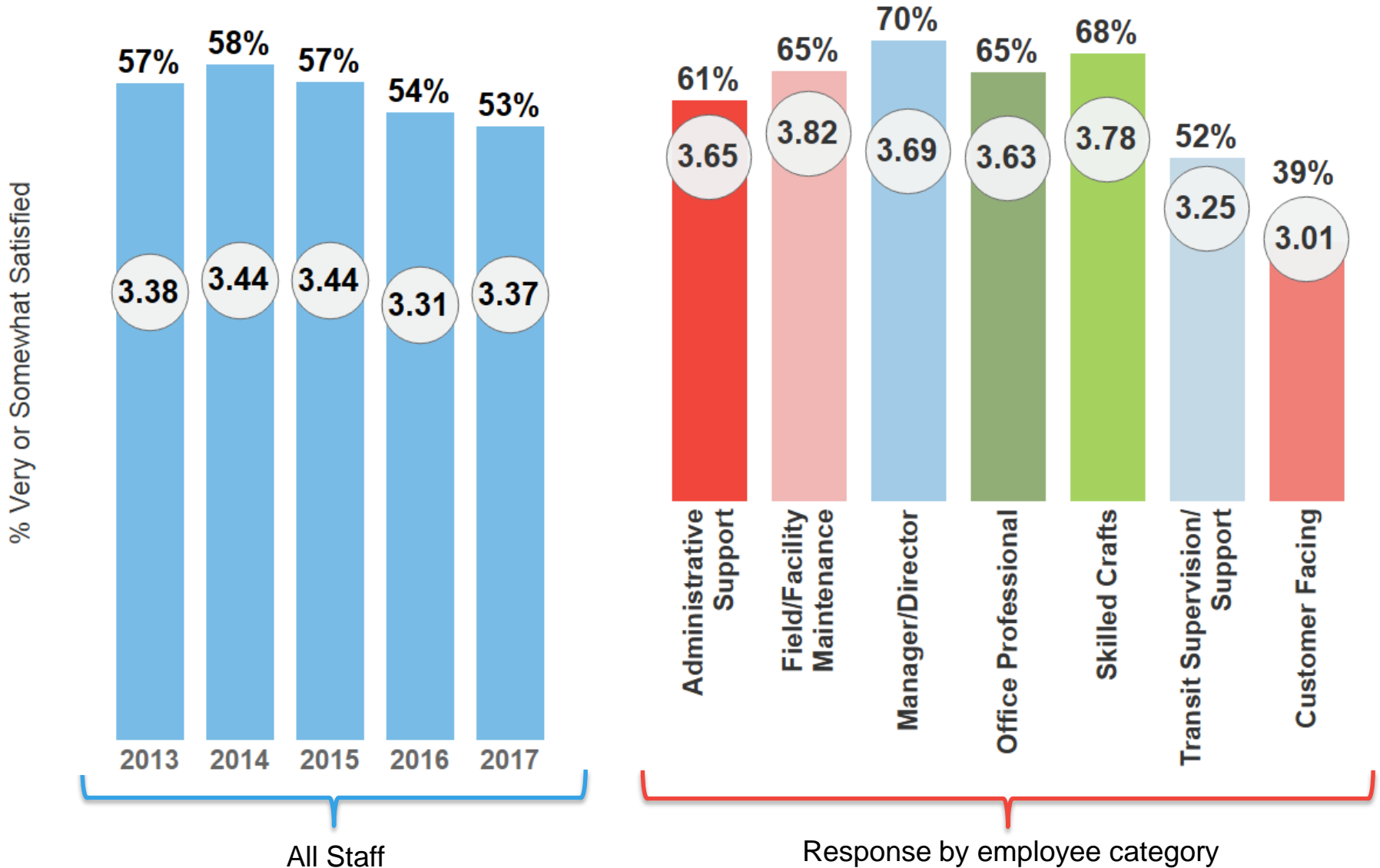
- Highest rated attributes:
 - *I find ways to resolve conflicts by working collaboratively with others (69% agree)*
 - *Employees in my work unit share job knowledge to solve problems effectively (65% agree)*
 - *I have the tools and information to do my job (62% agree)*

