



We Make Lives Better  
Through Connections.

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# 2023 Employee Survey Results

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September 25, 2023

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# Introduction

§ Survey administration

§ Survey structure

§ Response rate

§ Participation

# Survey Administration

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Four-week survey period (April 17 - May 12) aligning work shift selection



23 in-person events at nine different facilities



Methods to complete the survey:



- At events using a tablet or printed survey
- Online (SurveyMonkey)
- Printed copies available at all operations and maintenance facilities

# Survey Structure

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## Five job-related questions

Department, work location, tenure, represented/non-represented, supervisor/non-supervisor



## Likelihood of recommendation to friends and family (Net Promoter Score)

Scale: 0-10



## Satisfaction of 11 internal services

Scale: Very Satisfied (5) Satisfied (4) Neutral (3) Dissatisfied (2) Very Dissatisfied (1) Have Not Used (0)



## 17 positive or negative response questions – all worded in the affirmative

Scale: Strongly Agree (5) Agree (4) Neutral (3) Disagree (2) Strongly Disagree (1)



## Five open-ended questions

# Response Rate

2023 Response Rate

47%

$\frac{1,259 \text{ surveys submitted}}{2,686 \text{ total employees}}$

2022 Response Rate

37%

$\frac{930 \text{ surveys submitted}}{2,505 \text{ total employees}}$

Potential  
Impacts to  
Response  
Rate

Four-week survey period  
Paper survey option (17% of total surveys)  
Well-functioning tablets

35 multiple choice questions  
Five open-ended questions  
ID holder giveaway

Two-week survey period  
Online survey only  
Challenges with technology

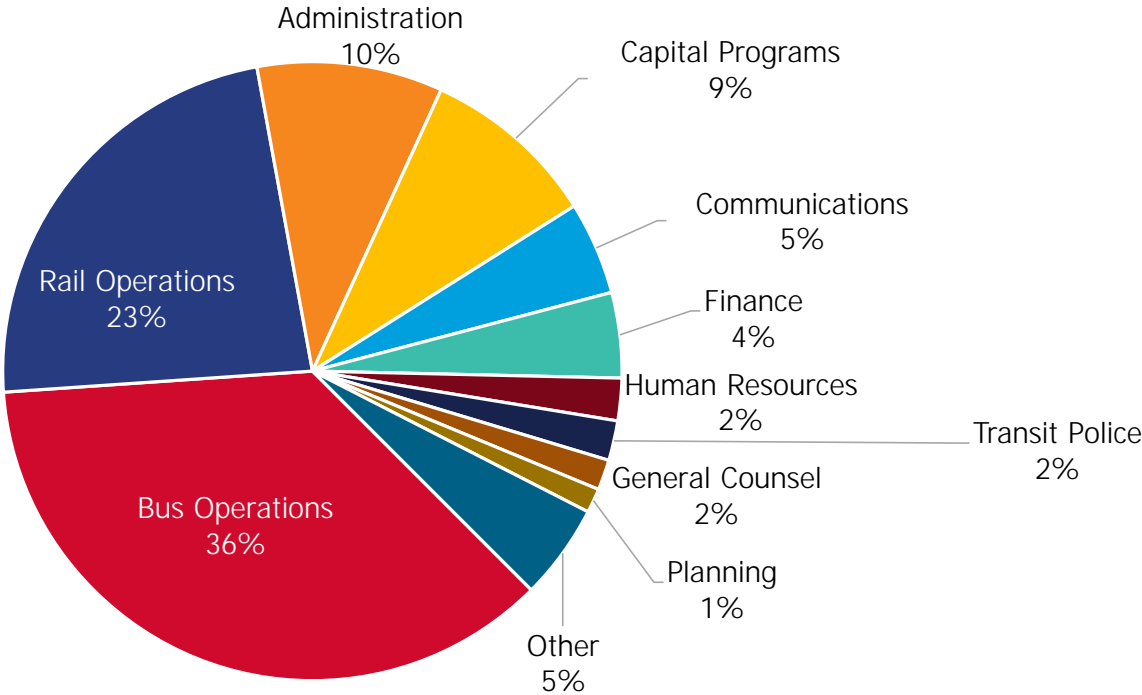
20 multiple choice questions  
Supplemental open-ended survey at events  
Burrito giveaway

# Participation: Percentage of Total Surveys Submitted

*In which RTD department do you currently work?*

“Other” encompasses the following responses:

- Other
- Not sure
- Not listed





# Employee Net Promoter Score

How likely are you to recommend working at RTD to friends or family?

