

# EXECUTIVE OVERVIEW

## Employee Survey 2006 S.F. Municipal Transportation Agency

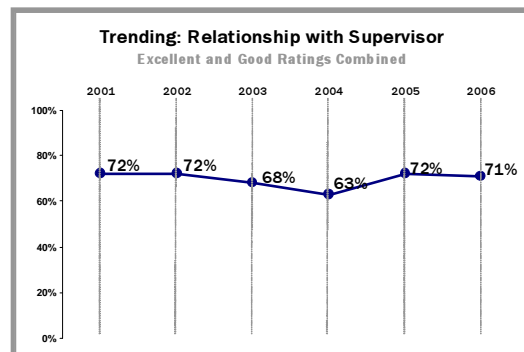
### BACKGROUND

This project was a self-administered questionnaire completed by employees of the San Francisco Municipal Transportation Agency. In total 743 surveys were completed and tabulated. The survey was conducted during September and October 2006.

### KEY FINDINGS

#### JOB SATISFACTION / SUPPORT

- An overwhelming share of San Francisco MTA employees value their job. 97% value their job a great deal or value some parts of their job. Among these respondents, 78% say they value their job a great deal.
- A large share (71%) of employees rate their working relationship with their supervisor as excellent or good. This statistic is similar to last year, and continues a positive trend compared to two years ago.
- Overall, 57% of employees rate the job support they get as excellent or good. 43% rate their support as fair or poor.

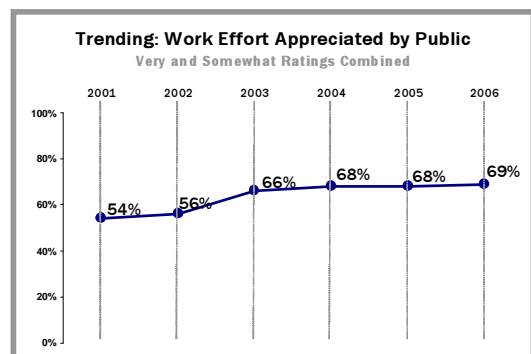


#### COMMUNICATION

- Overall, a slight majority (55%) rate communication within their division as excellent or good. 45% rate it as average or poor.
  - Communication within division received a 60% excellent/good rating in 2005. This represents a slight decrease in the communication rating.
  - Those who have worked for Muni for a shorter period of time (less than 5 years) tend to rate communication higher than those who've worked for a longer period of time (5 or more years).
- Most (73%) feel that MTA's communication with its employees through print and electronic publications has gotten better or stayed the same over the past year. Only 9% think it has gotten worse. (Note: 18% said don't know on this question)

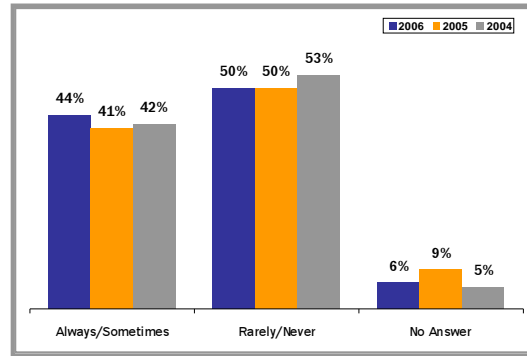
#### APPRECIATION OF WORK EFFORT

- A large share (69%) of employees feel that their work effort is appreciated by the public. This percentage is consistent with the past two years, and continues an upward trend compared to 2001 and 2002.
- A majority (57%) feel their work effort is very/somewhat appreciated by the MTA management.



**EMPLOYEE SUGGESTIONS**

- **Opinions are mixed on whether employees suggestions to improve MTA service or work conditions are heard. Half (50%) indicate that their suggestions are rarely or never heard, and 44% say they are always or sometimes heard.**



**MTA MERGER AND MISSION STATEMENT**

- **A majority (64%) of employees rate the success of the merger between DPT and Muni as very or somewhat successful. 27% say the merger needs a lot of work and 6% say it is a failure.**
- **Most employees agree that a mission statement is an important part of the MTA's future success. When asked, 78% say this is important or somewhat important.**

**EMPLOYEE AWARDS AND EVENTS**

- **Most (79%) feel strongly that employee awards and events are very/ somewhat important to them.**

**Notes:**

- The sample sizes in the total are: 2006 (743), 2005 (752), and 2004 (472)
- Percentages may not add up to 100% due to statistical rounding.