

2019 Employee Survey Results



Why Survey?

- **Listen to and learn from staff throughout the organization**
- **Measure problems and progress**
- **Identify specific areas on which to focus**
- **Identify things to celebrate**
- **Make the Town an even better place to work!**

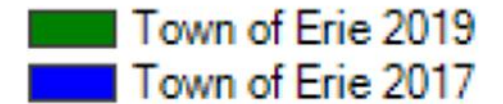


What does the survey indicate?

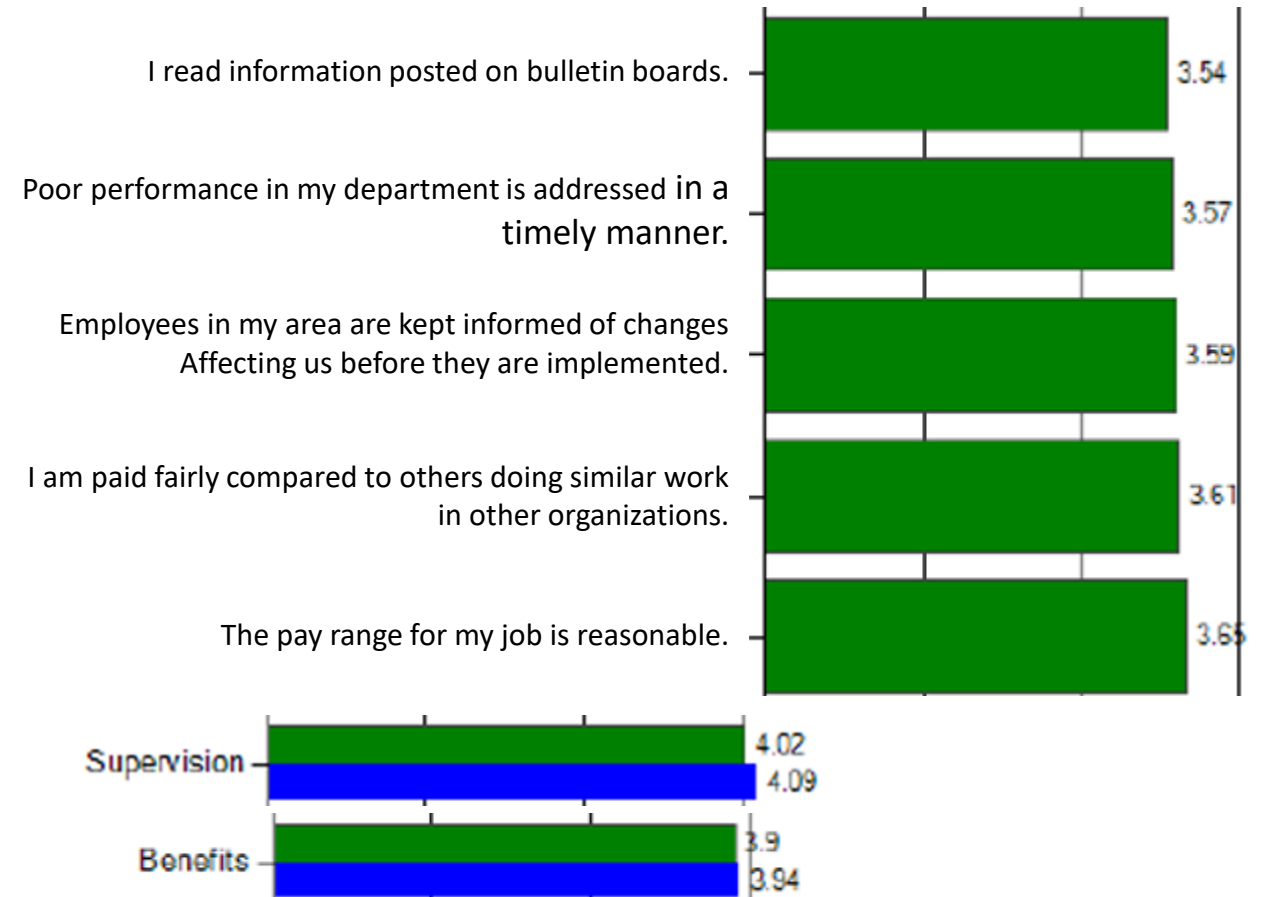
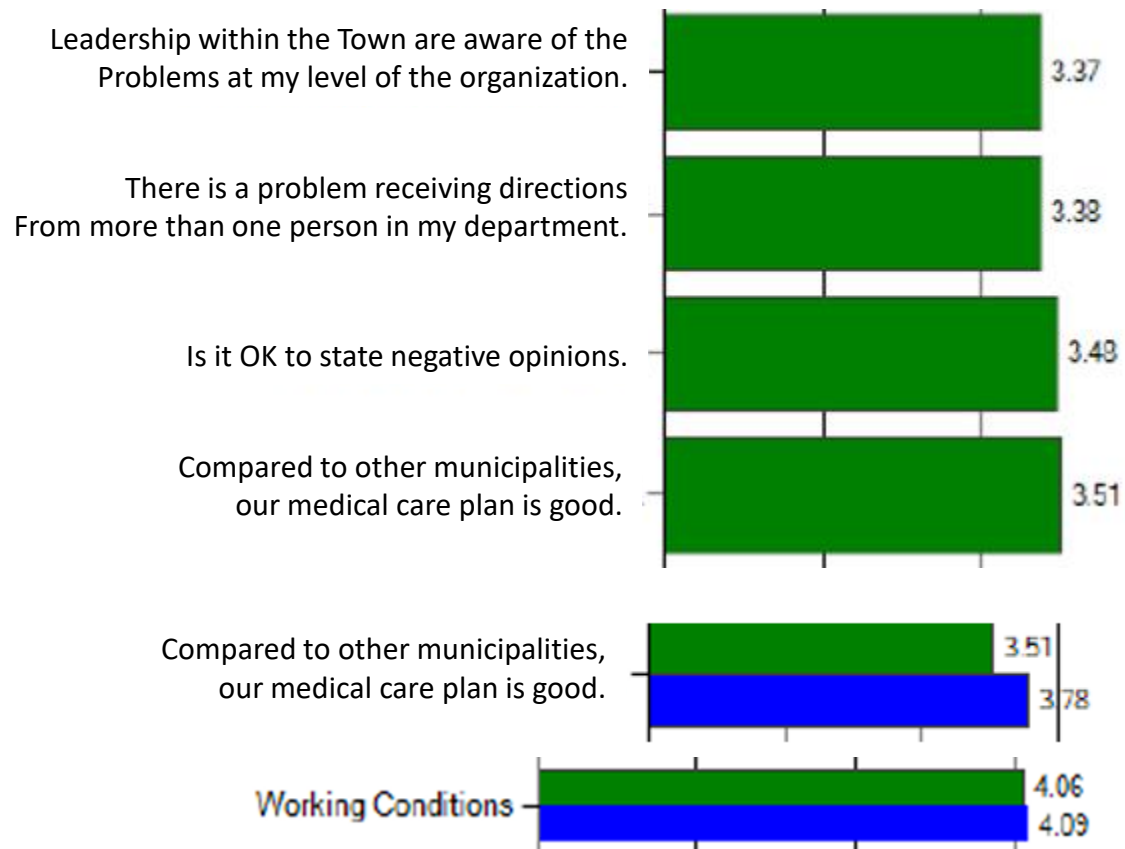
- You can read the results yourself
- Overall score: 3.95. Wow!
- According to the Employers Council (EC)...

