

SAN FRANCISCO MUNI EMPLOYEE SURVEY: FINAL RESULTS

Sample size: 472

Interview dates: June 2004

Respondents: San Francisco Municipal Railway employees.

1. Overall, how satisfied are you with the job that Muni is doing serving its riders?

Very Satisfied - I feel we are providing our riders with a high level of service.	29	→70%
Somewhat Satisfied - I feel we are providing our riders with a good level of service.	41	
Somewhat Dissatisfied - I feel we are providing our riders with an average level of service.	17	→25%
Very Dissatisfied – I feel we are providing our riders with an unsatisfactory level of service.	8	
No Opinion	4	
No Answer	1	

2. Generally, how would you rate your overall satisfaction with your job?

Very Satisfied	33	→78%
Somewhat Satisfied	45	
Not Very Satisfied	14	→21%
Not Satisfied At All	7	
No Answer	1	

3. Generally, how much do you value your job?

I value my job a great deal	72	→95%
I value some parts of my job	23	
I don't value my job very much	3	→5%
I don't value my job at all	2	
No Answer	<1	

4. What is the one thing you would most like to change about your job? (Please write your answer in the space below) (N=304)

Respect/Recognition/Appreciation/Support/End favoritism	17
Improve management/Job/sensitivity training/Job knowledge/Less bureaucracy	10
Improved communication/Involvement w/decision making	9
Updated equipment/technology/Parts/Supplies	7
Flex days/4 day workweek/Better/more flexible schedule/days off	7
Increase salary/Restore retirement/Better benefits	7
Fire Burns/Management pay cuts/layoffs/held accountable	6
Law enforcement/Safety/Security	6
Bus/shift schedules/More layover/break time/Restroom availability	6
Carrer growth/Training/Opportunity for advancement/More authority	5
Employee accountability/Attitude/Discipline/Terminate poor performers	5
Understaffed/Need more support staff	4
No layoffs/Job Security/Layoff non-performers/Layoff alternatives	3
Nothing	4
Miscellaneous	4

5. How would you rate your working relationship with your manager/supervisor?

Excellent	28	→63%
Good	35	
Fair	20	→36%
Poor	16	
No Answer	1	

6. How would you rate the support you get when you have questions or concerns about your job?

Excellent: I always receive the support I need to do my job well.	16	→48%
Good: I generally receive the support I need to do my job well.	32	
Fair: I sometimes receive the support I need to do my job well.	33	→50%
Poor: I never receive the support I need to do my job well.	17	
No Answer	2	

7. How would you rate the communication between employees within your department/division?

Excellent: We communicate clearly and information is timely.	12	→52%
Good: Generally we communicate well.	40	
Average: Communications can be unclear and is not always timely.	32	→47%
Poor: We do not communicate at all and information is rarely timely.	15	
No Answer	1	

8. Do you feel that your work effort is appreciated by Muni management?

Very Appreciated	14	→52%
Somewhat Appreciated	38	
Not Very Appreciated	21	→43%
Not Appreciated At All	22	
No Answer	5	

9. Do you feel that your work effort is appreciated by Muni riders?

Very Appreciated	19	→68%
Somewhat Appreciated	49	
Not Very Appreciated	20	→25%
Not Appreciated At All	5	
No Answer	7	

10. Do you feel you have the proper tools, equipment, and/or technology to do your job well?

I always have the proper tools/equipment/technology	21	→80%
I sometimes have the proper tools/equipment/technology	59	
I rarely have the proper tools/equipment/technology	13	→17%
I never have the proper tools/equipment/technology	4	
No Answer	3	

11. Do you think that Muni has done a better job of communicating to its employees through its print and electronic internal publications?

Gotten better	35
Stayed the same	38
Gotten worse	11
No opinion	12
No Answer	4

12. How would you feel about getting email updates and information from Muni at home?

I would like to receive it at home	21
I would not like to receive it at home	50
No opinion	26
No Answer	3

13. How would you categorize your position?

Senior/executive/middle manager	13
Supervisory	17
Administrative	11
Technical/maintenance	19
Service/operations	37
No Answer	3

14. In your opinion, what would you most like to see change at MUNI? (OPEN END – MULTIPLE RESPONSE). (N=332)

Management: Respect/Recognition/Appreciation/Support/Treat fairly/End favoritism	21
Management: Accountability/Face same layoffs/paycuts	16
Law/Regulation enforcement/Safety/Security	12
Management: Job/sensitivity training/Job knowledge/Less bureaucracy	11
Communication: Coworker/Departmental/Management	11
No/unfair layoffs/Job security/Layoff non-performers/Layoff alternatives	8
Employee accountability/Attitude/Discipline/Terminate poor performers	7
Increase wages/Reinstate retirement/Better benefits	5
Updated equipment/technology/Parts/Supplies	5
Bus/shift schedules/More layover/break time/Restroom availability	4
Better fiscal management (Gen'l)/Specific cost saving ideas	4
Carrer growth/Training/Opportunity for advancement/More authority	3
Maintenance/Cleaner facilities/buses	3
Flex days/4 day workweek/Better/more flexible schedule/days off	3
More staff/Less wasteful staffing/Fewer consultants	3
Nothing	3
Miscellaneous	4

15. When you have a suggestion to improve Muni service or employee work conditions, do you feel your voice is heard?

I feel I am always heard and that my suggestions are valued	9	→42%
I feel that I am sometimes heard and my suggestions are valued	33	
I feel that I am rarely heard and that my suggestions are not very valued	32	→53%
I feel that I am never heard and that my suggestions are not valued at all	21	
No Answer	5	

16. How proud are you of the work you do for Muni?

Very proud	66	→90%
Somewhat proud	24	
Not very	5	→7%
Not proud at all	2	
No Answer	3	

17. What best describes your email/online/Internet computer access?

Access at work and home	46
Work only	18
Home only	15
No access at all	15
No Answer	6

18. How long have you worked for Muni?

Less than 1 year	3
1-4 years	23
5-10 years	23
Over 10 years	47
Refuse to answer	4

19. Which best describes where you work?

Accessible Services & Contract Compliance	<1
Capital Planning & External Affairs	3
Transit Operator	23
Exec. Director's Office	1
General Mgr's Office	1
Training	1
Construction	5
Maintenance	27
Finance & Admin	7
Human Resources	4
Operations	15
Safety and Security	3
Other	4
No Answer	6
