



2016 Employee Survey Results

Background and Methodology



- The 2016 Employee Survey was BART's second such survey - the first one was conducted in 2013.
- Most of the questions were the same as the 2013 survey, but the 2016 one added new questions to give employees an opportunity to rate internal services they use.
- The survey was available online and in paper. All Non-Represented, ASFCME, BPD and SEIU Professional members with a bart.gov email address received an email with a link to an online survey. All SEIU Professional members with no bart.gov email address and all other SEIU members received a paper survey and a postage paid return envelope via USPS at their home. And all ATU members received a paper survey and a postage paid return envelope with their pay check stub.
- The survey was conducted from December 10, 2015-January 11, 2016.
- A total of 1,045 surveys were completed - which is a 30% response rate. To ensure the results reflect the feedback of BART employees as a whole, the data was weighted by report location and whether the respondent is a supervisor or not.

Summary of Results



- **Statistically significant increase in twelve attributes, including**
 - perception of service to other departments,
 - opportunity to learn new skills, and
 - appreciation by immediate supervisor
- **Only one significant decrease**
 - safe public transportation (mostly concerns about police presence, panhandling and loitering, and cleanliness)
- **Slide 8 (Quadrant Chart) identifies target issues for improvement**
- **Slide 12 shows internal customer service ratings**

Top Five Attributes



- ▶ I value BART customers and keep them in mind when I do my job (94%)
- ▶ The work I do contributes to the success of BART (92%)
- ▶ I make an effort to make BART a better place to work (90%)
- ▶ The work I do contributes to the quality of life in the Bay Area (84%)
- ▶ I am proud to work at BART (78%)

Question: ***Please indicate how much you agree or disagree with each of the following statements.***

All figures are top two box ratings (% Strongly Agree plus % Somewhat Agree).

Bottom Five Attributes



- ▶ **BART values its employees (37%)**
- ▶ **Most of the people I work with are satisfied with their jobs at BART (37%)**
- ▶ **BART considers employees' suggestions (27%)**
- ▶ **The Board and management work well together (22%)**
- ▶ **Labor and management work well together (19%) ¹**

Question: *"Please indicate how much you agree or disagree with each of the following statements."*
All figures are top two box ratings (% Strongly Agree plus % Somewhat Agree).

¹ Note: the survey was conducted prior to the recent contract extension

Statistically Significant Changes



Employees rated 32 attribute statements on a five-point agree/disagree scale. Reported below is the top two box rating (strongly agree and somewhat agree) for attributes which had a statistically significant increase or decrease since 2013. There was a statistically significant increase in 12 attributes and a statistically significant decrease in 1. See Appendix for full list of 32 attribute ratings.

Attribute	Top 2 Box		Change	
	2013	2016		
My department provides good service to other departments	63%	75%	12%	↑
I have the opportunity to learn new skills	44%	56%	12%	↑
I feel that my work is appreciated by my immediate supervisor	62%	72%	10%	↑
I receive the training I need to do my job	53%	60%	7%	↑
The work I do contributes to the quality of life in the Bay Area	78%	84%	6%	↑
My immediate supervisor has good management skills	50%	56%	6%	↑
I am satisfied with my job at BART	67%	73%	6%	↑
The work I do contributes to the success of BART	86%	92%	5%	↑
I receive appropriate recognition for my service at BART	36%	41%	5%	↑
My second-level manager has good leadership skills	42%	47%	5%	↑
I have opportunity for advancement	44%	48%	4%	↑
My job makes good use of my abilities and skills	60%	64%	4%	↑
BART provides safe public transportation	76%	69%	-7%	↓

Most open ended comments indicate that the source of the decline in “BART provides safe public transportation” has to do with issues related to rule enforcement, panhandling and loitering, level of police presence, and station cleanliness.