- Lowest rated attributes:
 - *I have confidence in the leadership of the Agency (41% agree)*
 - *My concerns, questions, and suggestions are welcomed and acted upon quickly and appropriately (38% agree)*
 - *I have noticed that communication between leadership and employees has improved (35% agree)*

Overall Employee Satisfaction (2017)



Overall Employee Satisfaction



Employee Categories on 2017 Questionnaire

Administrative Support

(e.g. Clerk, Secretary)

Field/Facility Maintenance

(e.g. Transit Car Cleaner,
Fare Collections Receiver)

Manager/Director

(e.g. Manager, Deputy
Director)

Office Professional

(e.g. Analyst, Engineer,
Planner)

Skilled Crafts

(e.g. Mechanic, Technician)

Transit Supervision/Support

(e.g. Transit Manager,
Transit Supervisor)

Customer Facing

(e.g. Transit Operator, Fare
Inspector, Parking Control
Officer)

- Broad categories included on 2017 questionnaire
- Employees selected job category

Reasons for Satisfaction Ratings

Very or Somewhat Satisfied Ratings

30% said:

- Enjoy Job
- Feel I Make an Impact
- Love the Challenge the Job Brings

16% said:

- Great Teamwork
- Cooperation
- Good Coworkers

7% said:

- Valued by and Receive Support from Supervisor and/or Management

Fair or Poor Satisfaction Ratings

18% said:

- Do Not Feel Respected or Valued by Management
- Lack of Support

12% said:

- Atmosphere and/or Culture of Retribution, Bullying, Finger Pointing

11% said:

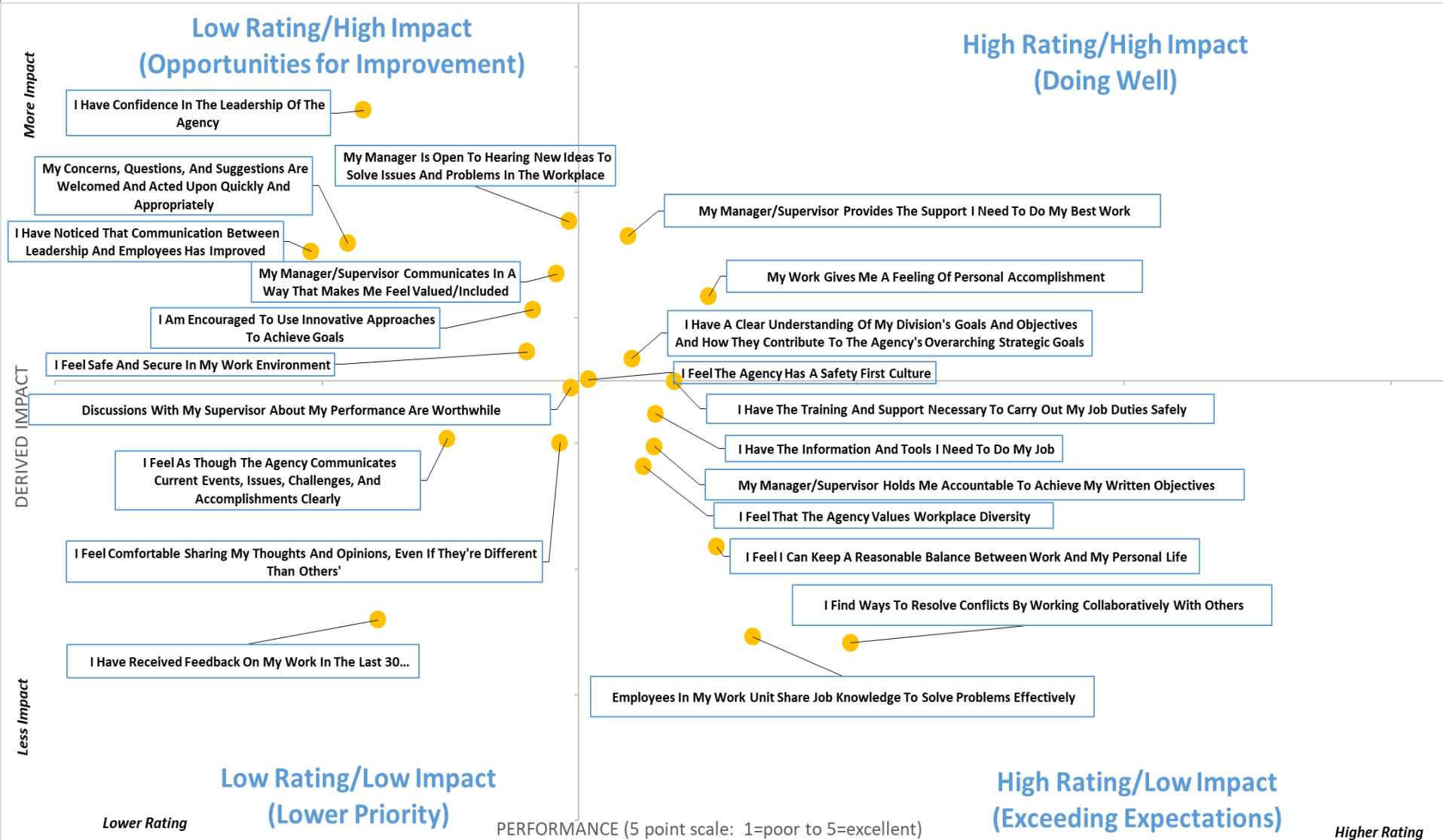
- Unprofessional, Unaccountable, Ineffective Management and Supervision

