

2022 Bus Operator Survey Update

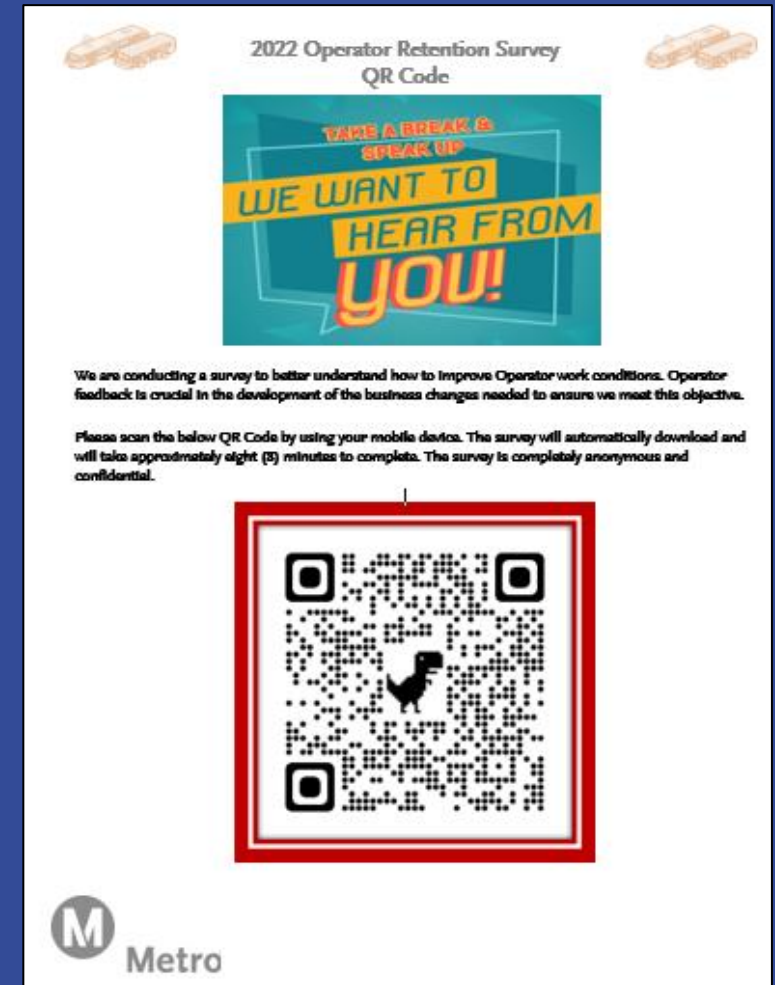


Operations, Safety & Customer Experience Committee Meeting

May 19, 2022

Overview

- Dates: Opened February 22, 2022 and closed March 21, 2022
- Bus Transportation Goal: 513 responses
- Responses Received (Bus Operators only):
 - 588 responses
 - Across 10 Bus Divisions
 - Requested a minimum of 50 responses from each Division
- Division Outreach: Visited twice and most three times
- Survey Questions: 19 total questions
 - 16 closed ended and 3 open ended
- Three Focus Areas: Job satisfaction, Concerns & Culture



Overview: Division Responses

Bus Division	Responses	Percentage
1	54	9%
2	60	10%
3	52	9%
5	75	13%
7	61	10%
8	63	11%
9	54	9%
13	61	10%
15	56	10%
18	52	9%
Systemwide Total	588	100%

Job Satisfaction Questions

Q8. I enjoy being an Operator.

		Valid Percent
Valid	Strongly Agree	29.6%
	Agree	29.6%
	Neutral	27.8%
	Disagree	7.0%
	Strongly Disagree	6.0%
	Total	100.0%

Q9. I see myself working as an Operator another 5 years.

		Valid Percent
Valid	Strongly Agree	21.2%
	Agree	20.3%
	Neutral	32.6%
	Disagree	11.6%
	Strongly Disagree	14.3%
	Total	100.0%

Q10. I would recommend being a Metro Operator to my family and friends.