Very Positive =	3.75 and above
Positive =	3.45 - 3.74
Somewhat Positive =	3.23 - 3.44
Neutral =	3.01 - 3.22
Negative =	Less than 3.00

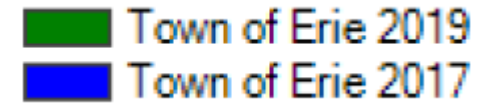




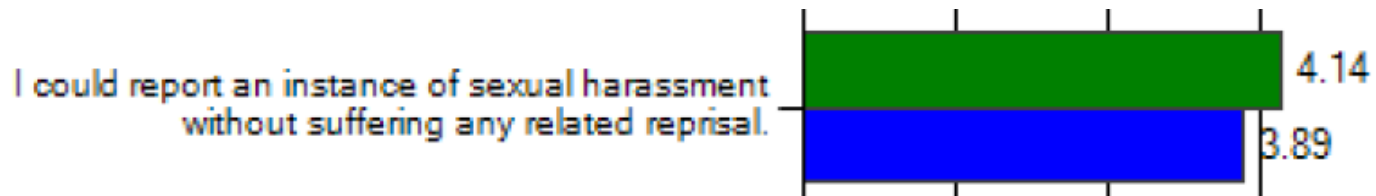
Areas to focus on...



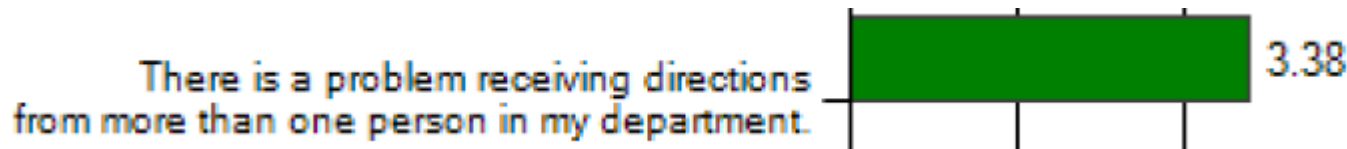
Areas to focus on...



New Performance Evaluation System should help.



What can we do to make this a 5.0?

