



**We Make Lives Better
Through Connections.**

Employee Survey Results **2024**

Outline



1. Introduction
2. Employee Net Promoter Score
3. Composite Index Score
4. Employee Favorability
5. Largest Improvement
6. Strategic Initiatives
7. Key Takeaways

Key Takeaways

1. Increased favorability in responses many areas
2. Composite Index Score vs. Employee Net Promoter Score
3. Key Driver Analysis highlights areas of opportunity
4. Favorability pattern by tenure



Introduction

- Survey administration
- Survey structure
- Response rate
- Participation

Survey Administration



Three-week survey period (April 15 through May 3, 2024) aligning with May service change work selection period



19 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



Five job-related questions – department/division, reporting location, tenure, represented/non-represented, supervisor/non-supervisor



Likelihood of recommendation to friends and family (employee 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 this service (0)*



17 favorability questions – all worded in the affirmative

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



Three retention-related questions

Ranking from 1 to 10, how well RTD is meeting expectations, plan to be working for RTD one year from now



One open-ended question

Response Rate

2024 Response Rate

36%

1,056 surveys submitted
2,958 total employees

Three-week survey period

Paper survey option (24%)

Well-functioning tablets

37 multiple choice question, one ranking question

One open-ended question

Snacks and RTD swag giveaways

2023 Response Rate

47%

1,259 surveys submitted
2,686 total employees

Four-week survey period

Paper survey option (17%)

Well-functioning tablets

35 multiple choice questions

Five open-ended questions

ID holder giveaway

2022 Response Rate

37%

930 surveys submitted
2,505 total employees

Two-week survey period

Online survey only

Challenges with technology

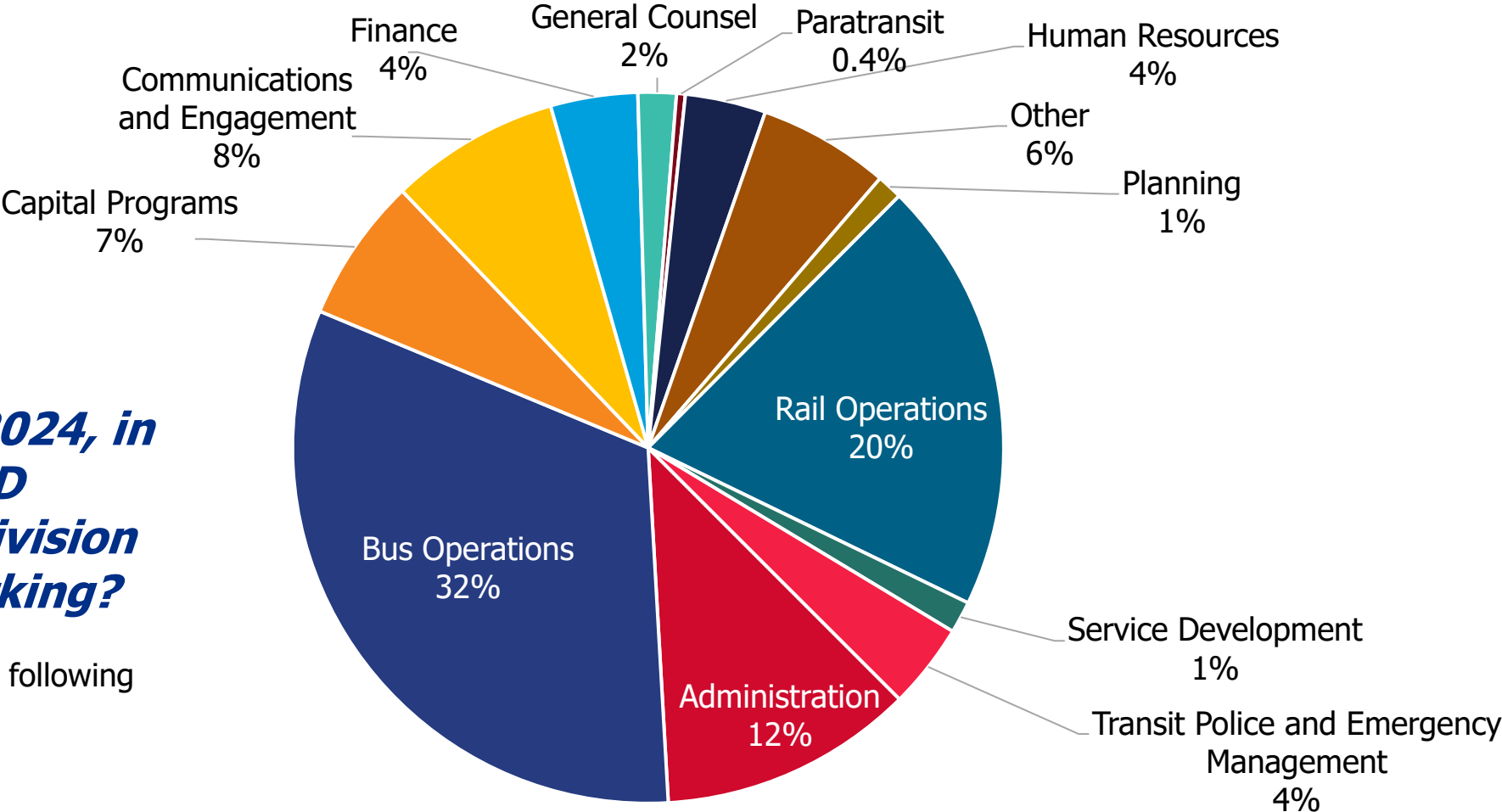
20 multiple choice questions

Supplemental open-ended survey

Burrito giveaway

Potential Impacts to Response Rate

Participation: Percentage of Total Surveys Submitted



As of January 2024, in which RTD department/division were you working?

“Other” encompasses the following responses:

- Prefer not to say
- Not listed



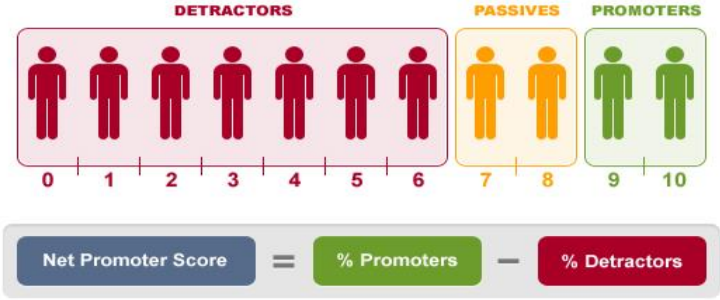
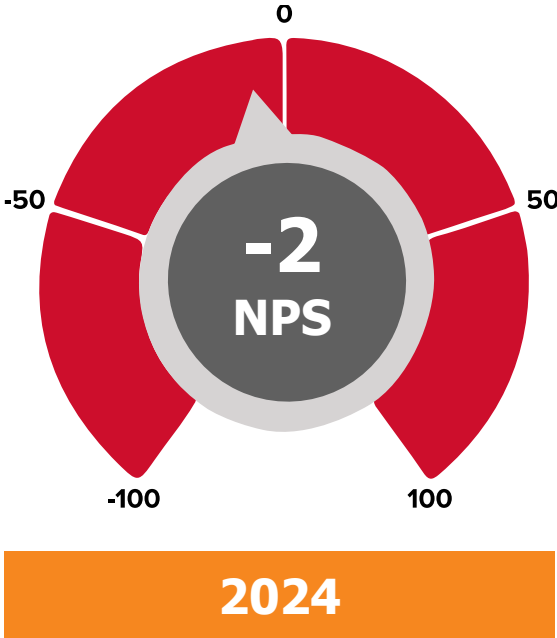


Employee Net Promoter Score

Employee Net Promoter Score

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

Agency-Wide



- Measured on a scale of -100 to +100
- Promoters – Detractors = eNPS
- NPS traditionally measures customer’s willingness to recommend product or service