		Valid Percent
Valid	Strongly Agree	13.8%
	Agree	17.1%
	Neutral	26.5%
	Disagree	17.0%
	Strongly Disagree	25.6%
	Total	100.0%

Takeaways:

- About 60% of respondents enjoy being an Operator, however enjoyment trends downward over time
- About 40% of operators see themselves working as an operator another five years, however longevity trends downward over time
- About 1/3 of operators would recommend the job to family and friends

Concerns and Pain Points

Q4. My biggest concern with being an Operator.

Areas of Concern	Responses	
	N	Percent
Low pay	347	23.0%
Safety from passenger confrontation	324	21.5%
High stress	316	20.9%
Fatigue	206	13.6%
Safe operation of bus while driving	113	7.40%
Other Concern	90	6.00%
Unfair treatment from my direct manager	51	3.40%
Childcare concerns	36	2.40%
Commute time	25	1.60%
Safe operation of Micro vehicle	3	0.20%
TOTAL	1,512	100.0%

Q5. I think about leaving Metro often.

		Valid Percent
Valid	Strongly Agree	28.0%
	Agree	26.1%
	Neutral	22.9%
	Disagree	12.9%
	Strongly Disagree	10.1%
	TOTAL	100.0%

Q6. If I were to leave Metro, it would be due to:

Areas of Concern	Responses	
	N	Percent
Low pay	356	27.0%
High stress at work	342	25.9%
Not feeling safe while operating the bus	197	14.9%
Not feeling safe from passenger confrontation	190	14.4%
Management	83	6.30%
Retirement	77	5.80%
Commute time	35	2.70%
Childcare issues	35	2.70%
Not feeling safe while operating the train	3	0.20%
Not feeling safe while operating the micro vehicle	1	0.10%
TOTAL	1,319	100.0%

Takeaways:

- **Low pay is the greatest concern for operators and is subject to current negotiations**
- Respect the Ride campaign, homeless outreach, and new ambassador program will work to **improve safety**
- Key issues of **high stress and fatigue** lead to burnout which can be directly impacted by **long assignments, ordered call backs, and insufficient run times**

Workplace Culture and Environment

Q12. Having a good relationship with my direct manager is important to me.

Systemwide Results

	Valid Percent	Cumulative Percent
Strongly Agree	43.1%	43.1%
Agree	35.9%	79.0%
Neutral	17.3%	96.3%
Disagree	1.9%	98.3%
Strongly Disagree	1.7%	100.0%

Division Results

Division	% Agree or Strongly Agree
1	75.9%
2	82.0%
3	92.3%
5	76.7%
7	80.3%
8	81.0%
9	81.5%
13	75.4%
15	75.0%
18	74.5%

Snapshot: Systemwide Job Satisfaction, Pain Points and Concerns

Job Satisfaction	Pain Points and Concerns
<p>60% enjoy being an operator *greater % among PT operators</p>	<p>98% noted concerns with being a bus operator</p>
<p>40% see themselves work as a bus operator another five years</p>	<p>23% low pay- being the greatest concern. Followed by 22% safety and 21% high stress</p>
<ul style="list-style-type: none"> • Longevity trends downward over time • Only about a third of operators would recommend the job to family and friends • Part-time employees are more likely to recommend the job than full-time employees 	<ul style="list-style-type: none"> • Low pay concerns are highest among part time operators and those with two or fewer years of service • The concern declines steadily as tenure increases

Culture Findings: Recognition & Tenure

Q15. Being recognized for good work is important to me.