2023 Scale: 0 - 10

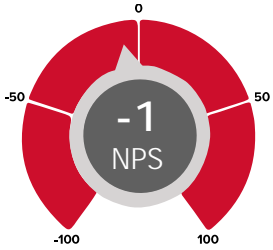
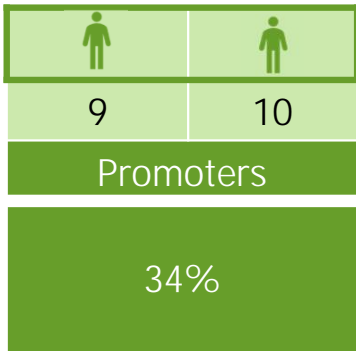
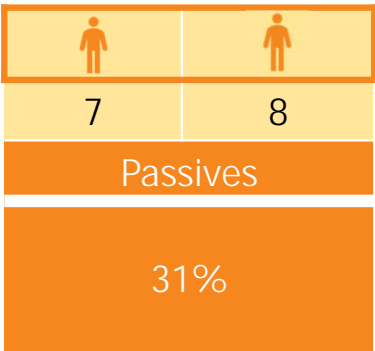
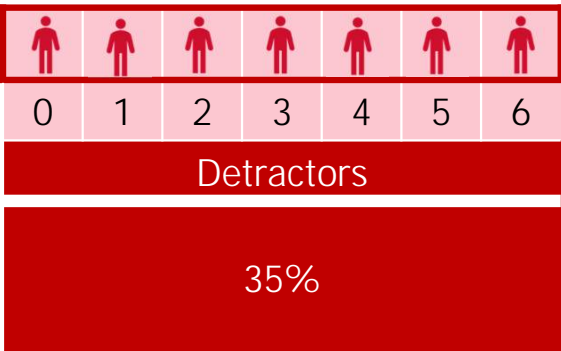


# Employee Net Promoter Score: 2023

How likely are you to recommend working at RTD to friends or family?

$$\text{Net Promoter Score} = \% \text{ Promoters} - \% \text{ Detractors}$$

2023

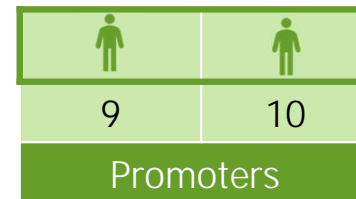
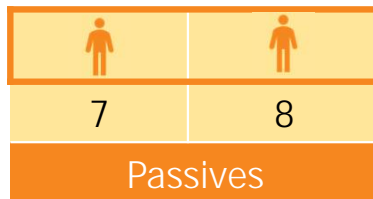


# Employee Net Promoter Score

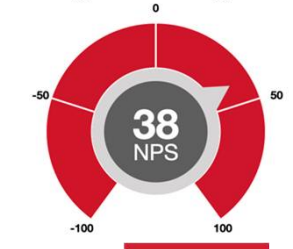
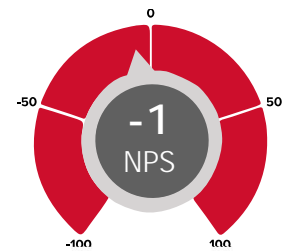
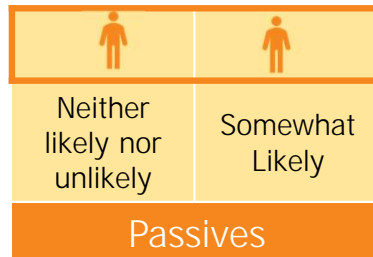
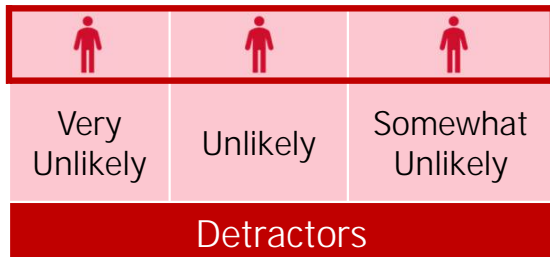
*How likely are you to recommend working at RTD to friends or family?*

