



EMPLOYEE SURVEY

TPU Overall Results

2022



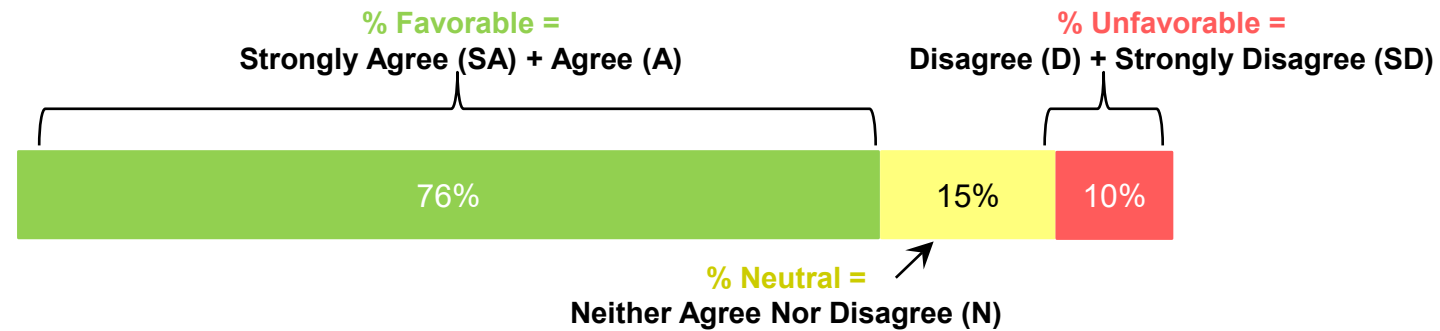
CONFIDENTIAL

STUDY OBJECTIVES

- In 2018, Tacoma Public Utilities commissioned an independent research firm, Mercer | Sirota, to conduct a biannual satisfaction survey among employees.
- Mercer | Sirota compiles the data, analyzes it and provides the aggregate, anonymous results back to Tacoma Public Utilities Executive Leadership Team and its supervisors.
- This survey enables Tacoma Public Utilities to capture specific, candid feedback from employees about their experiences at the organization and track results over time. The findings are used to assist leadership in creating action plans to reinforce strengths, address areas in need of improvement, and help the organization achieve its strategic goals around employee experience.
- Ultimately, taking action based on the results of this survey will allow Tacoma Public Utilities to engage in an effective process of continuous improvement.
- TPU partners with General Government staff to ensure alignment in survey design and questionnaire.

READING AND INTERPRETING THE REPORT

% Favorable % Neutral % Unfavorable: Combinations of the original response categories (SA, A, N, D, and SD) are made for ease of interpretation.



Guidelines for interpreting your results:

	<u>%Favorable</u>
Strength	70% or more
Moderate	69% - 56%
Area for Improvement	55% or less

