

[STAFF REPORT FOR USE FOR WORK SESSIONS AND COUNCIL MEETINGS]

UPDATE ON METRO'S EMPLOYEE ENGAGEMENT WORK INCLUDING THE 2023 EMPLOYEE ENGAGEMENT SURVEY

Date: July 15, 2024
Department: Council/ COO
Meeting Date: August 1, 2024

Presenter(s), (if applicable):
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Length: 20 mins

ISSUE STATEMENT

There are many ways in which a Metro employee can experience and engage with the workplace around them. This appears in the way we support employee-supervisor relationships, how projects teams show up in collaborative spaces, the way we are informed on the latest Metro news, benefits provided to employees, opportunities for professional development and growth, employee recognition, and so much more.

The way we experience and engage in our workplaces through employee engagement and experience is rooted in welcoming, belonging, and safe spaces for all employees. If we can best understand the needs of all Metro employees, we can strive towards creating a trusting and supportive workplace and culture that allows employees to feel engaged and connected to Metro and the work we do.

ACTION REQUESTED

To provide an update to Council on the status of Metro's work on Employee Engagement and high-level review of Metro's 2023 Employee Engagement Survey.

IDENTIFIED OUTCOMES

- Increased awareness and knowledge of Metro Council on the work planning and processes being developed to address employee engagement.
- Create space for Metro Council to ask questions and learn more.

STRATEGIC CONTEXT & FRAMING COUNCIL DISCUSSION

By understanding the experiences of Metro employees and their needs in the workplace, we can better support the work led by Metro employees. Ensuring employees know what is expected of them, can do their best every day, have the materials and equipment to do the

work they do and are recognized in that work, aims to create a space for Metro employees to uphold Metro's values towards racial justice, climate justice and resilience, and shared prosperity.

Current project governance is made up of a both an Executive Employee Engagement Team and Project Team. The Executive Employee Engagement Team consists of our COO Executive Team, HR Director, DEI Director, and CAM Director. This team provides strategic leadership guidance and executive direction towards planning and implementation of the work. The Project Team consists of an Executive Sponsor and project manager from the Office of the COO, and representatives from HR, DEI, and Employee Communications. This team supports implementation of our growing work on employee engagement and experience, and implementing process improvements to project systems and structure.

BACKGROUND

Every other year, Metro administers an employee engagement survey to capture Gallup Q12 employee engagement questions, DEI Agreement, Reporting Confidence means, and open-ended responses. Survey data informs areas of growth and improvement for Metro when it comes to supporting the experiences of all employees. Historical data and trends can be compared to when Metro first launched the employee engagement survey in 2017. However, the goal of the employee engagement survey is to go beyond simply being a survey but opens a conversation where we can learn more about all Metro employees and their needs.

For this past survey iteration, the project team has largely focused efforts on process improvements aimed at better standardizing, consistent efforts to address survey findings. Currently, the project operates on two main approaches at the department-level and organizational-level.

The department-level approach ensured all departments received department-specific survey data reports in addition to the agency-wide report, and were provided access to connect with Lexicon & Line to best understand insights from their reports through data sessions. To encourage departments to address the findings found in their department-specific reports, all departments submitted at minimum one department goal aimed towards employee engagement and 2-3 actions to meet the identified goal. We are currently in process of identifying a process for tracking and reporting to ensure departments are accountable to reaching their goals.

The organizational approach ensures we identify actions that address the four overarching themes identified in the agency-wide report related to providing increased opportunities for connection and engagement, "staying the course" for professional development and growth opportunities, and better understanding the experiences of our most impacted employee groups including onsite, remote/hybrid, variable hour, BIPOC, and LGBTQ+. Processes and actions to address the organizational themes are currently being identified.

ATTACHMENTS

- Is legislation required for Council action? Yes No
- If yes, is draft legislation attached? Yes No
- What other materials are you presenting today?
 - 2023 Metro Employee Engagement Survey Data Report – Full survey data report developed by Lexicon and Line. This survey report has been shared with all Metro employees.
 - 2023 Quick Survey Data Highlights and Themes- Two-page document to quickly summarize key survey findings and themes.
 - Update on Metro’s Employee Engagement PowerPoint Presentation