$$\text{Net Promoter Score} = \% \text{ Promoters} - \% \text{ Detractors}$$

2023



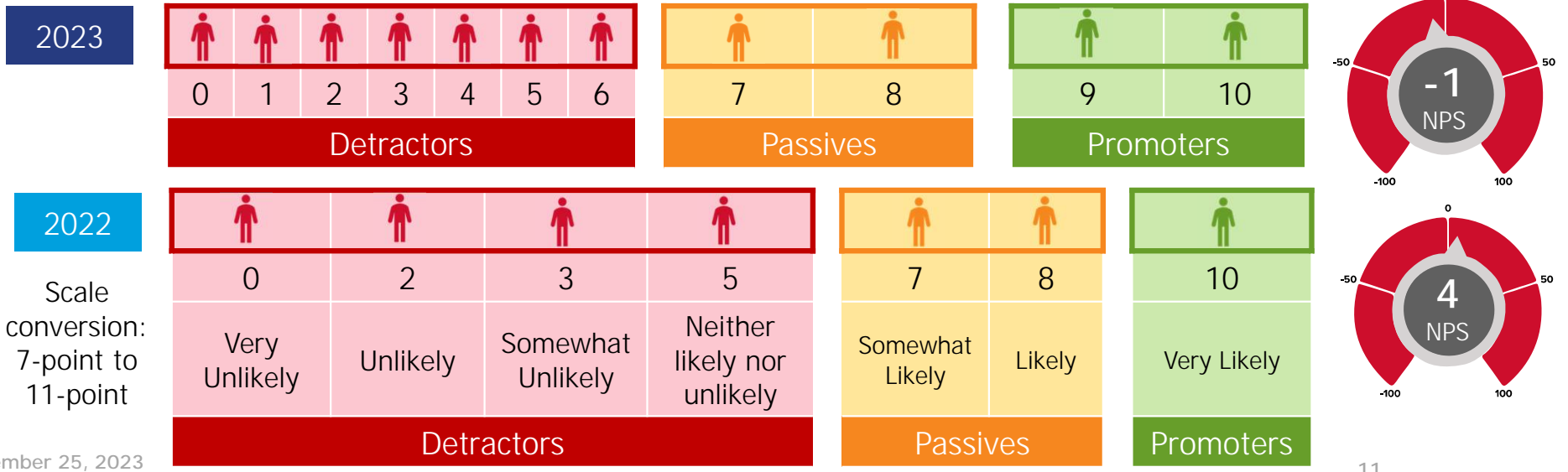
2022



# Employee Net Promoter Score: Adjusted Scale

*How likely are you to recommend working at RTD to friends or family?*

$$\text{Net Promoter Score} = \% \text{ Promoters} - \% \text{ Detractors}$$



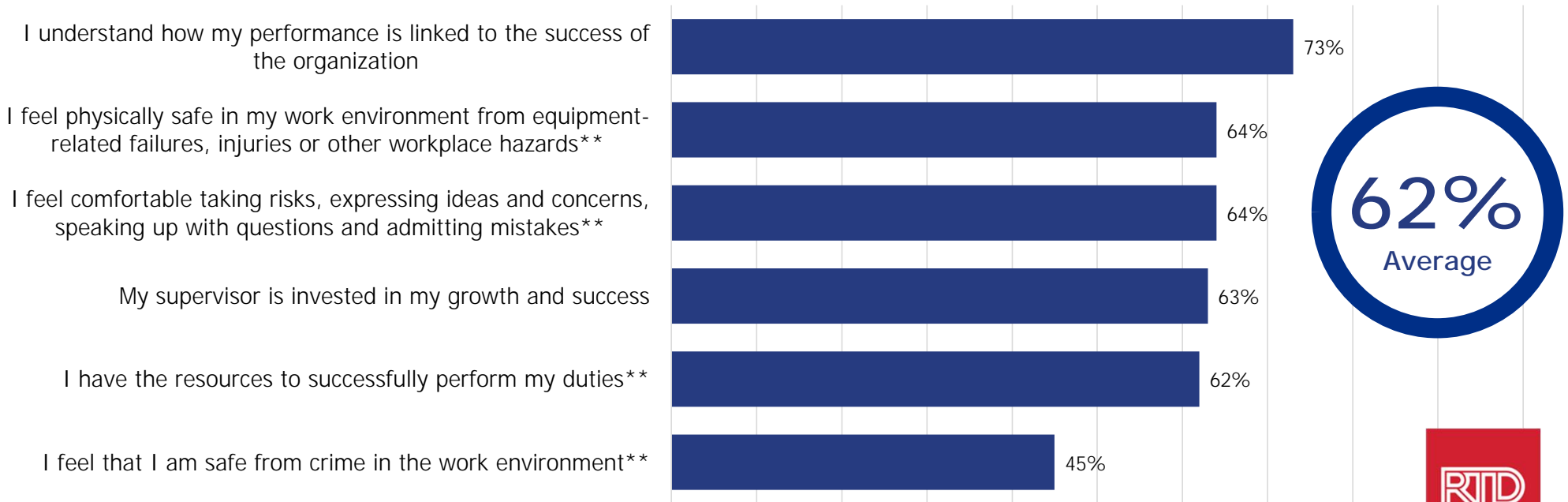


# Composite Index Score

# Employee Ownership Composite Index Score\*

Composite index score is the average of employee survey scores related to how engaged, supported, safe feeling and understanding of how employees contribute to agency success.