How many years have you been an Operator?		Valid Percent
2 years or less	Strongly Agree	49.3%
	Agree	28.2%
	Neutral	18.5%
	Disagree	1.9%
	Strongly Disagree	2.2%
Total		100%
3-5 years	Strongly Agree	50.7%
	Agree	33.5%
	Neutral	14.5%
	Disagree	0.6%
	Strongly Disagree	0.6%
Total		100%
6-10 years	Strongly Agree	56.2%
	Agree	27.1%
	Neutral	9.9%
	Disagree	2.6%
	Strongly Disagree	4.2%
Total		100%
More than 10 years	Strongly Agree	48.4%
	Agree	32.8%
	Neutral	14.4%
	Disagree	2.8%
	Strongly Disagree	1.6%
Total		100%

Q16. The culture at Metro needs to improve.

How many years have you been an Operator?		Valid Percent
2 years or less	Yes	81.6%
	No	18.4%
	Total	100%
3-5 years	Yes	89.9%
	No	10.1%
	Total	100%
6-10 years	Yes	87.9%
	No	12.1%
	Total	100%
More than 10 years	Yes	83.4%
	No	16.6%
	Total	100%

Takeaway:

- About 80% of Operators surveyed value a good relationship with their direct manager and coworkers, as well as recognition



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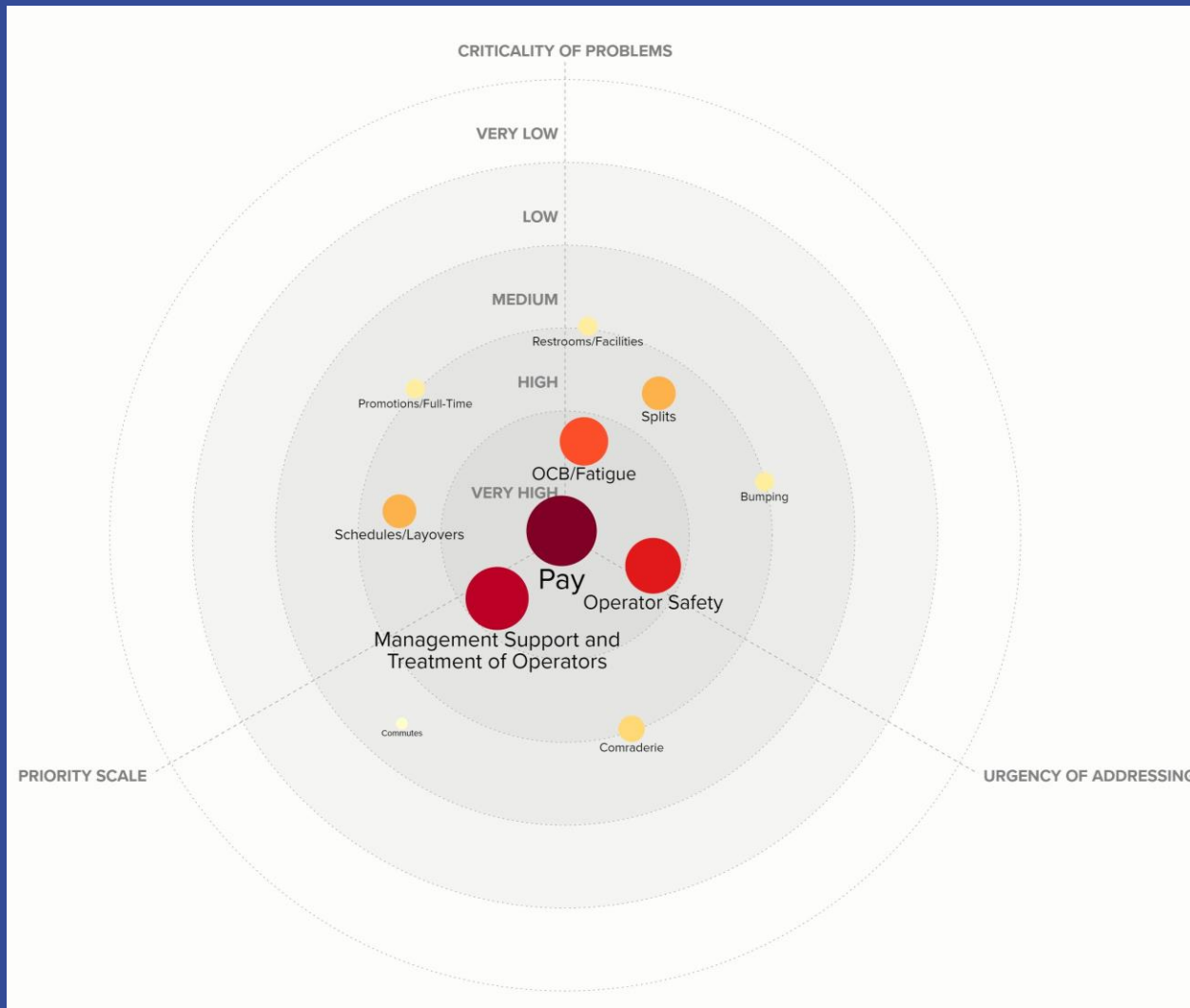
Qualitative Feedback