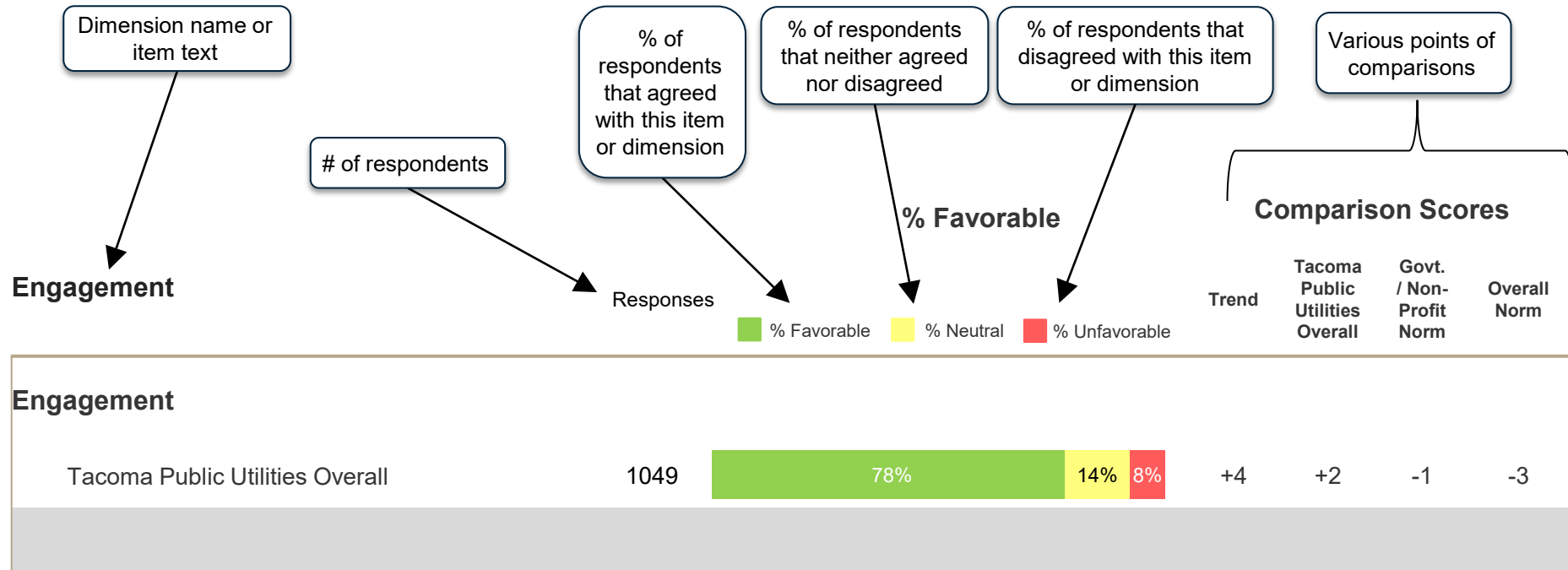
Guidelines for interpreting difference scores:

Group Size	Less than 50	50 to 100	More than 100
Notable Difference	▲ +/- ▼ 15%	▲ +/- ▼ 10%	▲ +/- ▼ 5%

Notable Differences

Based on Mercer Sirota's research (significance testing across survey administrations, and the effect of group size differences) we created following guidelines for determining notable differences between groups or trend administrations.

UNDERSTANDING YOUR REPORT – ITEM DETAIL



Additional Information:



- To protect confidentiality, data is reported for groups of 5 or more employees who responded to the survey. If there are fewer than 5 people who responded to a question, you will see the phrase “Insufficient Number of Responses”.
- **Govt. / Non-Profit Norm** consists of local and country-wide governmental and non-for-profit organizations, such as City of Rochester, US Patent and Trademark Office, Saline Water Conversion Corporation, and The Nature Conservancy.

SUMMARY OF RESULTS

TPU Overall

Response Count (%)	Response Rate (%)	Engagement (% Fav)
-----	Your Team	-----
1049	75	75