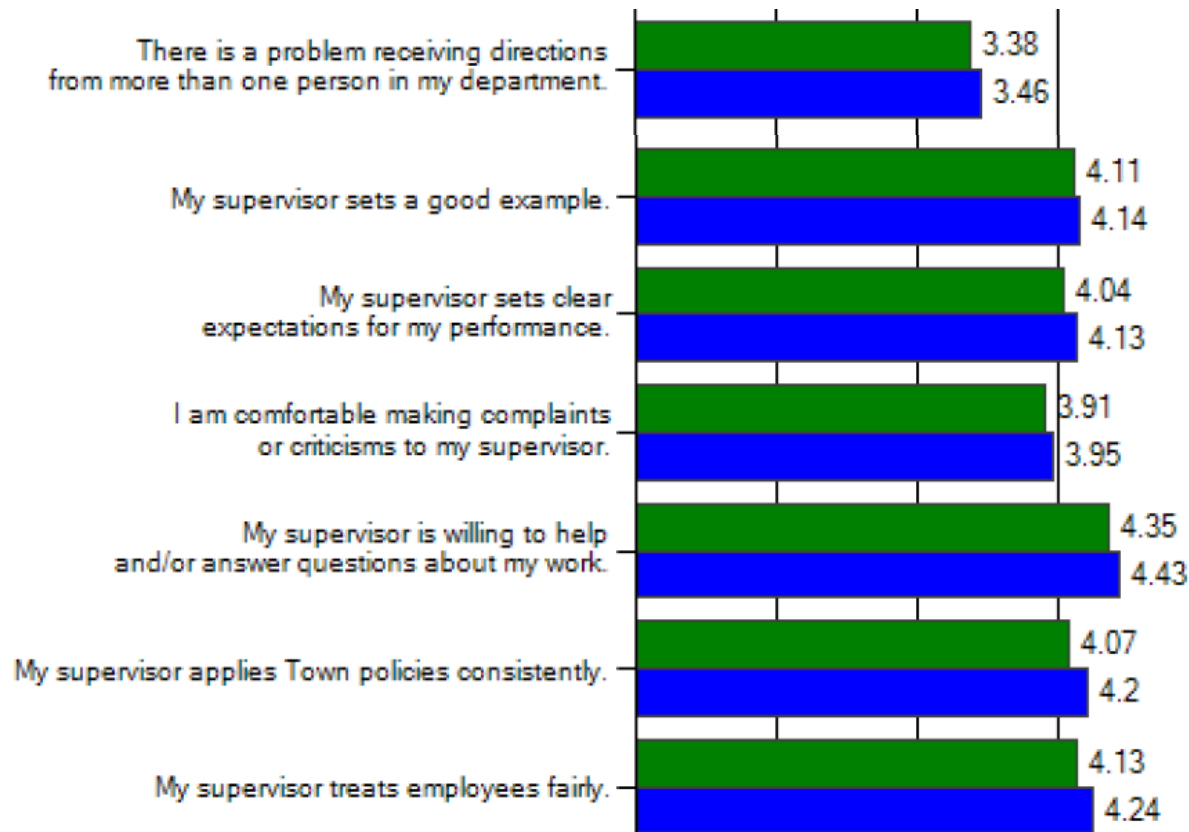


What can we do to clarify reporting structure?
Does this reflect the nature of working in teams?