Q18. What suggestions do you have to create a better Operator work environment?

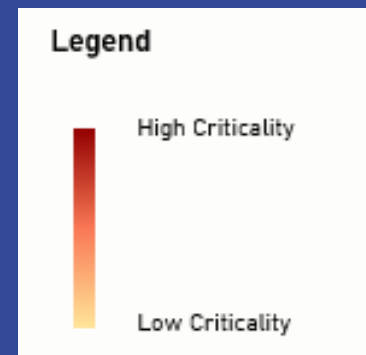
Responses were classified into the following themes using descriptive research coding:

- Social Issues – 190 responses
 - ✓ Humanize, Recognize, Respect, Morale...
- Policy/Political Problems – 99 responses
 - ✓ OCBs, Enforcement of Safety, Ease for New Employees
- Solutions Suggested – 118 responses
 - ✓ Layover 8:01 Rule too little, Scheduling, Enclosed Cabs...
- One Word/Phrase Responses – 63 responses
 - ✓ Just Pay, Benefits, Make it Safer etc.

Qualitative Feedback



Higher Pay and Better Benefits HAVE to be implemented. **Even though out of 521 responses, 100 mentioned pay explicitly, it is implied in almost every response:** calling for respect & dignity, overworking, need for hiring more operators, promise for promotions etc.



Qualitative Feedback - Operator Comments

Q11. What do you like most about being an Operator.

- *“I really enjoy driving busses from our fleet and helping the public. We make it look easy but its a true skill set that takes years to master.”*
- *“The independence involved. Just you and your bus.”*
- *“There is an importance of being an operator and my passengers make me feel great when they appreciate my performance on the road.”*

Q18. What suggestions do you have to create a better Operator work environment.