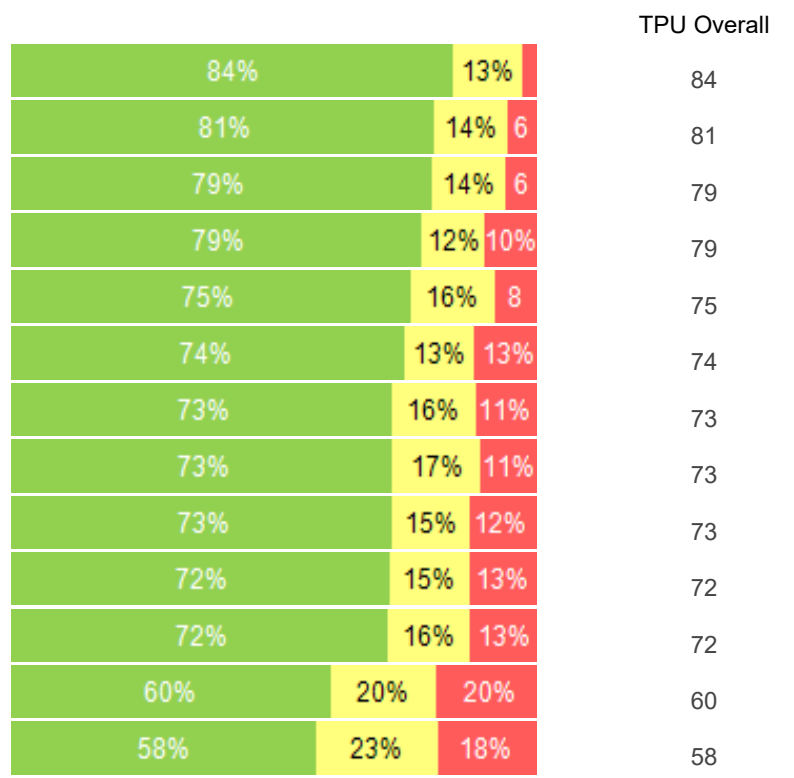
Notable Improved/Declined Items

	# Of Questions Improved	3
	# Of Questions Declined	11

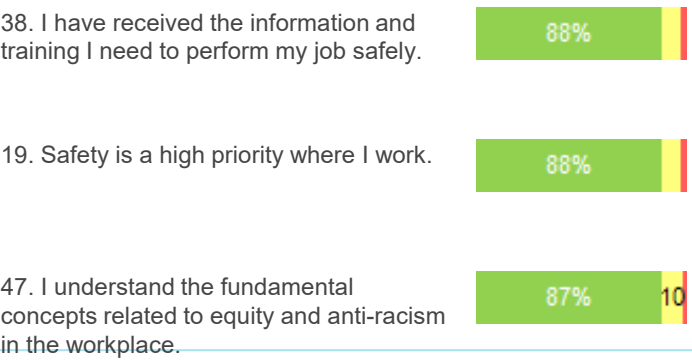
Dimension Level Results

- Community Focus
- Safety
- Diversity & Inclusion
- Work Arrangement
- Engagement
- Considerate Treatment
- Work Environment
- Career & Development
- Feedback & Accountability
- Workload
- Rewards & Recognition
- Operational Effectiveness
- Communication

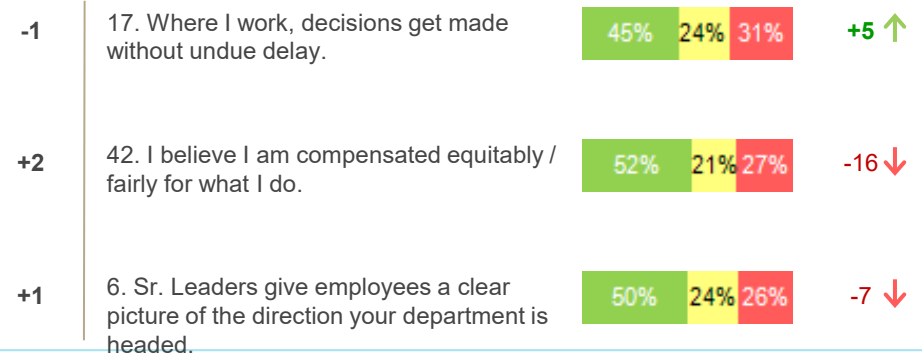
1049 Total Respondents (Response Rate 75%)



Top 3 Most Favorable



Bottom 3 Least Favorable



1049 Total Respondents (Response Rate 75%)

Top 5 Items




	Responses		Trend	Tacoma Public Utilities	Govt. / Non-Profit Norm	Overall Norm
38. I have received the information and training I need to perform my job safely.	1036	<div style="display: flex; justify-content: space-between; align-items: center;"> 88% </div>	-1	0	---	+1
19. Safety is a high priority where I work.	1029	<div style="display: flex; justify-content: space-between; align-items: center;"> 88% </div>	+2	0	---	+1
47. I understand the fundamental concepts related to equity and anti-racism in the workplace.	1012	<div style="display: flex; justify-content: space-between; align-items: center;"> 87% </div>	+1	0	---	---
26. My supervisor treats me with respect and dignity.	1045	<div style="display: flex; justify-content: space-between; align-items: center;"> 87% </div>	0	0	0	0
3. CoT / TPU is an environmentally responsible organization.	1024	<div style="display: flex; justify-content: space-between; align-items: center;"> 86% </div>	0	0	---	+3