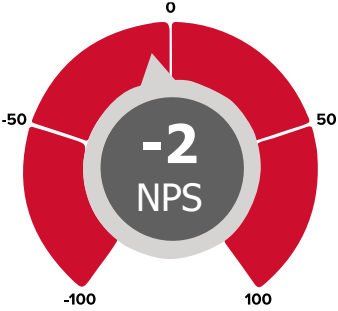
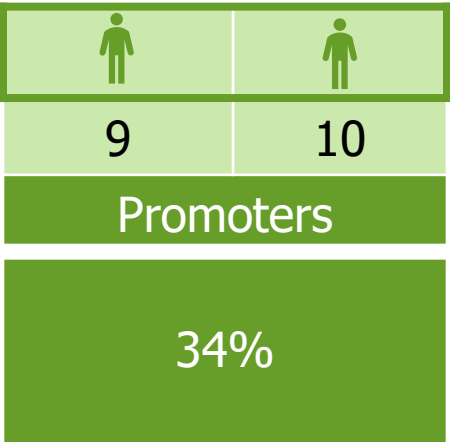
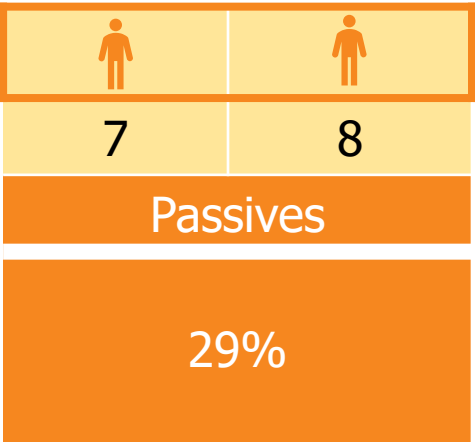
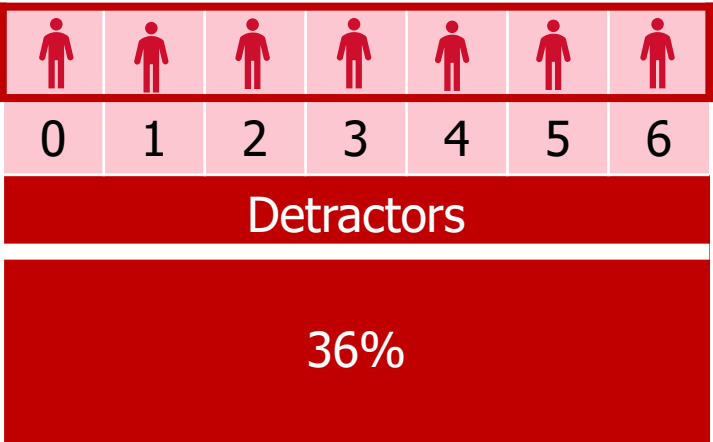


Employee Net Promoter Score: 2024

Agency-Wide

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

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

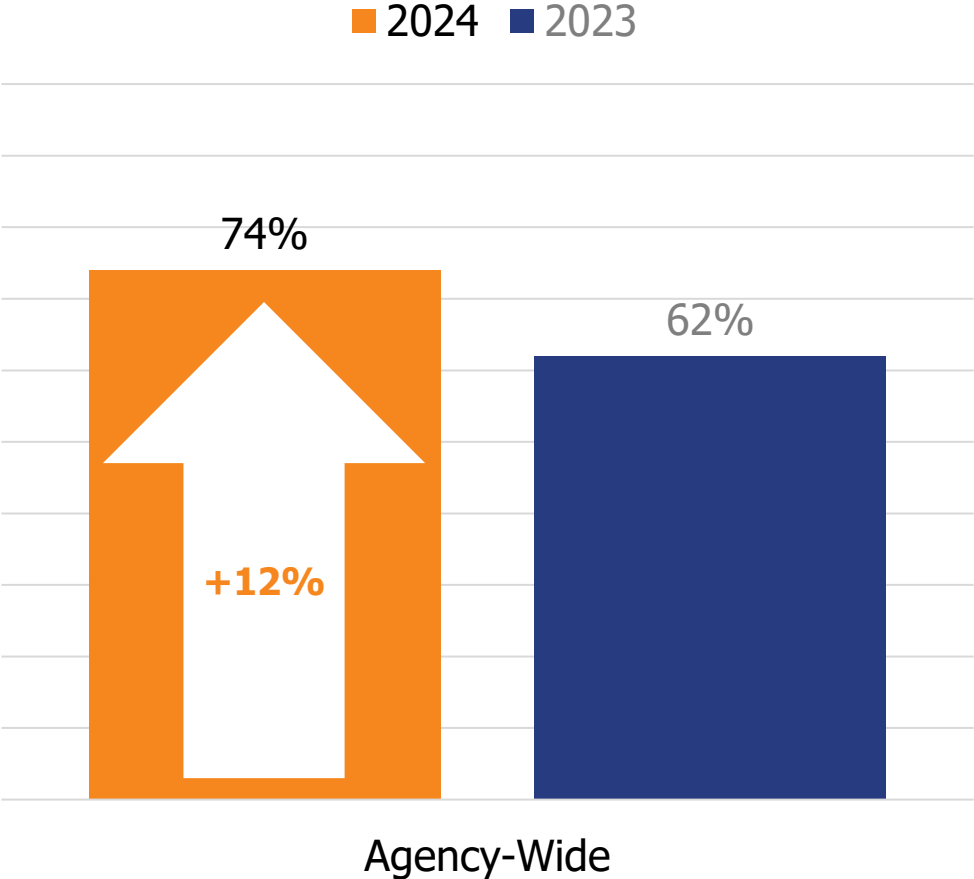




Composite Index Score

Employee Ownership Composite Index Score

Agency-Wide



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.

- Engagement
- Supervisor Support
- Resource Support
- Physical Safety
- Safe from Crime
- Psychological Safety

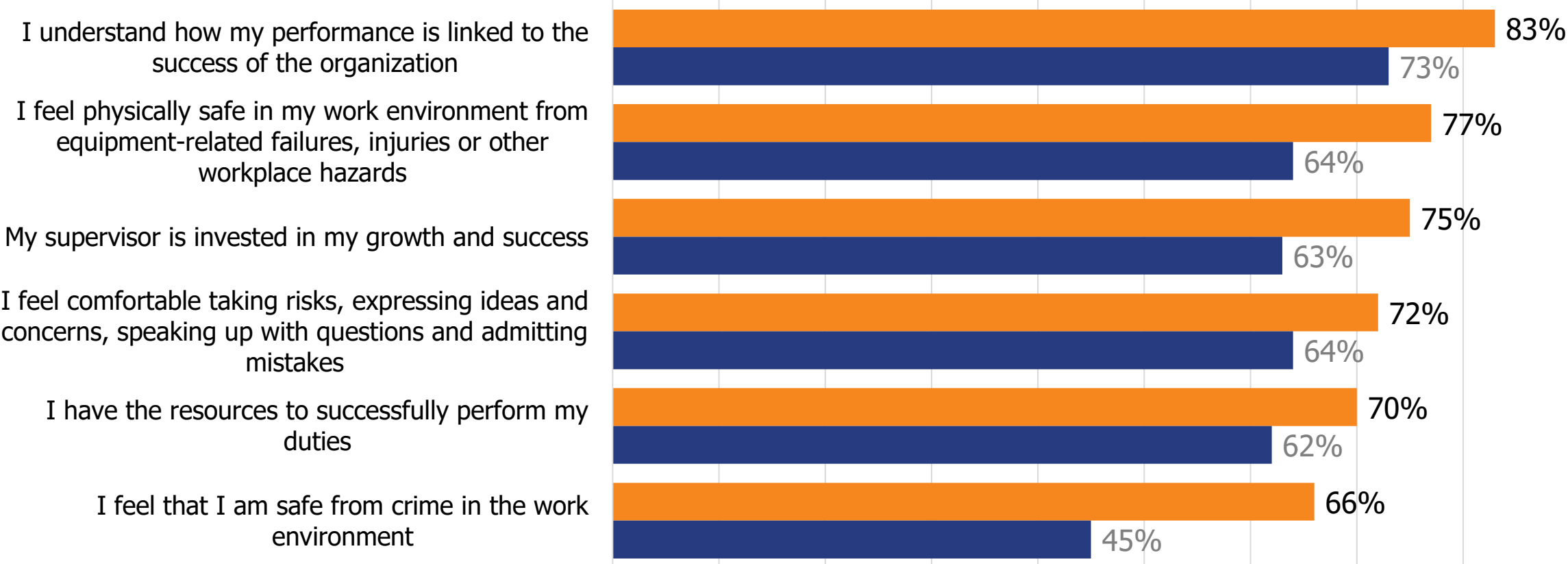


Employee Ownership Composite Index Score (cont'd)