## Agree and Strongly Agree



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\*New metric in 2023  
\*\*New question in 2023

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# Internal Services

# Rate how satisfied you are with the following internal services

(1 of 2)

## Satisfied and Very Satisfied

■ 2023 ■ 2022



\*New service in 2023

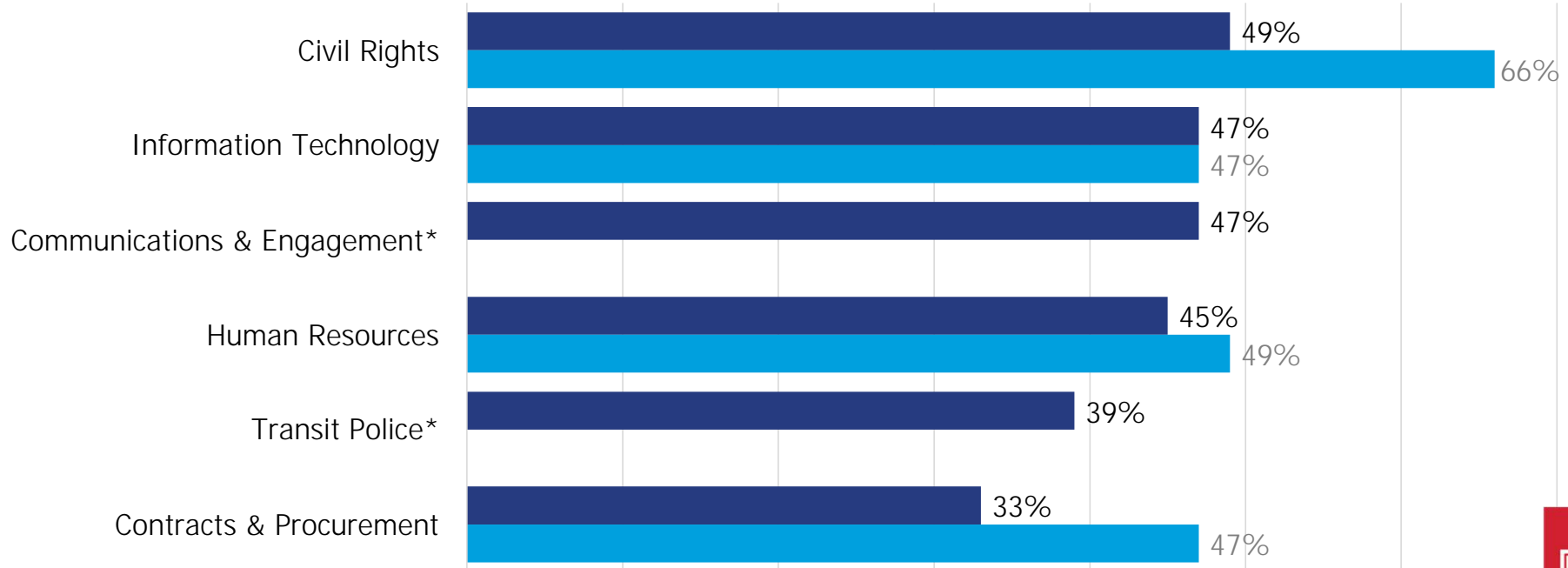


# Rate how satisfied you are with the following internal services

(Continued: 2 of 2)