Areas to focus on...

Town of Erie 2019
Town of Erie 2017

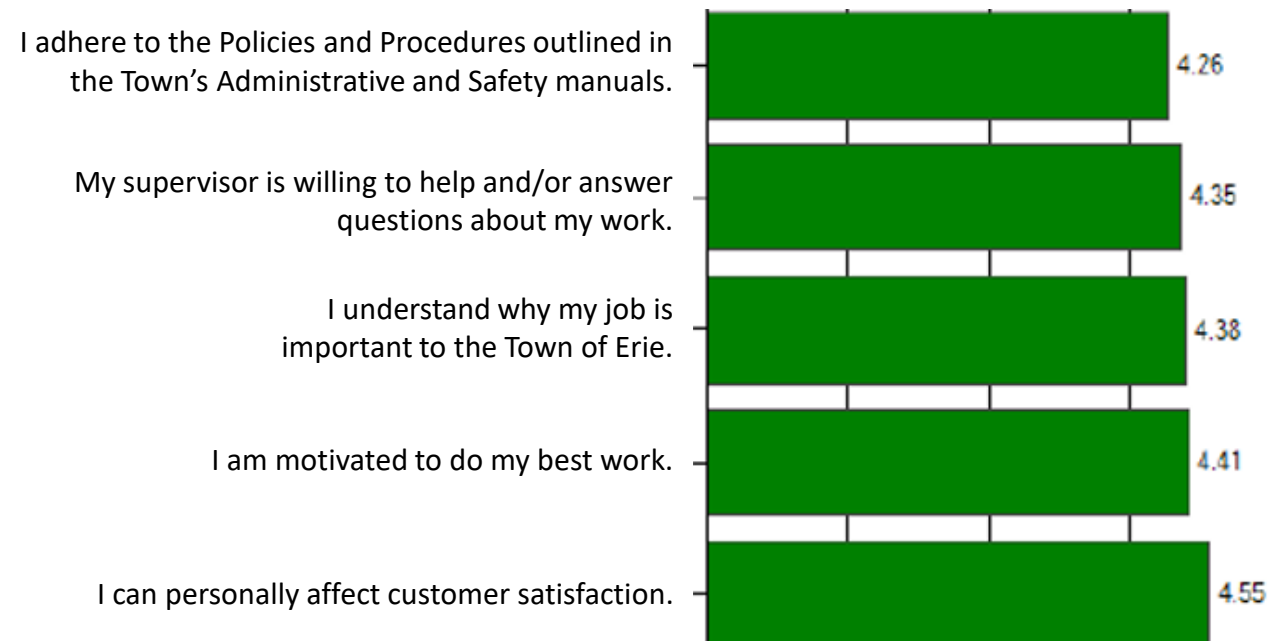
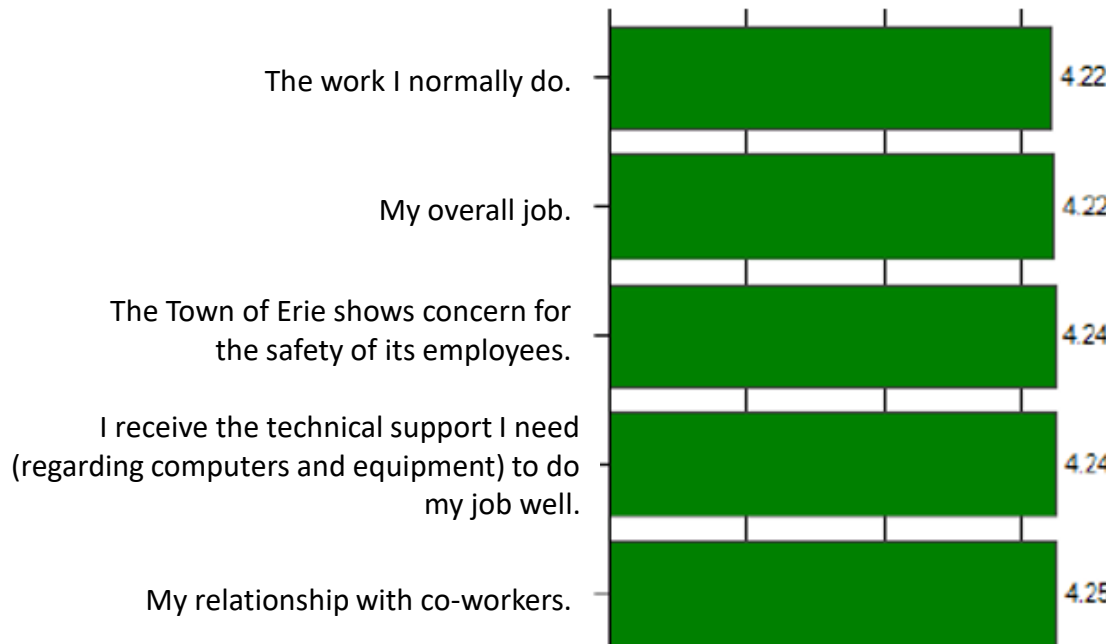