Agency-Wide

Agree and Strongly Agree

2024 2023



Employee Ownership Composite Index Score (cont'd)

By Tenure

Agree and Strongly Agree

2024 2023





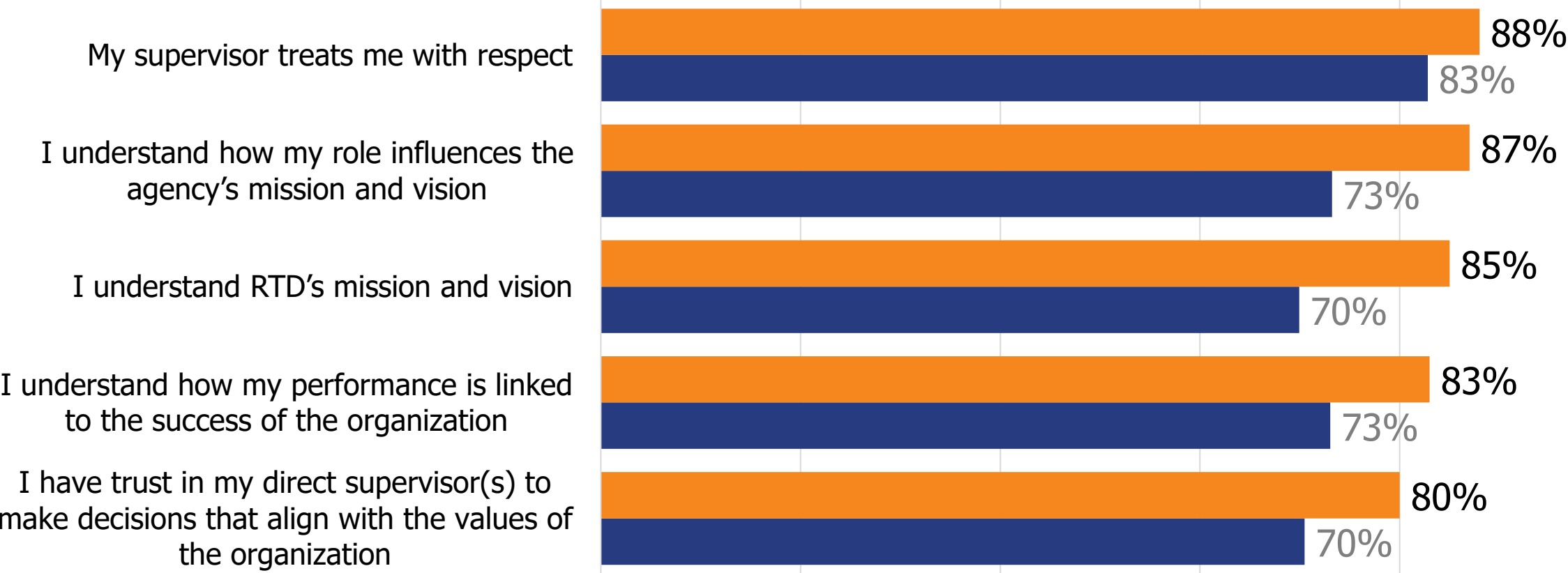
Employee Favorability

Employee Favorability: Average Agency-Wide

(1 of 4)

Agree and Strongly Agree

2024 2023



Employee Favorability: Average Agency-Wide

(2 of 4)

Agree and Strongly Agree

2024 2023

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



I feel physically safe in my work environment from equipment-related failures, injuries or other workplace-based safety hazards.



My supervisor is invested in my growth and success



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



Employee Favorability: Average Agency-Wide

(3 of 4)

Agree and Strongly Agree

2024 2023

I am provided support and opportunities for professional development



I feel comfortable taking risks, expressing ideas and concerns, speaking up with questions, and admitting mistakes