## Satisfied and Very Satisfied

■ 2023 ■ 2022



\*New service in 2023





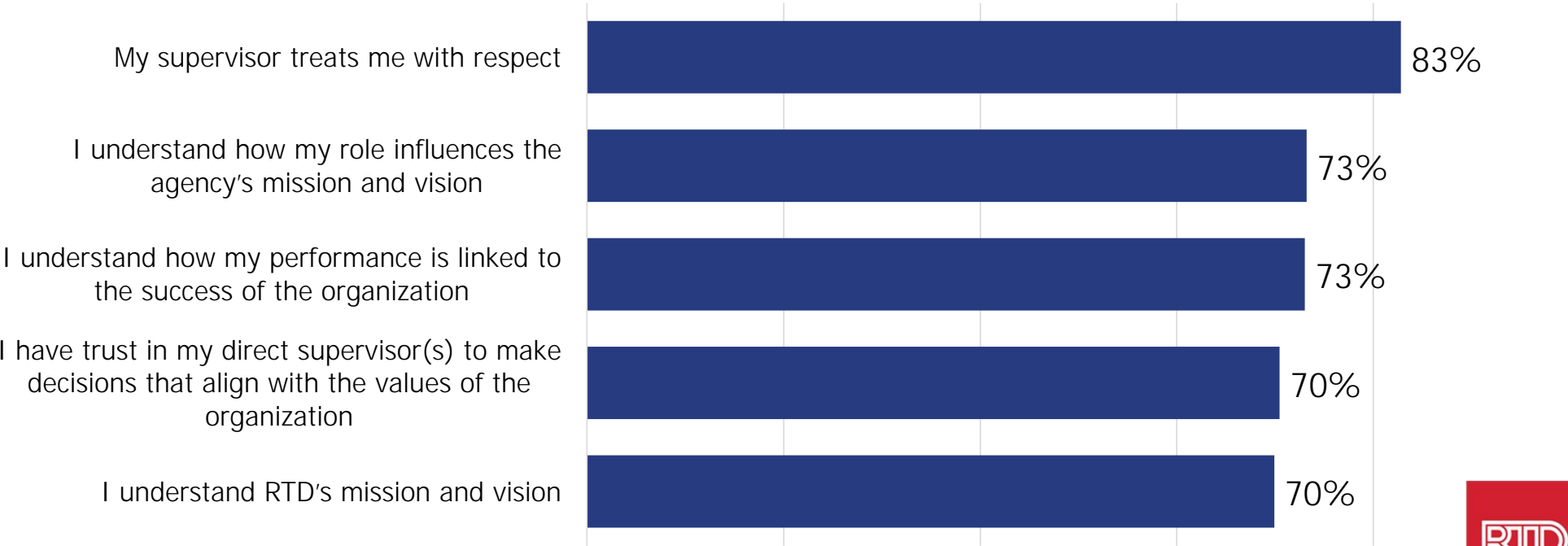


# Positive and Negative Response Questions

# Positive/Negative Response Questions: Average Agency-Wide

(1 of 4)

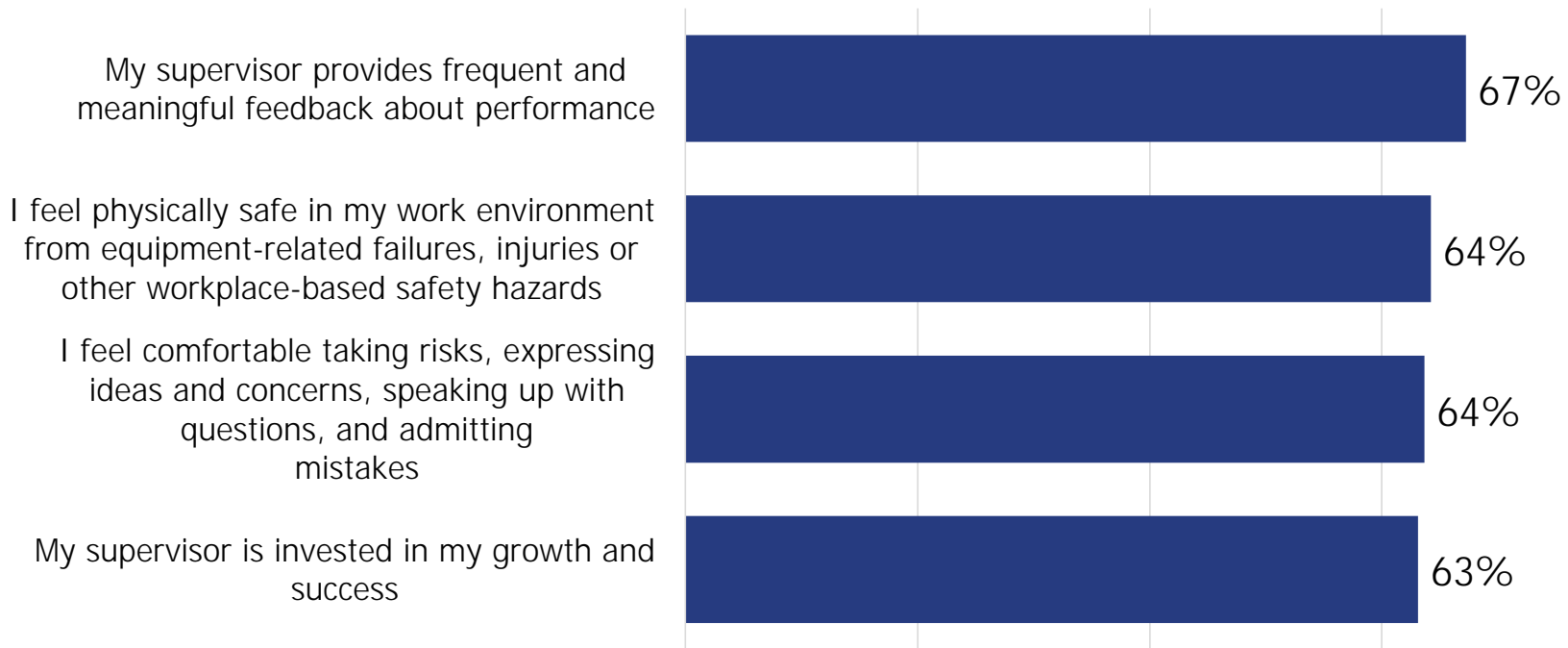
Agree and Strongly Agree



# Positive/Negative Response Questions: Average Agency-Wide

(2 of 4)

