



NATIONAL TRANSPORTATION SAFETY BOARD  
**Investigative Hearing**

Washington Metropolitan Area Transit Authority Metrorail train 302 that encountered heavy smoke in the tunnel between the L'Enfant Plaza Station and the Potomac River Bridge on January 12, 2015

<b>GROUP</b>	<b>E</b>
<b>EXHIBIT</b>	
6	

Agency / Organization

WMATA

Title

## 2014 Employee Engagement Survey Results

# 2014 EMPLOYEE SURVEY RESULTS

68% of WMATA employees took the opinion survey—4% more than in 2012. Below you will see the areas our coworkers identified as strengths as well as areas of improvement. To see the full results of all 60 questions, refer to page 2.

## Progress ...

### Strategy and Mission

92%

“I feel my work contributes to the success of WMATA.”



### Engagement, Collaboration, and Inclusion



82%

“I feel proud to work for WMATA.”

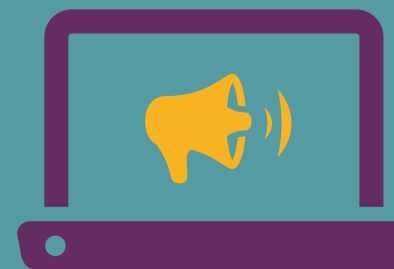
### Pay and Performance



73%

“My employee benefits meet my needs.”

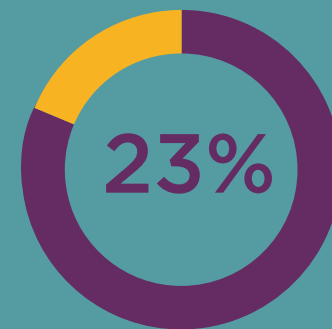
### Ensuring Safety/Managing Risk



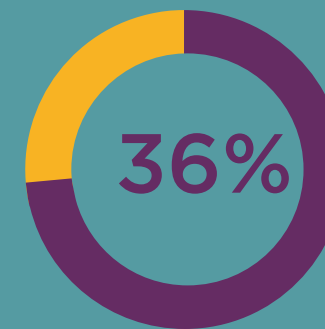
91%

“I know how to report a safety issue or concern.”

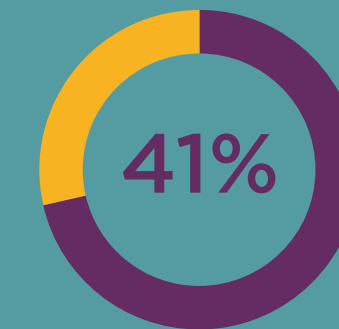
## ... but there's still work to do:



“There is a clear link between performance and pay.”  
(only non-represented employees)






“I receive recognition or rewards when I do a good job.”




“Overall, WMATA is effectively managed and well-run.”


# 2014 WMATA Employee Engagement Survey

QUESTION		2014	2012	Change
<b>STRATEGY AND MISSION</b>				
	I have a good understanding of WMATA's mission	85%	84%	1
	I feel that my work contributes to the success of WMATA	92%	92%	0
	I believe that WMATA is moving in the right direction	56%	54%	2
<b>ENGAGEMENT, COLLABORATION AND INCLUSION</b>				
	WMATA inspires me to do my best work	62%	63%	-1
	I feel proud to work for WMATA	82%	85%	-3
	I would recommend WMATA to others as a good place to work	81%	83%	-2
	I am treated with respect as an individual	68%	70%	-2
	Cooperation and sharing of ideas and resources across WMATA is encouraged	50%	49%	1
	There is good cooperation and teamwork within my work group	68%	72%	-4
	Differences among people are respected and valued at WMATA	52%	54%	-2
	WMATA has created an environment where people of different ethnic, cultural and racial backgrounds can succeed	77%	78%	-1
Given your own choice, how long would you plan to continue working for WMATA?	77%	79%	-2	
<b>ENABLEMENT, EMPOWERMENT AND RESOURCES</b>				
	My job provides me the opportunity to do challenging and interesting work	78%	78%	0
	My job makes good use of my skills and abilities	72%	72%	0
	My work environment allows me to maximize my productivity	60%	60%	0
	There are no significant barriers at work to doing my job effectively.	56%	56%	0
	I receive recognition or awards when I do a good job	36%	34%	2
	I am encouraged to come up with new or better ways of doing things	47%	45%	2
	I have enough authority to do my job effectively	68%	66%	2
	I have the resources I need to do my job effectively	66%	67%	-1
There are enough people to do the work in my division/department	58%	65%	-7	


## LEADERSHIP AND COMMUNICATIONS

	Overall, WMATA is effectively managed and well-run	41%	39%	2
	Rate your overall trust and confidence in WMATA's Executive Leadership Team	50%	49%	1
	Rate your overall trust and confidence in your division/department leadership team	54%	54%	0
	Rate your overall trust and confidence in your direct/immediate supervisor	68%	68%	0
	Rate WMATA on being open and honest in communications to employees	43%	44%	-1
	I have the information I need to do my job effectively	73%	75%	-2

### CUSTOMER SERVICE

	I receive recognition for providing high quality service to customers	41%	-	
	Rate WMATA on the quality of transit services provided to riders	73%	76%	-3
	Rate WMATA on the quality of face-to-face customer service provided to riders	66%	-	
	Rate WMATA on being customer focused seeking to understand and meet riders' needs and requirements	66%	65%	1
	My division/department receives effective support from other divisions/departments	46%	46%	0
	My division/department provides effective support to other divisions/departments	67%	67%	0

### ENSURING SAFETY/MANAGING RISK

	I have been adequately trained to perform my job safely	82%	81%	1
	My direct/immediate supervisor regularly communicates with employees about safety	80%	80%	0
	My co-workers take safety policies and procedures seriously	76%	77%	-1
	I know how to report a safety issue or concern	91%	90%	1
	I can provide ideas and suggestions for improving safety	80%	79%	1
	I believe that effective action would be taken if I reported a safety violation	66%	65%	1
	The safety in my work group has improved over the past 2 years	64%	63%	1
	Can you freely report a safety violation or concern without fear of retaliation from your co-workers?	83%	81%	2
	Have you observed a safety violation or concern over the past year?	49%	52%	-3
	Have you reported a safety violation or concern over the past year?	62%	67%	-5
	I feel secure in my work environment	67%	69%	-2
	I feel adequately prepared in the event of an emergency at work	69%	69%	0
	Sometimes we take shortcuts/risks to get the job done	50%	-	
	I can freely report a risk or concern about a possible risk without fear of retaliation from my co-workers?	67%	-	

### PAY AND PERFORMANCE

	I receive clear and regular feedback on my job performance.	48%	48%	0
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I understand the performance results expected of me in my job	81%	76%	5
I believe my pay is appropriate for the work I am asked to do	48%	51%	-3
I understand my performance objectives and how my performance is evaluated (only non-represented employees)	71%	77%	-6
My employee benefits meet my needs	73%	79%	-6
There is a clear link between performance and pay (only non-represented employees)	23%	21%	2
Poor performance is addressed appropriately in your division/department	48%	48%	0

## PROCESS AND TRAINING



There is little wasted time and effort in my division/department	49%	50%	-1
WMATA provides adequate training to do my current job effectively	63%	61%	2
I have opportunities to learn and develop at WMATA	70%	69%	1
I have opportunities to advance at WMATA	68%	68%	0
My direct/immediate supervisor coaches and supports me in my development	57%	58%	-1
I believe actions were taken to address issues raised on the last survey	34%	-	