Bottom 5 Items

	Responses		Trend	Tacoma Public Utilities	Govt. / Non-Profit Norm	Overall Norm
17. Where I work, decisions get made without undue delay.	1040	<div style="display: flex; justify-content: space-between; align-items: center;"> 45% </div>	+5 ↑	0	-5 ↓	-17 ↓
42. I believe I am compensated equitably / fairly for what I do.	1043	<div style="display: flex; justify-content: space-between; align-items: center;"> 52% </div>	-16 ↓	0	-3	-2
6. Sr. Leaders give employees a clear picture of the direction your department is headed.	1036	<div style="display: flex; justify-content: space-between; align-items: center;"> 50% </div>	-7 ↓	0	---	---
16. Where I work, the work is well organized.	1044	<div style="display: flex; justify-content: space-between; align-items: center;"> 50% </div>	0	0	-3	-11 ↓
11. I believe the results of this survey will be used constructively.	1012	<div style="display: flex; justify-content: space-between; align-items: center;"> 46% </div>	-4	0	-10 ↓	-22 ↓

MOST IMPROVED ITEMS

1049 Total Respondents (Response Rate 75%)

	<u>Responses</u>	<u>Trend</u>	<u>Tacoma Public Utilities</u>	<u>Govt. / Non-Profit Norm</u>	<u>Overall Norm</u>
10. Employees can express their ideas / views without fear of negative consequences.	1039 	+6 ↑	0	-2	-6 ↓
22. My supervisor works to remove obstacles that impede our work processes.	1037 	+5 ↑	0	+6 ↑	+3
17. Where I work, decisions get made without undue delay.	1040 	+5 ↑	0	-5 ↓	-17 ↓

