



# 2017 Employee Survey Results

Policy and Governance Committee

April 20, 2018

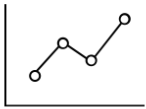


**SFMTA**  
Municipal  
Transportation  
Agency

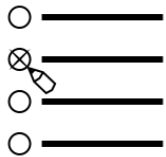
# SFMTA Employee Survey



Fifth annual agency-wide survey



Purpose: to measure satisfaction and engagement of SFMTA Employees



23 questions on a 1-5 scale

2 open text questions

# 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



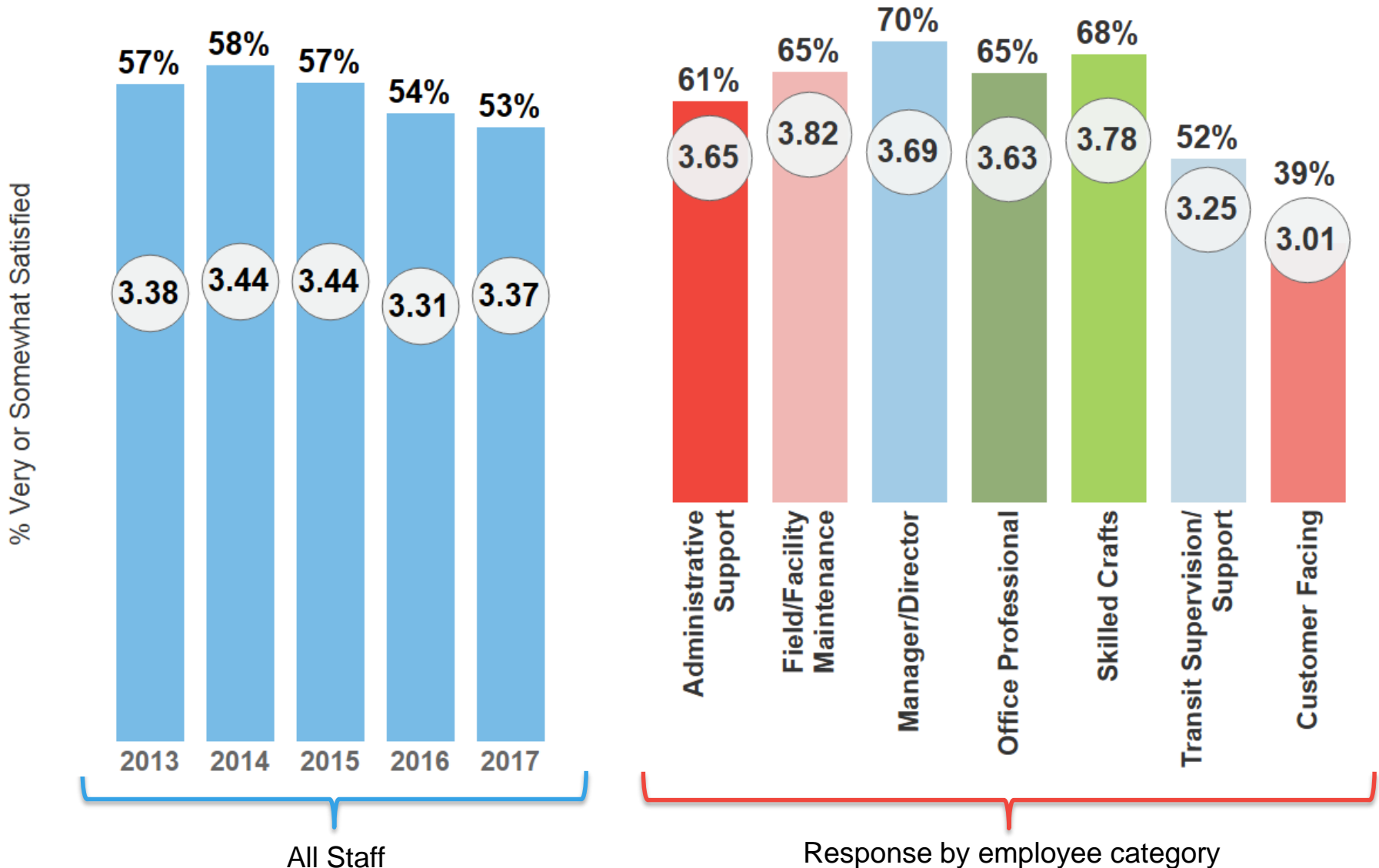
Survey Updates:

- Professional vendor managed questionnaire development, survey deployment, and results analysis
- Expanded frontline staff outreach efforts
  - Increased frontline staff response volume: 887 (2016) to 1,014 (2017)**
  - 424 Transit Operator responses (highest ever)
- 986 (53% of total) paper surveys collected