Attribute Ratings

<i>Attribute</i>	<i>%</i>
I find ways to work with others to resolve conflict	69%
Employees in my unit share job knowledge to solve problems	65%
Have info and tools to do my job	62%
Keep a reasonable work/life balance	61%
Work gives me feeling of accomplishment	61%
Have training/support to safely do job	60%
Supervisor provides support to do my best work	57%
Agency values workplace diversity	55%
Understand how division goals contribute to agency goals	55%
Agency has a safety first culture	55%
I'm comfortable sharing my thoughts/opinions	53%

<i>Attribute</i>	<i>%</i>
Feel safe in work environment	53%
Supervisor holds me accountable to written objectives	52%
Manager is open to hearing new ideas	52%
Supervisor makes me feel valued	52%
Performance discussions with supervisor are worthwhile	49%
I'm encouraged to use innovative approaches	47%
Agency communicates clearly	44%
Have received feedback in last 30 days	41%
Confident in Agency leadership	41%
Suggestions are welcome and acted upon quickly	38%
Communication between leadership and employees has improved	35%

Correlation with Satisfaction

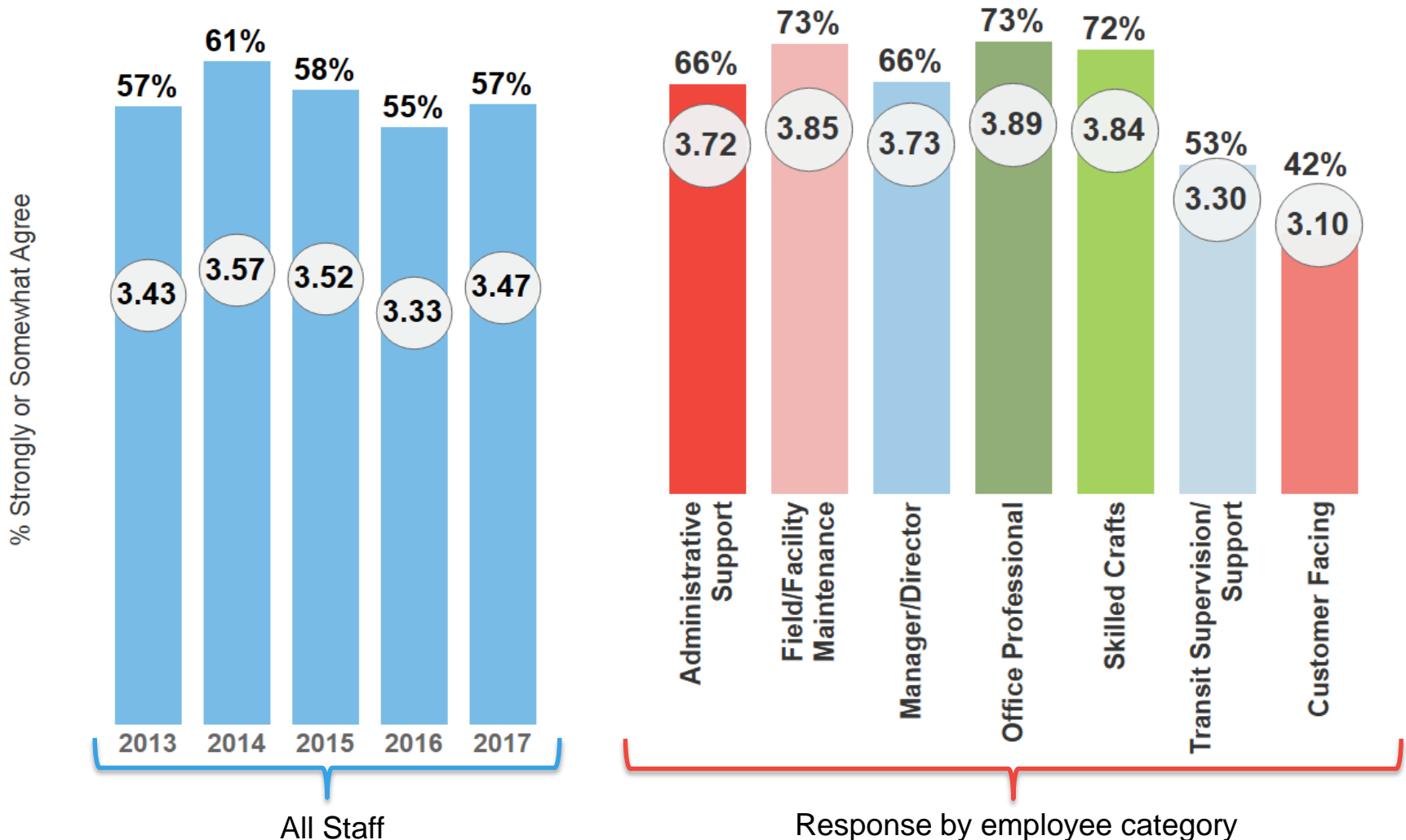


High Correlation Questions

Type of Question	Question
High Impact on Satisfaction	My manager/supervisor provides the support I need to do my best work
<i>and</i>	My work gives me a feeling of personal accomplishment
Highly Rated	
High Impact on Satisfaction	I have confidence in the leadership of the Agency
<i>and</i>	My manager is open to hearing new ideas to solve issues and problems in the workplace
Poorly Rated	