Quadrant Chart



The next slide contains a quadrant chart similar to the one created for BART's biennial Customer Satisfaction study (for more info, follow link below)

http://www.bart.gov/sites/default/files/docs/CustSat2014Report_Final.pdf

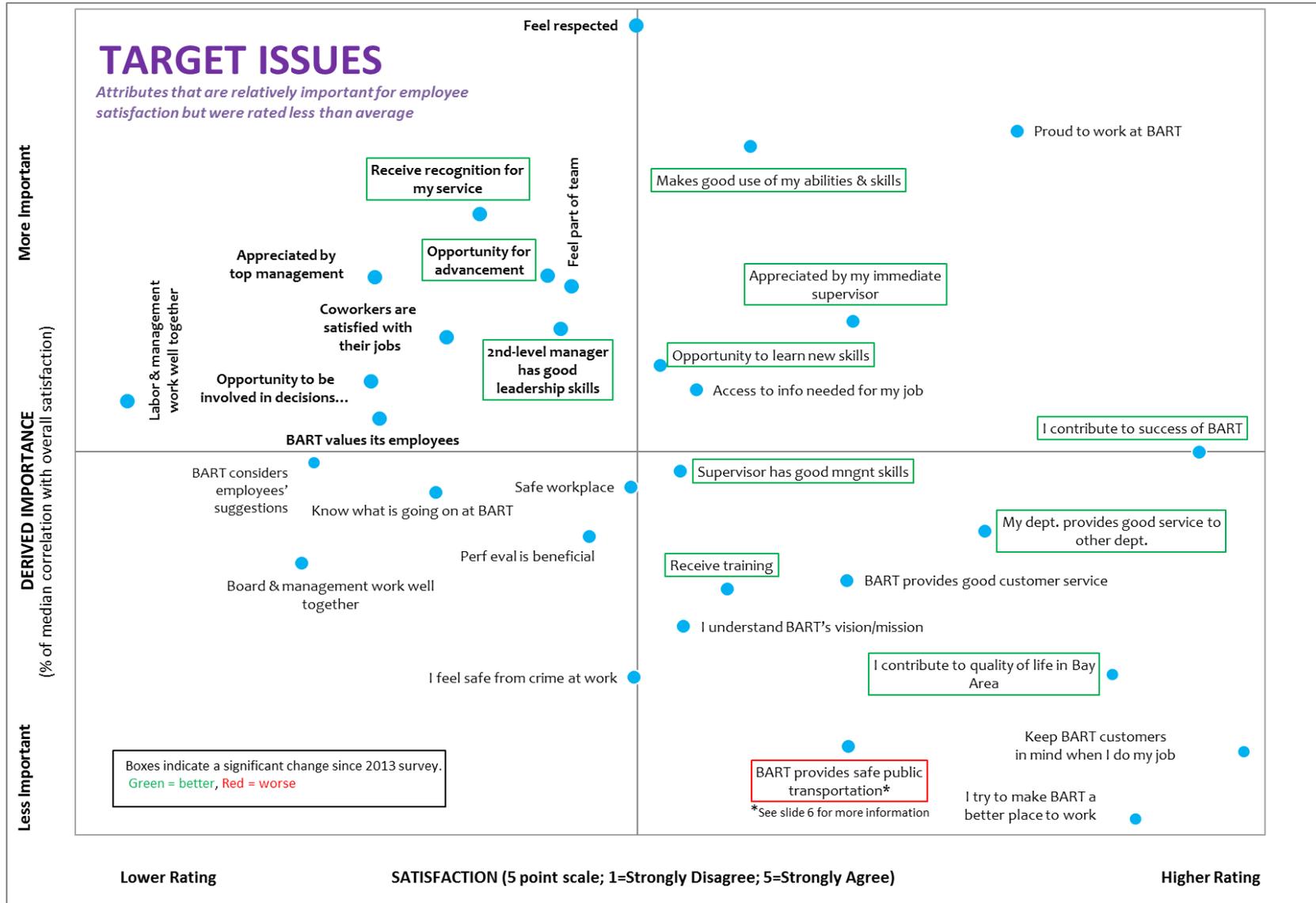
The quadrant chart's horizontal axis shows how high the attribute was rated by employees. Points on the right side have the highest ratings. Points on the left side have lower ratings.

The vertical axis shows how important each attribute is to employee satisfaction. Points at the top of the chart are the most important factors in employee satisfaction.

The top left quadrant is the "target area" because it shows the attributes that are relatively important for employee satisfaction but were rated less than average.

Attributes with a green box around them scored significantly higher than in 2013. The one attribute in the red box scored significantly lower.