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



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

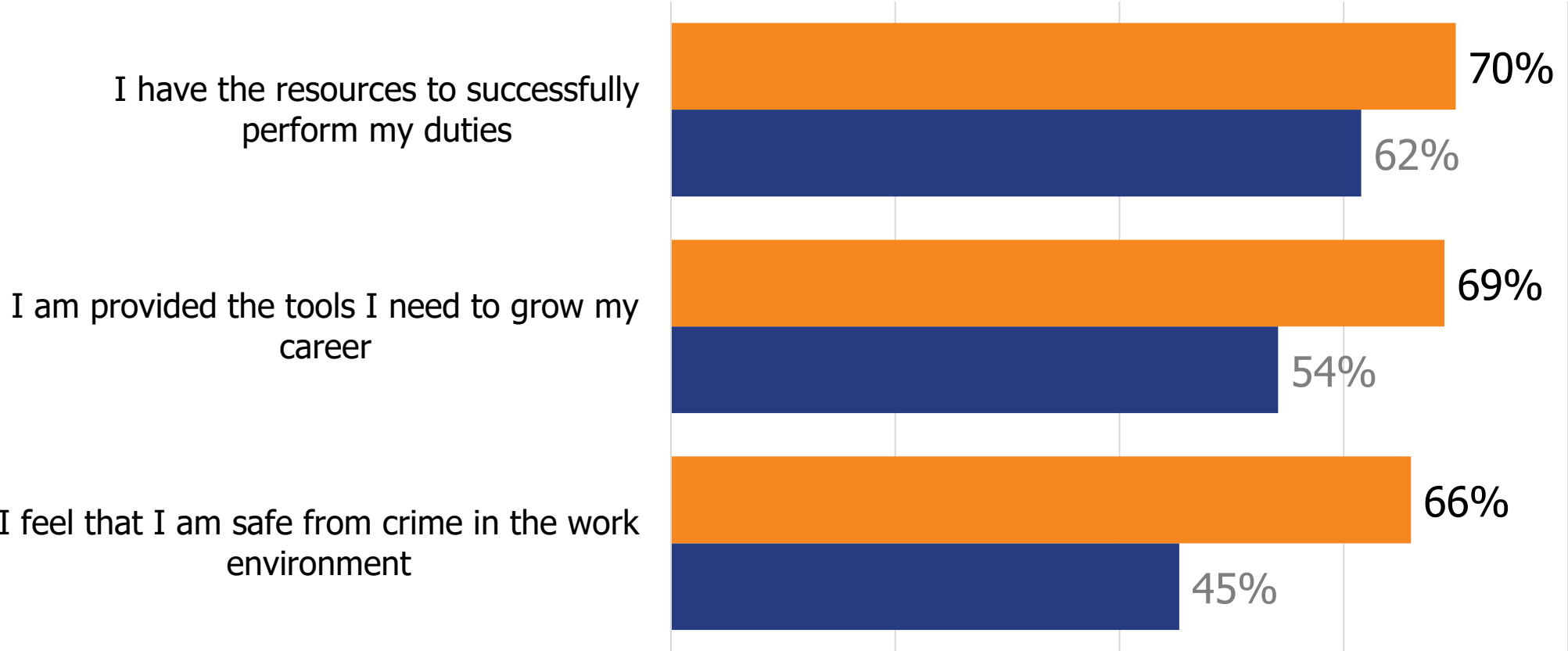


Employee Favorability: Average Agency-Wide

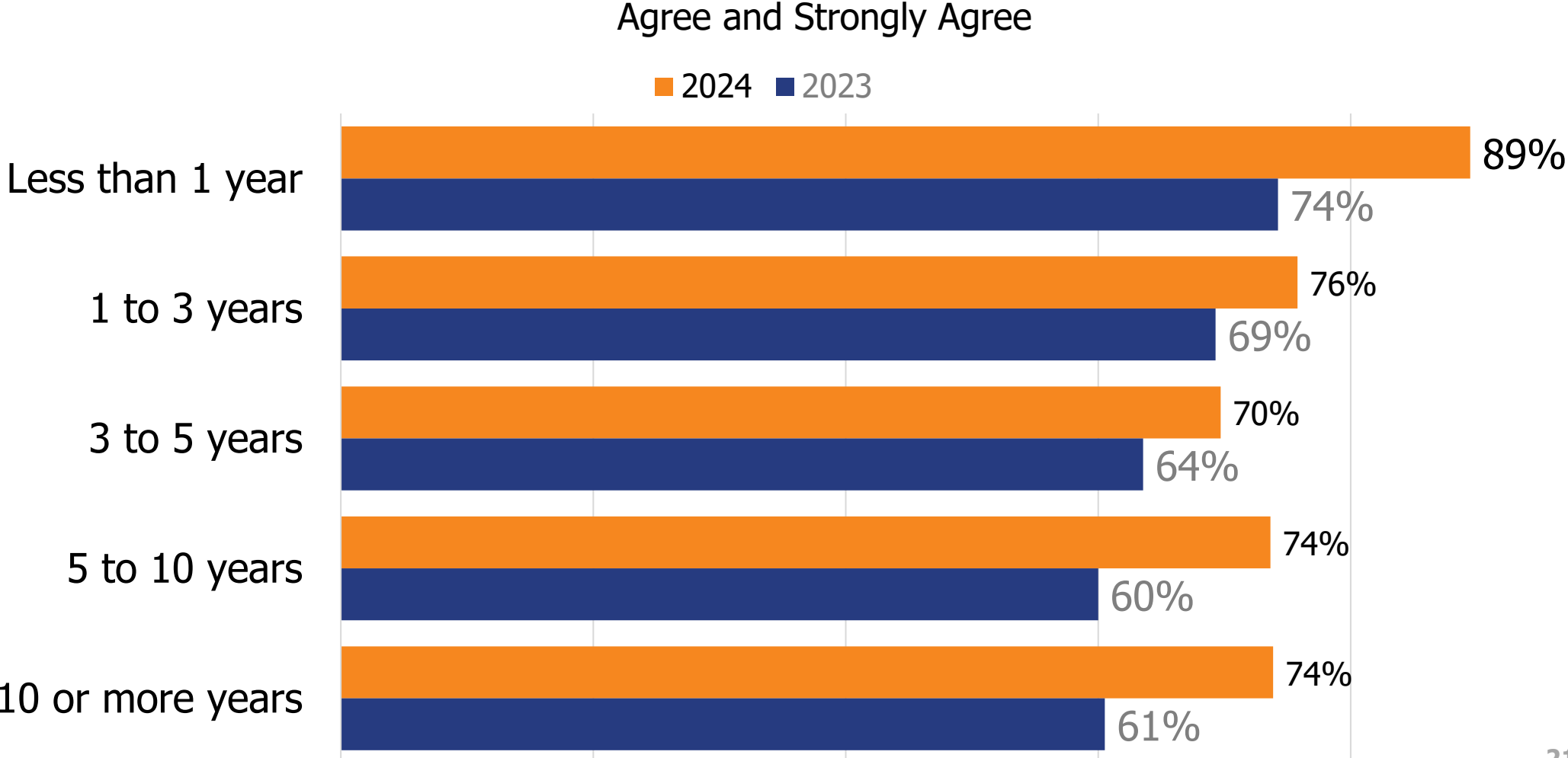
(4 of 4)