Agree and Strongly Agree



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# Positive/Negative Response Questions: Average Agency-Wide

(3 of 4)

Agree and Strongly Agree

My supervisor provides frequent and meaningful feedback about my contribution to organizational success

63%

I have trust in my departmental manager(s) to make decisions that align with the values of the organization

63%

I have the resources to successfully perform my duties

62%

I feel my perspective is invited and valued, even if it differs from that of my supervisor or leadership

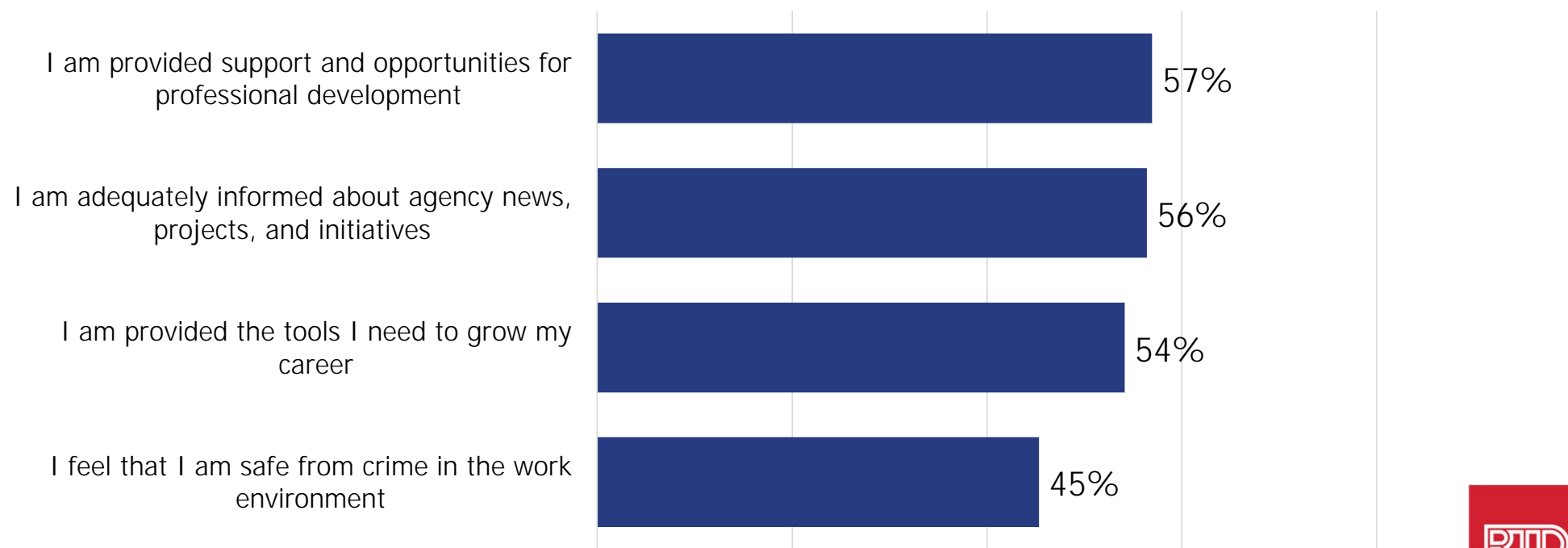
59%



# Positive/Negative Response Questions: Average Agency-Wide

(4 of 4)

Agree and Strongly Agree



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# Detailed Results

§ Largest improvement (2)

§ Improvement opportunities (3)



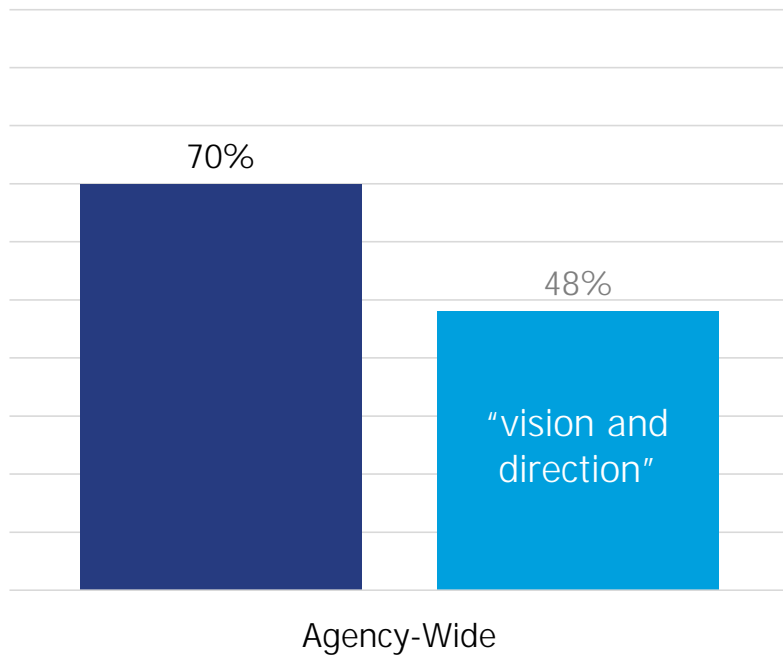
Largest Improvement

★ Largest Improvement ★

I understand RTD's **mission** ("We make lives better through connections") and **vision** ("To be the trusted leader in mobility, delivering excellence and value to our customers and community")