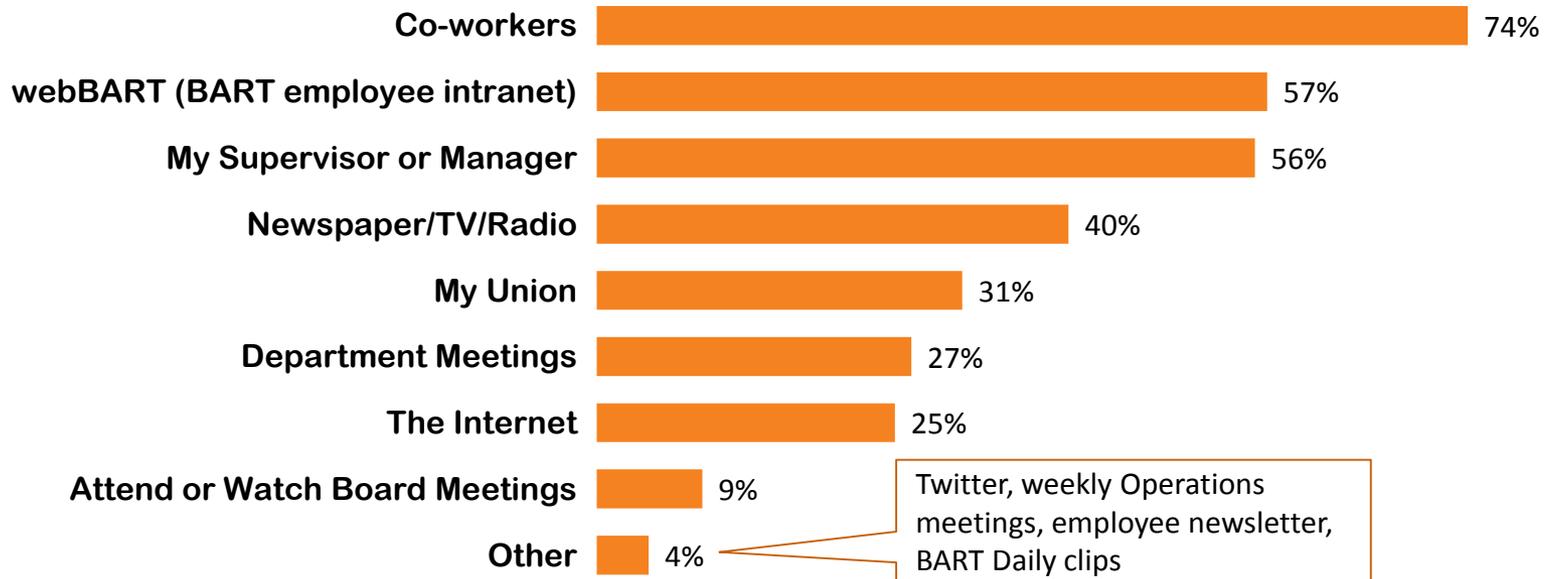
Employee Rating Quadrant Chart



Employee Information Sources



Information Sources

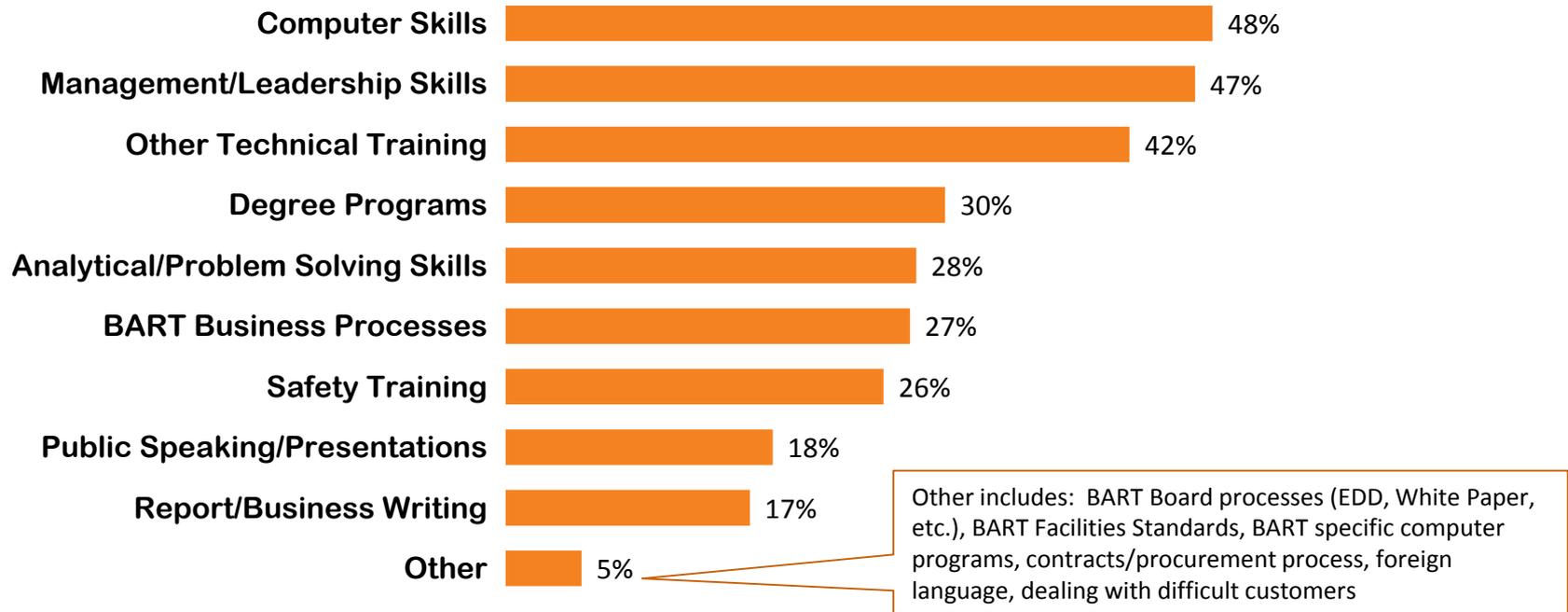


Question: *“What are the main ways you stay informed about what is going on at BART (Choose all that apply)”*

Interest in Training



Areas interested in receiving training/improving job skills



Question: *"In what areas, if any, would you be interested in improving your job skills? (Choose all that apply)"*

Internal Customer Service



Internal customer service was not asked in the 2013 survey, so 2016 will be a baseline.

Services listed on the survey are ones that are frequently used by employees throughout the District. Not all services are listed.

Employees were first asked if they had used the service in the past year, and if yes, they were asked to rate the customer service they received on a four point scale (Excellent, Good, Only Fair, or Poor).