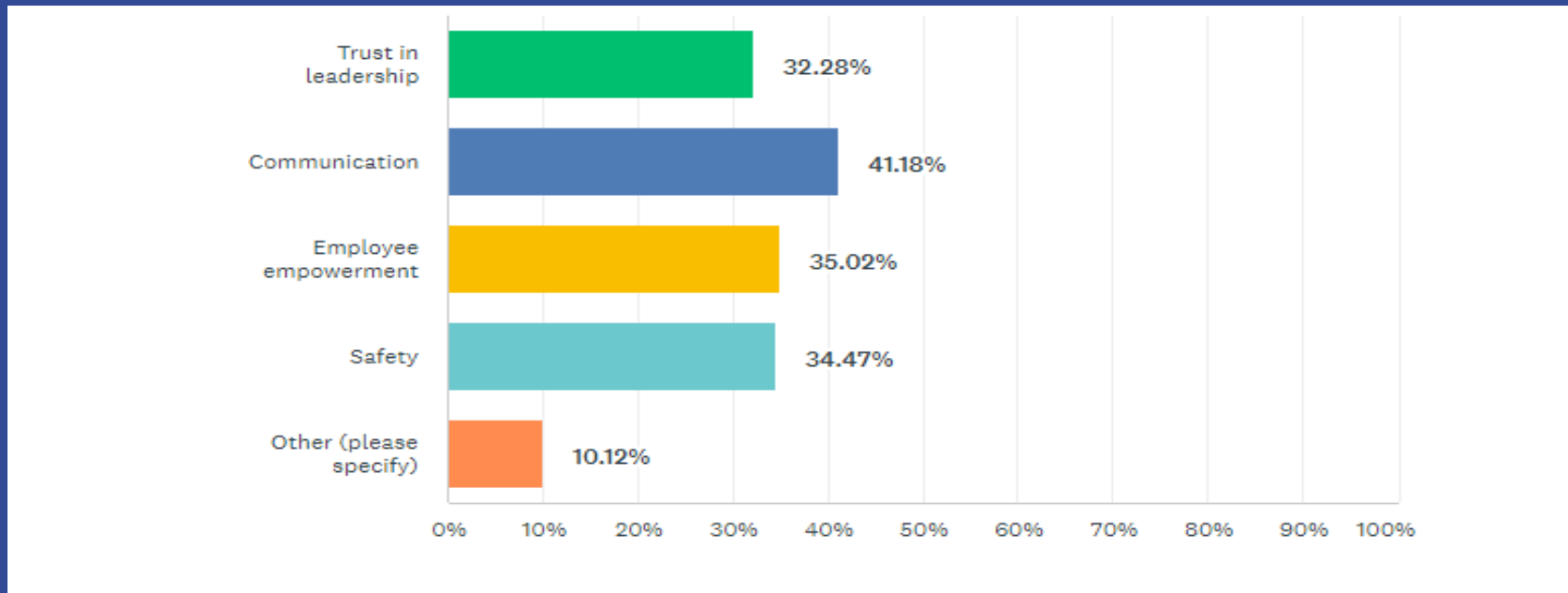
- *“Reduce OCB to allow for proper rest, recovery, and stress reduction.”*
- *Management engagement more with operators.”*
- *Provide more running time during rush hours. More layover time. Have better restrooms facilities at layovers.”*

Q19. What strategies should Metro use to attract more Operators to the organization

- *“Make driving less stressful by providing more running time. Pay more.”*
- *“Better benefit, starting salary (inflation is a big problem), some operator need to drive far to the reporting location.”*
- *“Increase the pay per hour and offer full flexibility time schedules.”*