Agree and Strongly Agree

2024 2023



Employee Favorability by Tenure



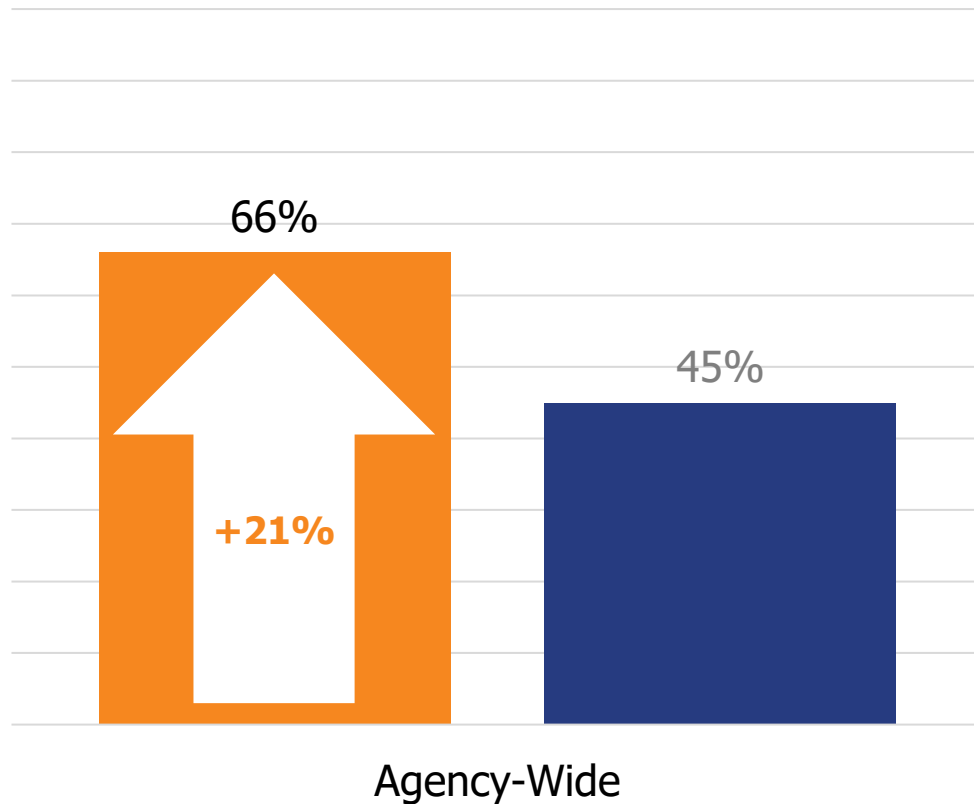


Largest Improvement

I feel that I am safe from **crime** in the work environment

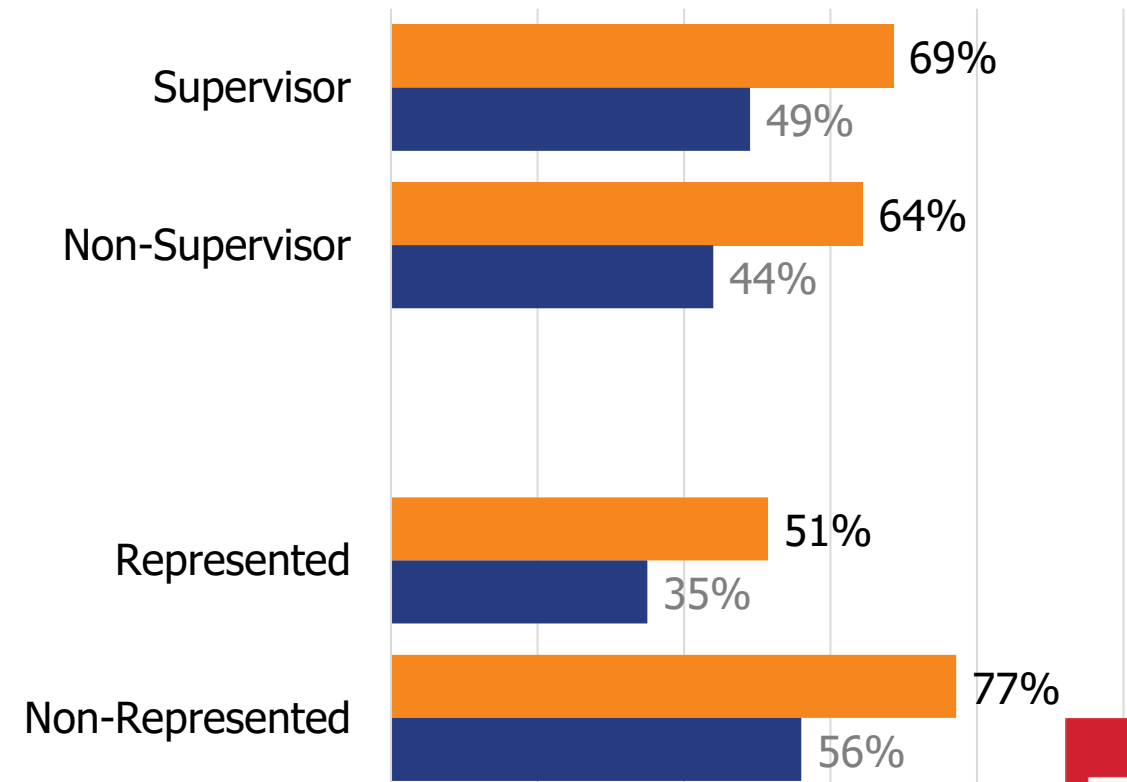
Agree and Strongly Agree

2024 2023



Agree and Strongly Agree

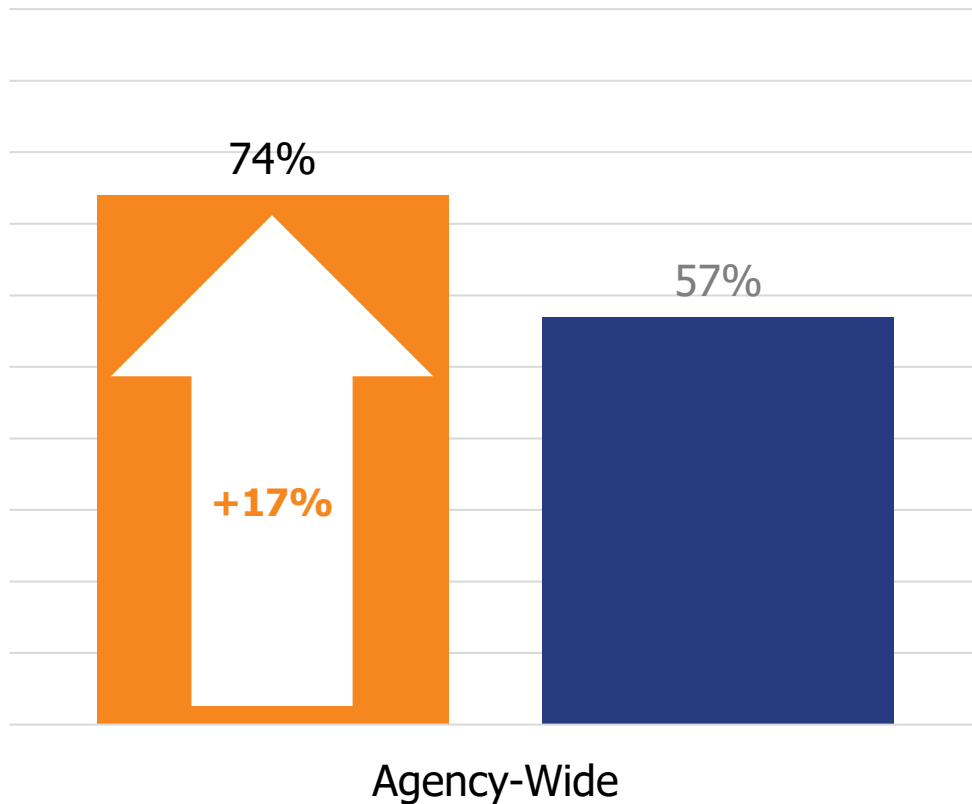
2024 2023



I am provided support and opportunities for professional development