MOST DECLINED ITEMS

1049 Total Respondents (Response Rate 75%)





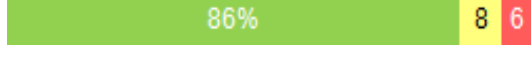


	Responses		Trend	Tacoma Public Utilities	Govt. / Non- Profit Norm	Overall Norm
42. I believe I am compensated equitably / fairly for what I do.	1043	<div style="display: flex; justify-content: space-between;"><div style="width: 52%; background-color: #4CAF50;"></div><div style="width: 21%; background-color: #FFEB3B;"></div><div style="width: 27%; background-color: #F44336;"></div></div>	-16 ↓	0	-3	-2
4. Exec Ldrshp Team gives employees a clear picture of the direction the CoT / TPU is headed.	1027	<div style="display: flex; justify-content: space-between;"><div style="width: 54%; background-color: #4CAF50;"></div><div style="width: 27%; background-color: #FFEB3B;"></div><div style="width: 19%; background-color: #F44336;"></div></div>	-10 ↓	0	-4	-13 ↓
6. Sr. Leaders give employees a clear picture of the direction your department is headed.	1036	<div style="display: flex; justify-content: space-between;"><div style="width: 50%; background-color: #4CAF50;"></div><div style="width: 24%; background-color: #FFEB3B;"></div><div style="width: 26%; background-color: #F44336;"></div></div>	-7 ↓	0	---	---
5. Exec Ldrshp Team encourages reporting important info up-the-line, even if it's bad news.	1008	<div style="display: flex; justify-content: space-between;"><div style="width: 57%; background-color: #4CAF50;"></div><div style="width: 27%; background-color: #FFEB3B;"></div><div style="width: 16%; background-color: #F44336;"></div></div>	-7 ↓	0	-4	-12 ↓
53. I would choose to stay with the CoT / TPU even if offered the same pay and benefits elsewhere.	1033	<div style="display: flex; justify-content: space-between;"><div style="width: 59%; background-color: #4CAF50;"></div><div style="width: 26%; background-color: #FFEB3B;"></div><div style="width: 15%; background-color: #F44336;"></div></div>	-7 ↓	0	-3	-10 ↓
51. I am motivated to go beyond what is normally expected to help the CoT / TPU be successful.	1042	<div style="display: flex; justify-content: space-between;"><div style="width: 78%; background-color: #4CAF50;"></div><div style="width: 14%; background-color: #FFEB3B;"></div><div style="width: 7%; background-color: #F44336;"></div></div>	-6 ↓	0	-3	-4
9. Exec Ldrshp Team's actions are consistent with what they say (they "walk the talk").	1005	<div style="display: flex; justify-content: space-between;"><div style="width: 50%; background-color: #4CAF50;"></div><div style="width: 29%; background-color: #FFEB3B;"></div><div style="width: 21%; background-color: #F44336;"></div></div>	-5 ↓	0	-3	-12 ↓
31. The amount of work expected of me is reasonable.	1046	<div style="display: flex; justify-content: space-between;"><div style="width: 70%; background-color: #4CAF50;"></div><div style="width: 17%; background-color: #FFEB3B;"></div><div style="width: 14%; background-color: #F44336;"></div></div>	-5 ↓	0	+4	+1
54. Overall, I am satisfied with the CoT / TPU as a place to work.	1044	<div style="display: flex; justify-content: space-between;"><div style="width: 77%; background-color: #4CAF50;"></div><div style="width: 16%; background-color: #FFEB3B;"></div><div style="width: 7%; background-color: #F44336;"></div></div>	-5 ↓	0	+4	+2
2. CoT / TPU takes a genuine interest in the communities we serve.	1036	<div style="display: flex; justify-content: space-between;"><div style="width: 83%; background-color: #4CAF50;"></div><div style="width: 13%; background-color: #FFEB3B;"></div><div style="width: 4%; background-color: #F44336;"></div></div>	-5 ↓	0	---	+4

