



2017 Employee Survey Results

Finance & Administration Committee

April 18, 2018

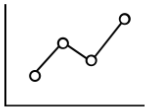


SFMTA
Municipal
Transportation
Agency

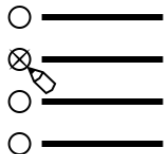
SFMTA Employee Survey



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



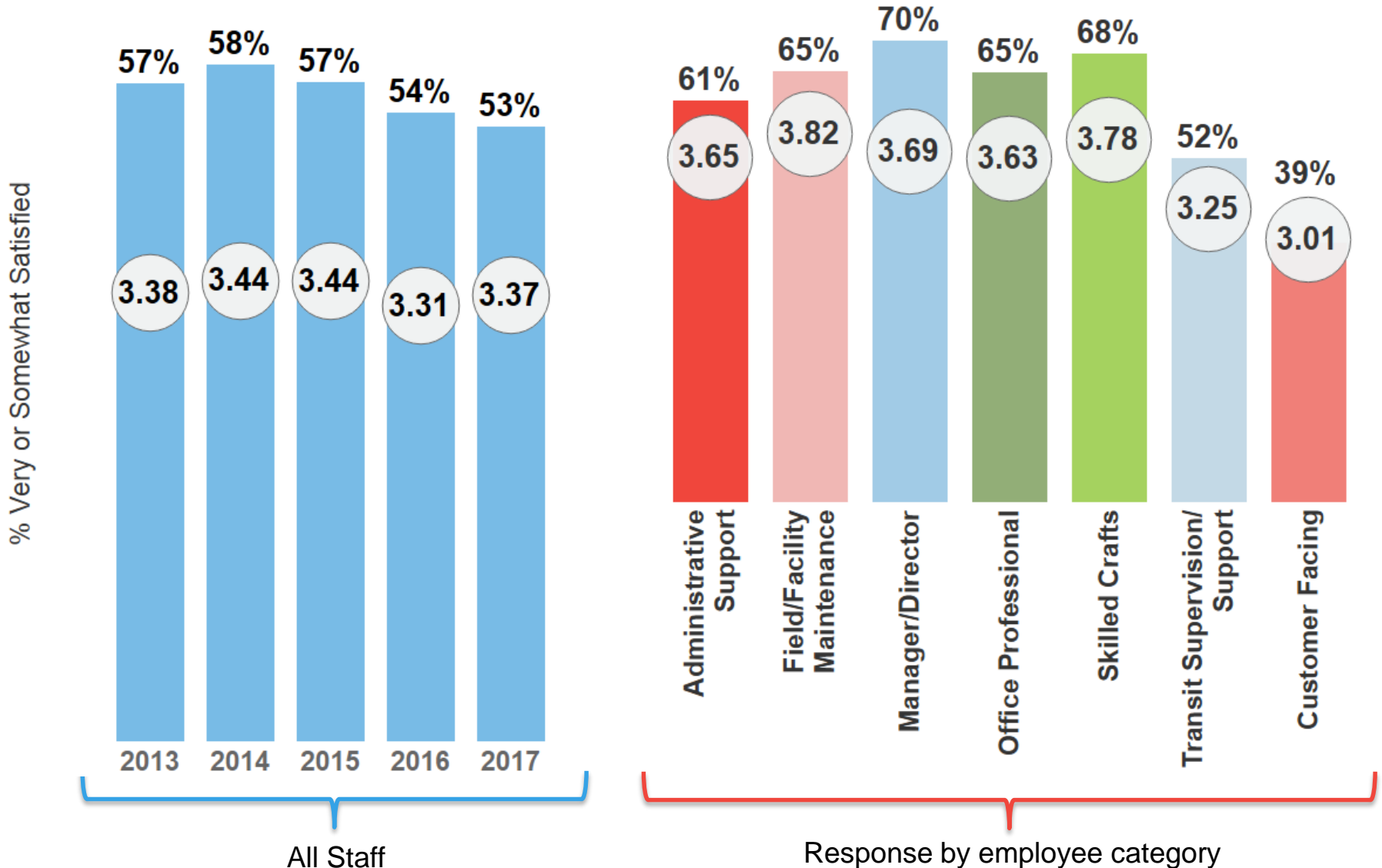
Survey Updates:

