

COUNTY OF MILWAUKEE

Inter-office Communication

DATE: 8/18/2023

TO: Marcelia Nicholson, Chair, Milwaukee County Board of Supervisors

FROM: Donna Brown-Martin, Director, Department of Transportation
Denise Wandke, Managing Director and President, Milwaukee County Transit System

SUBJECT: From the Director of the Department of Transportation and Managing Director and President of the Milwaukee County Transit System, an informational update regarding the Milwaukee County Transit System Employee Engagement Survey Results

FILE TYPE: Informational Report

POLICY

It is the policy of the Milwaukee County Transit System (MCTS) to provide informational reports upon request of County Board supervisors.

BACKGROUND

Beginning in 2020, MCTS launched an employee engagement survey to help focus our attention on how we can improve outcomes and overall employee satisfaction. We continued with this format in 2021 and again in 2022. Some items that are measured include overall job satisfaction, internal communication, safety, security, training and racial equity. Since first introducing this survey in 2020, some items have changed or been removed. For example, in the 2022 survey, items related to the COVID response were replaced with questions relating to safety and security. The 2022 survey was open for 6 weeks during which time we received 326 responses. This is reflective of 32% of the workforce.

The information contained within this report include some highlights from the surveys including positive trends, initiatives as well as areas for continued improvement. We believe that a satisfied workforce will ultimately translate to positive outcomes for all of Milwaukee County.

SURVEY RESULTS

The results of the survey showed that MCTS is moving in the right direction in many areas. Employees overwhelmingly believe that MCTS is committed to racial equity. This was seen in items that addressed the organization as a whole and regarding individual supervisors. With respect to employee morale and job satisfaction, significant gains were seen. A year-to-year comparison showed positive gains in 16 of 18 of items (89%) that were asked the year prior.

Below are some examples of these positive changes:

% Increase	2021	2022	Survey Item
8%	74%	82%	This organization inspires me to "go above and beyond" my normal job duties to help MCTS succeed. (#9)
9%	73%	82%	There is a promising future for me in this organization. (#10)
14%	59%	73%	MCTS treats employees well. (#13)
10%	68%	78%	I feel valued by my supervisor (#17)
7%	80%	87%	Overall, I am satisfied with my job. (#18)

Percentages listed represent those that Strongly Agree and Agree.

New items were introduced in the 2022 MCTS Employee Engagement Survey in an effort to learn more about employees’ sentiments around safety and security. Although there are no year-to-year comparisons, it is clear that MCTS will need to continue to make a concerted effort to improve in these areas.

Below are some examples of questions related to safety and security:

2022	Survey Item
52%	MCTS has appropriate measures in place for employee security (e.g. cameras, lighting, card access, fences, Transit Security Officers etc.) (#20)
61%	I have sufficient training and education regarding security protocols and what to do during a security incident. (#21)
58%	When I am at work, I feel safe. (#22)

Percentages listed represent those that Strongly Agree and Agree.

MCTS is committed to safety and security for all employees, passengers, and the community. Below are just a few of the initiatives that have been implemented in 2022 and 2023.

1. Customized Red Kite Training.
2. Created a department specifically focused on safety and security.
3. Partnering with DHHS to proactively reach out to people in need aboard buses, ie. names and locations.
4. Partnering with DHHS to provide specific training for security personnel and Dispatchers when dealing with homeless/disenfranchised people.
5. Secured facilities with cameras, fencing and lighting.
6. Built/building classroom facilities at stations for on-going security training.
7. Removed Operator from farebox enforcement. If a passenger does not pay, the Operator presses a button and data is collected and timestamped. MCTS then proactively stages security personnel at these locations.
8. Planning a robust public campaign about the rules for riding.

The 2023 MCTS Employee Engagement Survey will include the safety items listed above to determine if improvements are made. Additional safety and security questions will also be added for the 2023 survey.

The attached report “2022 MCTS Employee Engagement Survey” provides a more detailed comparison of the questions and responses collected over the past 3 years.

SUMMARY

As the data shows, MCTS is trending in the right direction with respect to racial equity, employee morale, and job satisfaction. It is imperative that we maintain this momentum and continue to invest in training for managers and frontline staff. It is also important that we continue to address the concerns of employees regarding safety and security. MCTS is committed to providing a safe work environment for all employees and ensuring that passengers are safe at all times.

ALIGNMENT TO STRATEGIC PLAN

Describe how the item aligns with the strategic plan:

- 1A: Reflect the full diversity of the county at every level of County government
- 1B: Create and nurture an inclusive culture across County government
- 2C: Apply a racial equity lens to all decisions.

RECOMMENDATION

This report is for informational purposes only.

VIRTUAL MEETING INVITES

Sandra Kellner, Chief Administrative Officer/EEO Officer, MCTS
Denise Wandke, President and Managing Director, MCTS

PREPARED BY:

Ben Stark, Director of Human Resources, MCTS
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APPROVED BY:

Donna Brown-Martin

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Director, Department of Transportation