KEY DRIVERS OF ENGAGEMENT

TPU Overall



For City of Tacoma Overall

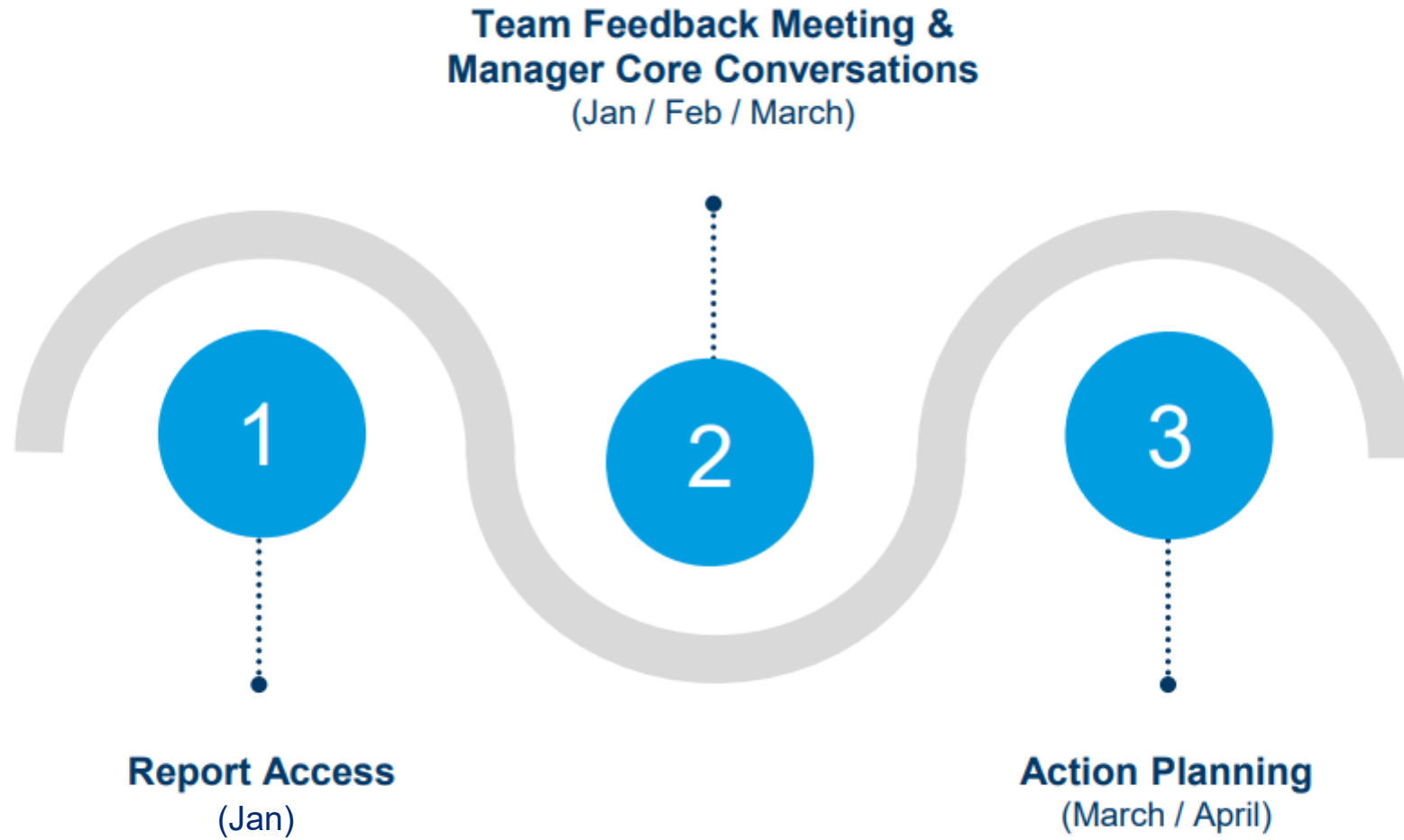
1049 Total Respondents (Response Rate 75%)

	<u>Responses</u>	<u>Trend</u>	<u>Tacoma Public Utilities</u>	<u>Govt. / Non-Profit Norm</u>	<u>Overall Norm</u>
44. My work gives me a feeling of personal accomplishment.	1047 	-3	0	-3	-2
11. I believe the results of this survey will be used constructively.	1012 	-4	0	-10 ↓	-22 ↓
59. Overall I am satisfied with my current working situation.	1043 	---	0	---	---
41. I feel that my career goals can be met at the CoT / TPU.	1038 	-2	0	+3	0
33. I clearly understand how my own job contributes to achieving the goals of CoT / TPU.	1044 	0	0	-2	-3
31. The amount of work expected of me is reasonable.	1046 	-5 ↓	0	+4	+1
43. The benefits provided by the CoT / TPU meet my needs.	1044 	-5 ↓	0	0	+13 ↑

Areas for Improvement

1049 Total Respondents (Response Rate 75%)

	<u>Responses</u>	<u>Trend</u>	<u>Tacoma Public Utilities</u>	<u>Govt. / Non- Profit Norm</u>	<u>Overall Norm</u>
4. Exec Ldrshp Team gives employees a clear picture of the direction the CoT / TPU is headed.	1027 	-10 ↓	0	-4	-13 ↓
6. Sr. Leaders give employees a clear picture of the direction your department is headed.	1036 	-7 ↓	0	---	---



APPENDIX

ENGAGEMENT INDEX BY RACE/ETHNICITY

Engagement

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					Trend	Tacoma Public Utilities	Govt. / Non- Profit Norm	Overall Norm
TPU Overall	1047	75%	16%	8	-5 ↓	0	---	---
2 or more Races	82	74%	17%	9	0	-1	---	---
African American / Black	49	75%	19%	6	-6	0	---	---
American Indian / Alaskan	7	61%	31%	9	-19 ↓	-14	---	---
Asian or Pacific Islander	48	81%	13%	6	-8	+6	---	---
Caucasian / White	547	81%	13%	6	-4	+6 ↑	---	---
Hispanic	15	85%	5	9	+3	+10	---	---
Prefer not to say	283	62%	24%	14%	-7 ↓	-13 ↓	---	---

