

2022 Workplace Survey Results

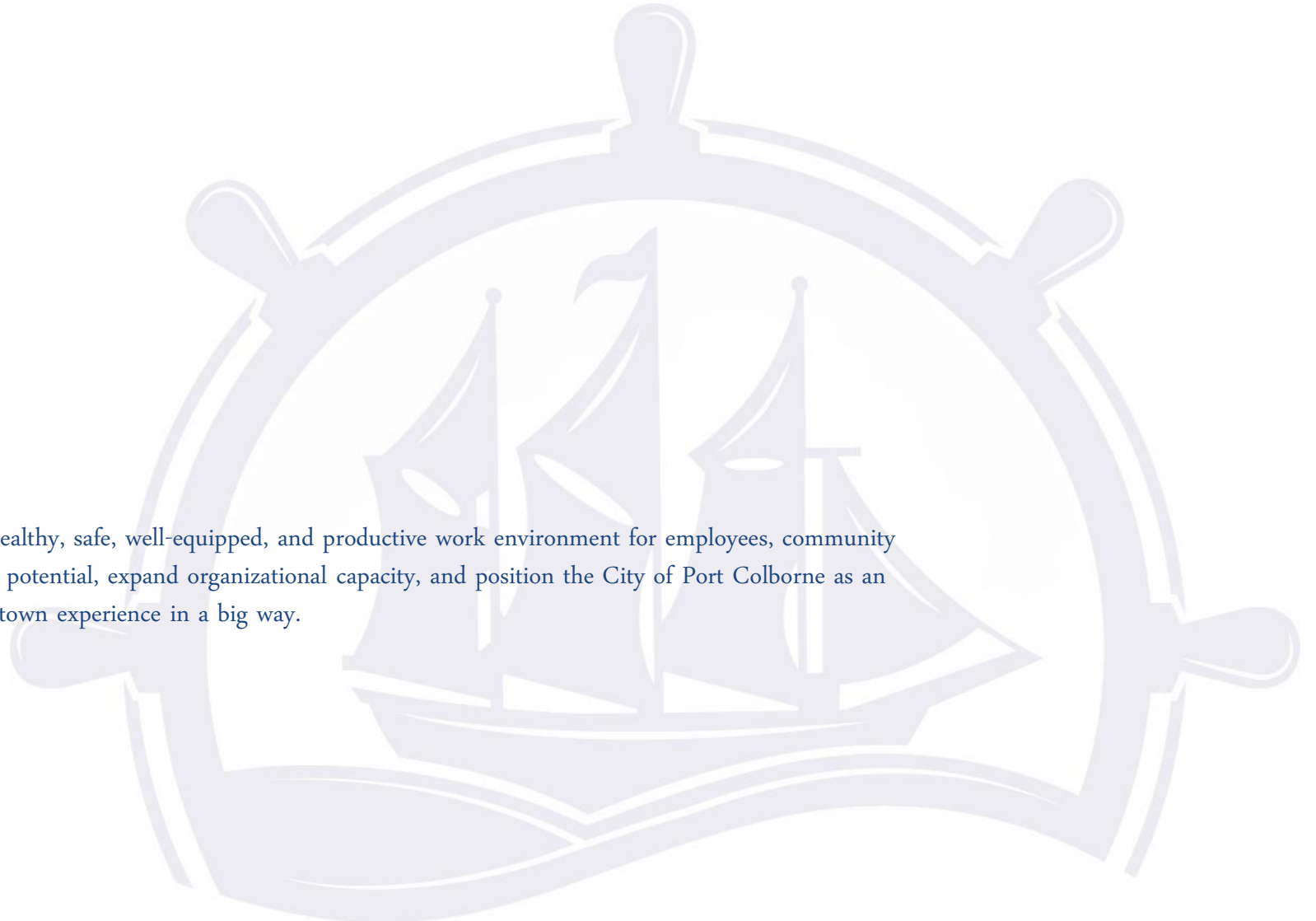


Why is this bi-annual employee survey important?

Strong employee engagement leads to

- Greater employee retention
- Deeper commitment to the work of the organization
- High productivity
- Happy employees

The City of Port Colborne is committed to fostering a healthy, safe, well-equipped, and productive work environment for employees, community partners, and the public in order to maximize individual potential, expand organizational capacity, and position the City of Port Colborne as an employer of choice able to provide an exceptional small-town experience in a big way.