Although the scores are still positive, we need to work to reverse these trends.

Supervisor training!

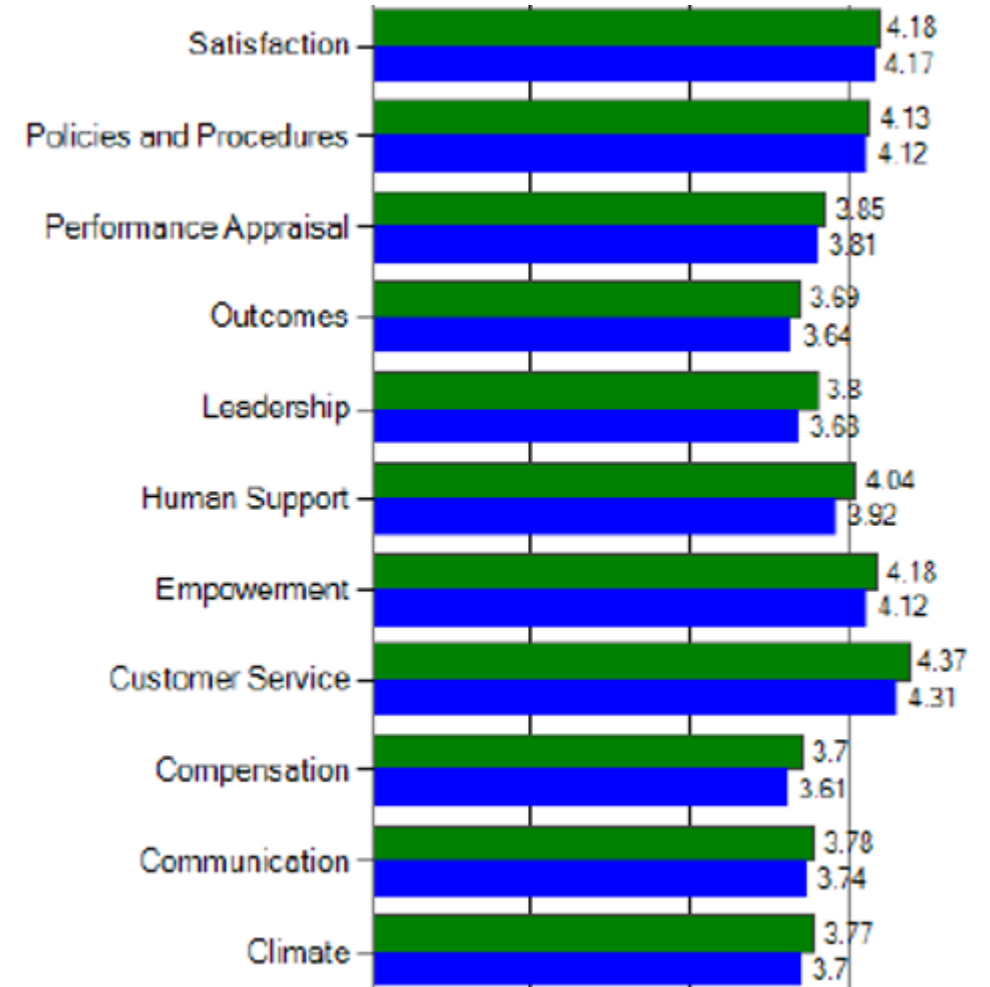
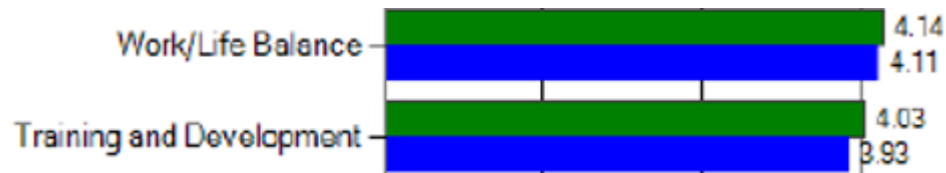


Areas to celebrate! In all areas except “Outcomes” Erie’s scores are higher than the norm for other EC employers. The “Outcomes” score is actually a positive, because Erie’s score on the “I sometimes think about quitting my job here” item is lower than EC norm.



Areas to celebrate! Most scores have improved since 2017.

■ Town of Erie 2019
■ Town of Erie 2017



Comments:

**In some instances, comments may indicate
“What we have here is a failure to
communicate” in both directions**

- ☐ “To bring in and keep the best people a town needs to pay based on the current market conditions.”
- ☐ “[Pay] does not reflect market rates for similar jobs in the area.”
- ☐ “The lack of transparency of pay ranges for upper Management.”
- ✓ **Town compensation *is* based on comparison to other jurisdictions; we will provide more details.**



Comments:

**In some instances, comments may indicate
“What we have here is a failure to
communicate” in both directions**

- ☐ “I have seen truly unfair situations unfold a few times in many departments towards employees.”
- ✓ **What action did you take when you observed those situations?**



“If you don’t like the state of the world, change it.”

- Tracy Edward’s mother. Tracy was skipper of the first all woman crew to race the Whitbread 33,000 mile round the world sailing race.
- **If you like something, express your gratitude.**
- **If you don’t like something, advocate for change constructively*.**

***Be civil, offer specific suggestions, and pitch in to help achieve what you want.**





Next Steps: each Dept. Director will have meetings with their Department/Divisions to give staff further opportunities to review and discuss the survey results and plan/execute actions.