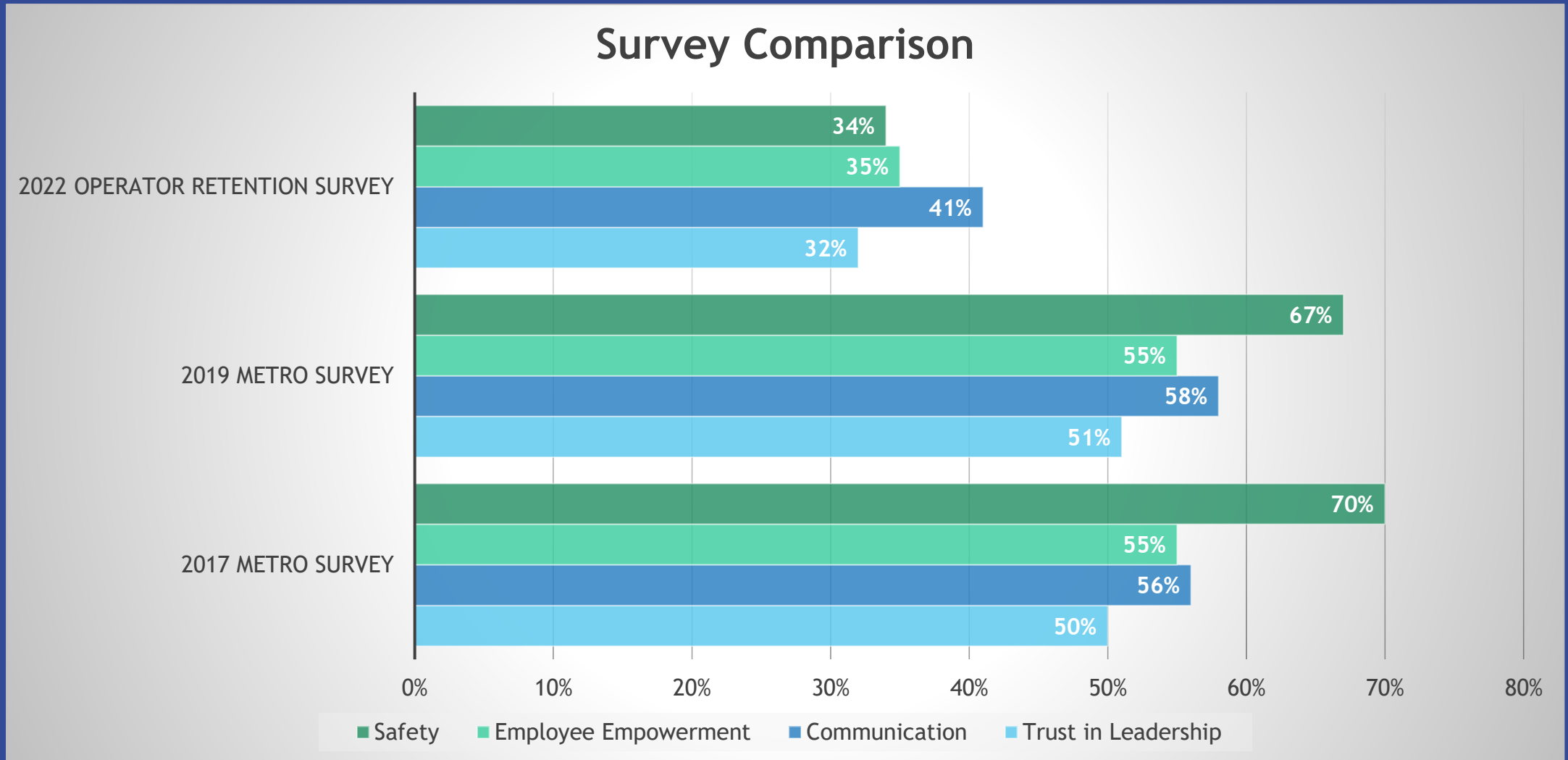
Opportunities for Improvement



Takeaways:

- Most operators feel the culture at Metro needs to change with communication, employee empowerment, safety, and trust in leadership being the top four areas needing improvement
- About half of the Operators surveyed feel satisfied with the benefits that Metro offers
- Additional areas of concern relative to culture change were:
 - ✓ Stress management
 - ✓ Respect

Metro Survey Comparison



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Comparison 2017/2019 2022 Survey Takeaways

- 2017 & 2019 Agency Survey results indicate areas for improvement relative to Communication and Trust in Leadership were important to Operations staff
- Similarly, the 2022 survey results in the areas of culture, communication, trust in leadership, and employee empowerment indicate Bus Operators still want change in these areas
- Recognition is very important for Operators to receive on a consistent basis
- Operators feel a good relationship with their direct manager and coworkers is important



Next Steps

- Metro will continue to review and analyze survey data, for bus and Metro Micro personnel, and concentrate on the following:
 - ✓ Division outreach and engagement to report out survey findings in coordination with Operations, Customer Experience, Chief People Office, and Safety management personnel (to be completed by May 19, 2022)
 - ✓ Create Operator focus groups to drill down into feedback and suggestions
 - ✓ Develop actionable recommendations to improve areas of concern
 - ✓ Steering committee/task force to oversee and execute recommendation implementation with status updates
 - ✓ Re-survey operators to gauge progress (12-18 months)