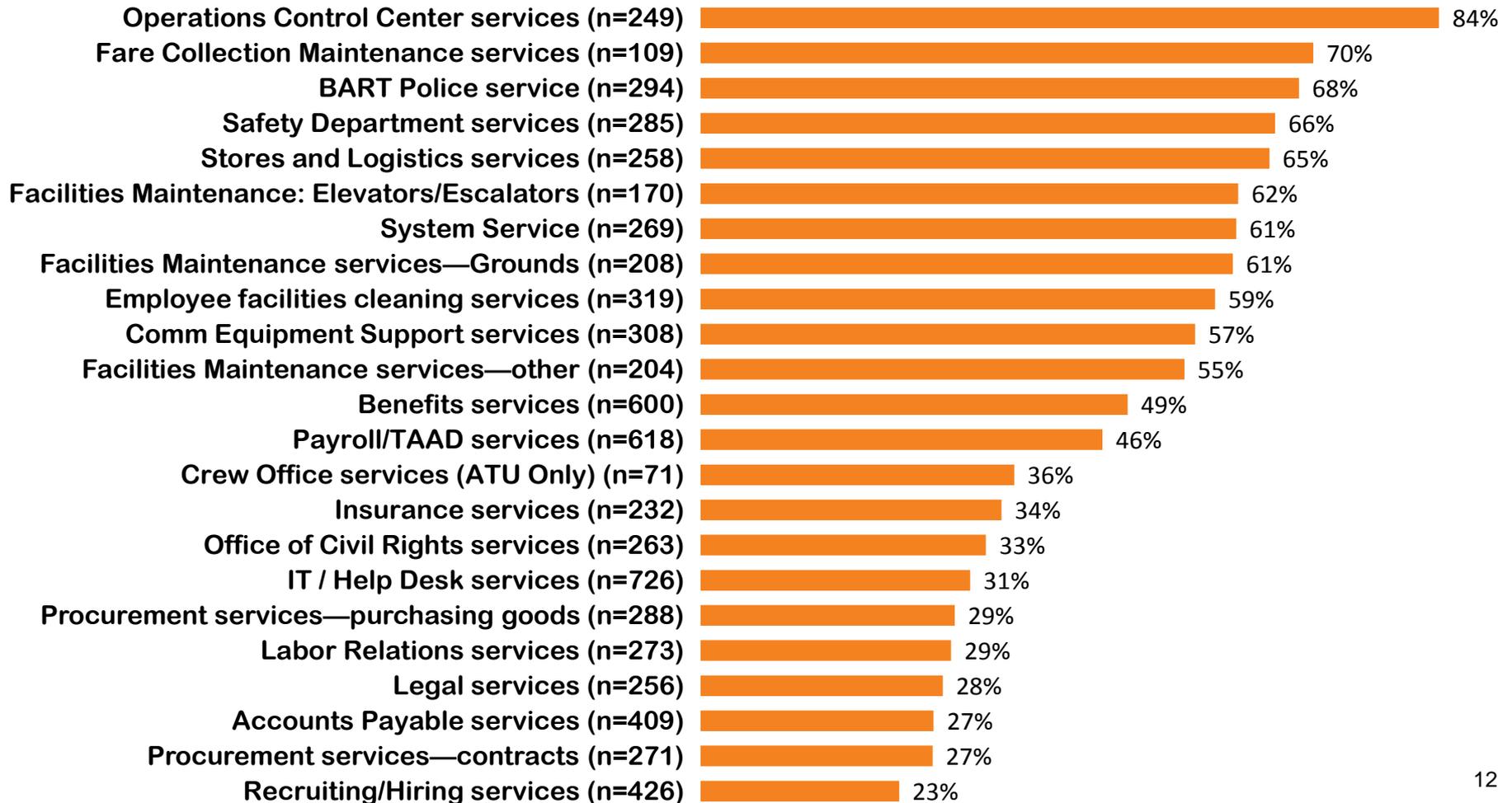
The (n=) number to the right of the service indicates the number of employees who reported that they have used the service in the past year and provided a rating.

Percentages shown are top two box (Excellent plus Good)

Internal Customer Service Rating



% saying "Excellent" or "Good"
(4-point Scale: Excellent, Good, Only Fair, Poor)



Appendix



All Attributes



Rating	2013	2016
I value BART customers and keep them in mind when I do my job	N/A	94%
The work I do contributes to the success of BART	86%	92%
I make an effort to make BART a better place to work	N/A	90%
The work I do contributes to the quality of life in the Bay Area	78%	84%
I am proud to work at BART	80%	78%
My department provides good service to other departments	63%	75%
I am satisfied with my job at BART	67%	73%
I feel that my work is appreciated by my immediate supervisor	62%	72%
BART as a whole provides good customer service	70%	71%
BART provides safe public transportation	76%	69%
My job makes good use of my abilities and skills	60%	64%
I receive the training I need to do my job	53%	60%
I have adequate access to the information I need to do my job	58%	59%
My immediate supervisor has good management skills	50%	56%
BART is a safe workplace	52%	56%
I have the opportunity to learn new skills	44%	56%
I clearly understand BART's vision/mission	54%	55%
I feel safe from crime at work	54%	54%
I feel respected in the workplace	56%	53%
I have opportunity for advancement	44%	48%
I feel like part of a team at BART	46%	48%
My second-level manager has good leadership skills	42%	47%
Receiving a performance evaluation is beneficial (non-rep/AFSCME only)	N/A	46%
I receive appropriate recognition for my service at BART	36%	41%
I have the opportunity to be involved in decisions that affect my work	36%	40%
I feel that my work is appreciated by top management	37%	40%
I feel like I am informed about what is going on at BART	38%	39%
BART values its employees*	35%	37%
Most of the people I work with are satisfied with their jobs at BART	37%	37%
BART considers employees' suggestions	25%	27%
The Board and management work well together	20%	22%
Labor and management work well together	18%	19%

Question: ***“Please indicate how much you agree or disagree with each of the following statements.”***
 All figures are top two box ratings (% Strongly Agree plus % Somewhat Agree).

* 2013 wording was *BART cares about its employees*