Agree and Strongly Agree

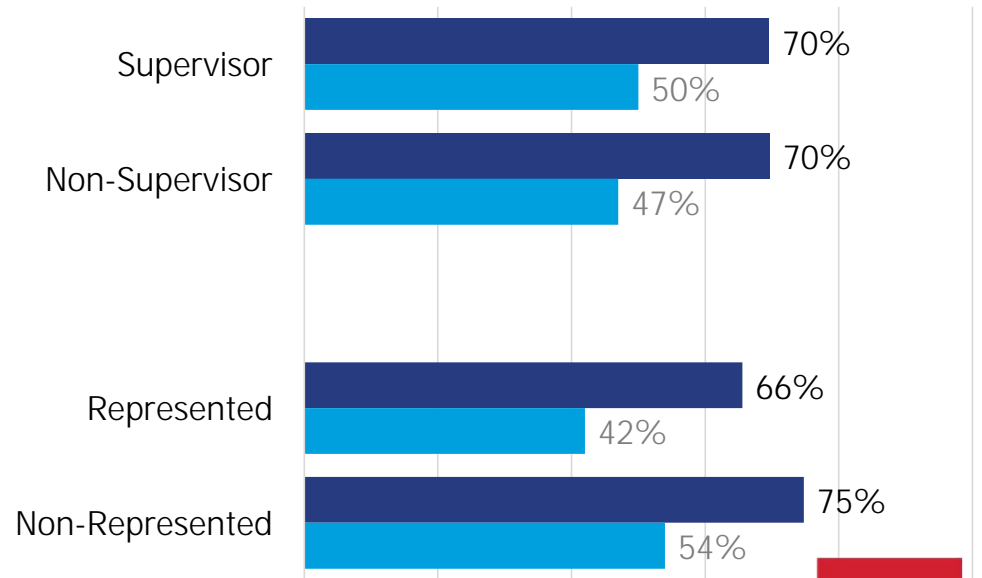
■ 2023 ■ 2022



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Agree and Strongly Agree

■ 2023 ■ 2022



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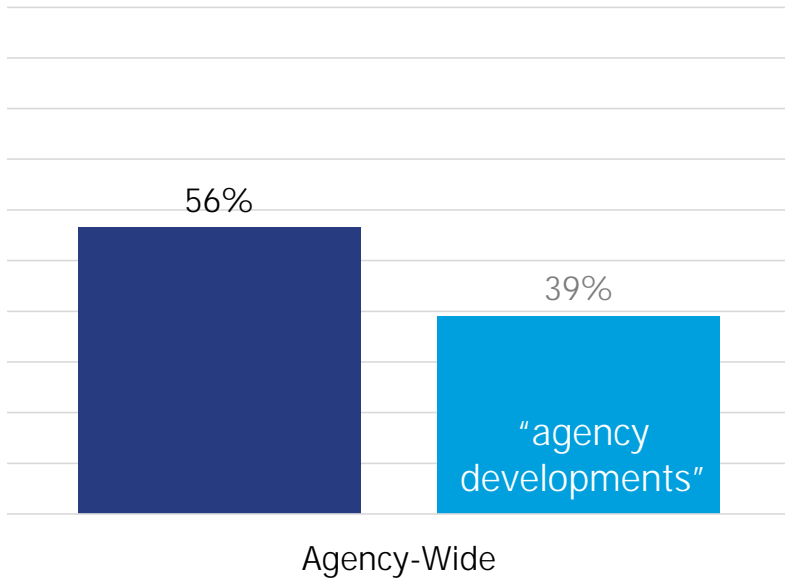