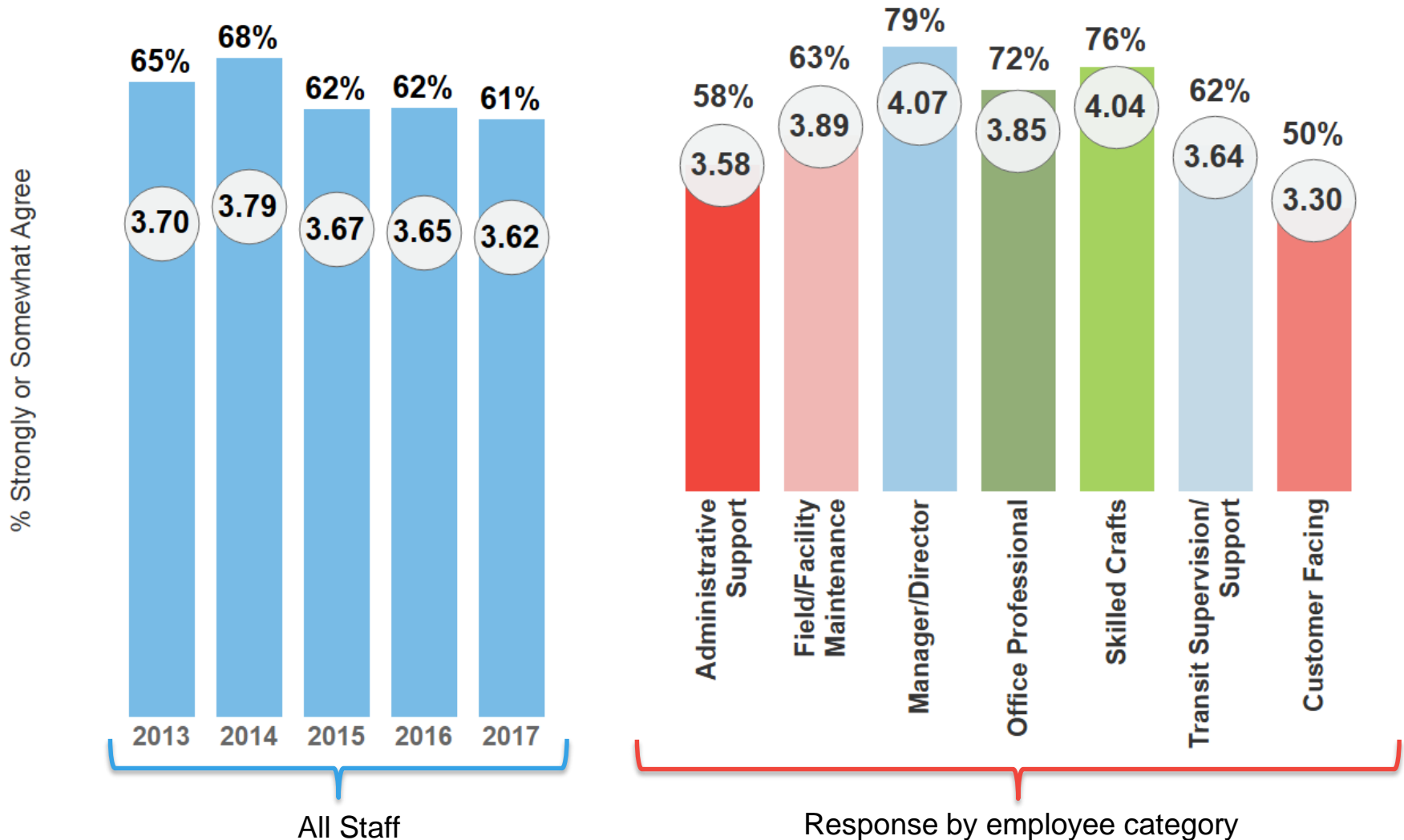


My manager/supervisor provides the support I need to do my best work



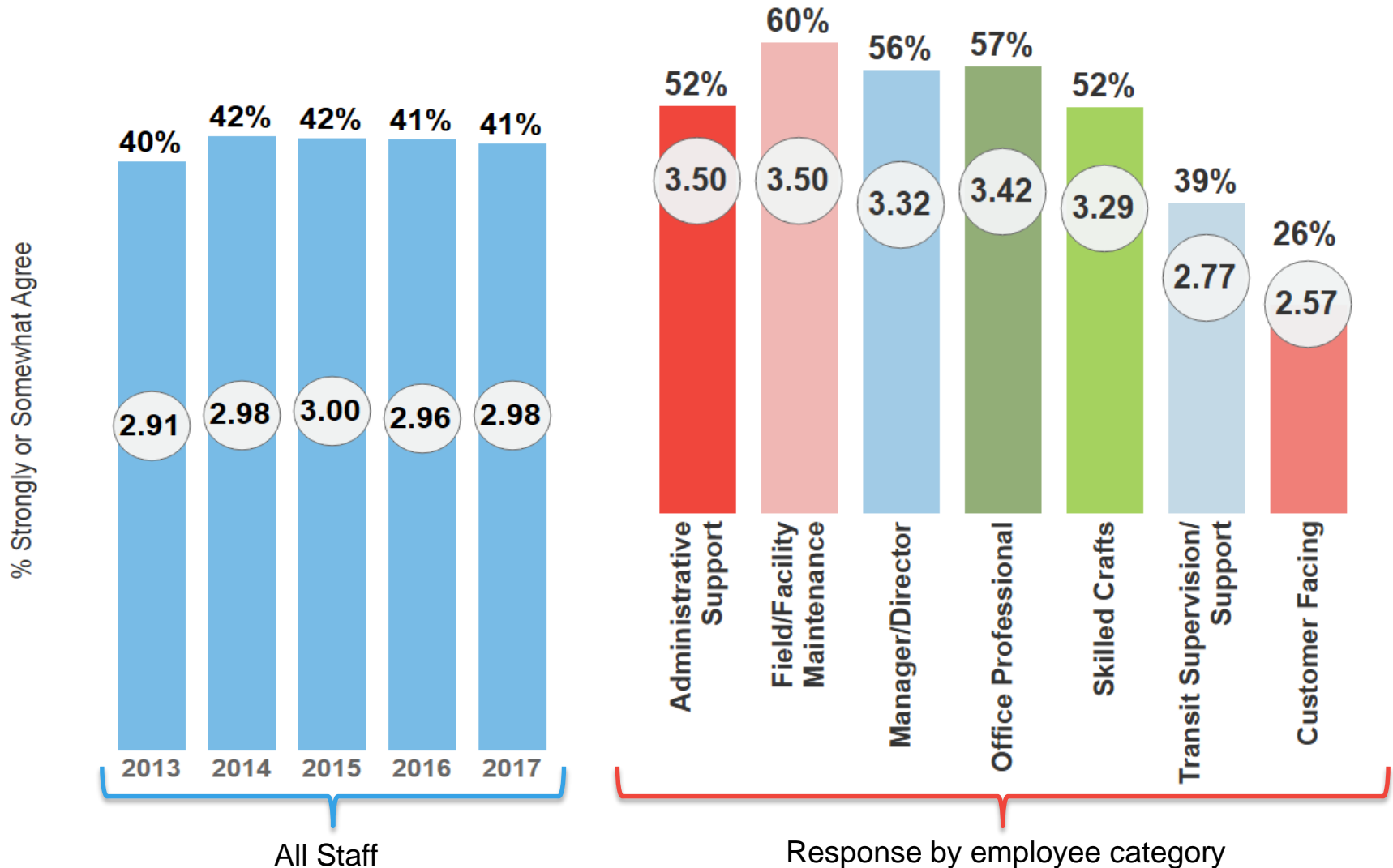


My work gives me a feeling of personal accomplishment



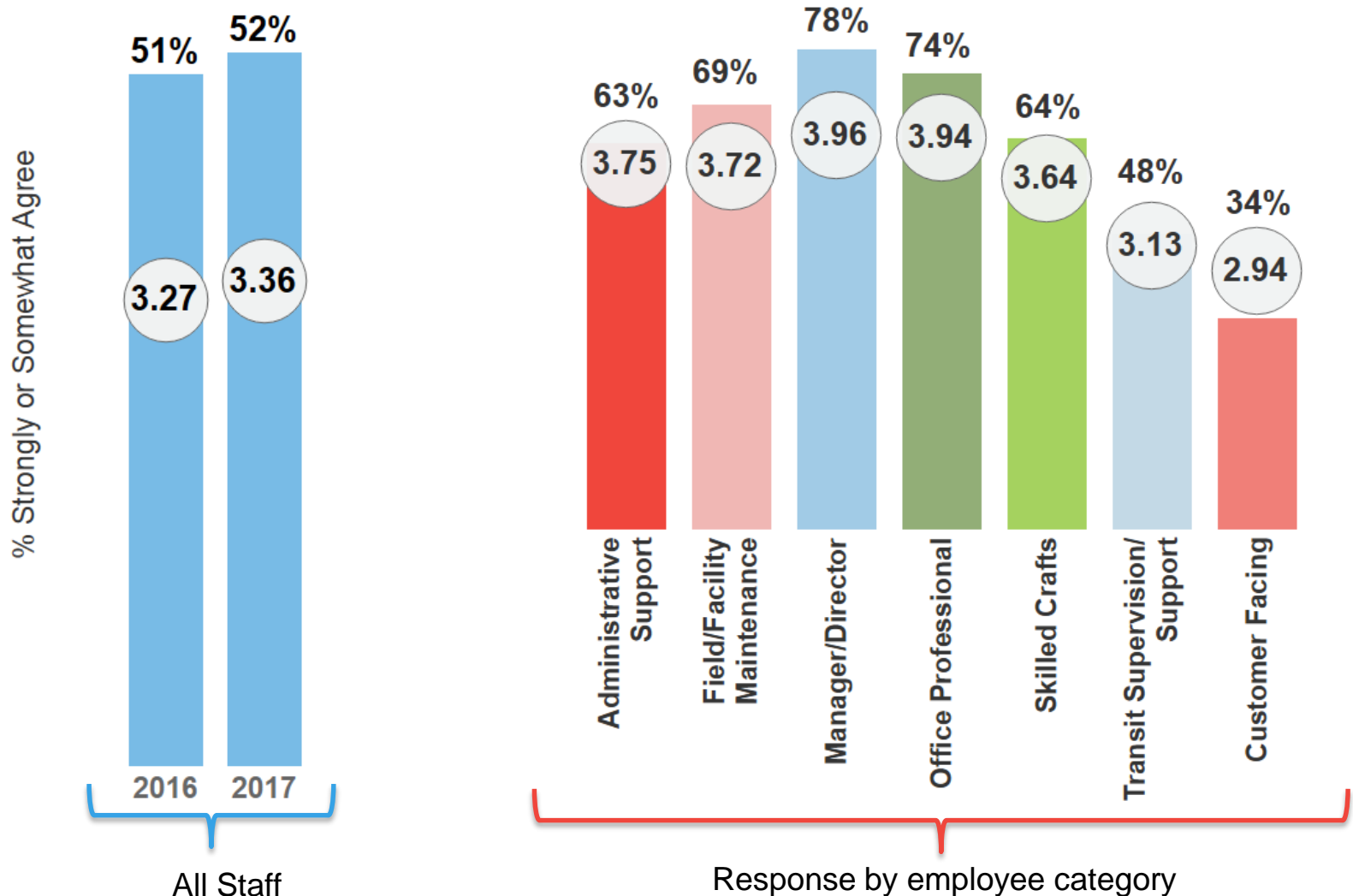


I have confidence in the leadership of the Agency





My manager is open to hearing new ideas to solve issues and problems in the workplace



Highlighted Improvements within Divisions

My concerns, questions, and suggestions are welcomed and acted upon quickly and appropriately.



CP&C

I have noticed that communication between leadership and employees has improved.



DOT, Gov
Affairs, etc.

I have received feedback on my work in the last 30 days.