ENGAGEMENT QUESTIONS BY RACE/ETHNICITY

50. I am proud to work for the City of Tacoma / Tacoma Public Utilities.

Copy CSV Excel

					Trend	Tacoma Public Utilities	Govt. / Non-Profit Norm	Overall Norm
TPU Overall	1045	84%	12%	4	-3	0	-2	+1
2 or more Races	82	82%	15%	4	-2	-2	-4	-1
African American / Black	49	86%	14%		+3	+2	0	+3
American Indian / Alaskan	7	57%	14%	29%	-18 ↓	-27 ↓	-29 ↓	-26 ↓
Asian or Pacific Islander	48	92%	6		-3	+8	+6	+9
Caucasian / White	545	89%	9		-3	+5 ↑	+3	+6 ↑
Hispanic	15	93%	7		+4	+9	+7	+10
Prefer not to say	282	71%	21%	9	-4	-13 ↓	-15 ↓	-12 ↓

ENGAGEMENT QUESTIONS BY RACE/ETHNICITY

51. I am motivated to go beyond what is normally expected to help the CoT / TPU be successful.

					Trend	Tacoma Public Utilities	Govt. / Non- Profit Norm	Overall Norm
TPU Overall	1042	78%	14%	7	-6 ↓	0	-3	-4
2 or more Races	81	84%	9	7	+4	+6	+3	+2
African American / Black	48	69%	23%	8	-8	-9	-12	-13
American Indian / Alaskan	7	71%	29%		-29 ↓	-7	-10	-11
Asian or Pacific Islander	48	77%	21%		-9	-1	-4	-5
Caucasian / White	545	83%	11%	6	-5 ↓	+5 ↑	+2	+1
Hispanic	15	87%		13%	+8	+9	+6	+5
Prefer not to say	281	68%	21%	11%	-10 ↓	-10 ↓	-13 ↓	-14 ↓

ENGAGEMENT QUESTIONS BY RACE/ETHNICITY

52. I would recommend the City of Tacoma / Tacoma Public Utilities as a place to work.

Copy CSV Excel

					Trend	Tacoma Public Utilities	Govt. / Non-Profit Norm	Overall Norm
TPU Overall	1047	79%	14%	7	-4	0	+4	+3
2 or more Races	82	78%	17%	5	+2	-1	+3	+2
African American / Black	49	78%	18%	4	-14	-1	+3	+2
American Indian / Alaskan	7	71%	29%		-4	-8	-4	-5
Asian or Pacific Islander	47	87%	6	6	-8	+8	+12	+11
Caucasian / White	547	83%	12%	5	-4	+4	+8 ↑	+7 ↑
Hispanic	15	87%	7	7	-2	+8	+12	+11
Prefer not to say	283	68%	19%	13%	-5 ↓	-11 ↓	-7 ↓	-8 ↓

ENGAGEMENT QUESTIONS BY RACE/ETHNICITY

53. I would choose to stay with the CoT / TPU even if offered the same pay and benefits elsewhere.

Copy CSV Excel

				Trend	Tacoma Public Utilities	Govt. / Non-Profit Norm	Overall Norm	
TPU Overall	1033	59%	26%	15%	-7 ↓	0	-3	-10 ↓
2 or more Races	82	51%	28%	21%	-4	-8	-11 ↓	-18 ↓
African American / Black	47	62%	30%	9	-7	+3	0	-7
American Indian / Alaskan	6	33%	67%		-42 ↓	-26 ↓	-29 ↓	-36 ↓
Asian or Pacific Islander	48	67%	21%	13%	-13	+8	+5	-2
Caucasian / White	541	67%	22%	11%	-6 ↓	+8 ↑	+5 ↑	-2
Hispanic	15	73%	13%	13%	-1	+14	+11	+4
Prefer not to say	277	42%	34%	24%	-8 ↓	-17 ↓	-20 ↓	-27 ↓