★ Largest Improvement ★

# I am **adequately informed** about agency news, projects and initiatives

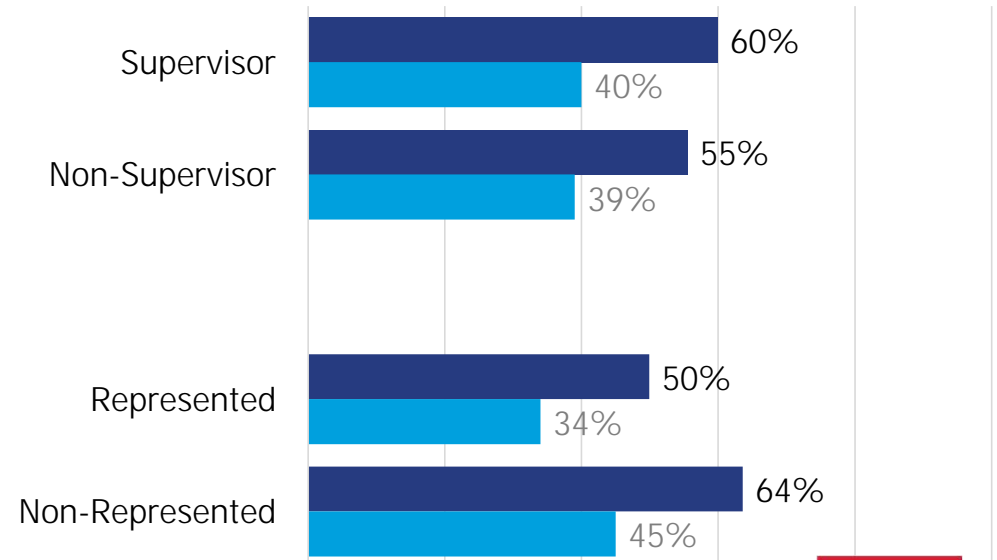
Agree and Strongly Agree

■ 2023 ■ 2022



Agree and Strongly Agree

■ 2023 ■ 2022



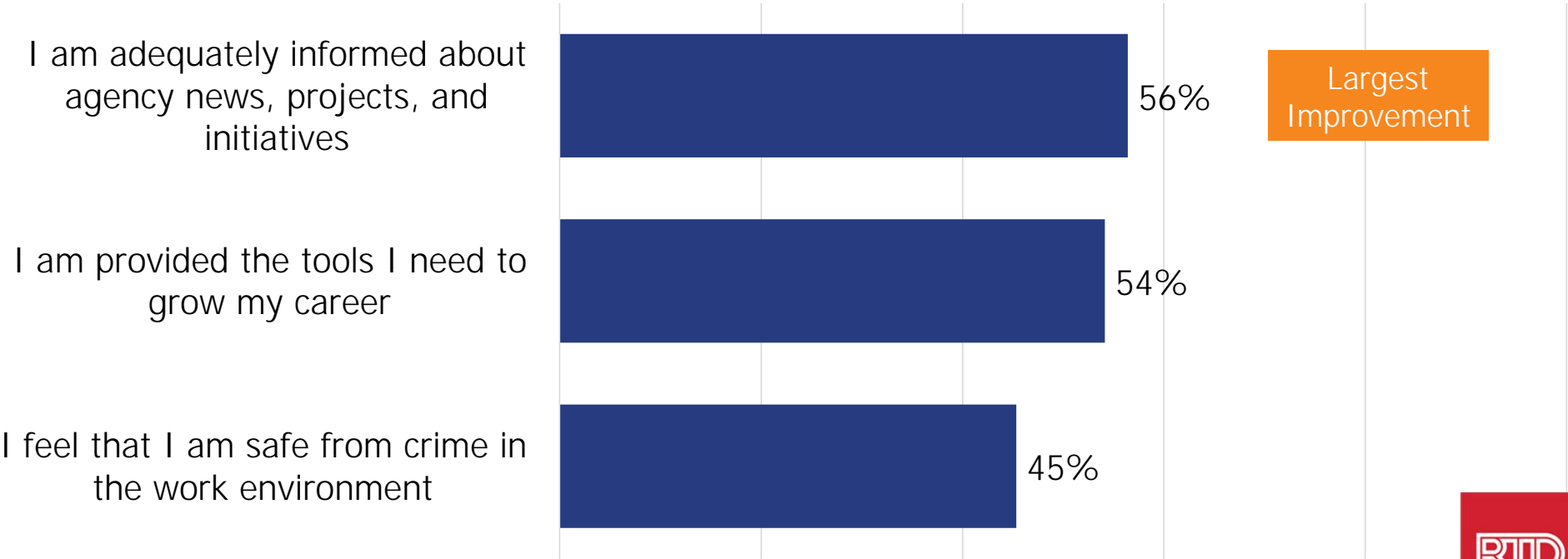


# Improvement Opportunities

★ Improvement Opportunity ★

# Lowest Overall

Agree and Strongly Agree





# Next Steps

# Focused Work Plans

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1. I am provided the tools to grow my career
2. I am adequately informed about agency news, projects and initiatives
3. I feel that I am safe from crime in the work environment



# Employee Ownership Matters

## Vision

To be the trusted leader in mobility, delivering excellence and value to our customers and community

## Mission

We make lives better through connections



# Questions?



# We Make Lives Better Through Connections.

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[rtd-denver.com](http://rtd-denver.com)