Question Structure



Employees answer each question on a 5-point agreement scale:

Favourable Responses

Strongly Agree (5)

Agree (4)

Neutral

Neutral (3)

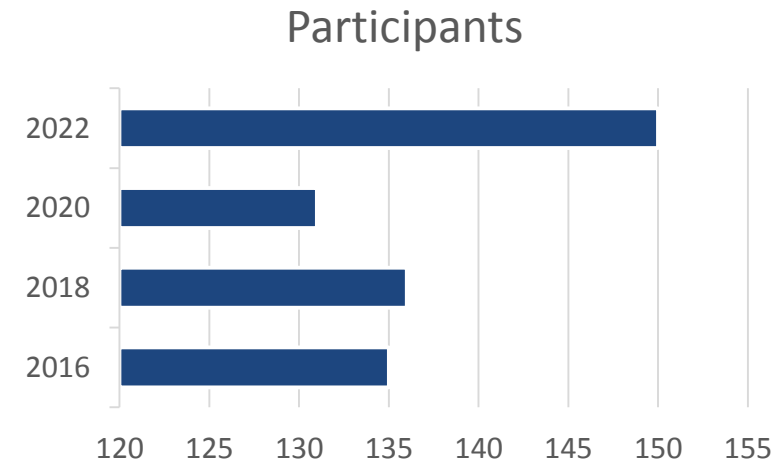
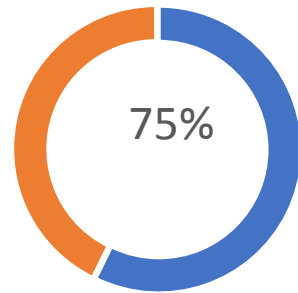
Unfavourable Responses

Disagree (2)

Strongly Disagree (1)

Highest Participation Rate

- 150 participants completed the survey for an overall participation rate of 75%



Focus Areas in the Survey



City of Port Colborne

Questions focused on

Mission and values
Pride in the City
Morale



Leadership

Questions focused on

Divisional Management
Director
Senior Management



Council

Questions focused on

Respect
Chain of command
Contact



Communication

Questions focused on

Communication across City
Communication in Department
Communication with Supervisor

Focus Areas in the Survey



Training and Development

Questions focused on

Job performance
Availability of training
Recognition



Workload and Teamwork

Questions focused on

Workload distribution
Problem Solving
Respect
Working as a team



People Practices

Questions focused on

Policies and Procedures
Pay & Benefits
HR



Personal Satisfaction, Health and
Wellness

Questions focused on

Work life balance
Working relationships
Morale

Focus Areas in the Survey

A total of 90 questions pertaining to these focus areas were asked.

A score above 3 generally indicates overall satisfaction.

- Overall 73.3% of the responses to each question were between 4 and 5.
- Overall 26.3% of the responses were between 3 and 4.





Top Scores

- Positive supervisory relationships.
- Strong sense of satisfaction and a feeling of success and pride in the workplace.
- Understanding of job duties.
- Health and safety.
- Understanding how job effects others.
- Human Resources

Areas to Focus on

- Communication across Departments – clearer roles and responsibilities.
- Respect from Peer to Peer
- More team members to complete tasks
- Pay & Benefits
- Council – chain of command, lead by example, communication

**All of the above scores were above a 3.0 which is an improvement from prior surveys



Overall Satisfaction 2022

Satisfaction levels	Averages
CAO	4.56
Corporate Services	4.33
Community Safety and Enforcement	4.28
Museum and Culture	4.14
Library	4.08
Public Works	4.08
Planning and Legislative Services	4.07

No department scored less than 4.00 in overall satisfaction, which denotes that overall staff are satisfied. The greatest increase in scores were seen in CAO and Corporate Services.



Comments

- Healthy and positive culture.
- Commitment to excellence and continuous improvement.
- Much pride working for the City.
- Customer service is at the heart of staff's day to day interactions.
- Great team.
- Strong Leadership and Management.
- Very strong group of CLT members at the City that understand the direction and get things done effectively.

Comments

- Strong HR team, have just started having more presence in Public Works – keep it up please.
- Professional, authentic and caring staff.
- Part time staff are not always invited to meetings and can take time to get information.
- Communication overall has improved.
- Excellent support with training and education.
- Accomplishments have been recognized.





Comments

- Work with amazing people who are always willing to help.
- A lot of effort from leadership to break down silos and increase cross divisional collaboration.
- HR has worked hard to improve things and has done a great job.
- Inflation has increased, wish pay would increase more.
- Increase some benefit coverages.
- Working for the City is incredible – flex time, WFH, respect, trust, health and wellness are respected.
- Implement a mentoring program for those to develop into future leaders.

Planned Action Steps Based On Feedback

- Work to improve cross department communication and understanding – job shadowing program, Town Halls, new employee videos, seasoned sailor videos.
- Finish JJEC process with CUPE to ensure jobs are placed in proper pay band.
- Continue to implement programs and policies to promote a positive workplace culture – improvements to non union benefit package in 2023, CUPE in 2025.
- Continue to benchmark comparator groups to ensure appropriate staffing levels.
- Creation of metrics for each department to drive efficiency and action planning.
- Look at creation of job shadowing and mentoring programs.
- Create action plans for each Director to address areas where scores could improve.





Questions/Comments