# Results Summary

- Satisfaction rating flat: 53% very or somewhat satisfied in 2017 compared with 54% in 2016
  
- 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



# 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:

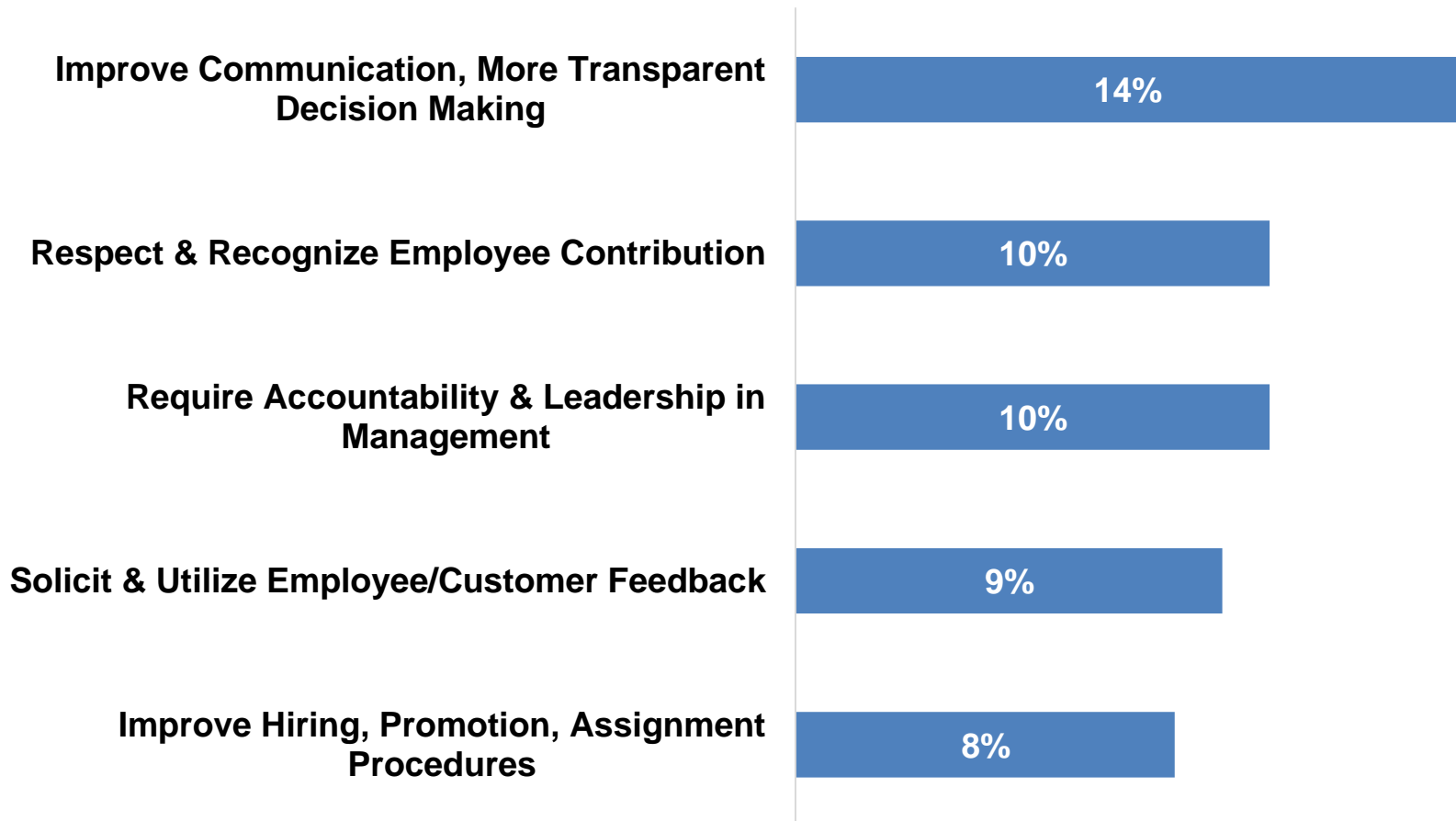
- Unprofessional, Unaccountable, Ineffective Management and Supervision

# 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                |   |



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





## Examples of key actions underway include:

### ❑ Survey Response Action Planning Process

- Disseminating survey results to staff
- Organizational Development is working with the Senior Management Team to develop and implement Action Plans
- Action Plans give managers a concrete structure for improving satisfaction levels within their section

### ❑ Recognizing employee contributions

- Launching GEM program
  - Going the Extra Mile (GEM) awards recognize employees who embody the Agency's core values of Respect, Inclusivity, and Integrity



**Thank you**