SSD

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



Taxis &
Accessible Services

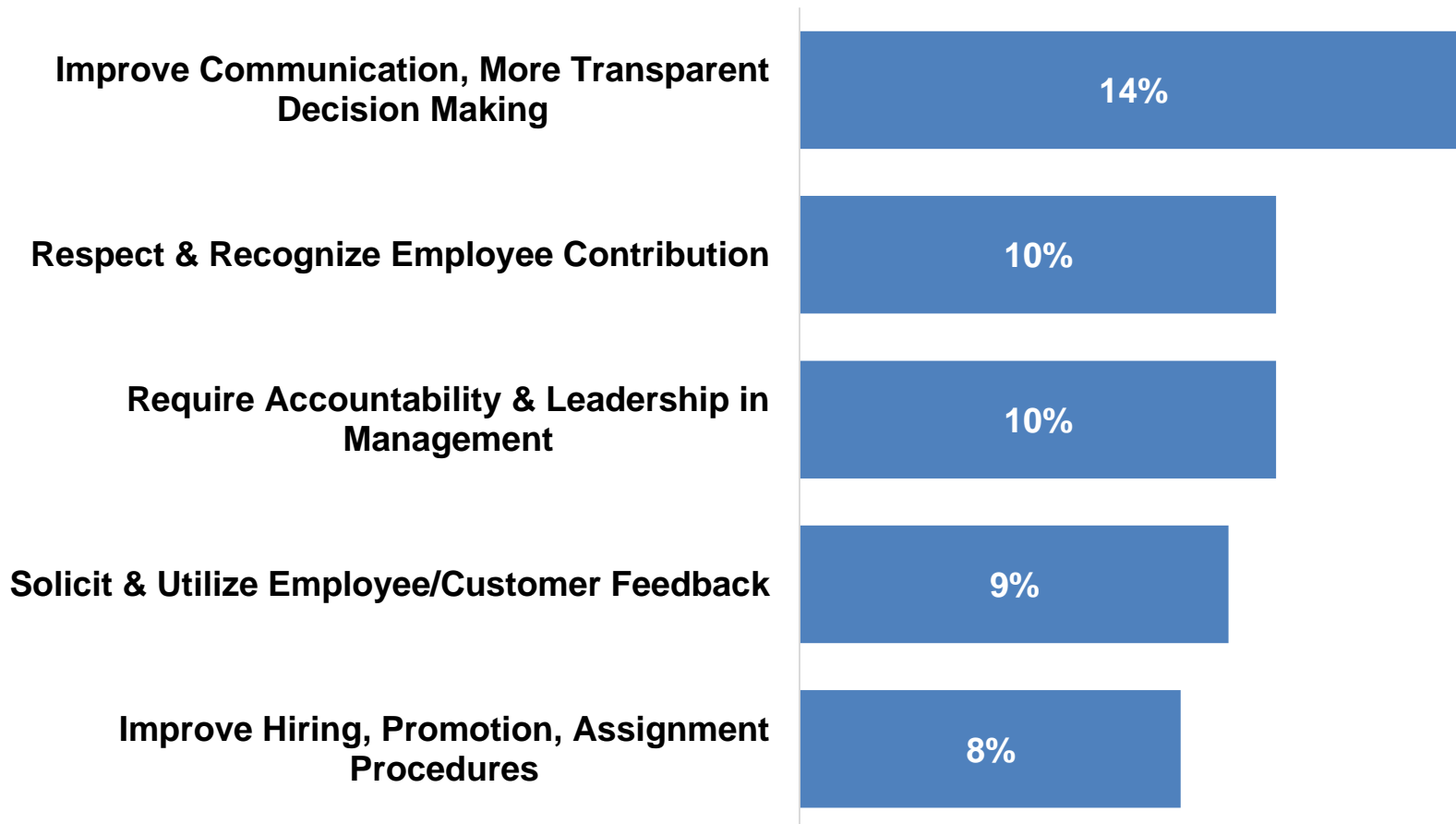
My manager/supervisor provides the support I need to do my best work.



Transit



How Can We Work Together to Improve Our Work Environment and Employee Satisfaction?





Questions