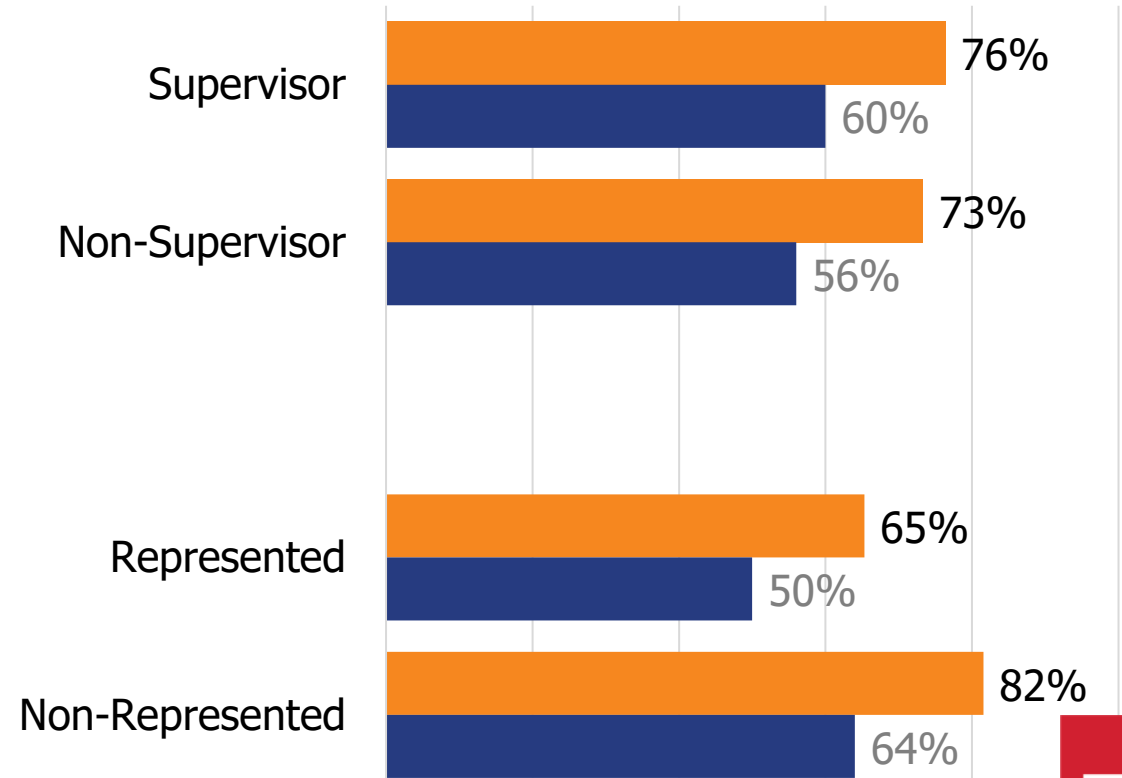
Agree and Strongly Agree

2024 2023



Agree and Strongly Agree

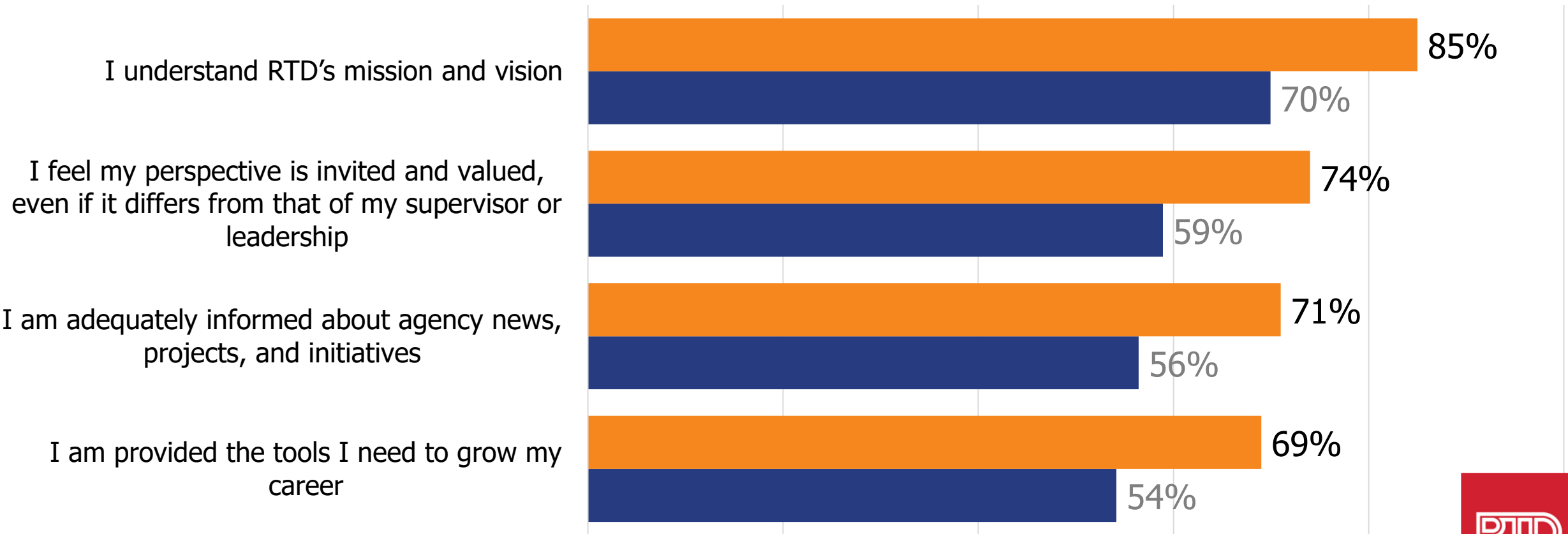
2024 2023



Improvement of 15% in 2024 compared to 2023

Agree and Strongly Agree

2024 2023





Strategic Initiatives

- Back to Basics
- People Power
- Welcoming Transit Environment

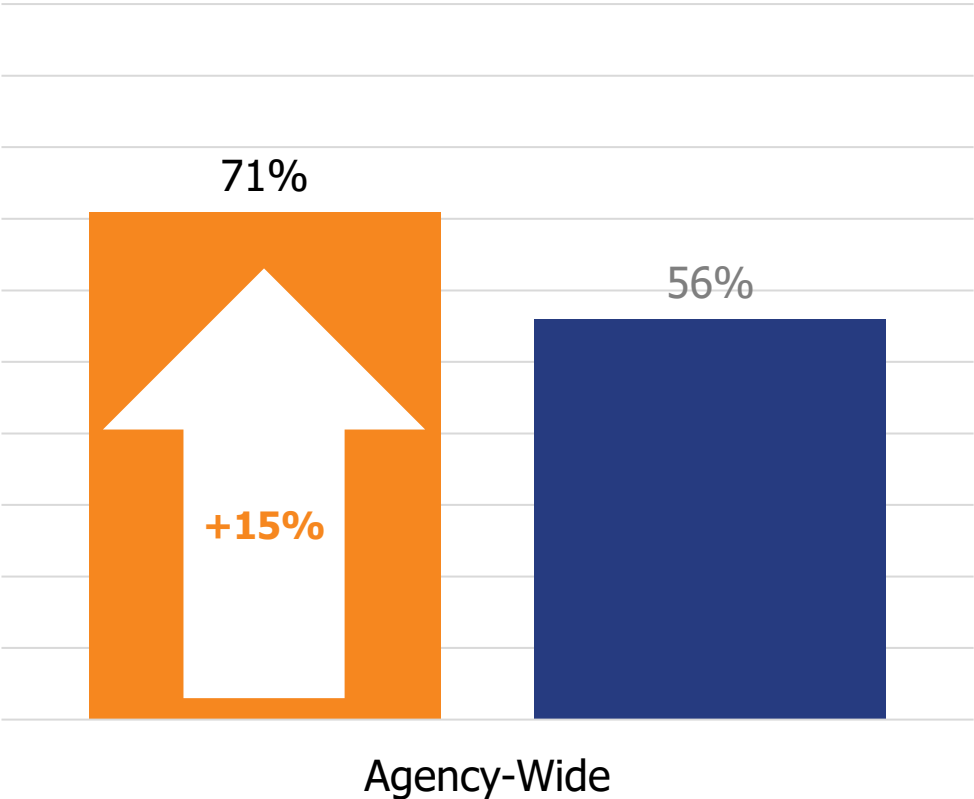


Back to Basics: Internal Communication

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