- 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:

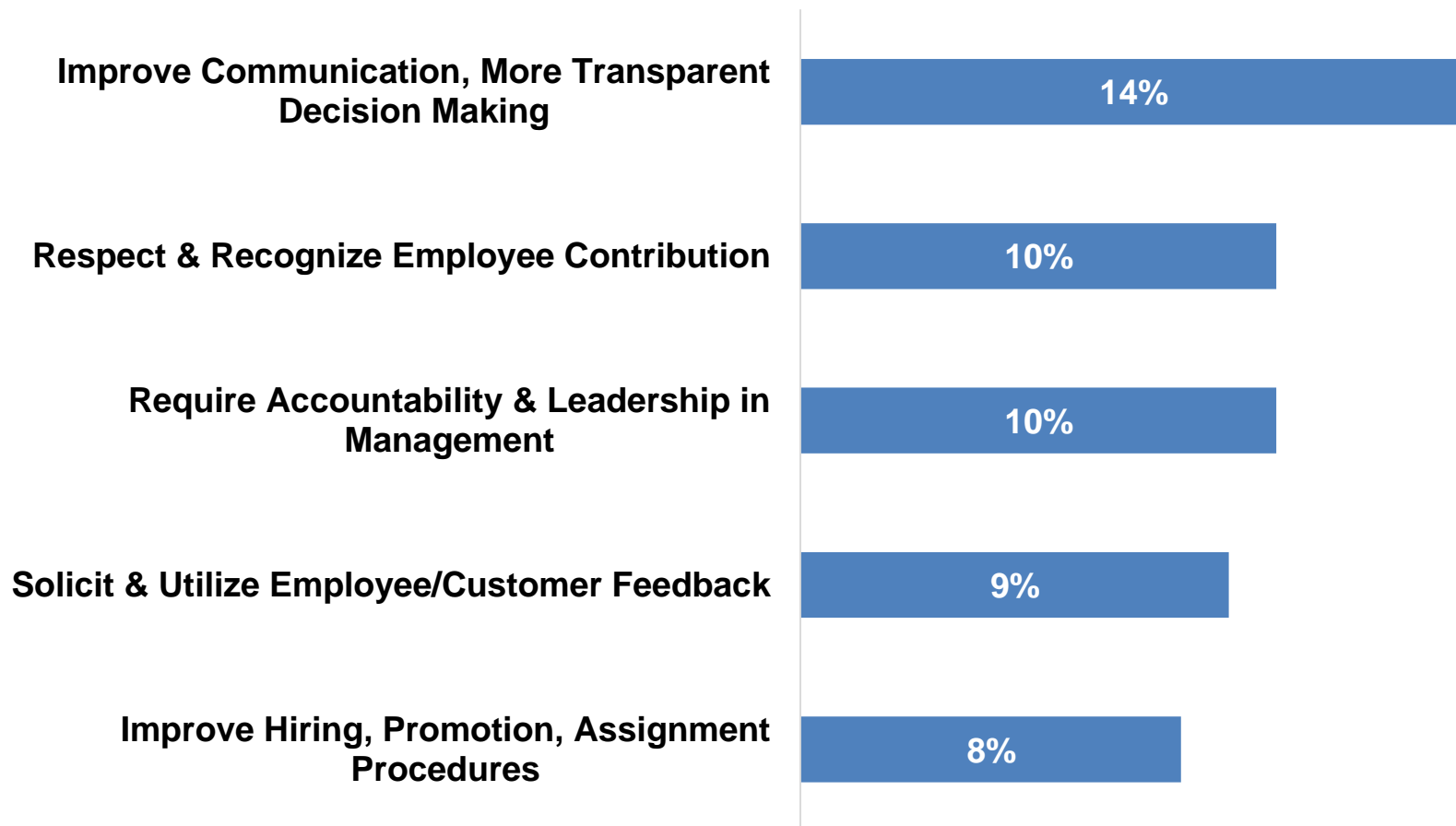
- Unprofessional, Unaccountable, Ineffective Management and Supervision

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