

Edmonton Transit Service Branch

June 2021 Employee Check-in

Summary Report

June Employee Check-in

The June 2021 Employee check-in is the City's third employee experience survey for 2021 that is outside of the traditional biennial surveys. This summary outlines what we heard from employees in the Edmonton Transit Service Branch.

The June 2021 Employee Check-in was focused on the conversations that employees have with their supervisor. Responses to these questions will be used to inform how we develop meaningful conversations.



Survey Questions



I have heard about Enterprise Commons.

I know where to find more information about Enterprise Commons.

Questions to assist with corporate initiatives.



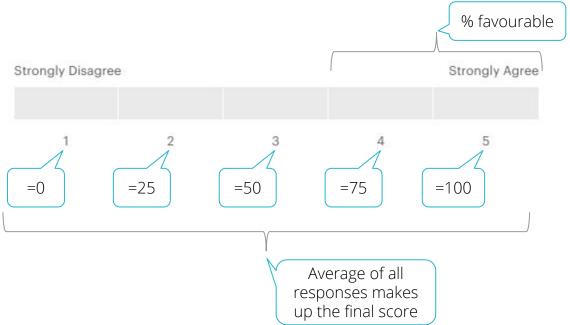
Branch Response Rate





Glint Scoring

Glint recommends using the average score rather than the % favourable score, as % favourable does not take into account the full distribution of the response scale.



Edmonton

Scores by Question

	Jun '20	Jun '21	vs. Mar '21
How happy are you working at the City of Edmonton?	76	71 🖡	72
How are you doing?	70	68	68
I would recommend the City of Edmonton as a great place to work.	75	70 🖡	71
My direct supervisor provides me with clear expectations about my work.	61	61	NA
I receive feedback on how I can improve from my direct supervisor.	54	55 🕈	NA
My direct supervisor acknowledges my contributions at work.	58	61 🕈	NA



Response to "Yes" and "No" Questions

Response to "Yes"

- Tap to the table to t	Jun '20	Jun '21	Change
I have regular check-in conversations with my direct supervisor.	44%	45%	+1%

Response to "No"

•	Jun '20	Jun '21	Change
I have regular check-in conversations with my direct supervisor.	56%	55%	-1% ↓

	Yes	No
I have heard about Enterprise Commons.	18%	82%
I know where to find more information about Enterprise Commons.	18%	82%

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Wellness Score

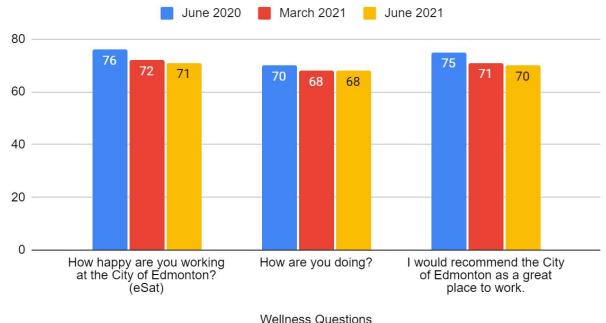


I feel safe and secure and am supported to achieve wellness

How happy are you working at the City of Edmonton? (eSat)

I would recommend the City of Edmonton as a great place to work.

How are you doing?



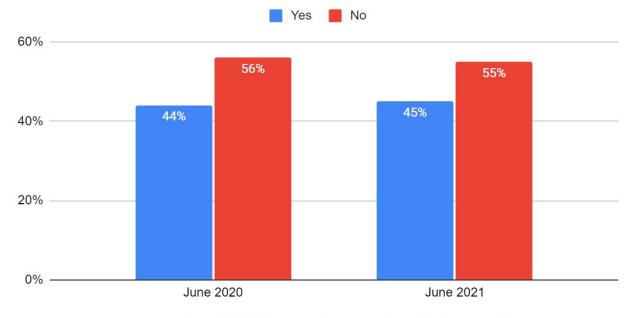


June 2020 vs. June 2021



I feel respected and recognized for my unique contributions

I have regular check-in conversations with my direct supervisor.



I have regular check-in conversations with my direct supervisor.



June 2020 vs. June 2021

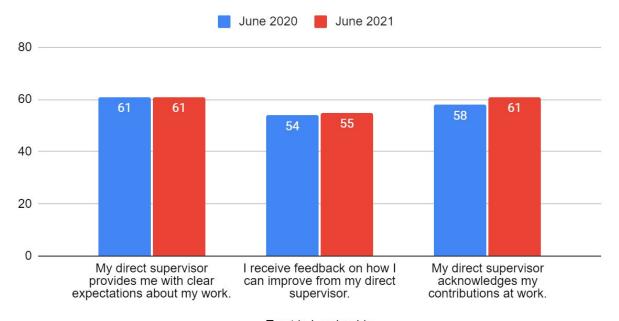


I observe leaders listening, communicating transparently, and inspiring

My direct supervisor provides me with clear expectations about my work.

I receive feedback on how I can improve from my direct supervisor.

My direct supervisor acknowledges my contributions at work.



Trust in Leadership



Open ended



Supportive Environment

I feel respected and recognized for my unique contributions

What would help you feel more supported right now?

Top Topics mentioned in March 2021

- Communication
- Covid
- Remote Working
- Culture
- Pay

Top Topics mentioned in June 2021

- Communication
- Covid
- Remote Working
- Pay
- Feedback

Keywords March 2021

advancement upper management routing parking front line safe mask dispatch enforcement education driver mental health feel supported peace discussion stock option quit welcome feel safe

Keywords June 2021

conversation raise hire workplace ability plan spend work at home transparency operator operator appreciation union upper management speed to security respect to security open passenger open passenger upper management feel supported



Open ended



Supportive Environment

I feel respected and recognized for my unique contributions



Trust in Leadership

I observe leaders listening, communicating transparently, and inspiring

Top Topics mentioned in June 2020

- Communication
- Feedback
- Performance Evaluation
- Meetings
- Recognition

Keywords June 2020

performance professional communication positivity Check-in encourage email solution support approachable helpful solution recognition covid open city respectful career opinion complaint connect tenant review workplace staffin

Top Topics mentioned in June 2021

- Communication
- Feedback
- Recognition
- Support
- Well-being

Keywords June 2021

understanding supportive approachable approachable suggestion appreciation with friendly direction leadership recognition respectful support help task meeting loscuss fair communication covid employee

What do you appreciate most about your conversations with your direct supervisor?



Open ended



Supportive Environment

I feel respected and recognized for my unique contributions



Trust in Leadership

I observe leaders listening, communicating transparently, and inspiring

Top Topics mentioned in June 2020

- Communication
- Career Opportunities
- Feedback
- Safety
- Learning & Development

Top Topics mentioned in June 2021

- Communication
- Career Opportunities
- Feedback
- Promotion
- Performance Evaluation

Keywords June 2020

return share duty plan bus routing operator sickness policy development suggestion information understanding conversation strategy develop develop update appreciation develop update appreciation develop development suggestion information

Keywords June 2021



What would you like to discuss more with your direct supervisor?