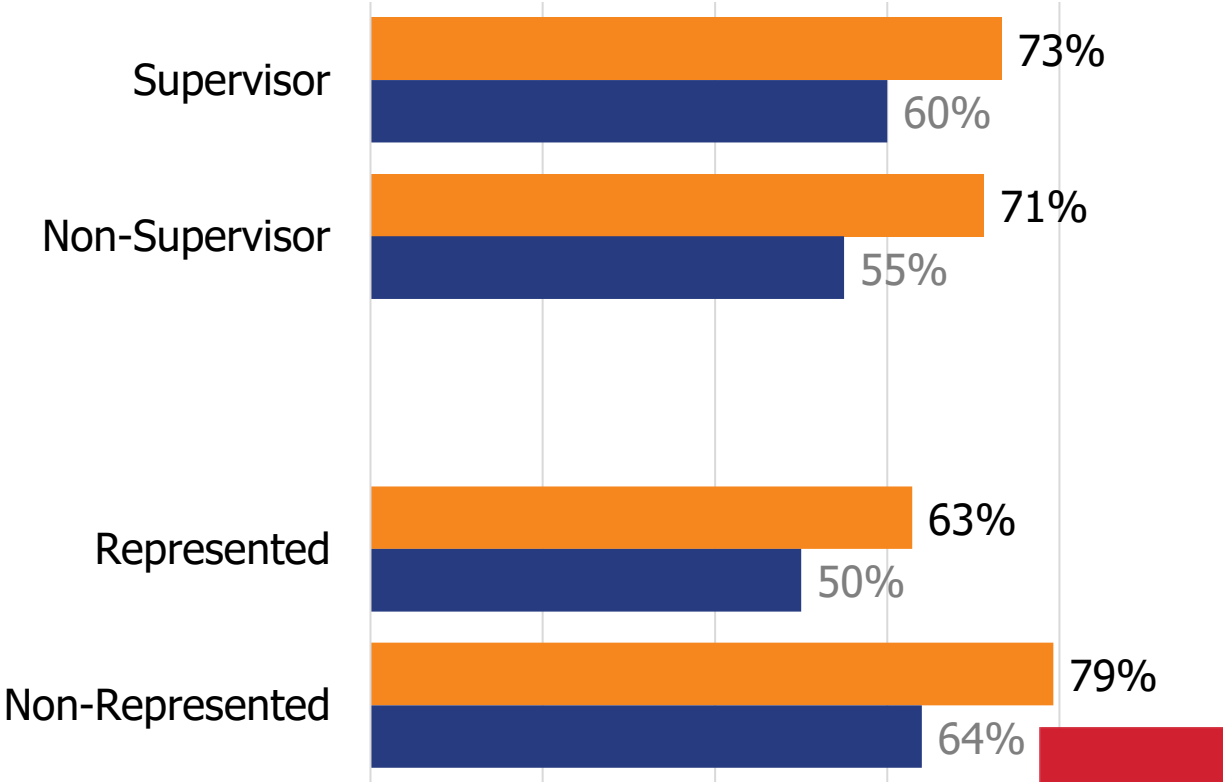
Agree and Strongly Agree

2024 2023



Agree and Strongly Agree

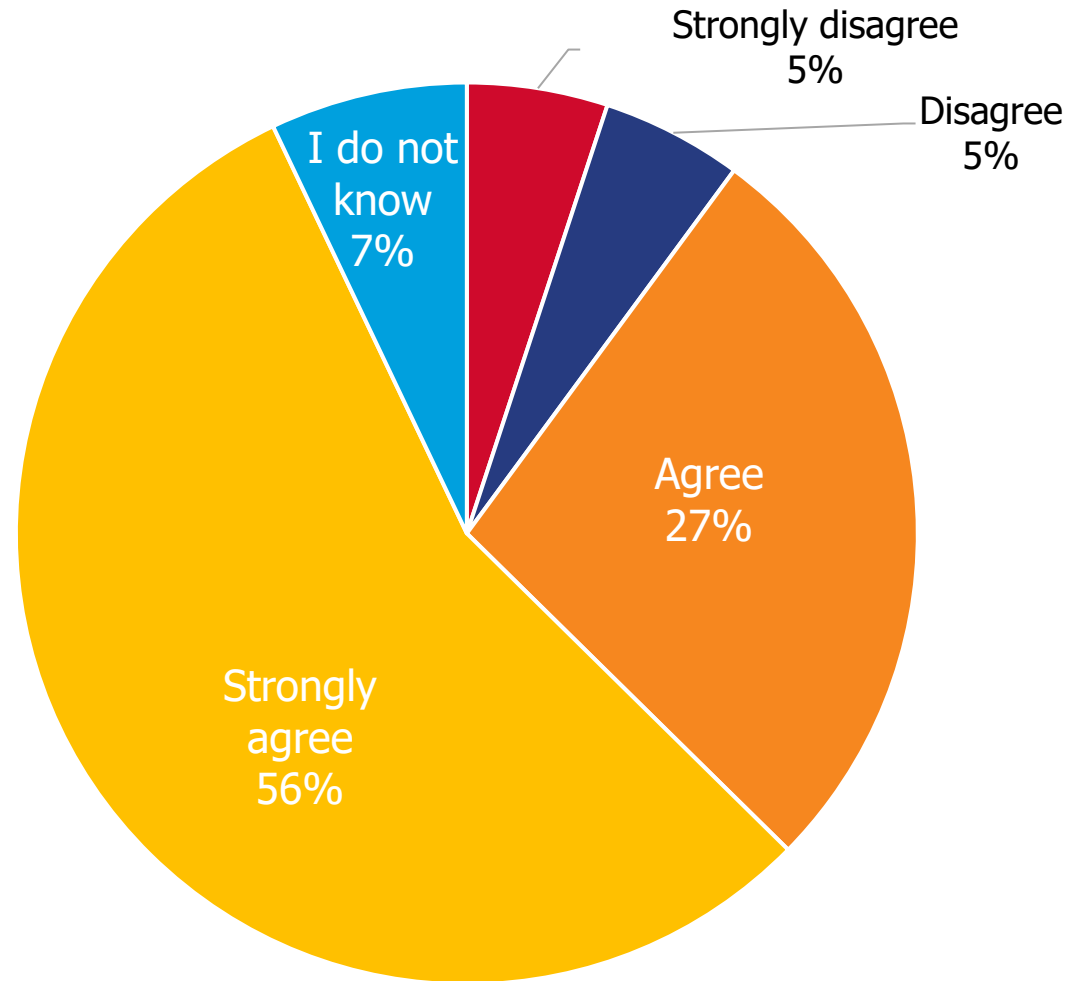
2024 2023





People Power: Employee Retention

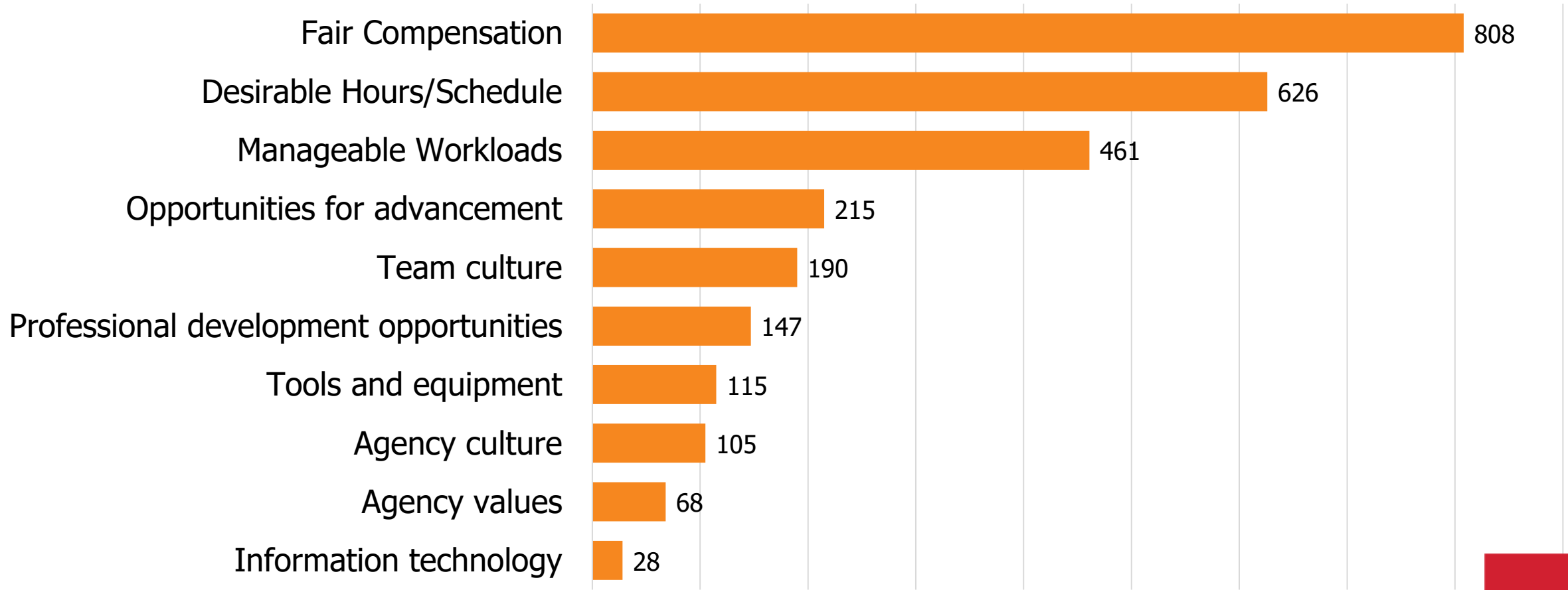
I plan to be working for RTD one year from now*



*New question in 2024

When thinking about things that make you want to stay in a job or with an employer, which of the following are most important to you?*