ENGAGEMENT QUESTIONS BY RACE/ETHNICITY

54. Overall, I am satisfied with the CoT / TPU as a place to work.

Copy CSV Excel

					Trend	Tacoma Public Utilities	Govt. / Non- Profit Norm	Overall Norm
TPU Overall	1044	77%	16%	7	-5 ↓	0	+4	+2
2 or more Races	82	76%	17%	7	+2	-1	+3	+1
African American / Black	47	81%	11%	9	-2	+4	+8	+6
American Indian / Alaskan	7	71%	14%	14%	-4	-6	-2	-4
Asian or Pacific Islander	48	81%	13%	6	-9	+4	+8	+6
Caucasian / White	546	83%	11%	5	-3	+6 ↑	+10 ↑	+8 ↑
Hispanic	15	87%	7	7	+8	+10	+14	+12
Prefer not to say	282	62%	27%	11%	-9 ↓	-15 ↓	-11 ↓	-13 ↓

ENGAGEMENT INDEX BY GENDER

Engagement

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					Trend	Tacoma Public Utilities	Govt. / Non- Profit Norm	Overall Norm
TPU Overall	1047	75%	16%	8	-5 ↓	0	---	---
Female	372	77%	16%	7	-10 ↓	+2	---	---
Male	675	74%	17%	9	-3	-1	---	---

ENGAGEMENT QUESTIONS BY GENDER

50. I am proud to work for the City of Tacoma / Tacoma Public Utilities.

Copy CSV Excel										
						Trend	Tacoma Public Utilities	Govt. / Non-Profit Norm	Overall Norm	
TPU Overall	1045	84%			12%	4	-3	0	-2	+1
Female	372	85%			12%	3	-7 ↓	+1	-1	+2
Male	673	82%			12%	5	-2	-2	-4	-1

51. I am motivated to go beyond what is normally expected to help the CoT / TPU be successful.

Copy CSV Excel										
						Trend	Tacoma Public Utilities	Govt. / Non-Profit Norm	Overall Norm	
TPU Overall	1042	78%			14%	7	-6 ↓	0	-3	-4
Female	368	82%			11%	6	-7 ↓	+4	+1	0
Male	674	76%			16%	8	-6 ↓	-2	-5 ↓	-6 ↓

ENGAGEMENT QUESTIONS BY GENDER

52. I would recommend the City of Tacoma / Tacoma Public Utilities as a place to work.

Copy CSV Excel

					Trend	Tacoma Public Utilities	Govt. / Non-Profit Norm	Overall Norm
TPU Overall	1047	79%	14%	7	-4	0	+4	+3
Female	372	79%	16%	5	-11 ↓	0	+4	+3
Male	675	78%	13%	9	-2	-1	+3	+2

53. I would choose to stay with the CoT / TPU even if offered the same pay and benefits elsewhere.

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					Trend	Tacoma Public Utilities	Govt. / Non-Profit Norm	Overall Norm
TPU Overall	1033	59%	26%	15%	-7 ↓	0	-3	-10 ↓
Female	367	61%	26%	13%	-15 ↓	+2	-1	-8 ↓
Male	666	57%	26%	17%	-4	-2	-5 ↓	-12 ↓

ENGAGEMENT QUESTIONS BY GENDER

54. Overall, I am satisfied with the CoT / TPU as a place to work.

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					Trend	Tacoma Public Utilities	Govt. / Non- Profit Norm	Overall Norm
TPU Overall	1044	77%	16%	7	-5 ↓	0	+4	+2
Female	370	79%	15%	6	-9 ↓	+2	+6 ↑	+4
Male	674	76%	16%	8	-2	-1	+3	+1