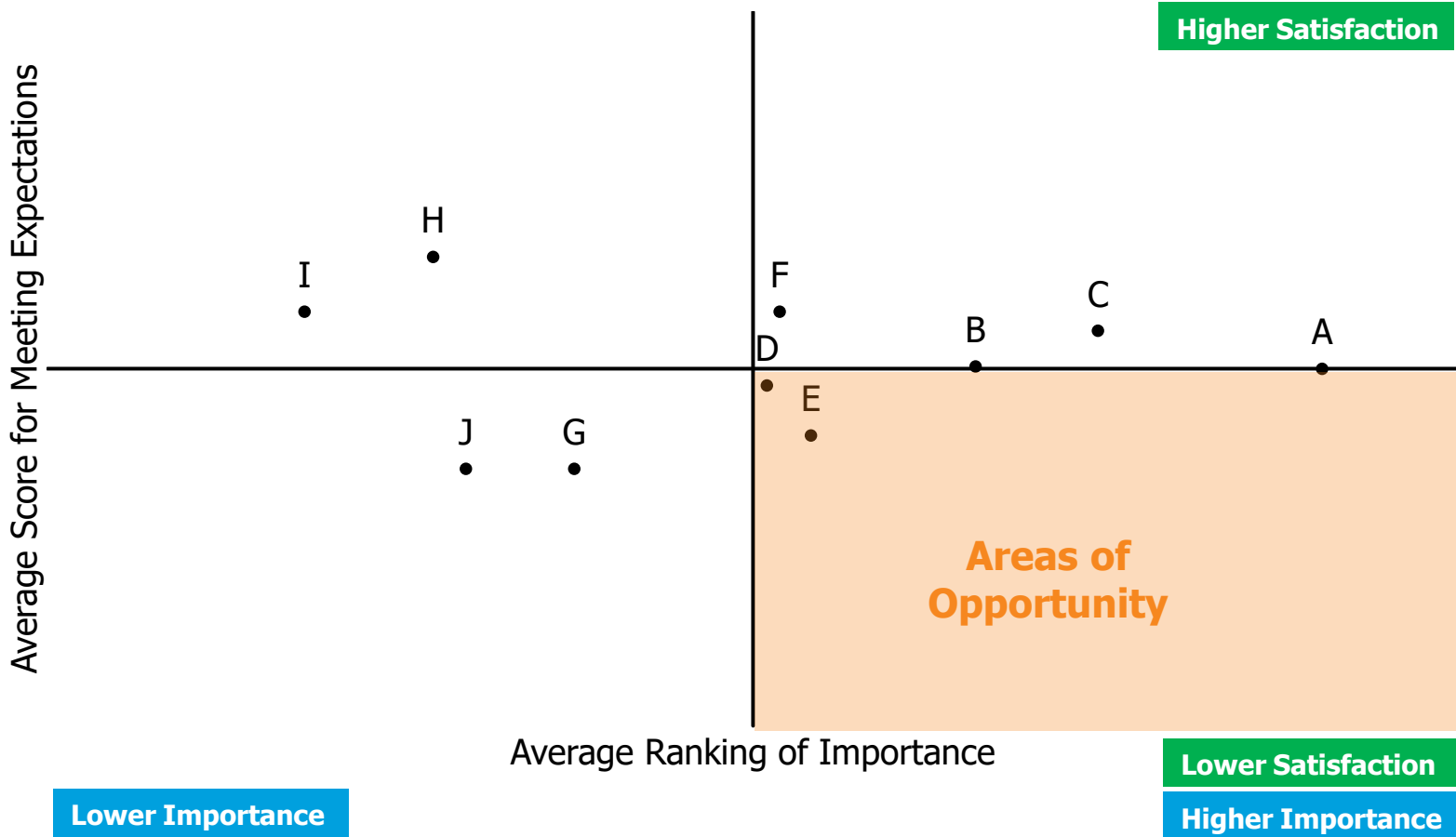
Number of occurrences in top three



*New question in 2024

Key Driver Analysis

Survey Question: Regarding your top three choices above, how well do you feel RTD meets your expectations?*



- A Fair Compensation**
- B Manageable Workloads**
- C Desirable Hours/Schedule
- D Professional development opportunities**
- E Opportunities for advancement**
- F Team culture
- G Agency culture
- H Agency values
- I Information technology
- J Tools and equipment



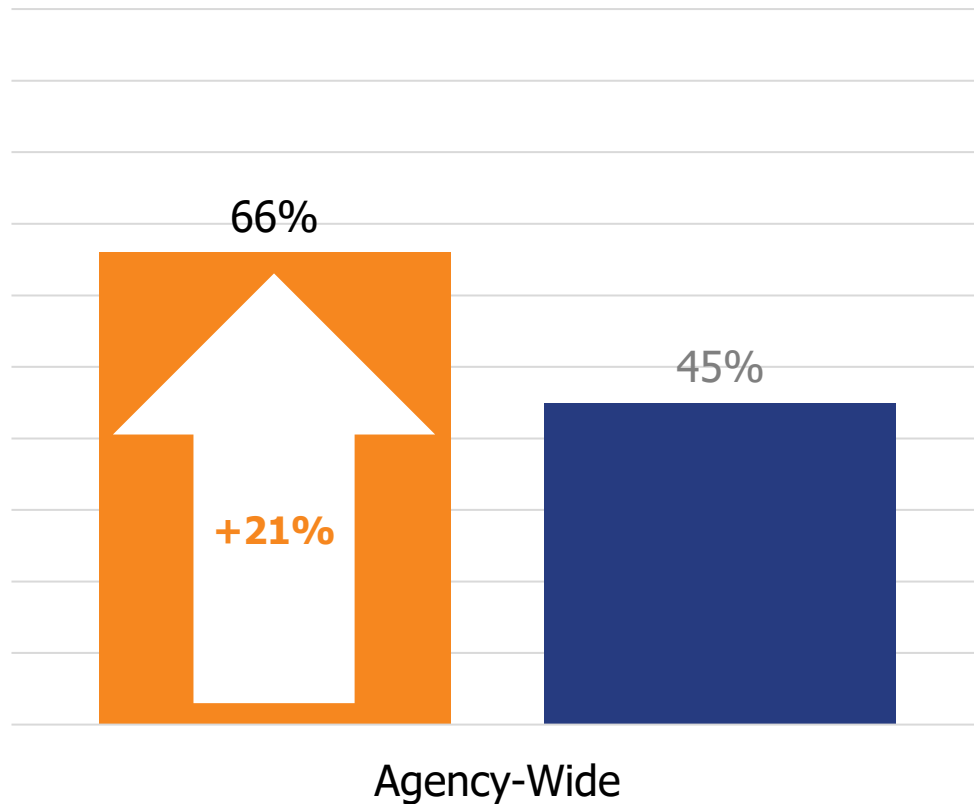


Welcoming Transit Environment: Employee Security

I feel that I am safe from **crime** in the work environment

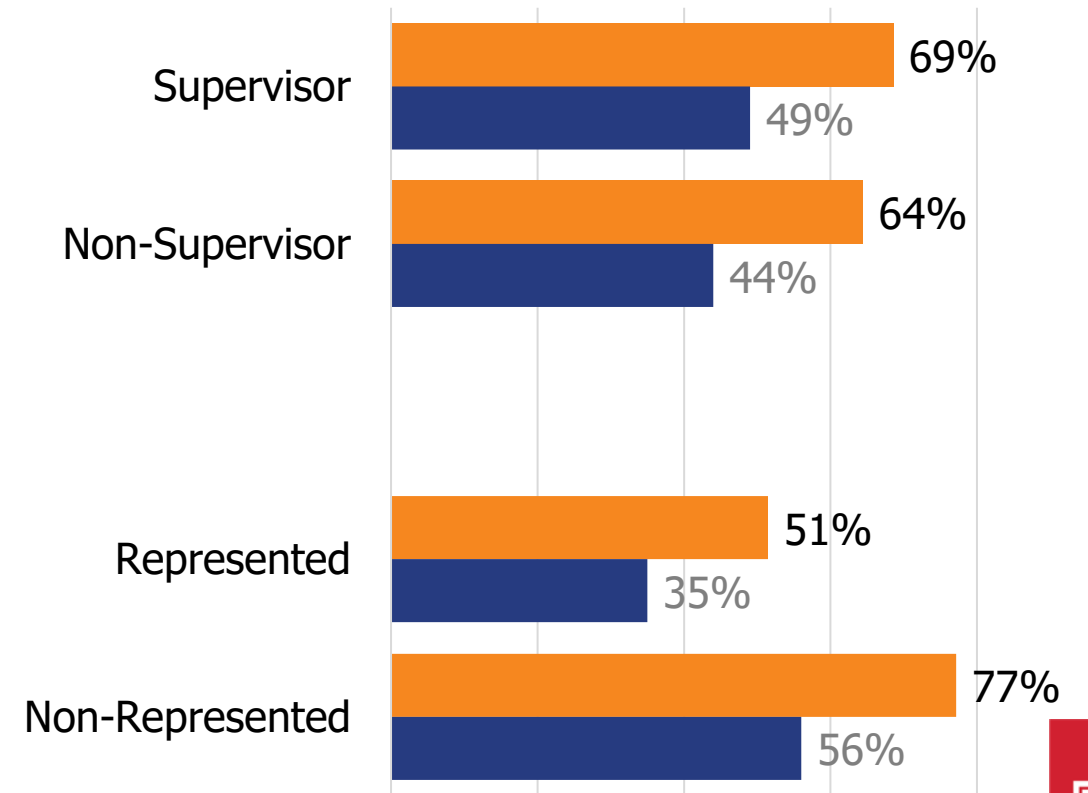
Agree and Strongly Agree

2024 2023



Agree and Strongly Agree

2024 2023



Key Takeaways

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2. Composite Index Score vs. Employee Net Promoter Score
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